

Job Roles & Overviews

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Business Support

Job Roles & Overviews

Job Role & Overview – Business Support 1 (Clerical Assistant 1)

Business Support Group

The predominant focus for jobs in this group is the provision of business support, typically administrative, clerical and financial support to colleagues, supervisors and managers. This business support is likely to be delivered predominantly to colleagues and managers in the parent Service but may also be delivered to colleagues and managers in other Services. It may involve contact with external parties such as the general public, private organisations, and public bodies.

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 SVQ1 /standard grades, and working experience of generally 1 year for full competence and familiarity with all aspects of the job.

Decision Making

Jobholders will follow instructions or established working practices with ready access to supervisor. Judgement will be required in dealing with/solving problems.

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

- Undertaking tasks/processes to support the work of others.
- Demonstration of duties to new employees.
- Processing of financial documents such as cheques, invoices, cash receipting
- Photocopying, filing
- Handling and processing of information such as held in personal files.
- Use of pc and basic software packages such as database preparation and spreadsheets.
- Document inspection/checking of calculations
- Communication with colleagues, managers, clients

Duties

The attached overview sets out the typical demands for a Business Support 1 post. There are a broad range of jobs at this level. 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 Business Support 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>	Level 1
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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>	Level 2
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Physical co-ordination is needed predominantly to use a keyboard and/or a "mouse" when undertaking computing activities. This requires a moderate level of precision. For example, general data input, simple graphics, desktop publishing etc. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 1
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The job is mainly in a sedentary position and requires no more than a basic level of physical effort by the jobholder.

<i>Mental Skills</i>	Level 2
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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. Some of these problems will require the jobholder to make choices between clearly defined options. The jobholder may forward plan/schedule activities for him/herself and/or for others.

<i>Concentration</i>	Level 3
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Enhanced mental or sensory attention is required for the day to day tasks and duties of the job, e.g. checking documents are complete/correct, undertaking inspections, preparing standard reports, arithmetic calculation. Short periods of enhanced attention of up to 1 hour at a time, are typically required to be sustained by the jobholder on a day to day basis, and typically deadlines create the most pressure for the jobholder day to day. These deadlines are externally imposed or outside the jobholder's control. This means imposed deadlines over which the jobholder has no control, for example, final mail collection time or preparation of reports for committee cycle.

<i>Communication Skills</i>	Level 2
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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 seeking information from, or providing information to, mainly external or internal contacts who are unfamiliar with the subject matter.

<i>Dealing with Relationships</i>	Level 1
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The jobholder does not generally come into contact with people who are disadvantaged, abusive, threatening or otherwise demanding in the course of normal working.

<i>Responsibility for employees</i>	Level 1
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In the course of normal working the jobholder has limited responsibility for the work of employees or others in an equivalent position. For example, being required to demonstrate duties and provide advice and guidance to new employees, trainees and others.

<i>Responsibility for Services to Others</i>	Level 1
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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 provision of support services to colleagues or to mainly internal customers. For example, filing, word processing, secretarial support, vehicle or plant maintenance, internal mail, IT help desk.

<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 & Information Resources</i>	Level 2
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The jobholder's primary responsibility for physical resources can vary, but typically can include manual and/or computerised data or information. His/her main role in this is handling, processing and/or updating (i.e. data input, transfer, collation and filing) routine files or records. This primarily involves creating and/or updating files.

The jobholder may also have responsibility for other resources such as plant, vehicles, equipment and/or tools which he/she has to use to do the job and keep safe. This includes cleaning of equipment or daily checks etc.

<i>Initiative & Independence</i>	Level 2
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The jobholder is required to exercise initiative in the course of normal working to make routine decisions. He/she normally works by following instructions or working practices. Advice and guidance is generally available as and when required.

<i>Knowledge</i>	Level 2
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The jobholder requires predominantly clerical knowledge to do the job. This knowledge can be acquired through experience which can be on or off the job. The

jobholder has to undertake a number of different tasks. Literacy and numeracy are required for interpreting or preparing documents requiring original composition and undertaking arithmetic functions. The job needs additional knowledge acquired through further education or vocational/off-the-job training, although the knowledge needed to do the job could be acquired through on-the-job training and experience. Working experience, in practice this might vary from 6 months to 2 years, is also required to become fully competent and familiar with all aspects of the job

Job Role & Overview – Business Support 2 (Clerical Assistant 2)

Business Support Group

The predominant focus for jobs in this group is the provision of business support, typically administrative, clerical and financial support to colleagues, supervisors and managers. This business support is likely to be delivered predominantly to colleagues and managers in the parent Service but may also be delivered to colleagues and managers in other Services. It may involve contact with external parties such as the general public, private organisations, and public bodies.

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 SVQ1/standard grades, and working experience of generally 1 year for full competence and familiarity with all aspects of the job.

Decision Making

Jobholders will follow established procedures and policy and schedule their own workload, with ready access to supervisor. Judgement will be required in dealing with/solving problems.

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

- Undertaking tasks/processes to support the work of others.
- Demonstration of duties to new employees.
- Processing of financial documents such as cheques, invoices, cash receipting
- Photocopying, filing
- Handling and processing of information such as held in personal files.
- Use of pc and basic software packages such as database preparation and spreadsheets.
- Document inspection/checking of calculations
- Communication skills sufficient to exchange or provide information
- Scheduling work such as rotas
- Applying regulations and procedures, such as financial regulations
- Working to established procedures /policy

Duties

The attached overview sets out the typical demands for a Business Support 2 post. There are a broad range of jobs at this level. 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 Business Support 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>	Level 1
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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>	Level 2
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Physical co-ordination is needed predominantly to use a keyboard and/or a "mouse" when undertaking computing activities. This requires a moderate level of precision. For example, general data input, simple graphics, desktop publishing etc. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 1
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The job is mainly in a sedentary position and requires no more than a basic level of physical effort by the jobholder.

<i>Mental Skills</i>	Level 2
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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. Some of these problems will require the jobholder to make choices between clearly defined options. The jobholder may forward plan/schedule activities for him/herself and/or for others.

<i>Concentration</i>	Level 3
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Enhanced mental or sensory attention is required for the day to day tasks and duties of the job, e.g. checking documents are complete/correct, undertaking inspections, preparing standard reports, arithmetic calculation. Short periods of enhanced attention of up to 1 hour at a time, are typically required to be sustained by the jobholder on a day to day basis, and typically deadlines create the most pressure for the jobholder day to day. These deadlines are externally imposed or outside the jobholder's control. This means imposed deadlines over which the jobholder has no control, for example, final mail collection time or preparation of reports for committee cycle.

<i>Communication Skills</i>	Level 2
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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 seeking information from, or providing information to, mainly external or internal contacts who are unfamiliar with the subject matter.

<i>Dealing with Relationships</i>	Level 1
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The jobholder does not generally come into contact with people who are disadvantaged, abusive, threatening or otherwise demanding in the course of normal working.

<i>Responsibility for employees</i>	Level 1
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In the course of normal working the jobholder has limited responsibility for the work of employees or others in an equivalent position. For example being required to demonstrate duties and provide advice and guidance to new employees, trainees and others

<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 applying regulations or Council policy.

<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 & Information Resources</i>	Level 2
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The jobholder's primary responsibility for physical resources can vary, but typically can include manual and/or computerised data or information. His/her main role in this is handling, processing and/or updating (i.e. data input, transfer, collation and filing) routine files or records. This primarily involves creating and/or updating files.

The jobholder may also have responsibility for other resources such as plant, vehicles, equipment and/or tools which he/she has to use to do the job and keep safe. This includes cleaning of equipment or daily checks etc.

<i>Initiative & 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, (i.e. the jobholder may determine the appropriate steps to take in specific circumstances, although the actual tasks undertaken may not be documented) and is expected to deal with predictable problems. Access to a supervisor/manager is generally available for unusual or difficult problems.

The jobholder requires predominantly clerical knowledge to do the job. This knowledge can be acquired through on or off the job training. The jobholder has to undertake a number of different tasks of related tasks. Literacy and numeracy are required for interpreting or preparing documents requiring original composition and undertaking arithmetic functions. The job needs additional knowledge acquired through further education or vocational/off-the-job training, although the knowledge needed to do the job could be acquired through on-the-job training and experience. Working experience, in practice this might vary from 6 months to 2 years, is also required to become fully competent and familiar with all aspects of the job

Job Role & Overview – Business Support 3 (Administrative Assistant 1)

Business Support Group

The predominant focus for jobs in this group is the provision of business support, typically administrative, clerical and financial support to colleagues, supervisors and managers. This business support is likely to be delivered predominantly to colleagues and managers in the parent Service but may also be delivered to colleagues and managers in other Services. It may involve contact with external parties such as the general public, private organisations, and public bodies.

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 SVQ2/National certificate/Higher, and working experience of generally 2 years for full competence and familiarity with all aspects of the job.

Decision Making

Jobholders will work to existing procedures and policy and schedule their own workload with access to a supervisor. Judgement will be required in dealing with/solving problems.

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

- Undertaking tasks/processes to support the work of others.
- Demonstration of duties to new employees.
- Processing of financial documents such as cheques, invoices, cash receipting
- Photocopying, filing
- Handling and processing of information such as held in personal files.
- Use of pc and basic software packages such as database preparation and spreadsheets.
- Document inspection/checking of calculations
- Communication to explain or provide information
- Scheduling work such as rotas
- Applying regulations and procedures , such as financial regulations
- Communication skills sufficient to exchange or provide information
- Supervisory responsibility for other employees on a regular basis
- Working to established procedures /policy

Duties

The attached overview sets out the typical demands for a Business Support 3 post. There are a broad range of jobs at this level. 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 Business Support 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>	Level 1
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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>	Level 2
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Physical co-ordination is needed predominantly to use a keyboard and/or a "mouse" when undertaking computing activities. This requires a moderate level of precision. For example, general data input, simple graphics, desktop publishing etc. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 1
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The job is mainly in a sedentary position and requires no more than a basic level of physical effort by the jobholder.

<i>Mental Skills</i>	Level 2
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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. Some of these problems will require the jobholder to make choices between clearly defined options. The jobholder may forward plan/schedule activities for him/herself and/or for others.

<i>Concentration</i>	Level 3
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Enhanced mental or sensory attention is required for the day to day tasks and duties of the job, e.g. checking documents are complete/correct, undertaking inspections, preparing standard reports, arithmetic calculation. Short periods of enhanced attention of up to 1 hour at a time, are typically required to be sustained by the jobholder on a day to day basis, and typically deadlines create the most pressure for the jobholder day to day. These deadlines are externally imposed or outside the jobholder's control. This means imposed deadlines over which the jobholder has no

control, for example, final mail collection time or preparation of reports for committee cycle.

<i>Communication Skills</i>	Level 2
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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 seeking information from, or providing information to, mainly external or internal contacts who are unfamiliar with the subject matter.

<i>Dealing with Relationships</i>	Level 1
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The jobholder does not generally come into contact with people who are disadvantaged, abusive, threatening or otherwise demanding in the course of normal working.

<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 applying regulations or Council policy.

<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 & Information Resources</i>	Level 2
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The jobholder's primary responsibility for physical resources can vary, but typically can include manual and/or computerised data or information. His/her main role in this is handling, processing and/or updating (i.e. data input, transfer, collation and filing) routine files or records. This primarily involves creating and/or updating files.

The jobholder may also have responsibility for other resources such as plant, vehicles, equipment and/or tools which he/she has to use to do the job and keep safe. This includes cleaning of equipment or daily checks etc.

