

ROLE PROFILE

Role Title:	Professional 3	
Role Ref:	P3	
Overall Purpose of Role:	Responsible for providing professional advice within a discrete function and delivering specific service outputs, that may involve project-based activities.	

Key Areas	Key Accountabilities
Delivering Results Delivering high quality services to the community/ customer	<ul style="list-style-type: none"> Provide professional advice on the practical application of a role-specific range of policies, systems, processes and procedures as they relate to own area of service delivery. Monitor own output against performance agreement, take corrective action and/or inform manager as necessary. Be personally responsible and accountable for delivering well-defined, professional and service specific outputs. Deliver the tasks agreed annually in your performance agreement.
Managing Relationships Creating a climate that enables people to achieve business objectives	<ul style="list-style-type: none"> Develop a limited range of networks to share/exchange information/experience/ expertise/best practices to enable delivery of services. Promote the Council's/own professional credibility externally and internally. Work with some external individuals and groups to facilitate the delivery of Service objectives. Develop mutually beneficial internal/external working relationships. Use internal/external relationships to get feedback on effectiveness of service delivered.
Managing Resources Utilising resources effectively	<ul style="list-style-type: none"> Plan and organise own workload and possibly that of others to ensure that all duties are performed to agreed targets and timescales. Ensure own professional knowledge across a defined range of activities is current and up-to-date. Use other sources of information/knowledge/expertise as required to deliver objectives. Authorise expenditure against assigned budgets. Make best use of available technology. Monitor and review the quality and performance of suppliers, contractors and consultants.
Managing Processes Ensuring high standards, best practice and business improvement	<ul style="list-style-type: none"> Interpret and/or make recommendations to own manager on changes to procedures, to achieve/ improve service delivery. Review the effectiveness of other Council policies that impact on delivery of service and provide feedback to own manager. Maintain effective systems for monitoring, reviewing and evaluating own performance against the Service Plan/performance agreement. Collect, analyse, interpret, process and present a range of information for use by others.
Future Focus Providing a sustainable future	<ul style="list-style-type: none"> Contribute to the review of procedures and practices within own area of knowledge and suggest developments/improvements, taking into account the views of all stakeholders. Solicit feedback from customers on services provided and suggest changes that could improve performance. Anticipate future customer needs and suggest changes that may be required.

Competencies required at trained and proficient level			
Core Competencies	Level	Role Specific Competencies	Level
Self-Motivation	1	Interpersonal Skills	1
Adaptability	1	Influencing & Communication	1
Quality Focus	1		
Customer Care	1		

ROLE HOLDER PROFILES

Necessary role-related knowledge, skills and experience at selection	
<p style="text-align: center;">ESSENTIAL</p> <ul style="list-style-type: none"> • Likely to have at least an HNC level education or be working towards a professional qualification • At least one year's role-related work experience • Working knowledge of basic legislation, national strategies and initiatives associated with the role • Appreciation of related policies, processes and practices • Specific roles will require the ability to travel between sites and to any role-related contacts • Able to meet the criteria specified in the Core and Role-Specific Competencies 	<p style="text-align: center;">PREFERRED</p> <ul style="list-style-type: none"> • Degree level in an appropriate discipline • Hold a relevant professional qualification

Progression in Role

Inductee:			
Estimated time to get up to speed: <input type="text"/>			
<ul style="list-style-type: none"> Has acquired knowledge/training in line with role-related training matrix 			
Proficient: What characteristics will the proficient role holder display?			
<ul style="list-style-type: none"> Able to apply specialist theoretical and procedural knowledge within a specific discipline Able to provide a basic level of professional advice on a limited range of policies, systems, processes and procedures Make a positive contribution to team objectives Know when and how to access information Achieve expected standards and objectives 			
Advancing 1: What characteristics will the advancing 1 role holder display?			
<ul style="list-style-type: none"> Able to provide competent advice across a broader range of policies or detailed advice in one core specialist function Able to coach others effectively across a number of disciplines within own area of professional expertise Evidence of continuing professional development 			
Additional Competencies at this level:			
<ul style="list-style-type: none"> Interpersonal Skills Level 1 (outstanding) Teamwork Level 1 (outstanding) 	<ul style="list-style-type: none"> Problem Solving Level 1 		
Advancing 2: What characteristics will the advancing 2 role holder display?			
<ul style="list-style-type: none"> Undertake work in a range of progressively more complex and difficult activities. These activities may require more detailed knowledge and experience in a specialist discipline relating to the professional area or further knowledge and experience across a range of disciplines. Able to provide high-level professional advice in a core discipline Recognised as a source of advice and guidance within the role and has credible professional knowledge Able to demonstrate a broad understanding of more than one discipline within own core professional expertise 			
Additional Competencies at this level:			
<ul style="list-style-type: none"> Teamwork Level 2 Financial/Commercial Awareness Level 1 	<ul style="list-style-type: none"> Planning & Project Mgt Level 1 Decision Making Level 1(outstanding) 		
Advanced: What characteristics will the advanced role holder display?			
Estimated time to get to advanced: <input type="text"/>			
<ul style="list-style-type: none"> Able to formally train others across a number of disciplines within own area of professional expertise Is recognised as a local sounding board within own professional discipline and can advise, and instil confidence in others, on a more complex range of issues Exceed standards regularly and significantly Able to suggest and draft proposals for improvements to service delivery continually 			
Additional Competencies at this level:			
<ul style="list-style-type: none"> Self Motivation Level 1 (outstanding) Adaptability Level 2 Quality Focus Level 1 (outstanding) 	<ul style="list-style-type: none"> Customer Care Level 2 Influencing & Comm Level 1 (outstanding) Strategic Thinking Level 1 		