

ROLE PROFILE

Role Title:	Professional Trainee	
Role Ref:	PT	
Overall Purpose of Role:	To train as a professional under a structured training scheme whilst undertaking duties commensurate with knowledge, skills and experience and working towards a professional/vocational qualification.	

Key Areas	Key Accountabilities (Administrative)	Key Accountabilities (Technical Specialist)
<p>Delivering Results Delivering high quality services to the community/customer</p>	<ul style="list-style-type: none"> Produce a range of accurate and timely work. Deliver services to customers/clients to standards set by the Service Unit, using some discretion to achieve the result. Record own output performance and discuss any issues of delivery with manager. Provide advice/guidance on Council procedures/processes. Deliver the tasks agreed annually in your performance agreement. 	<ul style="list-style-type: none"> Apply technical skill and know-how to maintain the Council's/Service Unit's systems and processes to support compliance with legislation, statutory duties and to facilitate the delivery of effective services. Provide technical input to and/or advice/guidance on Council procedures/processes. Deliver services, within budget, to customers/clients to standards set by the service, using some initiative and independent action to achieve the result. Record own output performance, take corrective action and/or inform Manager as required. Deliver the tasks agreed annually in your performance agreement.
<p>Managing Relationships Creating a climate that enables people to achieve business objectives</p>	<ul style="list-style-type: none"> Liaise with others, internally and externally including the public and customers as required, to promote good working relationships that enable efficient service delivery. 	<ul style="list-style-type: none"> Foster good internal/external working relationships, including the public and customers, to enable the delivery of services. Develop a role-related network of relationships inside and outside the Council to facilitate/enable the role holder to deliver their service tasks/outcomes. Maintain relationships with other staff for the most effective achievement of business requirements.
<p>Managing Resources Utilising resources effectively</p>	<ul style="list-style-type: none"> Successfully undertake the first stage of a course of professional study leading towards a professional qualification. Carry out own workload to ensure that all duties, which may include overseeing/prioritising tasks/activities for self and others, to ensure that all duties are performed to agreed targets and timescales. Share knowledge with colleagues and others to enable the objectives of the Service to be achieved. Make efficient use of resources/equipment that may 	<ul style="list-style-type: none"> Successfully undertake the first stage of a course of professional study leading towards a professional qualification. Plan and organise own workload and possibly that of others to ensure that all duties are performed to agreed targets and timescales. Ensure own technical knowledge is up-to-date. Use other sources of information/knowledge/expertise as required to deliver objectives. Facilitate the sharing of knowledge.

	include the safe and secure handling of monies. <ul style="list-style-type: none"> • Make best use of IT. 	<ul style="list-style-type: none"> • May have some delegated financial expenditure authority. • Make efficient use of resources. • Make best use of available technology.
Managing Processes Ensuring high standards, best practice and business improvement	<ul style="list-style-type: none"> • Work within defined procedures and processes and statutory instruments, which may require some interpretation in carrying out advanced administrative tasks. • Establish and maintain computerised and manual information systems to support service delivery. • Collect, process and present a range of information for use by others. 	<ul style="list-style-type: none"> • Work within defined procedures and processes and statutory instruments, which may require some interpretation and adaptation in order to carry out technical tasks. • May collect, process and present a range of information for use by others.
Future Focus Providing a sustainable future	<ul style="list-style-type: none"> • Anticipate and respond to customer needs and when appropriate propose better working practice to manager. 	<ul style="list-style-type: none"> • Suggest ways of improving process, achieving it quicker, and doing it better in the future.

PROFESSIONAL TRAINEE PROFILE PROGRESSION

Year 1

Competencies required at trained and proficient level					
Core Competencies		Level	Role Specific Competencies		Level
Self-Motivation		1	Interpersonal Skills		1
Adaptability		1	Teamwork		1
Quality Focus		1			
Customer Care		1(O)			

(O): Outstanding

ROLE HOLDER PROFILES

Necessary role related knowledge, skills and experience at selection	
ESSENTIAL	PREFERRED
<ul style="list-style-type: none"> • Degree level qualification • Willing and able to study for a professional qualification <p>* Role holder may qualify for entry to the training scheme with 'A' levels</p>	