<i>Initiative & 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, (i.e. the jobholder may determine the appropriate steps to take in specific circumstances, although the actual tasks undertaken may not be documented) and is expected to deal with predictable

problems. Access to a supervisor/manager is generally available for unusual or difficult problems.

<i>Knowledge</i>	Level 3
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The jobholder requires predominantly administrative 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. A moderate amount of relevant working experience, approximately two years is required to become fully competent and familiar with all aspects of the job.

Job Role & Overview – Business Support 4 (Administrative Assistant 2)

Business Support Group

The predominant focus for jobs in this group is the provision of business support, typically administrative, clerical and financial support to colleagues, supervisors and managers. This business support is likely to be delivered predominantly to colleagues and managers in the parent Service but may also be delivered to colleagues and managers in other Services. It may involve contact with external parties such as the general public, private organisations, and public bodies.

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 3/HNC and working experience generally of 3 years for full competence and familiarity with all aspects of the job.

Decision Making

Jobholders will work to existing procedures and policy and schedule their own workload with access to a supervisor. Appraisal skills will be required.

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

- Assessing situations to solve more challenging problems
- Contributing to section planning
- Supervisory responsibility for other employees daily, for example by checking of work, providing guidance, on the job training ,application of personnel procedures
- Implementation of processes/regulations/policy
- Organising and managing record systems for use in the Service
- Communication skills sufficient to exchange or provide information
- Processing of financial documents such as cheques, invoices and cash receipting.
- Scheduling of work of jobholder and others.

Duties

The attached overview sets out the typical demands for a Business Support 4 post. There are a broad range of jobs at this level. 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 Business Support 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>	Level 1
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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>	Level 2
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Physical co-ordination is needed predominantly to use a keyboard and/or a "mouse" when undertaking computing activities. This requires a moderate level of precision. For example, general data input, simple graphics, desktop publishing etc. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 1
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The job is mainly in a sedentary position and requires no more than a basic level of physical effort.

<i>Mental Skills</i>	Level 3
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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 mental skills of analysis of information. Problems may be resolved by applying recognised analytical techniques. Information to resolve problems can come from a variety of different sources. The information is sometimes conflicting, requiring judgement by the job holder. The problems or situations are complex or difficult. This means that there is more than one way of interpreting information which may require assessment. The jobholder may plan or schedule.

<i>Concentration</i>	Level 3
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Enhanced mental or sensory attention is required for the day to day tasks and duties of the job, e.g. checking documents are complete/correct, undertaking inspections, preparing standard reports, arithmetic calculation. Short periods of enhanced attention of up to 1 hour at a time, are typically required to be sustained by the jobholder on a day to day basis, and typically deadlines create the most pressure for the jobholder day to day. These deadlines are externally imposed or outside the jobholder's control. This means imposed deadlines over which the jobholder has no control, for example, final mail collection time or preparation of reports for committee cycle.

<i>Communication Skills</i>	Level 2
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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 seeking information from, or providing information to, mainly external or internal contacts who are unfamiliar with the subject matter.

<i>Dealing with Relationships</i>	Level 1
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The jobholder does not generally come into contact with people who are disadvantaged, abusive, threatening or otherwise demanding in the course of normal working.

<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 3
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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 applying regulations or Council policy. He/she ensures or monitors the implementation of regulations or Council policy.

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

<i>Responsibility for Physical & Information Resources</i>	Level 3
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The jobholder's primary responsibility for physical resources can vary, but typically can include manual and/or computerised data or information. His/her main role in organising and maintaining filing and/or record systems for service use.

The jobholder may also have responsibility for other resources such as for supplies and/or stocks, specifically the ordering (i.e. requesting items which may have to be specifically purchased from an external supplier, and will generally require countersignature, rather than processing purchase orders) and stock control of a limited range of supplies. This could include, for example, office stationery or food supplies for a school kitchen or vehicle parts for a workshop, etc.

<i>Initiative & 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, (i.e. the jobholder may determine the appropriate steps to take in specific circumstances, although the actual

tasks undertaken may not be documented) and is expected to deal with predictable problems. Access to a supervisor/manager is generally available for unusual or difficult problems.

<i>Knowledge</i>	Level 4
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The jobholder requires predominantly administrative knowledge to do the job. This knowledge is normally acquired through vocational training or further education and experience. Advanced knowledge would typically be the minimum required to do the job, for example, SVQ3, HNC, Apprenticeships or equivalent. The jobholder also needs knowledge of a wide range of jobs and an understanding of relevant theory generally underpinned by an extended period of relevant working experience, in practice this might vary from 2 to 4 years, to become fully competent and familiar with all aspects of the job.

Job Role & Overview – Business Support 5 (Business Support Officer 1)

Business Support Group

The predominant focus for jobs in this group is the provision of business support, typically administrative, clerical and financial support to colleagues, supervisors and managers. This business support is likely to be delivered predominantly to colleagues and managers in the parent Service but may also be delivered to colleagues and managers in other Services. It may involve contact with external parties such as the general public, private organisations, and public bodies.

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 3/HNC and working experience generally of 3 years for full competence and familiarity with all aspects of the job.

Decision Making

Jobholders will work to existing procedures and policy and schedule their own workload with access to a supervisor. Appraisal skills will be required with involvement in business planning.

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

- Assessing situations to solve more challenging problems
- Contributing to section planning
- Implementation of processes/regulations/policy
- Organising and managing record systems for use in the Service
- Communication skills sufficient to inform or explain information to people unfamiliar with the subject matter
- Processing of financial documents such as cheques, invoices and cash receipting.
- Supervise employees on a daily basis.
- Application of personnel procedures such as appraisal, induction, selection
- Explain policies/procedures, including provision of informal training
- Accuracy in use of equipment e.g. to produce complex reports

Duties

The attached overview sets out the typical demands for a Business Support 5 post. There are a broad range of jobs at this level. 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 Business Support 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>	Level 1
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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>	Level 3
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Physical co-ordination is needed predominantly to use a keyboard and/or a "mouse" when undertaking computing activities, for example, the use of computerised financial management systems, operation of CAD or GIS systems etc. This requires a considerable level of precision. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 1
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The job is mainly in a sedentary position and requires no more than a basic level of physical effort.

<i>Mental Skills</i>	Level 3
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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 mental skills of analysis of information. Problems may be resolved by applying recognised analytical techniques. Information to resolve problems can come from a variety of different sources. The information is sometimes conflicting, requiring judgement by the job holder. The problems or situations are complex or difficult. This means that there is more than one way of interpreting information which may require assessment. The jobholder may plan or schedule.

<i>Concentration</i>	Level 3
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Enhanced mental or sensory attention is required for the day to day tasks and duties of the job, e.g. checking documents are complete/correct, undertaking inspections, preparing standard reports, arithmetic calculation. Short periods of enhanced attention of up to 1 hour at a time, are typically required to be sustained by the jobholder on a day to day basis, and typically deadlines create the most pressure for the jobholder day to day. These deadlines are externally imposed or outside the

jobholder's control. This means imposed deadlines over which the jobholder has no control, for example, final mail collection time or preparation of reports for committee cycle.

<i>Communication Skills</i>	Level 3
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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>	Level 1
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The jobholder does not generally come into contact with people who are disadvantaged, abusive, threatening or otherwise demanding in the course of normal working.

<i>Responsibility for employees</i>	Level 3
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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. This is an ongoing, daily responsibility. The jobholder is also involved in the application and implementation of personnel practice.

<i>Responsibility for Services to Others</i>	Level 3
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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 applying regulations or Council policy. He/she ensures or monitors the implementation of regulations or Council policy.

<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 & Information Resources</i>	Level 3
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The jobholder's primary responsibility for physical resources can vary, but typically can include manual and/or computerised data or information. His/her main role in organising and maintaining filing and/or record systems for service use.

The jobholder may also have responsibility for other resources such as for supplies and/or stocks, specifically the ordering (i.e. requesting items which may have to be specifically purchased from an external supplier, and will generally require countersignature, rather than processing purchase orders) and stock control of a limited range of supplies. This could include, for example, office stationery or food supplies for a school kitchen or vehicle parts for a workshop, etc.

<i>Initiative & Independence</i>

Level 3

The jobholder is required to exercise initiative in the course of normal working. He/she normally works by following established procedures, (i.e. the jobholder may determine the appropriate steps to take in specific circumstances, although the actual tasks undertaken may not be documented) and is expected to deal with predictable problems. Access to a supervisor/manager is generally available for unusual or difficult problems.

<i>Knowledge</i>

Level 4

The jobholder requires predominantly administrative or organisational knowledge to do the job. This knowledge is normally acquired through vocational training or further education and experience. Advanced knowledge would typically be the minimum required to do the job, for example, SVQ3, HNC, Apprenticeships or equivalent. The jobholder also needs knowledge of a wide range of jobs and an understanding of relevant theory generally underpinned by an extended period of relevant working experience, in practice this might vary from 2 to 4 years to become fully competent and familiar with all aspects of the job.

Job Role & Overview – Business Support 6 (Business Support Officer 2)

Business Support Group

The predominant focus for jobs in this group is the provision of business support, typically administrative, clerical and financial support to colleagues, supervisors and managers. This business support is likely to be delivered predominantly to colleagues and managers in the parent Service but may also be delivered to colleagues and managers in other Services. It may involve contact with external parties such as the general public, private organisations, and public bodies.

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 SVQ3/HNC and working experience generally of 3 years for full competence and familiarity with all aspects of the job.

Decision Making

Jobholders will work to existing procedures and policy and schedule their own workload with access to a supervisor. Analytical skills will be required

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

- Implementation of processes/regulations/policy
- Organising and managing record systems for use in the Service
- Communication skills sufficient to inform or explain information to people unfamiliar with the subject matter.
- Supervise employees on a daily basis, including work prioritisation.
- Application of personnel procedures such as appraisal, induction, selection
- Explain policies/procedures, including provision of informal training
- Accuracy in equipment use e.g. to produce complex reports
- Analysing problems/situations/information and devising solutions
- Financial responsibilities such as monitoring budgets or management of expenditure
- Involvement in business planning.

Duties

The attached overview sets out the typical demands for a Business Support 6 post. There are a broad range of jobs at this level. 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 Business Support 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>	Level 1
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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>	Level 3
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Physical co-ordination is needed predominantly to use a keyboard and/or a "mouse" when undertaking computing activities, for example, the use of computerised financial management systems, operation of CAD or GIS systems etc. This requires a considerable level of precision. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 1
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The job is mainly in a sedentary position and requires no more than a basic level of physical effort by the jobholder.

<i>Mental Skills</i>	Level 4
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The jobholder is required to resolve problems or situations, generally by applying analytical and problem solving skills to the more difficult or challenging problems that arise. The jobholder will require mental skills for analysis of information. Problems or situations are generally resolved by applying recognised analytical techniques. The jobholder may be required to create and maintain a plan for activities for up to a year in advance. Alternatively, the jobholder may be required to develop strategies and carry out relatively complex planning activities for future implementation, involving factors outside the Council's control.

<i>Concentration</i>	Level 4
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Focused mental or sensory attention is required for day to day tasks and duties of the job presenting findings/conclusions/recommendations. Short periods of attention of up to 1 hour at a time, are typically required to be sustained by the jobholder on a day to day basis. Typically interruptions create the most pressure for the jobholder day to day. These interruptions are unavoidable.

<i>Communication Skills</i>	Level 3
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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>	Level 1
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The jobholder does not generally come into contact with people who are disadvantaged, abusive, threatening or otherwise demanding in the course of normal working.

<i>Responsibility for employees</i>	Level 3
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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. This is an ongoing, daily responsibility. The jobholder is also involved in the application and implementation of personnel practice.

<i>Responsibility for Services to Others</i>	Level 3
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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 applying regulations or Council policy. He/she ensures or monitors the implementation of regulations or Council policy.

<i>Responsibility for Financial Resources</i>	Level 3
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The jobholder has responsibility for financial resources which is predominantly budgetary, including compiling, estimating, authorising and monitoring, expenditure from agreed budgets. The budgets can be large to very large. The jobholder may have input to the budget setting process e.g. provision and analysis of information.

<i>Responsibility for Physical & Information Resources</i>	Level 3
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The jobholder's primary responsibility for physical resources can vary, but typically can include manual and/or computerised data or information. His/her main role in organising and maintaining filing and/or record systems for service use.

The jobholder may also have responsibility for other resources such as for supplies and/or stocks, specifically the ordering (i.e. requesting items which may have to be specifically purchased from an external supplier, and will generally require countersignature, rather than processing purchase orders) and stock control of a limited range of supplies. This could include, for example, office stationery or food supplies for a school kitchen or vehicle parts for a workshop, etc.

<i>Initiative & 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, (i.e. the jobholder may determine the appropriate steps to take in specific circumstances, although the actual tasks undertaken may not be documented) and is expected to deal with predictable problems. Access to a supervisor/manager is generally available for unusual or difficult problems.

<i>Knowledge</i>	Level 4
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The jobholder requires predominantly administrative or organisational knowledge to do the job. This knowledge is normally acquired through vocational training or further education and experience. Advanced knowledge would typically be the minimum required to do the job, for example, SVQ3, HNC, Apprenticeships or equivalent. The jobholder also needs knowledge of a wide range of jobs and an understanding of relevant theory generally underpinned by an extended period of relevant working experience, in practice this might vary from 2 to 4 years to become fully competent and familiar with all aspects of the job.

Job Role & Overview – Business Support 7 (Business Support Officer 3)

Business Support Group

The predominant focus for jobs in this group is the provision of business support, typically administrative, clerical and financial support to colleagues, supervisors and managers. This business support is likely to be delivered predominantly to colleagues and managers in the parent Service but may also be delivered to colleagues and managers in other Services. It may involve contact with external parties such as the general public, private organisations, and public bodies.

Knowledge & Experience

The knowledge and experience needed to do the job to can be typically acquired in a variety of ways for example through on the job training, job related experience, or qualification generally equivalent to SVQ4/HND/general degree/Diploma, and experience generally of 4 years for full competence and familiarity with all aspects of the job.

Decision Making

Jobholders will work to existing procedures and schedule their own workload with access to a supervisor. Analytical skills will be required.

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

- Implementation of processes/regulations/policy
- Organising and managing record systems for use in the Service
- Communication skills to inform or explain information to people unfamiliar with the subject matter.
- Financial responsibilities such as monitoring budgets or management of expenditure.
- Supervise a team of employees on a daily basis, including work prioritisation
- Application of personnel procedures such as appraisal, induction, selection
- Accuracy in use of equipment e.g. to produce complex reports
- Contribute to business planning
- Analysing problems/situations/information and devising solutions
- Development and implementation of systems/procedures/processes for business tasks
- Ensure compliance with standards such as performance indicators, quality measures.

Duties

The attached overview sets out the typical demands for a Business Support 7 post. There are a broad range of jobs at this level. 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 Business Support 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>	Level 1
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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>	Level 3
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Physical co-ordination is needed predominantly to use a keyboard and/or a "mouse" when undertaking computing activities, for example, the use of computerised financial management systems, operation of CAD or GIS systems etc. This requires a considerable level of precision. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 1
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The job is mainly in a sedentary position and requires no more than a basic level of physical effort by the jobholder.

<i>Mental Skills</i>	Level 4
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The jobholder is required to resolve problems or situations, generally by applying analytical and problem solving skills to the more difficult or challenging problems that arise. The jobholder will require mental skills for analysis of information. Problems or situations are generally resolved by applying recognised analytical techniques. The jobholder may be required to create and maintain a plan for activities for up to a year in advance. Alternatively, the jobholder may be required to develop strategies and carry out relatively complex planning activities for future implementation, involving factors outside the Council's control.

<i>Concentration</i>	Level 4
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Focused mental or sensory attention is required for day to day tasks and duties of the job presenting findings/conclusions/recommendations. Short periods of attention of up to 1 hour at a time, are typically required to be sustained by the jobholder on a day to day basis. Typically interruptions create the most pressure for the jobholder day to day. These interruptions are unavoidable.

<i>Communication Skills</i>	Level 3
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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>	Level 1
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The jobholder does not generally come into contact with people who are disadvantaged, abusive, threatening or otherwise demanding in the course of normal working.

<i>Responsibility for employees</i>	Level 3
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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. This is a daily responsibility. The jobholder is also involved in the application and implementation of personnel practice.

<i>Responsibility for Services to Others</i>	Level 4
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The jobholder undertakes tasks or processes which contribute to the internal/external services provided by the Council. This is predominantly through assessing service requirements or client/customer needs. He/she assesses needs or service requirements and generally contributes directly to assessment of complex needs and monitoring service quality and delivery. The jobholder may enforce regulations or council policy where necessary.

<i>Responsibility for Financial Resources</i>	Level 3
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The jobholder has responsibility for financial resources which is predominantly budgetary, including compiling, estimating, authorising and monitoring, expenditure from agreed budgets. The budgets can be large to very large. The jobholder may have input to the budget setting process e.g. provision and analysis of information.

<i>Responsibility for Physical & Information Resources</i>	Level 4
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The jobholder's primary responsibility for physical resources can vary, but typically can include manual and/or computerised data or Information, organising and maintaining filing and/or record systems (i.e. operational determination of the structure; ensuring the integrity of the data, appropriate security, access and housekeeping) for Service use.

The jobholder may also have responsibility for other resources such as for supplies and/or stocks, specifically the ordering (i.e. requesting items which may have to be specifically purchased from an external supplier, and will generally require countersignature, rather than processing purchase orders) and stock control of a

range of supplies. This could include, for example, equipment and food supplies for a school kitchen or vehicle parts and plant.

<i>Initiative & 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, (i.e. the jobholder may determine the appropriate steps to take in specific circumstances, although the actual tasks undertaken may not be documented) and is expected to deal with predictable problems. Access to a supervisor/manager is generally available for unusual or difficult problems.

<i>Knowledge</i>	Level 5
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The jobholder requires predominantly administrative or organisational knowledge to do the job. This knowledge is normally acquired through vocational training or further education and experience. Further knowledge would typically be the minimum required to do the job, for example, SVQ4, HND, general degree or equivalent. In addition to knowledge related to his/her own job the jobholder needs knowledge of a range of associated jobs and activities. The jobholder typically requires in-depth theoretical knowledge in order to do the job, for example, of the concepts and principles associated with the application of a specific discipline. Further education is generally required to gain the theoretical knowledge necessary to do the job, for example, to SVQ4, HND, general degree, professional qualification or equivalent level. Relevant working experience is required to underpin this theoretical knowledge, in practice this might vary from 3 to 5 years, to become fully competent and familiar with all aspects of the job

Community Services

Job Roles & Overviews

Job Role & Overview – Community Services 1

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 level 1/standard grades, and relevant working experience of generally 1 year for full competence and familiarity with all aspects of the job.

Decision Making

Jobholders will follow instructions or established practices with ready access to a supervisor. Situations will be interpreted and similar problems solved

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

- Significant physical effort e.g. standing for lengthy periods
- Communication with clients for example to gather information
- Scheduling of work.
- Cash handling or processing of financial documents e.g. invoices, delivery notes, orders
- Use of expensive equipment/ personal information/stock control
- Demonstration of tasks to new employees
- Precision in use of tools and equipment

Duties

The attached overview sets out the typical demands for a Community Services 1 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>	Level 1
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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>	Level 2
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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>	Level 3
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In the course of normal working, the jobholder is required to use limited physical effort on a frequent basis.

<i>Mental Skills</i>	Level 2
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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>	Level 3
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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>	Level 2
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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 seeking information from, or providing information to, mainly external or internal contacts who are unfamiliar with the subject matter.

<i>Dealing with Relationships</i>	Level 1
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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 up to 20% of working time.

<i>Responsibility for employees</i>	Level 1
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In the course of normal working the jobholder has limited responsibility for the work of employees or others in an equivalent position. For example being required to demonstrate duties and provide advice and guidance to new employees, trainees and others.

<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 to mainly external users.

<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 & Information Resources</i>	Level 2
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The jobholder's primary responsibility for physical resources can vary, but typically can include plant, vehicles, equipment and/or tools which he/she has to use to do the job and keep safe. This includes cleaning of equipment or daily checks etc. Individual resource items are typically expensive.

The jobholder may also have responsibility for buildings, premises, external locations or equivalent, their security specifically setting alarms and keyholding.

<i>Initiative & Independence</i>	Level 2
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The jobholder is required to exercise initiative in the course of normal working to make routine decisions. He/she normally works by following instruction or working practices. Guidance is available in the course of normal working.

<i>Knowledge</i>	Level 2
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The jobholder requires predominantly procedural knowledge to do the job. This knowledge can be acquired through a variety of ways including on and off the job training. The jobholder has to undertake a number of different tasks. The job could only be done by someone who can read, write and count. Working experience, in practice this might vary from 6 months to 2 years, is required to become fully competent and familiar with all aspects of the job.

Job Role & Overview – Community Services 2

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 1/standard grades, and relevant working experience of generally 1 year 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 lengthy periods
- Communication with clients for example to gather information
- Scheduling of work.
- Cash handling or processing of financial documents eg 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 2 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>	Level 1
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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>	Level 2
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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>	Level 2
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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>	Level 2
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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>	Level 3
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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>	Level 2
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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 seeking information from, or providing information to, mainly external or internal contacts who are unfamiliar with the subject matter.

<i>Dealing with Relationships</i>	Level 2
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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 a 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 2
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The jobholder requires predominantly procedural knowledge to do the job. This knowledge can be acquired through a variety of ways including on and off the job training. The jobholder has to undertake a number of different tasks. The job could only be done by someone who can read, write and count. Working experience, in practice this might vary from 6 months to 2 years, is required to become fully competent and familiar with all aspects of the job.

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>	Level 1
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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>	Level 2
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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>	Level 2
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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>	Level 2
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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>	Level 3
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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>	Level 3
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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>	Level 2
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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.

Job Role & Overview – Community Services 4

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 3/HNC and relevant working experience generally of 3 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.

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, procedures, to inform or investigate
- Scheduling of work for lengthy periods
- Cash handling or processing of financial documents
- Precision in use of equipment
- Supervision of employees on a daily basis
- Substantial contact with demanding clients
- Assessing problems and devising solutions
- 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 4 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>	Level 1
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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>	Level 2
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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>	Level 2
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In the course of normal working, the jobholder is required to use limited physical effort such as standing and walking on a regular basis.

<i>Mental Skills</i>	Level 3
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In the course of normal working, the jobholder is required to resolve problems or situations, by applying existing rules, procedures or instructions to the more difficult or challenging problems that arise. The jobholder will require mental skills for the analysis of information. Problems may be resolved by applying recognized analytical techniques. Information to resolve problems can come from a variety of different sources. The information is sometimes conflicting, requiring judgement. The problems or situations are complex or difficult. This means that there is more than one way of interpreting information which may require assessment. The jobholder may plan or schedule.

<i>Concentration</i>	Level 3
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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>	Level 3
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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 eliciting information from, or explaining information to, other people who are unfamiliar with the subject matter, other people who are unfamiliar with the subject matter, or advising, guiding or persuading in order to inform others.

<i>Dealing with Relationships</i>	Level 3
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The jobholder has to deal with people who are significantly disadvantaged, abusive, threatening or otherwise demanding. Dealing directly with these people takes more than 20% of working time.

<i>Responsibility for Employees</i>	Level 3
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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. This is an ongoing, daily responsibility. The jobholder is also 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 applying regulations or Council policy. He/she personally applies or implements regulations or Council policy.

<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 4
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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. Advanced knowledge would typically be the minimum required to do the job, for example, SVQ3, HNC, Apprenticeships or equivalent. The jobholder also needs knowledge of a wide range of jobs and an understanding of relevant theory generally underpinned by an extended period of relevant working experience, in practice this might vary from 2 to 4 years, to become fully competent and familiar with all aspects of the job.

Job Role & Overview – Community Services 5

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 a qualification equivalent to SVQ level 4 or general degree, or professional qualification acquired without a degree and relevant working experience of generally 4 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.

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

- Significant physical effort e.g. standing for lengthy periods
- Communication with clients for example to advise, guide, persuade, encourage.
- Scheduling of work for lengthy periods
- Cash handling or processing of financial documents
- Precision in use of equipment.
- Supervision of employees on a daily basis
- Applying Council policy /regulations
- Substantial contact with demanding clients
- Assessing problems and devising solutions
- 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 5 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>	Level 1
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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>	Level 2
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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>	Level 2
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In the course of normal working, the jobholder is required to use limited physical effort such as standing and walking on a regular basis.

<i>Mental skills</i>	Level 3
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In the course of normal working, the jobholder is required to resolve problems or situations, by applying existing rules, procedures or instructions to the more difficult or challenging problems that arise. The jobholder will require mental skills for the analysis of information. Problems may be resolved by applying recognized analytical techniques. Information to resolve problems can come from a variety of different sources. The information is sometimes conflicting, requiring judgement. The problems or situations are complex or difficult. This means that there is more than one way of interpreting information which may require assessment. The jobholder may plan or schedule.

<i>Concentration</i>	Level 3
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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>	Level 4
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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 advising, guiding or persuading, i.e. giving

specialist, technical or professional advice. This is to encourage the adoption of a particular course of action.

<i>Dealing with Relationships</i>	Level 3
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The jobholder has to deal with people who are significantly disadvantaged, abusive, threatening or otherwise demanding. Dealing directly with these people takes more than 20% of working time.

<i>Responsibility for Employees</i>	Level 3
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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. This is an ongoing, daily responsibility. The jobholder is also involved in the application and implementation of personnel practice.

<i>Responsibility for Services to Others</i>	Level 3
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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. He/she ensures and/or monitors implementation of regulations or Council policy, i.e. that others correctly apply/implement the regulations/policy.

<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 5
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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. Further knowledge would typically be the minimum required to do the job, for example, SVQ4, HND, general degree or equivalent. In addition to knowledge

related to his/her own job the jobholder needs knowledge of a range of associated jobs and activities. The jobholder typically requires in-depth theoretical knowledge in order to do the job, for example, of the concepts and principles associated with the application of a specific discipline. Further education is generally required to gain the theoretical knowledge necessary to do the job, for example, to SVQ4, HND, general degree, professional qualification or equivalent level. Relevant working experience is required to underpin this theoretical knowledge; in practice this might vary from 3 to 5 years, to become fully competent and familiar with all aspects of the job.

Job Role & Overview – Community Services 6

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 a qualification equivalent to SVQ level 4 or general degree, or professional qualification acquired without a degree and relevant working experience of generally 4 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.

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

- Significant physical effort e.g. standing for lengthy periods
- Communication with clients for example to advise, guide, persuade, encourage.
- Scheduling of work for lengthy periods
- Cash handling or processing of financial documents
- Precision in use of equipment.
- Supervision of employees on a daily basis
- Delivery of programmes of activities and processes
- Substantial contact with demanding clients
- Analysing problems and devising solutions
- Responsibility for significant physical or information resources such as managing records systems or tendering of services or deployment of physical resources

Duties

The attached overview sets out the typical demands for a Community Services 6 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>	Level 1
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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>	Level 2
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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>	Level 2
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In the course of normal working, the jobholder is required to use limited physical effort such as standing and walking on a regular basis.

<i>Mental Skills</i>	Level 4
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The jobholder is required to resolve problems or situations, generally by applying analytical and problem solving skills to the more difficult or challenging problems that arise. The jobholder will require mental skills for analysis of information or strategic planning. The jobholder may be required to create and maintain a plan of activities for up to a year in advance. Alternatively, the jobholder may be required to develop strategies and carry out relatively complex planning and activities for future implementation, involving factors outside the Council's control.

<i>Concentration</i>	Level 4
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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 switching from one thing to another creating typically the most pressure for the jobholder day to day. This switching is between a range of activities.

<i>Communication Skills</i>	Level 4
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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 advising, guiding or persuading, i.e. giving specialist, technical or professional advice. This is to encourage the adoption of a particular course of action.

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

<i>Responsibility for Employees</i>	Level 3
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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. This is an ongoing, daily responsibility. The jobholder is also involved in the application and implementation of personnel practice.

<i>Responsibility for Services to Others</i>	Level 4
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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 applying regulations or Council policy. He/she ensures and or monitors the implementation of regulations or Council policy. The jobholder may be involved in assessing service requirements on client/customer need by contributing to the assessment of complex needs.

<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 4
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The jobholder's primary responsibility for physical resources can vary, but typically can include manual and/or computerised data or information. His/her main role is organising and maintaining filing and/or record systems (i.e. operational determination of the structure; ensuring the integrity of the data, appropriate security, access and housekeeping; establishing links to related systems) for service use.

The jobholder may also have responsibility for other resources such as buildings, premises, external locations or equivalent, specifically their security as nominated keyholder or caretaker.

<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 personally with predictable problems. Advice and guidance is generally available as and when required.

<i>Knowledge</i>	Level 5
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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. Further knowledge would typically be the minimum required to do the job, for example, SVQ4, HND, general degree or equivalent. In addition to knowledge related to his/her own job the jobholder needs knowledge of a range of associated jobs and activities. The jobholder typically requires in-depth theoretical knowledge in order to do the job, for example, of the concepts and principles associated with the application of a specific discipline. Further education is generally required to gain the theoretical knowledge necessary to do the job, for example, to SVQ4, HND, general degree, professional qualification or equivalent level. Relevant working experience is required to underpin this theoretical knowledge, in practice this might vary from 3 to 5 years, to become fully competent and familiar with all aspects of the job.

Management

Job Roles & Overviews

Job Role & Overview – Management 1

Management

The predominant focus of jobs in this group is the direction and control of employees, in teams or at a Service level, with the management of significant financial, physical and information resources. Jobs in this group will have a significant business planning responsibility, for example the development of Service plans, as well as the identification of targets and the management of performance.

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 a qualification equivalent to SVQ level 4 or general degree, or professional qualification acquired without a degree and relevant working experience of generally 4 years for full competence and familiarity with all aspects of the job

Decision Making

Job holders will be guided by established policy and procedures e.g. financial regulations, standing orders, codes of practice, and will work with minimal supervision.

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

- Direction of teams of employees
- Analysis of business problems and delivery of solutions
- A significant role in medium to long term business planning and scheduling of work of teams and team members
- Communication skills to encourage other parties, eg senior managers, to particular courses of action
- The management of service delivery
- Financial responsibilities, such as monitoring of budgets and ensuring value for money.
- Responsibility for resources e.g. organising record systems.

Duties

The attached overview sets out the typical demands for a Management 1 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 Management 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>	Level 1
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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>	Level 2
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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. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 1
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The job is mainly undertaken in a sedentary position and requires no more than a basic level of physical effort by the jobholder.

<i>Mental Skills</i>	Level 4
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The jobholder is required to resolve problems or situations, generally by applying analytical and problem solving skills to the more difficult or challenging problems that arise. The jobholder will require mental skills for analysis of information or business planning. Problems or situations maybe resolved by applying recognised analytical techniques. The jobholder may be required to create and maintain a plan for activities for up to a year in advance. Alternatively, the jobholder may be required to develop strategies and carry out relatively complex planning, activities for future implementation involving factors outside the Council’s control.

<i>Concentration</i>	Level 4
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Focused mental or sensory attention is required for day to day tasks and duties of the job e.g. presenting findings/conclusions/recommendations. 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. Typically interruptions create most pressure for the jobholder day to day. These interruptions are unavoidable.

<i>Communication Skills</i>	Level 4
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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 advising, guiding or persuading, i.e. giving

specialist, technical or professional advice. This is to encourage the adoption of a particular course of action.

<i>Dealing with Relationships</i>	Level 1
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As an integral part of the work, the jobholder has to deal with people who are slightly disadvantaged, abusive, threatening or otherwise demanding. Dealing directly with these people takes up to 20% of working time.

<i>Responsibility for Employees</i>	Level 4
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The jobholder has a responsibility for the work of employees or other people in an equivalent position, through directing activities. This means managing teams rather than first line supervision. He/she monitors team performance and evaluates work against a pre-determined programme and is responsible for the implementation of personnel practices.

<i>Responsibility for Services to Others</i>	Level 5
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The jobholder undertakes tasks or processes which contribute to the internal/external services provided by the Council. This is predominantly through assessing service requirements or client/customer needs. He/she assesses complex needs or service requirements (e.g. to establish a new area of service or improve service delivery/provision) and manages the quality and provision/delivery of programmes of activities or services.

<i>Responsibility for Financial Resources</i>	Level 3
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The jobholder has responsibility for financial resources which is predominantly budgetary, including compiling, estimating, authorising and monitoring, expenditure from agreed budgets. The budgets can be large to very large. The jobholder may have input to the budget setting process e.g. provision and analysis of information.

<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 manual and/or computerised data or Information, organising and maintaining filing and/or record systems (i.e. operational determination of the structure; ensuring the integrity of the data, appropriate security, access and housekeeping;) for Service use.

The jobholder may also have responsibility for other resources such as security of plant, tools and equipment and other physical resources.

<i>Initiative and Independence</i>	Level 4
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The jobholder is required to exercise initiative in the course of normal working, working within Council policies/procedures and has scope to exercise discretion over a limited range of activities, for example, activities found within a single team/unit.

Advice and guidance is generally accessible as and when required (i.e. the jobholder generally works autonomously and will decide when to seek advice or guidance) and the jobholder would be expected to consult his/her manager for advice. The jobholder can have an input to the development of strategy.

<i>Knowledge</i>	Level 5
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The jobholder requires predominantly organisational knowledge to do the job. This knowledge is normally acquired through vocational training or further education and experience. Further knowledge would typically be the minimum required to do the job, for example, SVQ4, HND, general degree or equivalent.

The jobholder needs knowledge of associated jobs and typically in-depth theoretical knowledge, for example, of concepts and principles associated with the application of a specific discipline. This would predominantly be acquired through formal education. Further education is generally required to gain the theoretical knowledge necessary to do the job, for example, to SVQ4, HND, general degree, professional qualification or equivalent level. Relevant working experience is required to underpin this theoretical knowledge, in practice this might vary from 3 to 5 years, to become fully competent and familiar with all aspects of the job.

Job Role & Overview – Management 2

Management

The predominant focus of jobs in this group is the direction and control of employees, in teams or at a Service level, with the management of significant financial, physical and information resources. Jobs in this group will have a significant business planning responsibility, for example the development of Service plans, as well as the identification of targets and the management of performance.

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 a qualification equivalent to SVQ level 4 or general degree, or professional qualification acquired without a degree and relevant working experience of generally 4 years for full competence and familiarity with all aspects of the job

Decision Making

Job holders will be guided by established policy and procedures e.g. financial regulations, standing orders, codes of practice, and will work with minimal supervision.

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

- Direction of teams of employees
- Analysis of business problems and delivery of solutions
- A lead role in medium to long term business planning and scheduling of work of teams and team members
- Exercise of communication skills to convince other parties, e.g. senior managers, to particular courses of action
- The handling of challenging business relationships
- The management of service delivery
- Financial responsibilities, such as monitoring of budgets and ensuring value for money

Duties

The attached overview sets out the typical demands for a Management 2 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 Management 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>	Level 1
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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>	Level 2
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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. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 1
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The job is mainly undertaken in a sedentary position and requires no more than a basic level of physical effort by the jobholder.

<i>Mental Skills</i>	Level 5
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The jobholder is required to resolve problems or situations, generally by applying analytical and problem solving skills to the more difficult or challenging problems that arise. The jobholder will require mental skills for analysis of information or strategic planning. Problems or situations are generally resolved by applying recognised analytical techniques. The problems or situations are diverse and complex. Information has several aspects, not all of which may be immediately apparent, and may require investigation and interpretation.

The jobholder also contributes to the development of strategies or plans for future implementation, or personally develops strategies or plans i.e. the need to look ahead to determine the series of activities/actions to ensure that required outcomes are achieved to timescale, standard, budget etc. more than 3 years ahead.

<i>Concentration</i>	Level 4
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Focused mental or sensory attention is required for day to day tasks and duties of the job e.g. presenting findings/conclusions/recommendations. 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. Typically interruptions create most pressure for the jobholder day to day. These interruptions are unavoidable.

<i>Communication Skills</i>	Level 5
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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 advising, negotiating or persuading. This is to convince others to adopt courses of action they might not otherwise wish to take. The jobholder requires informal advocacy skills.

<i>Dealing with Relationships</i>	Level 3
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The jobholder has to deal with people who are substantially disadvantaged, abusive, threatening or otherwise demanding. Dealing directly with these people takes up to 20% of working time.

<i>Responsibility for Employees</i>	Level 4
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The jobholder has a responsibility for the work of employees or other people in an equivalent position, through directing activities. This means managing teams rather than first line supervision. He/she monitors team performance and evaluates work against a pre-determined programme and is responsible for the implementation of personnel practices.

<i>Responsibility for Services to Others</i>	Level 5
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The jobholder undertakes tasks or processes which contribute to the internal/external services provided by the Council. This is predominantly through assessing service requirements or client/customer needs. He/she assesses complex needs or service requirements (e.g. to establish a new area of service or improve service delivery/provision) and manages the quality and provision/delivery of programmes of activities or services.

<i>Responsibility for Financial Resources</i>	Level 3
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The jobholder has responsibility for financial resources which is predominantly budgetary, including compiling, estimating, authorising and monitoring, expenditure from agreed budgets. The budgets can be large to very large. The jobholder may have input to the budget setting process e.g. provision and analysis of information.

<i>Responsibility for Physical and Information Resources</i>	Level 4
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The jobholder's primary responsibility for physical resources may vary, but typically can include manual and/or computerised data or Information, organising and maintaining filing and/or record systems (i.e. operational determination of the structure; ensuring the integrity of the data, appropriate security, access and housekeeping;) for Service use.

The jobholder may also have responsibility for other resources such as managing the deployment of a range of plant, tools and equipment and other physical resources.

<i>Initiative and Independence</i>	Level 4
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The jobholder is required to exercise initiative in the course of normal working, working within Council policies and procedures and has scope to exercise discretion over a limited range of activities, for example, activities found within a single team/unit.

Advice and guidance is generally accessible as and when required (i.e. the jobholder generally works autonomously and will decide when to seek advice or guidance) and the jobholder would be expected to consult his/her manager for advice. The jobholder can have an input to the development of strategy.

<i>Knowledge</i>	Level 5
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The jobholder requires predominantly organisational knowledge to do the job. This knowledge is normally acquired through vocational training or further education and experience. Further knowledge would typically be the minimum required to do the job, for example, SVQ4, HND, general degree or equivalent.

The jobholder needs knowledge of associated jobs and typically in-depth theoretical knowledge, for example, of concepts and principles associated with the application of a specific discipline. This would predominantly be acquired through formal education. Further education is generally required to gain the theoretical knowledge necessary to do the job, for example, to SVQ4, HND, general degree, professional qualification or equivalent level. Relevant working experience is required to underpin this theoretical knowledge, in practice this might vary from 3 to 5 years, to become fully competent and familiar with all aspects of the job.

Job Role & Overview – Management 3

Management

The predominant focus of jobs in this group is the direction and control of employees, in teams or at a Service level, with the management of significant financial, physical and information resources. Jobs in this group will have a significant business planning responsibility, for example the development of Service plans, as well as the identification of targets and the management of performance.

Knowledge & Experience

The knowledge and experience typically required to do the job can be acquired in a variety of ways, for example through on the job training, relevant experience, or typically a professional qualification in an appropriate discipline or equivalent such as SVQ level 5 or an honours degree, and experience of generally 5 years for full competence and familiarity with all aspects of the job

Decision Making

Job holders will be guided by policy to manage a number of activities e.g. financial regulations, standing orders, codes of practice, and will work with minimal supervision.

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

- Direction of teams of employees
- Analysis of business problems and delivery of solutions
- A lead role in medium to long term business planning and scheduling of work of teams and team members
- Exercise of communication skills to convince other parties, eg senior managers, to particular courses of action
- The handling of challenging business relationships
- The management of service delivery
- Significant budgetary responsibilities
- Contributing to strategy development.
- Management of different business activities.

Duties

The attached overview sets out the typical demands for a Management 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 Management 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>	Level 1
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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>	Level 2
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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. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 1
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The job is mainly undertaken in a sedentary position and requires no more than a basic level of physical effort by the jobholder.

<i>Mental Skills</i>	Level 5
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The jobholder is required to resolve problems or situations, generally by applying analytical and problem solving skills to the more difficult or challenging problems that arise. The jobholder will require mental skills for analysis of information or strategic planning. Problems or situations are generally resolved by applying recognised analytical techniques.. The problems or situations are diverse and complex. Information has several aspects, not all of which may be immediately apparent, and may require investigation and interpretation.

The jobholder also contributes to the development of strategies or plans for future implementation, or personally develops strategies or plans i.e. the need to look ahead to determine the series of activities/actions to ensure that required outcomes are achieved to timescale, standard, budget etc. more than 3 years ahead.

<i>Concentration</i>	Level 4
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Focused mental or sensory attention is required for day to day tasks and duties of the job e.g. presenting findings/conclusions/recommendations. 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. Typically interruptions create most pressure for the jobholder day to day. These interruptions are unavoidable.

<i>Communication Skills</i>	Level 5
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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 advising, negotiating or persuading. This is to convince others to adopt courses of action they might not otherwise wish to take. The jobholder requires informal advocacy skills.

<i>Dealing with Relationships</i>	Level 3
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The jobholder has to deal with people who are substantially disadvantaged, abusive, threatening or otherwise demanding. Dealing directly with these people takes up to 20% of working time.

<i>Responsibility for Employees</i>	Level 4
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The jobholder has a responsibility for the work of employees or other people in an equivalent position, through directing activities. This means managing teams rather than first line supervision. He/she monitors team performance and evaluates work against a pre-determined programme and is responsible for the implementation of personnel practices.

<i>Responsibility for services to Others</i>	Level 5
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The jobholder undertakes tasks or processes which contribute to the internal/external services provided by the Council. This is predominantly through assessing service requirements or client/customer needs. He/she assesses complex needs or service requirements (e.g. to establish a new area of service or improve service delivery/provision) and generally manages the quality and provision/delivery of programmes of activities or services.

<i>Responsibility for Financial Resources</i>	Level 4
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The jobholder has responsibility for financial resources, which is predominantly budgetary, including compiling, authorising and monitoring extremely large expenditures etc. from an agreed budget, contributing to the budget setting/estimating process. This would include provision and analysis of information which is to be used by those who actually prepare or set the budget(s) concerned. Alternatively, the jobholder may lead budget setting, and control small to considerable budgets.

<i>Responsibility for Physical and Information Resources</i>	Level 4
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The jobholder's primary responsibility for physical resources can vary, but typically can include manual and/or computerised data or Information, organising and maintaining filing and/or record systems (i.e. operational determination of the structure; ensuring the integrity of the data, appropriate security, access and housekeeping;) for Service use.

The jobholder may also have responsibility for others resources such as managing the deployment of a range of plant, tools and equipment and other physical resources.

<i>Initiative and Independence</i>	Level 5
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The jobholder is required to exercise initiative in the course of normal working. He/she normally works within the broad framework of Council policy, and has scope to exercise discretion over a range of activities, for example, activities across a number of teams/units.

Advice and guidance is generally accessible as and when required. The jobholder consults his/her manager for specific advice. The jobholder contributes to the development of strategy on an on-going basis.

<i>Knowledge</i>	Level 6
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The jobholder requires predominantly organisational knowledge to do the job. This knowledge is normally acquired through a professional qualification and experience. In addition to a degree or equivalent qualification a postgraduate qualification is typically required and considerable relevant working experience would also be needed to supplement these qualifications, in practice this might vary from 4 to 6 years, to become fully competent and familiar with all aspects of the job.

Job Role & Overview – Management 4

Management

The predominant focus of jobs in this group is the direction and control of employees, in teams or at a Service level, with the management of significant financial, physical and information resources. Jobs in this group will have a significant business planning responsibility, for example the development of Service plans, as well as the identification of targets and the management of performance.

Knowledge & Experience

The knowledge and experience typically required to do the job can be acquired in a variety of ways, for example through on the job training, relevant experience, or typically a professional qualification in an appropriate discipline or equivalent such as SVQ level 5 or an honours degree, and between 5 and 7 year's relevant experience for full competence and familiarity with all aspects of the job

Decision Making

Job holders will be guided by policy to manage a number of activities eg financial regulations, standing orders, codes of practice, and will work with minimal supervision.

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

- Direction of teams of employees
- Analysis of business problems and delivery of solutions
- Relatively or extremely complex business planning
- Exercise of communication skills to convince other parties, eg senior managers, to adopt particular courses of action
- The handling of challenging business relationships
- Leading the design and development of service delivery of service delivery
- Management of large budgets
- Leading in strategy development.
- Management of different business activities.
- Contributing to the management of initiatives, developments outside the parent Service e.g. membership of working groups outside parent Service

Duties

The attached overview sets out the typical demands for a Management 4 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 Management 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>	Level 1
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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>	Level 2
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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. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 1
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The job is mainly undertaken in a sedentary position and requires no more than a basic level of physical effort by the jobholder.

<i>Mental Skills</i>	Level 6
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The jobholder is required to resolve problems or situations, by applying analytical and problem solving skills to the more difficult or challenging problems that arise. The jobholder will require mental skills for analysis of information or strategic planning. Problems or situations are generally resolved by applying recognised analytical techniques. Information to resolve problems can come from a variety of different sources. This might be a combination of sources such as, people, places or systems from which the jobholder seeks information relevant to the problem. This information is sometimes conflicting, requiring judgement by the jobholder to assess and select/reject. The problems or situations are diverse and complex e.g. multi disciplinary/multi functional. Information has several aspects, not all of which may be immediately apparent, and may require investigation and interpretation. The jobholder is personally required to develop strategies or plans for future implementation. This planning activity is very complex, i.e. requiring research innovation and radical thinking.

<i>Concentration</i>	Level 4
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Focused mental or sensory attention is required for day to day tasks and duties of the job e.g. presenting findings/conclusions/recommendations. 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. Typically interruptions create most pressure for the jobholder day to day. These interruptions are unavoidable.

<i>Communication Skills</i>	Level 5
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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 advising, negotiating or persuading. This is to convince others to adopt courses of action they might not otherwise wish to take. The jobholder requires informal advocacy skills.

<i>Dealing with Relationships</i>	Level 3
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The jobholder has to deal with people who are substantially disadvantaged, abusive, threatening or otherwise demanding. Dealing directly with these people takes up to 20% of working time.

<i>Responsibility for Employees</i>	Level 4
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The jobholder has a responsibility for the work of employees or other people in an equivalent position, through directing activities. This means managing teams rather than first line supervision. He/she monitors team performance and evaluates work against a pre-determined programme and is responsible for the implementation of personnel practices.

<i>Responsibility for Services to Others</i>	Level 6
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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 assessing service requirements or client/customer needs. He/she assesses complex needs or service requirements (e.g. review of resource requirements, to establish a new area of service or improve service delivery/provision) and generally leads design, development/improvement of programmes of activities or services.

<i>Responsibility for Financial Resources</i>	Level 5
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The jobholder has responsibility for financial resources, which is predominantly budgetary, including compiling, estimating, monitoring, income generation, expenditure for all types of budgets. Where the budget is very large, the jobholder will control or lead the setting process. For extremely large budgets, the jobholder may contribute to the setting and estimating process.

<i>Responsibility for Physical and Information Resources</i>	Level 4
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The jobholder's primary responsibility for physical resources can vary, but typically can include manual and/or computerised data or Information, organising and maintaining filing and/or record systems (i.e. operational determination of the structure; ensuring the integrity of the data, appropriate security, access and housekeeping;) for Service use.

The jobholder may also have responsibility for others resources such as managing the deployment of a range of plant, tools and equipment and other physical resources.

<i>Initiative and Independence</i>	Level 5
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The jobholder is required to exercise initiative in the course of normal working. He/she normally works within the broad framework of Council policy, and has scope to exercise discretion over a range of activities, for example, activities across a number of teams/units.

Advice and guidance is generally accessible as and when required. The jobholder consults his/her manager for specific advice. The jobholder contributes to the development of strategy on an on-going basis.

<i>Knowledge</i>	Level 7
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The jobholder requires predominantly organisational knowledge to do the job. This knowledge is normally acquired through a professional qualification and experience. In addition to a degree or equivalent qualification a postgraduate qualification is typically required and relevant working experience would also be needed to supplement these qualifications, in practice this might be as much as 7 years, to become fully competent and familiar with all aspects of the job.

The jobholder also needs an understanding of forthcoming or proposed initiatives/developments/legislation in the external environment within which the Council operates in order to contribute to the Authority's response to change in the external environment. The predominant nature of the jobholder's contribution is in the assessment of the potential impact/implications of change. The jobholder regularly contributes to formal external working groups, the main purpose of which is to consider operational implications of proposed change. "External environment" means initiatives, developments, issues, legislation outwith the jobholder's discipline, function, profession or service.

Job Role & Overview – Management 5

Management

The predominant focus of jobs in this group is the direction and control of employees, in teams or at a Service level, with the management of significant financial, physical and information resources. Jobs in this group will have a significant business planning responsibility, for example the development of Service plans, as well as the identification of targets and the management of performance.

Knowledge & Experience

The knowledge and experience typically required to do the job can be acquired in a variety of ways, for example through on the job training, relevant experience, or typically a professional qualification in an appropriate discipline or equivalent such as SVQ level 5 or an honours degree, and between 5 and 7 year's relevant experience for full competence and familiarity with all aspects of the job

Decision Making

Job holders will be guided by policy to manage a substantial part of a Council Service e.g. financial regulations, standing orders, codes of practice, and will work with minimal supervision. Analytical skills will be used to deal with problems in their own functional area. Considered advice and direction will be given to a variety of parties.

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

- Direction of teams of employees
- Analysis of business problems and delivery of solutions
- Extremely complex business planning
- Exercise of communication skills to convince other parties, e.g. Council Committees, to adopt policies and courses of action
- The handling of challenging business relationships
- Leading the design and development of service delivery
- Management of large budgets
- Leading business strategy development.
- Contributing to the management of initiatives, developments outside the parent Service area. e.g. membership of working groups outside parent Service
- Decision making and initiative exercised over a broad or very broad range of activities.

Duties

The attached overview sets out the typical demands for a Management 5 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 Management 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>	Level 1
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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>	Level 2
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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. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 1
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The job is mainly undertaken in a sedentary position and requires no more than a basic level of physical effort by the jobholder.

<i>Mental Skills</i>	Level 6
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The jobholder is required to resolve problems or situations, by applying analytical and problem solving skills to the more difficult or challenging problems that arise. The jobholder will require mental skills for analysis of information or strategic planning. Problems or situations are generally resolved by applying recognised analytical techniques. Information to resolve problems can come from a variety of different sources. This might be a combination of sources such as, people, places or systems from which the jobholder seeks information relevant to the problem. This information is sometimes conflicting, requiring judgement by the jobholder to assess and select/reject. The problems or situations are diverse and complex e.g. multi disciplinary/multi functional. Information has several aspects, not all of which may be immediately apparent, and may require investigation and interpretation. The jobholder is personally required to develop strategies or plans for future implementation. This planning activity is very complex i.e. requiring research, innovation, and radical thinking.

<i>Concentration</i>	Level 4
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Focused mental or sensory attention is required for day to day tasks and duties of the job presenting findings/conclusions/recommendations. 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. Typically interruptions create most pressure for the jobholder day to day. These interruptions are unavoidable.

<i>Communication Skills</i>	Level 6
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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 influencing, negotiating, persuading, in order to convince others to adopt courses of action they might not otherwise wish to take. He/she also has to convince others to adopt policies they might not otherwise accept. The jobholder requires formal advocacy skills.

<i>Dealing with Relationships</i>	Level 3
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The jobholder has to deal with people who are substantially disadvantaged, abusive, threatening or otherwise demanding. Dealing directly with these people takes up to 20% of working time.

<i>Responsibility for Employees</i>	Level 5
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The jobholder has a responsibility for the work of employees or other people in an equivalent position, through directing activities. This means managing rather than first line supervision. He/she determines priorities/targets and reviews activities and working methods and ensures the implementation of personnel policies, procedures and practices in line with Council policy.

<i>Responsibility for Services to Others</i>	Level 6
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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 assessing service requirements or client/customer needs. He/she assesses complex needs or service requirements (e.g. review of resource requirements, to establish a new area of service or improve service delivery/provision) and generally lead the design, development/improvement of programmes of activities or services.

<i>Responsibility for Financial Resources</i>	Level 5
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The jobholder has responsibility for financial resources, which is predominantly budgetary, including compiling, estimating, monitoring, income generation, expenditure for all types of budgets. Where the budget is very large, the jobholder will control or lead the setting process. For extremely large budgets, the jobholder may contribute to the setting and estimating process.

<i>Responsibility for Physical and Information Resources</i>	Level 5
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The jobholder's primary responsibility for physical resources is for manual and/or computerised data or information, planning the development of departmental/functional information systems. This refers to identifying and anticipating strategic information requirements in both the short and long term, and determining the related resource implications.

The jobholder may also have responsibility for other resource such as for supplies and/or stocks, including purchasing. This generally refers to the authorisation/countersignature of externally supplied orders up to a predetermined limit/value. His/her main role in this is tendering for procurement and he/she is personally responsible for this process.

<i>Initiative and Independence</i>	Level 6
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The jobholder is required to exercise initiative in the course of normal working. He/she normally works within the broad framework of Council policy, and has scope to exercise discretion over a broad range of activities e.g. across a Service. Advice and guidance is not readily accessible although he/she is given minimal managerial direction. The jobholder leads the development of strategy and policy, and is required to make recommendations on strategy and policy matters. Policy and/or strategy developed by the jobholder requires approval at Directorate level.

<i>Knowledge</i>	Level 7
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The jobholder requires predominantly organisational knowledge to do the job. This knowledge is normally acquired through a professional qualification and experience. In addition to a degree or equivalent qualification a postgraduate qualification is typically required and relevant working experience would also be needed to supplement these qualifications, in practice this might be as much as 7 years, to become fully competent and familiar with all aspects of the job.

The jobholder also needs an understanding of forthcoming or proposed initiatives/developments/legislation in the external environment within which the Council operates in order to contribute to the Authority's response to change in the external environment. The predominant nature of the jobholder's contribution is in the assessment of the potential impact/implications of change. The jobholder regularly contributes to formal external working groups, the main purpose of which is to consider operational implications of proposed change. "External environment" means initiatives, developments, issues, legislation outwith the jobholder's discipline, function, profession or service.

Job Role & Overview – Management 6

Management

The predominant focus of jobs in this group is the direction and control of employees, in teams or at a Service level, with the management of significant financial, physical and information resources. Jobs in this group will have a significant business planning responsibility, for example the development of Service plans, as well as the identification of targets and the management of performance.

Knowledge & Experience

The knowledge and experience needed to do the job will typically equate to an honours degree or SVQ level 5 and between 7 and 10 year's relevant working experience for full competence and familiarity with all aspects of the job.

Decision Making

Job holders will be guided by policy to manage a substantial part of Council Service e.g. financial regulations, standing orders, codes of practice, and will work with minimal supervision. Analytical skills will be used to deal with problems in their own functional area. Considered advice and direction will be given to a variety of parties.

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

- Direction of part of a Council Service
- Analysis of business problems and delivery of solutions
- Extremely complex business planning
- Exercise of communication skills to convince other parties, eg Council Committees, to adopt policies and courses of action
- The handling of challenging business relationships
- Leading the design and development of service delivery
- Management of large budgets
- High level resource responsibility.
- Leading business strategy development, with minimal direction
- Contribution to the management of initiatives, developments outside the Service e.g. Contribute to Council's strategic response.
- Decision making and initiative exercised over a broad or very broad range of activities.

Duties

The attached overview sets out the typical demands for a Management 6 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 Management 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>	Level 1
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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>	Level 2
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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. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 1
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The job is mainly undertaken in a sedentary position and requires no more than a basic level of physical effort by the jobholder.

<i>Mental Skills</i>	Level 7
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The jobholder is required to resolve problems or situations, by applying analytical and problem solving skills to the more difficult or challenging problems that arise. Creativity will be required to develop new solutions, incorporating new ideas or concepts which were previously untried within the Council. The jobholder is personally required to develop strategies or plans for future implementation. This planning activity is "extremely complex".

<i>Concentration</i>	Level 5
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Focused mental or sensory attention is required for day to day tasks and duties of the job, e.g. presenting findings/conclusions/recommendations. Lengthy periods of focused attention of 1 to 2 hours at a time, are typically required to be sustained by the jobholder on a day to day basis. Typically interruptions create the most pressure. These interruptions are unavoidable.

<i>Communication Skills</i>	Level 6
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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 influencing, negotiating or persuading, in order to convince others to adopt courses of action they might not otherwise wish to take. He/she also has to convince others to adopt policies they might not otherwise accept. The jobholder requires formal advocacy skills.

<i>Dealing with Relationships</i>	Level 3
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The jobholder has to deal with people who are substantially disadvantaged, abusive, threatening or otherwise demanding. Dealing directly with these people takes up to 20% of working time.

<i>Responsibility for Employees</i>	Level 5
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The jobholder has a responsibility for the work of employees or other people in an equivalent position, through directing activities. This means managing rather than first line supervision. He/she determines priorities/targets and reviews activities and working methods and ensures the implementation of personnel policies, procedures and practices in line with Council policy.

<i>Responsibility for Services to Others</i>	Level 6
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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 assessing service requirements or client/customer needs. He/she assesses complex needs or service requirements (e.g. review of resource requirements, to establish a new area of service or improve service delivery/provision) and generally leads the design, development/improvement of programmes of activities or services.

<i>Responsibility for Financial Resources</i>	Level 5
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The jobholder has responsibility for financial resources, which is predominantly budgetary, including compiling, estimating, monitoring, income generation, expenditure for all types of budgets. Where the budget is very large, the jobholder will control or lead the setting process. For extremely large budgets, the jobholder may contribute to the setting and estimating process.

<i>Responsibility for Physical and Information Resources</i>	Level 6
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The jobholder's primary responsibility for physical resources is for manual and/or computerised data or information, taking responsibility for long-term planning (beyond 3 years). This refers to identifying and anticipating strategic information requirements in both the short and long term, and determining the related resource implications.

The jobholder may also have responsibility for other resources such as supplies and/or stocks, including purchasing. This generally refers to the authorization /countersignature of externally supplied orders up to a predetermined limit/value. His/her main role in this is tendering for procurement and he/she is personally responsible for this process.

<i>Initiative and Independence</i>	Level 7
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The jobholder is required to exercise initiative in the course of normal working. He/she normally works within the broad framework of Council policy, and has scope to exercise discretion over a broad range of activities. Guidance is not readily accessible and the jobholder works without recourse to others for advice. He/she requires general managerial direction, (i.e. the jobholder works semi-autonomously

under broad direction). The jobholder leads the development of strategy and policy, and is required to make recommendations on strategy and policy matters. Policy and/or strategy developed by the jobholder requires approval by Committee

<i>Knowledge</i>	Level 8
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The jobholder requires predominantly organisational knowledge to do the job. This knowledge is normally acquired through a professional qualification and experience. In addition to a degree or equivalent qualification a postgraduate qualification is typically required and relevant working experience would also be needed to supplement these qualifications as much as 10 years to become fully competent and familiar with all aspects of the job. The extent of the knowledge and experience required is generally multi-disciplinary and operational.

The job holder needs an understanding of forthcoming or proposed initiatives/developments/legislation in the external environment within which the Council operates in order to contribute to the Authority's response to change in the external environment. "External environment" means initiatives, developments, issues, legislation outwith the jobholder's discipline, function, profession or service. For example, dealing with complex issues across a range of disciplines, or assessing the potential impact of change at a corporate level.

Job Role & Overview – Management 7

Management

The predominant focus of jobs in this group is the direction and control of employees, in teams or at a Service level, with the management of significant financial, physical and information resources. Jobs in this group will have a significant business planning responsibility, for example the development of Service plans, as well as the identification of targets and the management of teams' performance.

Knowledge & Experience

The knowledge and experience needed to do the job will typically equate to an honours degree or SVQ level 5 and between 7 and 10 year's relevant working experience for full competence and familiarity with all aspects of the job

Decision Making

Job holders will be guided by policy to manage a substantial part of Council Service e.g. financial regulations, standing orders, codes of practice, and will work with minimal supervision. Analytical skills will be used to deal with problems in their own functional area. Considered advice and direction will be given to a variety of parties.

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

- Direction of part of a Council Service
- Analysis of business problems and delivery of solutions
- Extremely complex business planning
- Exercise of communication skills to convince other parties, e.g. Council Committees, to adopt policies and courses of action
- The handling of challenging business relationships
- Leading the design and development of service delivery
- Management of very large /extremely large budgets
- High level resource responsibility.
- Leading business strategy development, with minimal direction
- Managing the personnel framework in the Service.
- Contributing to the management of initiatives, developments outside the Service e.g. Contribute to Council's strategic response.
- Decision making and initiative exercised over a broad or very broad range of activities.

Duties

The attached overview sets out the typical demands for a Management 7 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 Management 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>	Level 1
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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>	Level 2
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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. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 1
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The job is mainly undertaken in a sedentary position and requires no more than a basic level of physical effort by the jobholder.

<i>Mental Skills</i>	Level 7
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The jobholder is required to resolve problems or situations, by applying analytical and problem solving skills to the more difficult or challenging problems that arise. Creativity will be required to develop new solutions, incorporating new ideas or concepts which were previously untried within the Council. The jobholder is personally required to develop strategies or plans for future implementation. This planning activity is "extremely complex".

<i>Concentration</i>	Level 5
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Focused mental or sensory attention is required for day to day tasks and duties of the job, e.g. presenting findings/conclusions/recommendations. Lengthy periods of focused attention of 1 to 2 hours at a time, are typically required to be sustained by the jobholder on a day to day basis. Typically interruptions create the most pressure. These interruptions are unavoidable.

<i>Communication Skills</i>	Level 6
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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 influencing, negotiating or persuading, in order convince others to adopt courses of action they might not otherwise wish to

take. He/she also has to convince others to adopt policies they might not otherwise accept. The jobholder requires formal advocacy skills.

<i>Dealing with Relationships</i>	Level 3
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The jobholder has to deal with people who are substantially disadvantaged, abusive, threatening or otherwise demanding. Dealing directly with these people takes up to 20% of working time.

<i>Responsibility for Employees</i>	Level 6
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The jobholder has a responsibility for the work of employees or other people in an equivalent position, through directing activities. This means managing rather than first line supervision. He/she determines priorities/targets and reviews activities and working methods (this includes examining and assessing activities and methods to establish their continued appropriateness to objectives) and manages and monitors the implementation of the personnel framework.

<i>Responsibility for Services to Others</i>	Level 7
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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 assessing service requirements or client/customer needs. He/she assesses complex needs or service requirements (i.e. review of resource requirements, to establish a new area of service or improve service delivery/provision, protection from others, stimulation for those with substantial impairment) and is generally accountable for the quality and provision/delivery of service. The jobholder is accountable for fulfilling statutory obligations required of a range of activities or a Council Service.

<i>Responsibility for Financial Resources</i>	Level 6
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The jobholder has responsibility for financial resources, which is predominantly budgetary, including compiling, estimating, monitoring, income generation, expenditure for all types of budgets, leading or controlling the budget setting process. This means being the officer leading the budget setting process, budgets involving extremely large expenditure.

<i>Responsibility for Physical and Information Resources</i>	Level 6
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The jobholder's primary responsibility for physical resources is for manual and/or computerised data or information, taking responsibility for long-term planning (beyond 3 years). This refers to identifying and anticipating strategic information requirements in both the short and long term, and determining the related resource implications.

The jobholder may also have responsibility for other resources such as supplies and/or stocks, including purchasing. This generally refers to the authorisation/countersignature of externally supplied orders up to a predetermined limit/value. His/her main role in this is tendering for procurement and he/she is personally responsible for this process.

<i>Initiative and Independence</i>

Level 7

The jobholder is required to exercise initiative in the course of normal working. He/she normally works within the broad framework of Council policy, and has scope to exercise discretion over a broad range of activities. Guidance is not readily accessible and the jobholder works without recourse to others for advice. He/she requires general managerial direction, (i.e. the jobholder works semi-autonomously under broad direction). The jobholder leads the development of strategy and policy, and is required to make recommendations on strategy and policy matters. Policy and/or strategy developed by the jobholder requires approval by Committee

<i>Knowledge</i>

Level 8

The jobholder requires predominantly organisational knowledge to do the job. This knowledge is normally acquired through a professional qualification and experience. In addition to a degree or equivalent qualification a postgraduate qualification is typically required and relevant working experience would also be needed to supplement these qualifications as much as 10 years to become fully competent and familiar with all aspects of the job. The extent of the knowledge and experience required is generally multi-disciplinary and operational.

The job holder needs an understanding of forthcoming or proposed initiatives/developments/legislation in the external environment within which the Council operates in order to contribute to the Authority's response to change in the external environment. "External environment" means initiatives, developments, issues, legislation outwith the jobholder's discipline, function, profession or service. For example, dealing with complex issues across a range of disciplines, or assessing the potential impact of change at a corporate level.

Personal Care

Job Roles & Overviews

Job Role & Overview - Personal Care 1

Personal Care

The predominant focus of jobs in this group is the provision of services to primarily external clients. Jobs are designed to respond to client needs. There may well be face to face contact. Jobs may have a significant physical care element. The job will demand people skills

Knowledge & Experience

The knowledge and experience typically required to do the job will be primarily practical and can be acquired in a variety of ways, for example through on the job training, relevant experience, or qualification generally equivalent to SVQ level 1/standard grades, and relevant working experience of generally one year for full competence and familiarity with all aspects of the job.

Decision Making

Jobholders will follow instructions or established working practices with ready access to a supervisor.

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

- The provision of practical skills and support to clients
- Significant physical effort e.g. standing for lengthy periods
- Scheduling of work
- Communication with clients
- Routine decision making
- Face to face contact with clients
- Substantial contact with demanding clients e.g. in distress, abusive, aggressive
- Accuracy in the use of equipment

Duties

The attached overview sets out the typical demands for a Personal Care 1 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 Personal Care 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>	Level 1
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The job predominantly involves working indoors in the course of normal duties with exposure to unpleasant and mildly disagreeable conditions, substances and/or odours. Exposure to these conditions occurs for over 20% and up to 40% of working time.

<i>Physical Co-ordination</i>	Level 2
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Physical co-ordination is needed predominantly to use tools or equipment with a moderate level of precision for the main tasks in the job. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 4
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In the course of normal working, the jobholder is required to use considerable physical effort such as lifting, carrying, on a regular basis. Standing and/or walking occur for the majority of the working day.

<i>Mental Skills</i>	Level 2
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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 others.

<i>Concentration</i>	Level 2
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General mental or sensory concentration is required on a day to day basis, with simultaneous or conflicting demands typically creating the most pressure for the jobholder.

<i>Communication Skills</i>	Level 1
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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 the exchanging of information usually with colleagues, clients and/or customers. This information is best described as routine, i.e. refers to information related to tasks and activities as part of the normal course of working.

<i>Dealing with Relationships</i>	Level 3
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The jobholder has to deal with people who are significantly disadvantaged, abusive, threatening or otherwise demanding. Dealing with these people takes more than 20% of working time

<i>Responsibility for Employees</i>	Level 1
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In the course of normal working the jobholder has limited responsibility for the work of employees or others in an equivalent position. For example, being required to demonstrate duties and provide advice and guidance to new employees, trainees or others.

<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 1
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The jobholder has responsibility for financial resources, which is predominantly for handling cash, cheques or equivalent such as vouchers, stamps, phone and fuel cards, tokens on an occasional basis.

<i>Responsibility for Physical and Information Resources</i>	Level 1
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The jobholder's primary responsibility for physical resources is for plant, vehicles, equipment and/or tools which he/she has to use to do the job and keep safe. This includes cleaning of equipment or daily checks etc. Individual resource items are typically moderately expensive.

<i>Initiative and Independence</i>	Level 2
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The jobholder is required to exercise initiative in the course of normal working. He/she normally works to instructions and his/her workload is arranged by someone else. Problems are referred to a supervisor.

<i>Knowledge</i>	Level 2
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The jobholder requires predominantly practical knowledge to do the job. This knowledge can be acquired through on or off the job training and experience. The jobholder has to undertake a number of different tasks and the job could only be done by someone who can read, write and count, i.e. a basic level of literacy and numeracy is required. Working experience of approximately one year will be required to be fully competent and familiar with all aspects of the job.

Job Role & Overview - Personal Care 2

Personal Care

The predominant focus of jobs in this group is the provision of services to primarily external clients. Jobs are designed to respond to client needs. There may well be face to face contact. Jobs may have a significant physical care element. The job will demand people skills

Knowledge & Experience

The knowledge and experience typically required to do the job will be primarily practical and can be acquired in a variety of ways , for example through on the job training, relevant experience , or qualification generally equivalent to SVQ level 1/standard grades, and relevant working experience of generally one year.

Decision Making

Jobholders will follow instructions or established working practices with ready access to a supervisor.

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

- The provision of practical skills and support to clients
- Significant physical effort e.g. standing for lengthy periods
- Scheduling of work
- Communication with clients
- Routine decision making
- Face to face contact with clients
- Substantial contact with demanding clients e.g. in distress, abusive, aggressive
- Accuracy in the use of equipment
- Manipulation of records
- Handling of cash or processing vouchers, etc.

Duties

The attached overview sets out the typical demands for a Personal Care 2 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 Personal Care 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>	Level 1
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The job predominantly involves working indoors in the course of normal duties with exposure to unpleasant and mildly disagreeable conditions, substances and/or odours. Exposure to these conditions occurs for over 20% and up to 40% of working time.

<i>Physical Co-ordination</i>	Level 2
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Physical co-ordination is needed predominantly to use tools or equipment with a moderate level of precision for the main tasks in the job. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 3
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In the course of normal working the jobholder is required to use considerable physical effort such as lifting or carrying on a periodic basis. Standing or walking are frequently required.

<i>Mental Skills</i>	Level 2
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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 others.

<i>Concentration</i>	Level 3
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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 switching from one thing to another typically creating the most pressure for the jobholder day to day.

<i>Communication Skills</i>	Level 1
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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 the exchanging of information usually with colleagues, clients and/or customers. This information is best described as routine, i.e. refers to information related to tasks and activities as part of the normal course of working.

<i>Dealing with Relationships</i>	Level 3
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The jobholder has to deal with people who are significantly disadvantaged, abusive, threatening or otherwise demanding. Dealing with these people takes more than 20% of working time

<i>Responsibility for Employees</i>	Level 1
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In the course of normal working the jobholder has limited responsibility for the work of employees or others. For example, being required to demonstrate duties and provide advice and guidance to new employees, trainees or others.

<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 handling cash, cheques or equivalent such as vouchers, stamps, phone and fuel cards, tokens on a regular basis.

<i>Responsibility for Physical and Information Resources</i>	Level 2
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The jobholder's primary responsibility for physical resources can vary, but typically can include manual and/or computerised data or information. His/her main role in this is accessing (i.e. interrogation, analysis and verification of information) personal files or records. This primarily involves keeping records.

The jobholder may also have responsibility for other resources such as plant, vehicles, equipment and/or tools which he/she has to use to do the job and keep safe. Individual items can be expensive.

<i>Initiative and Independence</i>	Level 2
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The jobholder is required to exercise initiative in the course of normal working. He/she normally works to instructions and his/her workload is arranged by someone else. Problems are referred to a supervisor.

<i>Knowledge</i>	Level 2
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The jobholder requires predominantly practical knowledge to do the job. This knowledge can be acquired through on or off the job training. The jobholder has to undertake a number of different tasks and the job could only be done by someone who can read, write and count, i.e. a basic level of literacy and numeracy is required. Working experience of approximately one year will be required to be fully competent and familiar with all aspects of the job.

Job Role & Overview - Personal Care 3

Personal Care

The predominant focus of jobs in this group is the provision of services to primarily external clients. Jobs are designed to respond to client needs. There may well be face to face contact. Jobs may have a significant physical care element. The job will demand people skills

Knowledge & Experience

The knowledge and experience typically required to do the job will be primarily practical and 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 follow instructions or established practices with ready access to a supervisor

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

- Communication needed to complete tasks
- The provision of practical skills and support to clients
- Significant physical effort e.g. standing for lengthy periods
- Scheduling of work
- Routine decision making
- Face to face contact with clients
- Substantial contact with demanding clients e.g. in distress, abusive, aggressive
- Accuracy in the use of equipment
- Manipulation of records
- Handling of cash or processing vouchers, etc.

Duties

The attached overview sets out the typical demands for a Personal Care 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 Personal Care 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>	Level 1
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The job predominantly involves working indoors in the course of normal duties with exposure to unpleasant and mildly disagreeable conditions, substances and/or odours. Exposure to these conditions occurs for over 20% and up to 40% of working time.

<i>Physical Co-ordination</i>	Level 2
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Physical co-ordination is needed predominantly to use tools or equipment with a moderate level of precision for the main tasks in the job. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 3
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In the course of normal working the jobholder is required to use considerable physical effort such as lifting or carrying on a periodic basis. Standing or walking are frequently required.

<i>Mental Skills</i>	Level 2
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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 others.

<i>Concentration</i>	Level 3
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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 switching from one thing to another typically creating the most pressure for the jobholder day to day.

<i>Communication Skills</i>	Level 2
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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 seeking information from, or providing information to, mainly external or internal contacts who are unfamiliar with the subject matter.

<i>Dealing with Relationships</i>	Level 3
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The jobholder has to deal with people who are significantly disadvantaged, abusive, threatening or otherwise demanding. Dealing with these people takes more than 20% of working time

<i>Responsibility for Employees</i>	Level 1
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In the course of normal working the jobholder has limited responsibility for the work of employees or others. For example, being required to demonstrate duties and provide advice and guidance to new employees, trainees or others.

<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 handling cash, cheques or equivalent such as vouchers, stamps, phone and fuel cards, tokens on a regular basis.

<i>Responsibility for Physical and Information Resources</i>	Level 2
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The jobholder's primary responsibility for physical resources can vary, but typically can include manual and/or computerised data or information. His/her main role in this is accessing (i.e. interrogation, analysis and verification of information) personal files or records. This primarily involves keeping records.

The jobholder may also have responsibility for other resources such as plant, vehicles, equipment and/or tools which he/she has to use to do the job and keep safe. Individual resource items can be expensive.

<i>Initiative and Independence</i>	Level 2
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The jobholder is required to exercise initiative in the course of normal working. He/she normally works to instructions and his/her workload is arranged by someone else. Problems are referred to a supervisor.

<i>Knowledge</i>	Level 3
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The jobholder requires predominantly practical knowledge to do the job. This knowledge is normally acquired through either on or off-the-job training and experience. This is to enable the jobholder to undertake a range of related tasks, some of which are relatively complex, either singly or in combination. The jobholder needs additional knowledge which would generally be acquired through further education or vocational/off-the-job training, is typically of a comprehensive nature including an understanding of the work of others, for example, highers, SVQ level 2

or equivalent qualifications including in-house and specialist external provision. Relevant work experience, which might vary from 1 to 3 years, is required to be fully competent and familiar with all aspects of the job.

Job Role & Overview - Personal Care 4

Personal Care

The predominant focus of jobs in this group is the provision of services to primarily external clients. Jobs are designed to respond to client needs. There may well be face to face contact. Jobs may have a significant physical care element. The job will demand people skills

Knowledge & Experience

The knowledge and experience typically required to do the job will be primarily practical and can be acquired in a variety of ways, for example through on the job training, relevant experience, or qualification generally equivalent to SVQ level 2, /national certificate/ Highers or equivalent, and relevant working experience of generally two 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)

- The provision of practical skills and support to clients
- Significant physical effort e.g. standing for lengthy periods.
- Scheduling of work
- Communication needed to gather and give information e.g. on Council policies to clients
- Contact with substantially demanding clients
- Handling cash or equivalent
- Responsible for use of information or physical resources.

Duties

The attached overview sets out the typical demands for a Personal Care 4 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 Personal Care 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>	Level 1
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The job predominantly involves working indoors in the course of normal duties with exposure to unpleasant and mildly disagreeable conditions, substances and/or odours. Exposure to these conditions occurs for over 20% and up to 40% of working time.

<i>Physical Co-ordination</i>	Level 2
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Physical co-ordination is needed predominantly to use tools or equipment with a moderate level of precision for the main tasks in the job. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 3
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In the course of normal working the jobholder is required to use considerable physical effort such as lifting or carrying on a periodic basis. Standing or walking are frequently required.

<i>Mental Skills</i>	Level 2
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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 others.

<i>Concentration</i>	Level 4
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Focused mental or sensory attention is required for day to day tasks and duties of the job. Short periods of attention of up to 1 hour at a time, are typically required to be sustained by the jobholder on a day to day basis. Typically interruptions create most pressure for the jobholder day to day. These interruptions are unavoidable.

<i>Communication Skills</i>	Level 3
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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 eliciting/explaining information to others unfamiliar with the subject matter.

<i>Dealing with Relationships</i>	Level 4
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The jobholder deals with people who are substantially disadvantaged, abusive, threatening or otherwise demanding. Dealing directly with these people takes more than 20% of working time.

<i>Responsibility for Employees</i>	Level 1
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In the course of normal working the jobholder has limited responsibility for the work of employees or others. For example, being to demonstrate duties and provide advice and guidance to new employees, trainees or others.

<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 handling cash, cheques or equivalent such as vouchers, stamps, phone and fuel cards, tokens on a regular basis.

<i>Responsibility for Physical and Information Resources</i>	Level 2
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The jobholder's primary responsibility for physical resources can vary, but typically can include manual and/or computerised data or information. His/her main role in this is accessing (i.e. interrogation, analysis and verification of information) personal files or records. This primarily involves keeping records.

The jobholder may also have responsibility for other resources such as plant, vehicles, equipment and/or tools which he/she has to use to do the job and keep safe. Individual resource items can be expensive.

<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 practical knowledge to do the job. This knowledge is normally acquired through either on or off-the-job training and experience. This is to enable the jobholder to undertake a range of related tasks, some of which are relatively complex, either singly or in combination. The jobholder needs additional knowledge which would generally be acquired through further education or vocational/off-the-job training, which is typically of a comprehensive nature including an understanding of the work of others, for example, highs, SVQ level 2 or equivalent qualifications including in-house and specialist external

provision. Relevant working experience, which might vary from 1 to 3 years, is required to become fully competent and familiar with all aspects of the job.

Job Role & Overview - Personal Care 5

Personal Care

The predominant focus of jobs in this group is the provision of services to primarily external clients. Jobs are designed to respond to client needs. There may well be face to face contact. