

 St Albans City & District Council	Generic Job Description
Job Family	Community Support & Delivery Level 4
Grade	Grade 6
Aim of job family	<p>The overall aim of jobs in this job family is to deliver customer services directly and/or indirectly to customers of the council. Employees in this job family are 'at the coalface' of delivering the organisation's mission.</p> <p>Ancillary roles are also included at the lower levels and include clerical and administrative support</p>
Job characteristics	<p>Jobs in this job family will have some or all of the following job characteristics:</p> <ul style="list-style-type: none"> • Providing people related support services directly or indirectly to customers or groups of customers • Providing information, advice and/or guidance to customers in person or on the telephone • Helping customers solve problems • Enhancing the environmental, economic and/or social wellbeing of people either directly or indirectly including through contract management • Providing ancillary support services such as clerical and administrative support

Key Characteristics

Knowledge

General practitioner and / or experienced jobholder, with in-depth understanding and knowledge of policies, procedures, working practices, processes and systems

Some will have a more specialist role that will typically cover a deeper knowledge of a narrower range of circumstances

Mental Skills

Handles more complex issues and solves more varied problems. Refers serious problems to manager

The role may involve developing plans and solutions over the short/medium term

Interpersonal and Communication Skills

Jobs require a good level of communication skills to effectively deal with other people and situations. Skills will be used to persuade others, negotiate, advise and encourage others to adopt a particular course of action

Physical Skills

General keyboard and / or driving skills are required

Initiative & Independence

Job involves working within recognised procedures, which leaves room for the use of initiative. The jobholder can respond to unexpected problems.

May be in sole charge of a larger functional unit

Demands

There will be high levels of demand placed on the jobholder. These could arise from a combination of mental, physical and / or emotional demands

Supervisory responsibility

Job may be first line supervisor for a small team of other employees (could include project teams)

Working Conditions

Some exposure to adverse working conditions and / or verbal abuse

Generic Accountabilities

Working with People

1. Works directly with individuals or groups to enhance the quality of their daily lives in the community. The work may involve solving more complex problems and issues.
2. May undertake a more formal assessment of client needs, including specific issues within client groups.

Or

3. Works indirectly to develop the environmental, economic and/or social wellbeing of people

4. May enforce regulations.
5. Interpreting legislation and developing policies and procedures

Working with other Employees

1. The job may involve being the first line supervisor for a small team of employees or others. (could include project teams)
2. More formal training & development role

Working with Financial Resources

1. The regular monitoring of small/considerable financial resources will be a prominent feature of the job
2. This may include the day to day recording or monitoring of expenditure against a budget but fall short of being held to account for the budget.

Or

3. Considerable responsibility for monitoring the delivery of substantial services through contract management

Working with Physical Resources

1. The job regularly processes considerable amounts of information and data where there is a direct responsibility for security and confidentiality.
2. There may be the requirement for stock control of a wider range of supplies and the inspection and maintenance of high value equipment.
3. There may be a direct responsibility for the security of high value buildings or equipment

Other

1. The job holder will be required to be flexible and undertake any other appropriate duties according to the needs of the organisation. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. Any reasonable changes will be discussed and agreed with the job holder before any variations to the job description are made.

Key Outputs/Impact

- jobholder is seen to have a direct impact on the delivery of support services
- the impact of the work is often measured in weeks and months as the jobholder is accountable for providing advice and guidance on issues that affect the medium term

Generic Person Specification

- NVQ Level 4/5 or equivalent qualification/experience in relevant subject

and / or

Full or part qualification, and appropriate level of membership of relevant practising body

and

relevant work experience

- Appropriate level of mandatory internal / external qualification or practising requirement if relevant
- Appropriate level of IT and keyboard skills
- Appropriate level of data protection, security and confidentiality awareness
- Appropriate level of knowledge of equality and diversity issues
- Ability to exchange information with others with tact and diplomacy

Ability to persuade others to adopt a particular course of action

Competency Framework

All Officers at this level are expected to be fully competent in all aspects of the Council's Competency Framework for personal effectiveness:

- Communicating with others
- Team working
- Respecting others
- Managing work
- Striving for excellence
- Responding to change
- Customer focus