

Job Role & Overview – Community Services 3

Community Services

The predominant focus of jobs in this group is the provision of front line services to external clients, with significant direct contact with clients. A number or range of tasks and processes may be delivered by jobholders.

Knowledge & Experience

The knowledge and experience typically needed to do the job can be acquired in a variety of ways for example through on the job training, relevant experience, or qualification generally equivalent to SVQ 2/National certificate/Higher , and relevant working experience of generally 2 years for full competence and familiarity with all aspects of the job

Decision Making

Jobholders will be guided by established policy and procedures e.g. financial regulations, standing orders, codes of practice, with access to a supervisor for difficult problems. Situations will be interpreted and similar problems solved.

Typical Tasks & Responsibilities (The following description is not exhaustive)

- Significant physical effort e.g. standing for long periods
- Communication with clients for example to explain policy, gather information, explain procedures, to inform or investigate
- Scheduling of work.
- Cash handling or processing of financial documents e.g. invoices, delivery notes, orders
- Precision in use of equipment.
- Supervision of employees on a regular but not daily basis.
- Contact with demanding clients
- Responsibility for significant physical or information resources such as organising records systems

Duties

The attached overview sets out the typical demands for a Community Services 3 post. In order for jobholders to be fully effective, it may mean that training and development is required. The overview does not set out specific duties for each jobholder. It sets out broad requirements which are used for grading using the Scottish Councils' Job evaluation scheme.

Jobholders will have specific duties and responsibilities, set out in job descriptions, and which will change as service needs develop and change.

Requirements

The information for each factor sets out the typical requirements of jobs in the Community Services group at this level. The language comes from the Job Evaluation Scheme.

The factor levels show the predominant level for all jobs covered by the overview.

<i>Working Environment</i>	<i>Level 1</i>
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The job predominantly involves working indoors. It could involve exposure to unpleasant, disagreeable or hazardous conditions for some of the working time.

<i>Physical Co-ordination</i>	<i>Level 2</i>
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Physical co-ordination is needed predominantly to use a keyboard and/or a "mouse" and basic keyboarding skills are required to do this job, for example, to produce standard word processed documents, simple graphics or desktop publishing etc. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	<i>Level 2</i>
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In the course of normal working, the jobholder is required to use limited physical effort on a regular basis.

<i>Mental Skills</i>	<i>Level 2</i>
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In the course of normal working, the jobholder is required to resolve problems or situations, applying existing rules, procedures or instructions to the more difficult or challenging problems that arise. The jobholder will require judgement to resolve generally similar problems i.e. the jobholder is required to interpret information or situations. The jobholder may forward plan/schedule activities for him/herself and/or for others.

<i>Concentration</i>	<i>Level 3</i>
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Focused mental or sensory attention is required for day to day tasks and duties of the job. Short periods of focused attention of up to 1 hour at a time, are typically required to be sustained by the jobholder on a day to day basis, with deadlines typically creating the most pressure for the jobholder day to day. These deadlines are workload or service delivery related and primarily determined by the requirements of the workload or service over which the jobholder has some control.

<i>Communication Skills</i>	<i>Level 3</i>
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The jobholder's communications in the course of normal working can be spoken or written and the most demanding type is either eliciting information from, or explaining information to, other people who are unfamiliar with the subject matter, or advising, guiding or persuading in order to inform others.

<i>Dealing with Relationships</i>	<i>Level 2</i>
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The jobholder has to deal with people who are slightly disadvantaged, abusive, threatening or otherwise demanding. Dealing directly with these people takes more than 20% of working time.

<i>Responsibility for Employees</i>	Level 2
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The jobholder has a responsibility for the work of employees or other people in an equivalent position, through allocating work and checking results on a regular basis. The jobholder is not involved in the application and implementation of personnel practice.

<i>Responsibility for Services to Others</i>	Level 2
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The jobholder undertakes tasks or processes which contribute to the internal/external services provided by the Council to individuals, groups or the public at large. This is predominantly through the personal delivery of front line services.

<i>Responsibility for Financial Resources</i>	Level 2
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The jobholder has responsibility for financial resources, which is predominantly for processing financial documents or transactions on a daily basis.

<i>Responsibility for Physical and Information Resources</i>	Level 3
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The jobholder's primary responsibility for physical resources can vary but typically can include supplies and/or stocks, specifically the stock control of a range of supplies.

The jobholder may also have responsibility for other resources such as manual and/or computerised data or information. His/her main role in this is the handling, processing and/or updating files or records.

<i>Initiative and Independence</i>	Level 3
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The jobholder is required to exercise initiative in the course of normal working. He/she normally works by following established procedures/policies, and is expected to deal with predictable problems. Advice and guidance is generally available as and when required.

<i>Knowledge</i>	Level 3
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The jobholder requires predominantly procedural knowledge to do the job. This knowledge is normally acquired through vocational training or further education and experience. A comprehensive knowledge would typically be the minimum required to do the job, for example, SVQ2, National Certificate, Higher or equivalent. The jobholder also needs knowledge of a range of related tasks some of which are relatively complex, either singly or in combination. The knowledge needed to do the job could be acquired through a combination of on-the-job training and some experience, and moderate amount of relevant working experience, approximately two years is required to become fully competent and familiar with all aspects of the job.