Progression in Role

Inductee:
Estimated time to get up to speed: <input type="text"/>
<ul style="list-style-type: none">• Has acquired role-related training and knowledge in line with training matrix• Has acquired knowledge of role related systems, software, processes• Has completed relevant conversion course where this is appropriate
Proficient 1: What characteristics will the proficient 1 role holder display?
<ul style="list-style-type: none">• Able to produce a range of accurate and timely work on a regular basis• Able to deliver services to set standards consistently• Able to provide appropriate and accurate advice• Is clear and straightforward and uses plain language when speaking• Is confident and calm when dealing with customer queries and complaints• Evidence of continuing professional development/studying towards professional qualification
Proficient 2: What characteristics will the proficient 2 role holder display?
<ul style="list-style-type: none">• Able to undertake work proficiently within defined procedures and processes and statutory instruments that may require some interpretation and adaptation in order to carry out the role• Has acquired and effectively applies the technical skill and/or know-how to maintain the Council's/Service Unit's systems and processes that supports compliance with legislation, statutory duties• Able to provide competent technical input to and/or advice and guidance on Council procedures/processes• Make a positive contribution to team objectives• Know when and how to access information• Able to achieve expected standards and objectives• Show ability to foster and develop good internal/external working relationships, including with the public and customers• Is starting to develop a role related network of relationships inside and outside the Council that facilitates the delivery of service tasks/outcomes• Able to plan and organises own workload and/or that of others to ensure that all duties are performed to agreed targets and timescales• Understand the Council's financial framework and procedures (applicable to roles that have some delegated financial expenditure authority)• Is acquiring practical technical skills relevant to the discipline• Able to demonstrate effective and efficient use of resources• Able to demonstrate effective and efficient use of available technology• Able to suggest ways of improving process, achieving it quicker and doing it better in the future• Evidence of passing relevant stage of professional qualification and/or continuing professional development, if appropriate
Additional Competencies at this level:
<ul style="list-style-type: none">• Problem Solving Level 1
Advancing 1: What characteristics will the advancing 1 role holder display?
<ul style="list-style-type: none">• Able to apply specialist theoretical and procedural knowledge within a specific discipline to the level of competence required• Show understanding of a range of processes and procedures relevant to the discipline• Able to provide primary level of professional advice on a limited range of policies, systems, processes and procedures as they relate to own area of service delivery• Make a positive contribution to team objectives• Has acquired more advanced practical technical skills relevant to the discipline• Know when and how to access and analyse information• Able to use other sources of information/knowledge/expertise as required to deliver objectives• Able to achieve expected standards and objectives• Show less reliance on direction from manager and/or more experienced colleagues, including in the planning and organisation of own workload and possibly that of others• Has developed a range of networks to share/exchange information/experience/expertise/best practice that is

enabling delivery of services

- Able to assist with the promotion of the Council's/own professional credibility externally and internally
- Able to work with some external individuals and groups to facilitate the delivery of Service objectives
- Has developed mutually beneficial internal/external working relationships
- Able to use internal/external relationships to get feedback on effectiveness of service delivered
- Ensure own professional knowledge across a defined range of activities is current and up-to-date
- Familiar with procedures for authorisation of expenditure against assigned budgets, as appropriate
- Able to monitor and review the quality and performance of suppliers, contractors, consultants, etc, as appropriate
- Able to interpret and/or make recommendations to own manager on changes to procedures, to achieve/improve service delivery
- Able to review the effectiveness of other Council policies that impact on delivery of service and provide feedback to own manager
- Able to maintain effective systems for monitoring, reviewing and evaluating own performance against the Service Plan/performance agreement
- Able to contribute to the review of procedures and practices within own area of knowledge and suggest developments/improvements that take account of the views of all stakeholders
- Able to actively solicit feedback from customers on services provided and suggest changes that could improve performance
- Able to anticipate future customer needs and suggest changes that may be required
- Able to display wider understanding of role commensurate with progression through professional/relevant trainee qualification
- Evidence of passing relevant stage of professional qualification and/or continuing professional development, if appropriate

NB: Progression to this and any subsequent level may be permitted even if individual does not pass relevant stage of professional qualification at this time. However, the role holder would not be expected to continue more than one level of progression in the Professional Trainee profile unless the relevant stage of formal qualification had been achieved. If this does not happen, the individual will be offered the opportunity to transfer to a substantive post in the relevant technical or professional role profile at the appropriate level of competence, when such as post becomes vacant.

Additional Competencies at this level:

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|--|---------------------------|
| • Interpersonal Skills Level 1 (outstanding) | • Problem Solving Level 1 |
| • Influencing & Communication Level 1 | |

Advancing 2: What characteristics will the advancing 2 role holder display?

- Able to provide competent advice across a broader range of policies or detailed advice in one core specialist function
- Able to undertake work in a range of progressively advanced activities. (This is either in addition to the core discipline of the role, requiring more detailed knowledge and experience in the specialist discipline or requiring further knowledge and experience in more than one discipline).
- Able to provide a degree of professional and/or technical advice in a core discipline
- Recognised as a source of advice and guidance within team and has credible professional knowledge
- Show wider understanding of role commensurate with progression through professional/relevant trainee qualification
- Evidence of taking part in and/or executing small projects on time and within budget and developing wider management skills such a leadership and/or project management and/or financial awareness
- Evidence of passing relevant stage of professional qualification and/or continuing professional development, if appropriate

Additional Competencies at this level:

- | | |
|---------------------------------------|--|
| • Adaptability Level 1 (outstanding) | • Financial / Commercial Awareness Level 1 |
| • Quality Focus Level 1 (outstanding) | • Planning & Project Mgt Level 1 |
| • Teamwork Level 1 (outstanding) | |

Advanced: What characteristics will the advanced role holder display?

Estimated time to get to advanced:

- Able to coach others in own area of professional expertise

<ul style="list-style-type: none"> • Is becoming recognised as a credible local sounding board within own professional discipline and can advise, and instill confidence in others, on a more complex range of issues • Able to significantly exceeds standards on a regular basis • Show initiative in suggesting improvements to service delivery • Show aptitude and readiness for supervisory and appraisal duties, where this is not already being undertaken • Evidence of successful planning and monitoring progress of own projects and/or workload to agreed timescales • Evidence of passing relevant stage of professional qualification and/or continuing professional development, if appropriate 			
Additional Competencies at this level:			
• Self Motivation	Level 1 (outstanding)	• Influencing & Comm	Level 1 (outstanding)
• Adaptability	Level 2	• Decision Making	Level 1
• Customer Care	Level 2	• Strategic Thinking	Level 1