

Business and Public Services Family

A job family is a method of defining jobs. The emphasis is on focusing on a group of similar roles rather than individual jobs. A job family considers how many levels of that type of work there are and describes the key factors that differentiate one level from the next. It can be used to provide a clear structure for defining how individuals may progress and develop, as well as providing a tool to allow managers to put the right people in the right job.

This document describes the Business and Public Services Job Family within Derbyshire County Council. Each level in this job family is differentiated by changes in accountabilities, technical knowledge and skills expected at each level. It can be used to identify and understand the work expected at each level and where individual roles fit against each level.

Each level describes expectations, if required, relating to: people management, equality and diversity, health and safety and risk management.

The family's key characteristics are:

- Delivering administration, support, business and public services to support the Council.
- Processing regular transactions via established procedures.
- Undertaking regularly occurring event-based duties.
- Ongoing processes and procedures.
- Understanding and responding to real time queries from colleagues or the public.
- Deploying specialist knowledge of administrative or other support services.

The scale, breadth and complexity of the area or function being led or managed determine the level of work. Senior roles in this family lead the delivery of business support to a department or service area. Mid-rank roles provide expert administrative services or populate customer facing roles. Lower level roles may also make equipment or facilities available for public use.

Business and Public Services Family

Members of the family include:

- Managers of a business or public service area
- Experts in specialist business or public service areas
- Administrators and Secretaries
- Administrators involved in managing specialist transactions
- Specialist and support work involving data recording and processing
- Support staff providing information and assistance to the public

Job Family: Business and Public Services

Code: BPS14

Grade : 14

Level Purpose:

To plan, organise and manage the delivery of business services to a Council department or service area.

Overall:

Roles at this level are leading the provision of business services in a service area or department as a member of the departmental or service management team. Jobs are likely to be managing the managers of business and public services. They require proficiency in a specialised field or a broad understanding of relationships between different fields.

This level requires the ability to select, develop and assess the suitability of ways of working. Job holders require highly developed skills in persuading, influencing, developing and motivating people and partnerships to achieve service objectives.

People Management

Lead, organise, develop and motivate employees within assigned function/service area specifically undertaking: management of performance, discipline and grievance, training and development requirements, absence management, recruitment and selection.

Equality & Diversity

Promote and role model a culture that supports the authority's Equality and Diversity policy to generate a positive environment.

Health and Safety

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Manage risk in relation to service delivery and contribute to the corporate risk management framework.

Job Family: Business and Public Services

Code: BPS14

Grade : 14

Representative Accountabilities and Responsibilities:

- Create and maintain a highly competent and participative work environment through visible leadership, promotion of professional standards, and the development of outcome focused teams that understand their contribution to the service and wider success of the authority
- Lead, develop, co-ordinate and support service planning and the production of service plans for the department or service area including associated finance plans and integration with the wider council plan
- Lead, develop, co-ordinate and support departmental or service area performance management
- Lead, develop and coordinate departmental/service Quality Assurance Measures such as Chartermark / ISO
- Ensure that the service or department's business services are effectively managed
- Coordinate departmental or service responses to major corporate initiatives including the development of core systems, document management and data protection
- Direct departmental or service HR activity (including Health and Safety and Risk Management) to achieve service/departmental objectives
- Ensure the production and publication of appropriate performance information in accordance with council policy, regulations and legislation
- Support (as a member of) the departmental or service management team, representing the service on corporate groups
- Incur expenditure to support the service/department's service objectives in line with the council's financial regulations
- Plan and deliver relevant training and ensure alignment of departmental/service and training plans

Job Family: Business and Public Services

Code: BPS14

Grade: 14

Typical Knowledge, Skills and Experience:

- Relevant degree and professional qualification or extensive experience within a relevant work environment
- Senior level experience of leading and managing business services supporting complex service delivery
- Relevant technical knowledge and applied knowledge and understanding of relevant regulations and codes of practice
- Extensive working knowledge of local government and the relevant service area or department
- Excellent leadership skills to inspire, motivate and develop team members to high levels of performance
- Skilled to communicate and negotiate with and influence colleagues, partners and stakeholders
- Detailed knowledge of systems relevant to own and related areas of work
- Interact internally and externally to generate and coordinate original ideas and policy/practice developments
- Proven analytical and problem solving capability
- Ability to plan and manage service and departmental budgets
- Ability to deal with confidential and sensitive issues

Job Family: Business and Public Services

Code: BPS13

Grade : 13

Level Purpose:

To lead a substantial part of business or public services to an area or department; or leading the delivery of a business or public service across the Council. Requires professional knowledge of theoretical concepts and principles within the specialised field.

Overall:

Roles at this level are likely to manage and integrate a range of services, organising and managing others, dealing with escalated issues and making improvements within the area. Influencing, developing and changing the motivation and behaviour of people are central to the role.

The role holder is given some direction, and thinks about further implications of activities over a longer period of time. Requires knowledge of a wide range of procedures in a specific area which may have a significant degree of complexity and impact.

People Management

Lead, organise, develop and motivate employees within assigned function/service area specifically undertaking: management of performance, discipline and grievance, training and development requirements, absence management, recruitment and selection.

Equality and Diversity

Promote and role model a culture that supports the authority's Equality and Diversity policy to generate a positive environment.

Health and Safety

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Manage risk in relation to service delivery and contribute to the corporate risk management framework.

Job Family: Business and Public Services

Code: BPS13

Grade : 13

Representative Accountabilities and Responsibilities:

- Manage and motivate a team of staff maintaining a highly competent, creative and participative culture through visibly effective leadership
- Support the development co-ordination and support for service planning and the production of service plans for the department or service area including associated finance plans and integration with the wider council plan or lead the same for own service
- Support the development co-ordination and support for departmental or service area performance management or lead the same for own service area
- Ensure that relevant element of the service or business services is effectively managed
- Support the coordination of departmental or service responses to major corporate initiatives including the development of core systems, document management and data protection
- Lead, develop and coordinate Quality Assurance Measures such as Chartermark/ISO for the business service area
- Ensure the production and publication of appropriate performance information in accordance with council policy, regulations and legislation
- Set targets and monitor performance to: ensure training needs are identified and addressed, high quality standards are maintained, legislation/regulations and procedures are adhered to and that work is delivered on schedule to enable the business to be effective
- Manage or monitor resources/budgets within allocated area to ensure maximum value is delivered for resources deployed
- Contribute to resource and budget planning within own area

Job Family: Business and Public Services

Code: BPS13

Grade : 13

Typical Knowledge, Skills and Experience:

- Relevant degree or professional qualification or extensive experience
- Experience of leading and managing business services supporting complex service delivery
- Relevant technical knowledge and experience
- Knowledge of local government and the relevant service area or department
- Ability to manage, and develop a large team or a number of smaller teams, ensuring that all team members are valued and understand their contribution to the Service
- Skilled to persuade others and influence outcomes critical to the business
- Detailed practical operational knowledge of relevant systems in terms of functionality and capability and/or services available
- Clear understanding of relevant legislation, regulations and codes of practice
- Interact internally and externally to generate and coordinate original ideas and policy/practice developments
- Proven analytical and problem solving capability
- Experience of managing or controlling budgets/resources

Job Family: Business and Public Services

Code: BPS12

Grade : 12

Level Purpose:

Jobs provide critical business services, managing the operations of a multi-functional support service or specialised support service, aligned to the Councils strategic aims and ensuring statutory obligations are met.

Overall:

Requires applied and theoretical knowledge and ability to devise new approaches from first principles and contribute to long term strategies. A wide knowledge of the Council and interrelationships with other services/departments is required to co-ordinate services, working internally and externally to influence the development and delivery of services. Role holders are likely to manage large numbers of staff, influencing and successfully managing others, to achieve service efficiency and effectiveness.

People Management

Lead, organise, develop and motivate employees within assigned function/service area specifically undertaking: management of performance, discipline and grievance, training and development requirements, absence management, recruitment and selection.

Equality and Diversity

Promote and role model a culture that supports the authority's Equality and Diversity policy to generate a positive environment.

Health and Safety

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Manage risk in relation to service delivery and contribute to the corporate risk management framework.

Job Family: Business and Public Services

Code: BPS12

Grade : 12

Representative Accountabilities and Responsibilities:

- Manage a large team and multifunctional support service to ensure the successful delivery of a professional or specialist service with a broad impact
- Use professional or specialist knowledge and significant experience to identify issues, trends and problems which may have a broad impact
- Support the development co-ordination and support for service planning and the production of service plans for the department or service area including associated finance plans and integration with the wider council plan or lead the same for own service
- Set targets and monitor performance in order to ensure service /project delivery
- Be aware of new legislation, initiatives and priorities and the impact on the authority, department and service
- Identify service requirements or shortfalls and implement the delivery of innovative solutions to maximise service quality, efficiency and continuity and contribute to policy and service development
- Plan and organise individual and team activity with an appreciation of longer term issues ensuring plans complement and feed into broader operational plans
- Interact internally and externally to generate and coordinate original ideas and policy/practice developments
- Manage or monitor resources and budgets to ensure maximum value is delivered for resources deployed

Job Family: Business and Public Services

Code: BPS12

Grade : 12

Typical Knowledge, Skills and Experience:

- Relevant professional qualification plus significant experience, including successful outcomes, in a similar work environment; OR
- Extensive relevant experience and success in a similar work environment, backed by evidence of appropriate specialist knowledge
- Thorough knowledge and understanding of policy and practices relevant to the role which includes broader authority awareness
- Clear understanding of relevant legislation, regulations and codes of practice
- Proven ability to manage and motivate staff to achieve organisational objectives
- Skilled to persuade others and influence outcomes critical to the business
- Detailed operational knowledge of relevant systems in terms of functionality and capability and/or services available
- Interact internally and externally to generate and coordinate original ideas and policy/practice developments
- Proven analytical and problem solving capability
- Experience of managing or controlling budgets/resources
- Experience of planning and progressing work activities within general professional guidelines or organisational policy, using initiative and independent judgement in their application

Job Family: Business and Public Services

Code: BPS11

Grade : 11

Level Purpose:

To manage a large team or service area, responsible for budget and resource management. Jobs provide critical business services, aligned to the Councils strategic aims and supporting the authority in meeting statutory obligations.

Overall:

Requires applied and theoretical knowledge, jobs are authoritative on methods, systems and procedures, with conceptual understanding to create them. Job holders have knowledge and experience to resolve complex issues; proactively anticipate problems and recommend solutions. Role will contribute to long-term development of the service.

Role requires regular liaison with customers and key stakeholders to establish and maintain effective working relationships and facilitate cohesive service delivery in a defined area. The focus is on influencing and successfully managing others to achieve service efficiency and effectiveness.

People Management

Supervise, organise, advise and motivate a team, specifically undertaking: management of performance, discipline and grievance, training and development support, absence management.

Equality and Diversity

Actively support the authority's Equality and Diversity policy.

Health and Safety

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Identify opportunities and risks associated with the service and escalate/report to management.

Job Family: Business and Public Services

Code: BPS11

Grade : 11

Representative Accountabilities and Responsibilities:

- Supervision or management of a defined team providing clear organisation, direction and development
- Provide specialist advice, recommendations within specific parameters/professional guidelines to support the service in continually meeting Council aims and/or meeting statutory obligations
- Present results and put forward recommendations through the provision of advice, briefings, consultations, presentations or written reports to facilitate the interpretation of specific issues/problems and support decision making
- May lead project teams of a significant nature to achieve department objectives e.g. leading developments in response to change
- Manage or monitor resources/budgets within allocated area: ensure maximum value is delivered for resources deployed
- Monitor the effectiveness and performance of systems and processes and identify and implement changes to improve operational efficiency and quality of service in a defined area
- Liaise internally and externally to ensure that department issues are appropriately represented and reported
- Liaise with service users, departments and partner organisations to co-ordinate activities, engage in partnership working, and assess the effectiveness of services provided and initiate actions for improvement
- Be aware of legislative requirements and new initiatives or priorities that impact on the service or area of work and encompass them into working practices
- Contribute to the longer term planning and development of the service

Job Family: Business and Public Services

Code: BPS11

Grade : 11

Typical Knowledge, Skills and Experience:

- Professionally qualified with a relevant degree/post graduate qualification plus some post qualification experience; OR
- Significant relevant practical experience, demonstrating management ability and success in a similar work environment, backed by evidence of appropriate specialist knowledge
- Experience of planning and progressing work activities within general professional guidelines or organisational policy, using initiative and independent judgement in their application
- Thorough knowledge and understanding of the policy practices and procedures relevant to the role including broader department and wider sector/external awareness
- Detailed operational knowledge of systems relevant to own area: functionality, capability or products / services available
- Proven ability to manage, motivate and develop a team
- Knowledge of relevant legislation and codes of practice and awareness of current and future priorities of the department
- Skilled to persuade others and influence outcomes critical to the business
- Knowledge of key internal and external contacts relevant to the work area
- Proven analytical and problem solving capability
- Experience of managing or controlling budgets/resources
- Experience of planning and progressing work activities and service developments within organisational and departmental policy

Job Family: Business and Public Services

Code: BPS10

Grade : 10

Level Purpose:

To manage the delivery of an effective support service aligned to the Council's strategic aims and objectives or to provide expertise and experience in a specialist work area.

Overall:

Roles at this level require applied and some theoretical knowledge gained via a combination of relevant experience and formal training. Roles may provide a highly specialised service authoritative on methods, systems and processes or they may be managers of large operational teams. Both will contribute to longer-term development of the service however overall supervision from a more experienced professional is in place.

A well-developed knowledge of the Council is needed and roles will require regular liaison with internal/external customers and partner organisations to establish and maintain effective working relationships.

People Management

Supervise, organise, advise and motivate a team, specifically undertaking: management of performance, discipline and grievance, training and development support, absence management.

Equality and Diversity

Actively support the authority's Equality and Diversity policy.

Health and Safety

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Identify opportunities and risks associated with the service and escalate/report to management.

Job Family: Business and Public Services

Code: BPS10

Grade : 10

Representative Accountabilities and Responsibilities:

- Manage and support staff, ensuring their development and ability to provide effective services
- Apply a sound understanding of complex systems, methods, and processes to resolve problems or issues
- Monitoring and control of financial information and budgets and review of financial data to contribute to resource planning
- Analyse, interpret and evaluate complex information to support decision making, highlighting and prioritising any issues and taking required action
- Manage and deliver support services through resource planning and maintaining standards, procedures and working practices to create a quality approach to service delivery
- Management of projects and contracts to ensure delivery on time, to budget, within objectives and to required quality standards.
- Monitor the effectiveness and performance of systems and processes and identify and implement changes to improve operational efficiency and quality of service in a defined area.
- Monitor and report on service standards within own area of work to maximise service quality and efficiency
- Liaise with service users, departments and partner organisations to co-ordinate activities, engage in partnership working, and assess the effectiveness of services provided and initiate actions for improvement.
- Be aware of legislative requirements and new initiatives or priorities that impact on the service or area of work and encompass them into working practices.
- Contribute to the longer term planning and development of the service

Job Family: Business and Public Services

Code: BPS10

Grade : 10

Typical Knowledge, Skills and Experience:

- Qualified to level 4 or equivalent qualification and relevant experience or
- Significant practical experience acquired through a combination of training and working in a relevant area; demonstrating development through a series of progressively more demanding roles
- Broad understanding of related work areas and wider sector/external awareness
- Authoritative knowledge of the specialist work practices/professional guidelines relevant to the work area
- Proven ability to manage staff including attendance, development and performance
- Demonstrable management skills with experience and success in a similar managerial position (where appropriate)
- Awareness of the current and future priorities of the department
- Proven high level communication skills obtained through representational, influencing and negotiating activities
- Experience of managing or controlling budgets/resources
- Experience of planning and progressing work activities within organisational and departmental policy

Job Family: Business and Public Services

Code: BPS09

Grade : 9

Level Purpose:

To supervise operational activity or provide specialist support services, requiring authoritative knowledge of the relevant work area, a well-developed knowledge of the department and awareness of related activities.

Overall:

Jobs at this level have an emphasis on applied knowledge of specialised methods and processes gained by extensive practical experience or formal training. They deal with day-to-day problems as referred by members of the team, judging when to involve more senior managers.

Job holders provide clear advice to customers, establishing and maintaining effective working relationships and assessing the impact of their advice on the service area. They manage their work independently, usually managing the activities of others.

People Management

Allocate work and monitor the standard of team performance and ensure resolution of any issues.

Equality and Diversity

Actively support the authority's Equality and Diversity policy.

Health and Safety

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Identify opportunities and risks associated with the service and escalate/report to management.

Job Family: Business and Public Services

Code: BPS09

Grade : 9

Representative Accountabilities and Responsibilities:

- Facilitate the achievement of strategic directives through effective prioritising, organising and problem solving to manage the constantly changing priorities of senior members of staff.
- Apply a sound understanding of a complex system or range of systems, methods, processes or procedures to provide interpretation, advice and recommendations
- An escalation point for routine and non-routine issues, resolving where appropriate, to provide effective first line support
- Management of staff including absence monitoring, appraisal, training, recruitment & selection
- Process financial information to help ensure finances are appropriately and efficiently monitored for the section/team
- Liaison, communication and relationship building with service users, other departments and external contacts on a regular basis to support departmental or service activities
- Research, organise non-standard information for inclusion in reports/documents or provide answers to related queries
- Manipulate, analyse, present and draw conclusions from specialised and complex information to support decision making, identifying trends and problems, disseminate information/findings to ensure awareness of key issues/data
- Manage a range of specialised service activities advising and assisting colleagues and customers on systems or processes to maximise service quality or efficiency
- Lead assigned short term projects or contribute to larger department wide projects as part of a project team

Job Family: Business and Public Services

Code: BPS09

Grade : 9

Typical Knowledge, Skills and Experience:

- Qualified to level 3 or equivalent and significant experience; OR
- Significant practical experience acquired through a combination of training and working in a relevant area; demonstrating development through a series of progressively more demanding roles
- Excellent ICT skills and an experienced user of Microsoft Office and service specific software
- Broad knowledge and understanding of a range of relevant methods, systems and processes, authoritative knowledge of the relevant work area, a well-developed knowledge of the department and awareness of related activities
- Clear understanding of standards and regulations set for the output of the role/team
- Ability to plan and organise work to produce a high level of output to quality standards, with a contribution to longer term planning for the service
- Proven initiative, judgement to research and resolve problems independently or through a support team
- Experience of and ability to supervise staff to meet organisational and operational objectives
- Proven written and verbal communication skills and the ability to build relationships and influence others using knowledge of approaches that promote customer care
- Proven numeracy/budget monitoring/management at an appropriate level for the role
- Project management skills
- Ability to communicate at all levels confidently, sensitively and diplomatically

Job Family: Business and Public Services

Code: BPS08

Grade : 8

Level Purpose:

Supervise the provision of operational services where systems and processes are important. Jobs may be expert administrators, providing a flexible, efficient and courteous support service to the public, colleagues, Councillors, MPs and other agencies.

Overall:

Jobs at this level are authoritative on procedures of some complexity and variety, with an in-depth knowledge and understanding of a particular function. Job holders will use knowledge to arrive at conclusions and take necessary action regularly using independent analysis and judgement.

The role will require regular planning and co-ordination of activities in a well structured environment, usually for weeks and months ahead with contribution to longer term development. Achieving outcomes may rely on successfully managing a team. Understanding, influencing, empathising and communication with people are required skills.

People Management

Instruct and guide colleagues in the distribution and conduct of work in the team.

Equality and Diversity

Act in accordance with the authority's Equality and Diversity policy.

Health and Safety

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Contribute to risk awareness in carrying out your duties and raise issues where appropriate.

Job Family: Business and Public Services

Code: BPS08

Grade : 8

Representative Accountabilities and Responsibilities:

- May be the main point of contact for a senior member of staff acting as a filter for issues and resolving most in person or via direct contact with senior staff to provide effective support and problem resolution
- Manage diaries, organise and service meetings initiating actions, produce and manage correspondence and initiate responses
- Process financial information to help ensure finances are effectively monitored
- Liaison, communication and relationship building with service users, other departments and external contacts on a regular basis to support departmental or service activities
- Prepare documents, reports and other materials using some non-standard formats
- Perform detailed manipulation, analysis/evaluation of specialised but relatively straightforward, information or workflow processes, highlighting issues for further investigation and preparing reports to support decision making
- Supervise and allocate work on a day to day basis to subordinates in the same area of work delivering a specialised process, system or service
- Monitor team or service performance and deploy assigned resources towards defined objectives and within defined limits, to ensure operational and cost efficiency
- May be recognised as the main point of contact for a particular specialised process, system or service and apply understanding of systems, methods or processes to provide interpretation, advice and recommendations
- Maintain and improve operational efficiency and quality of service of own area through improvements in procedures/process

Job Family: Business and Public Services

Code: BPS08

Grade : 8

Typical Knowledge, Skills and Experience:

- Qualified to level 3 or equivalent with relevant experience or
- Significant practical experience acquired through a combination of training and working in a relevant area; demonstrating development through a series of progressively more demanding roles
- Excellent ICT skills and an experienced user of Microsoft Office and service specific software
- Comprehensive knowledge and experience of relevant processes or procedures and working knowledge of other areas of the authority relevant to the service
- Clear understanding of standards and regulations set for the output of the role and/or team
- Ability to plan and organise work to produce a high level of output to quality standards
- Proven initiative and judgement to research and resolve problems independently or through a support team
- Supervisory experience and ability
- Proven written and verbal communication skills and a customer focus
- Ability to communicate with people at all levels confidently, sensitively and diplomatically
- Understanding of how the activities of the department relate to one another
- Budget monitoring/management at an appropriate level for the role

Job Family: Business and Public Services

Code: BPS07

Grade : 7

Level Purpose:

To provide an administrative service or direct support to the Council's internal or public services. Procedural understanding, forward planning and co-ordination, an awareness of related activities and a customer focus are important.

Overall:

Requires thorough understanding of a complex process or variety of processes, and their importance to the work area, with knowledge to arrive at conclusions and take necessary action within procedural constraints. Job holders will plan and co-ordinate activities in a well structured environment, which requires independent analysis and judgement.

The role may include supervising a team of similar support roles and / or regular contact with others where understanding, influencing, empathising and communication with people are important to achieving objectives.

People Management

Allocate routine or basic work to team colleagues and co-ordinate the work tasks, under instruction.

Equality and Diversity

Act in accordance with the authority's Equality and Diversity policy.

Health and Safety

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Contribute to risk awareness through carrying out of duties and raise issues where appropriate.

Job Family: Business and Public Services

Code: BPS07

Grade : 7

Representative Accountabilities and Responsibilities:

- May be the main point of contact for a senior member of staff acting as a filter for issues and aiming to resolve at least routine problems in person, in order to provide effective support and problem resolution, recommending alternative sources/courses of action if unable to assist
- Maintain diaries, produce and manage correspondence, taking notes and progressing or monitoring relevant actions
- Monitor or process financial or budgetary information to ensure sufficient resources to meet service requirements
- Liaison, communication and relationship building with service users, other departments and external contacts on a regular basis to support departmental or service activities
- Prepare documents, reports and other materials using some non-standard formats
- Straightforward analysis, manipulation and interpretation of data to provide information to support the service
- Use knowledge of the area to operate and provide guidance with regard to the specific procedures and methods of the department and advise on process
- Supervise and allocate work on a day to day basis to subordinates in the same area of work delivering a specialised process, system or service

Job Family: Business and Public Services

Code: BPS07

Grade : 7

Typical Knowledge, Skills and Experience:

- Qualified to level 3 or equivalent
- Relevant experience demonstrating development through involvement in a series of relevant work roles
- Excellent ICT skills including knowledge of Microsoft Office and service specific software
- Comprehensive knowledge and experience of relevant processes or procedures, and working knowledge of other areas of the authority relevant to the service
- Clear understanding of standards and regulations set for the output of the role
- Ability to plan and organise work to produce a high level of output to quality standards
- Proven initiative and judgement to resolve day-to-day problems independently
- Some experience of supervising and training of staff
- Proven written and verbal communication skills and a customer focus
- Knowledge of approaches that promote customer care

Job Family: Business and Public Services

Code: BPS06

Grade : 6

Level Purpose:

To provide an administrative or secretarial service to directly support a functional activity, where co-ordination and an awareness of related activities is important. Roles will either focus on procedural understanding and forward planning or customer service.

Overall:

Requires thorough understanding of a complex process or variety of processes, and their importance to the work area, with knowledge to arrive at conclusions and take necessary action within procedural constraints.

At this level the role usually requires courtesy and effectiveness in dealing with others. However where understanding, influencing, empathising and communication with people are important to achieving objectives, jobs at this level will operate within more defined routines and procedures or with less requirement for planning and organising.

People Management

Allocate routine activities to team colleagues and co-ordinate the work tasks, under instruction.

Equality and Diversity

Act in accordance with the authority's Equality and Diversity policy.

Health and Safety

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Contribute to risk awareness through carrying out of duties and raise issues where appropriate.

Job Family: Business and Public Services

Code: BPS06

Grade : 6

Representative Accountabilities and Responsibilities:

- Perform general administrative duties in line with procedures relevant to the work section
- Maintain diaries, produce and manage correspondence, taking notes and progressing or monitoring relevant actions
- Maintain financial/stock records, follow established ordering procedures and review financial data to ensure sufficient resources to meet service requirements
- Communicate with service users other departments and external contacts to provide an effective courteous service and information to colleagues and customers
- Prepare documents, reports and other materials using some non-standard formats, templates and pro forma
- Straightforward analysis, manipulation and interpretation of data to provide information to support the service
- Recognise the impact of issues and use judgement to raise concerns or complex issues with senior staff
- Operate as part of a team delivering a specialised process, system or service
- Assign standard or routine tasks to others and be responsible for making sure they are completed correctly and to schedule to ensure service quality standards are maintained

Job Family: Business and Public Services

Code: BPS06

Grade : 6

Typical Knowledge, Skills and Experience:

- Qualified to level 2 or equivalent and relevant work experience in a comparable setting
- Experience of administrative processes and procedures in similar role
- Excellent ICT skills including knowledge of Microsoft Office and service specific software
- Understanding of relevant policies and procedures as they affect the role and the quality standards and outputs required
- Ability to plan and organise work to produce a high level of output to quality standards
- Initiative and judgement to resolve problems independently
- Good written and oral communication skills and a customer focus
- Ability to supervise staff in routine work environments

Job Family: Business and Public Services

Code: BPS05

Grade : 5

Level Purpose:

To provide administrative support services helping to ensure the delivery of Council services. Roles will either focus on planning, organising and co-ordination of multiple activities or customer service, presenting a positive image of the Council.

Overall:

At this level, jobs require understanding of the techniques and procedures of a complex process or specialised system or a range of processes and procedures for a variety of tasks. Awareness of related activities i.e. Council services, the activities of other jobs and departments is required.

Job holders will usually plan and organise their work within well-defined processes and take responsibility for completing work and meeting deadlines. Courtesy and effectiveness in dealing with others is required.

People Management

Co-ordinate the work of a team.

Equality and Diversity

Act in accordance with the authority's Equality and Diversity policy.

Health and Safety

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Contribute to risk awareness through carrying out of duties and raise issues where appropriate.

Job Family: Business and Public Services

Code: BPS05

Grade : 5

Representative Accountabilities and Responsibilities:

- Perform general administrative tasks in line with procedures relevant to the work section, which may include filing, photocopying, maintaining records, taking notes, data entry and checking, document retrieval etc.
- Make routine arrangements and bookings and prepare materials for and provide support at external/internal events or activities
- Monitor financial records and follow established ordering procedures to ensure sufficient resources to meet service requirements
- Receive and respond to enquiries from and to customers, providing an effective and courteous service
- Provide information and services to various stakeholders, including partner authorities, the general public, business users, etc. usually through established routine connections e.g. regular suppliers
- Prepare documents and other materials to a clear brief using established formats, templates and pro forma
- Collect, collate, enhance and organise information
- Straightforward data analysis, manipulation and interpretation following clear procedure and guidance to provide information
- Recognise the impact of issues arising and raise unusual issues with senior staff to ensure appropriate resolution

Job Family: Business and Public Services

Code: BPS05

Grade : 5

Typical Knowledge, Skills and Experience:

- Qualified to level 2 and/or relevant work experience in a comparable setting
- ICT skills including knowledge of Microsoft Office and service specific software
- Understanding of relevant policies and procedures and how they affect the activities of the section
- Ability to prioritise work to produce a high level of output to quality standards
- Ability to use initiative
- Ability to communicate clearly with a customer focus
- Working knowledge of a range of relevant systems, equipment, processes and procedures
- Appreciation of the standards of conduct and output of the role and familiarity with work priorities and those of colleagues

Job Family: Business and Public Services

Code: BPS04

Grade : 4

Level Purpose:

To provide an administrative, public support or reception service helping to ensure the delivery of Council services and presenting a positive image of the Council.

Overall:

Requires familiarity with office or other service routines and procedural understanding gained via formal training and reinforced by a more extended period of work experience. Organisation or planning is essentially about timing and sequencing tasks. Job holders respond to routine circumstances independently, and will refer unusual or difficult problems to more senior roles.

Some jobs may work without close supervision, however, constraints on the role are clear and procedures are well defined. Others may be more restricted in terms of variety of tasks or procedural knowledge and where this is the case, customer service is the predominant feature e.g. reception.

People Management

Co-ordinate the work of a small team.

Equality and Diversity

Act in accordance with the authority's Equality and Diversity policy.

Health and Safety

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Contribute to risk awareness through carrying out of duties and raise issues where appropriate.

Job Family: Business and Public Services

Code: BPS04

Grade : 4

Representative Accountabilities and Responsibilities:

- Perform general administrative tasks in line with procedures, which may include filing, photocopying, maintaining records, taking notes, data entry and checking, document retrieval etc.
- Make routine arrangements and bookings and prepare materials for and provide support at external/internal events or activities
- Follow ordering and financial procedures to ensure adequate low value supplies/resources are available to meet office requirements.
- Receive visitors and provide/request information in person and by telephone in a courteous manner promoting customer care
- Input and maintain records and extract/produce data in response to requests
- Filing, checking or matching data to ensure accurate records are maintained
- Record and process routine financial information e.g. collating, processing invoices for payment, raising orders etc, where appropriate carry out routine financial transactions e.g. collect charges and sale of goods
- Create and update documents using standard formats or templates

Job Family: Business and Public Services

Code: BPS04

Grade : 4

Typical Knowledge, Skills and Experience:

- Qualified to level 2 and/or experience of working in an office environment
- ICT skills including knowledge of Microsoft Office and service specific software
- Ability to apply relevant Council policies and procedures and understand the activities of the work section
- Ability to use initiative and prioritise tasks within a broad routine
- Ability to exchange basic information verbally or in writing with a customer focus
- Appropriate knowledge and ability to use a range of office equipment

Job Family: Business and Public Services

Code: BPS03

Grade : 3

Level Purpose:

To provide an administrative or public support service within clear routine working practices, helping to ensure the delivery of Council Services.

Overall:

Jobs at this level provide administrative and other support, through use of common office or other straightforward equipment. Some procedural awareness is required, though jobs are likely to be directed by clear instruction and routine working practices.

Knowledge and skills are normally gained through some training and reinforced by work experience.

Jobs are primarily task orientated therefore forward planning is very limited. Courtesy and effectiveness in dealing with others is required.

Equality and Diversity

Act in accordance with the authority's Equality and Diversity policy.

Health and Safety

Ensure own compliance with authority's Health & Safety policy/procedures.

Risk Management

Contribute to risk awareness through carrying out of duties and raise issues where appropriate.

Job Family: Business and Public Services

Code: BPS03

Grade : 3

Representative Accountabilities and Responsibilities:

- Perform routine administrative or other tasks to support the service which may include filing, photocopying, maintaining records, data entry and checking and document retrieval.
- Make routine arrangements and bookings, according to clearly defined instructions
- Assist in the preparation of straightforward materials to facilitate the effective organisation of events or activities
- Follow set ordering procedures to ensure adequate low value supplies are available to meet office requirements
- Respond politely and assist with requests and enquiries from colleagues and the public, directing them to a relevant source for resolution where necessary
- Provide support to colleagues and the public to help them make use of the facility/service
- Provide, request, collect and collate basic information in a courteous and appropriate manner
- Ensure the safety of colleagues and the public when using the facility/service through correct application of procedures, being aware of the environment, reacting to incidents as defined and reporting issues

Job Family: Business and Public Services

Code: BPS03

Grade : 3

Typical Knowledge, Skills and Experience:

- Standard level of education (GCSE), literacy and numeracy skills
- Understanding of standard work routines and office equipment acquired via on the job training and work experience
- ICT skills including knowledge of Microsoft Office and service specific software
- Accuracy and ability to follow instructions and prioritise allocated tasks
- Ability to exchange basic information verbally or in writing
- Awareness and application of approaches that relate to customer care
- Knowledge of appropriate procedures and legislation e.g. the Highway Code, health and safety implications of working on the highway
- Ability to show initiative

Job Family: Business and Public Services

Code: BPS02

Grade : 1/2

Level Purpose:

To assist with the provision of an administrative or support service to colleagues or the public, helping to ensure the delivery of Council Services.

Overall:

Jobs at this level provide support and assistance through simple use of office equipment and familiarisation of standard work routines. Work is undertaken under guidance or tasks are specific in terms of objective and content.

Knowledge and skills are normally acquired through demonstration and reinforced by experience over a short period of time.

Equality and Diversity

Act in accordance with the authority's Equality and Diversity policy.

Health and Safety

Ensure own compliance with authority's Health & Safety policy/procedures.

Risk Management

Contribute to risk awareness through carrying out of duties and raise issues where appropriate.

Job Family: Business and Public Services

Code:BPS02

Grade : 1/2

Representative Accountabilities and Responsibilities:

- Assist with general administrative or other tasks to support the service which may include message taking, processing mail, filing, photocopying and record keeping using office equipment
- Assist with processing incoming and outgoing mail
- May receive, keep secure, reconcile, hand over cash and issue receipts as required
- Respond politely and helpfully to requests and enquiries from colleagues and the public and direct them to a relevant source for resolution
- Provide a general service to colleagues or the public to help them make use of the facility / service
- Keep records of work, incidents, and other required information in the correct manner
- Report any problems concerning work or tools/equipment and incidents encountered

Job Family: Business and Public Services

Code: BPS02

Grade : 1/2

Typical Knowledge, Skills and Experience:

- Literacy and numeracy
- Reliable, socially responsible
- A flexible approach to work
- Awareness of approaches that relate to customer care
- Understanding of equipment or materials used
- Familiarity with Microsoft Office
- Awareness of administrative or other processes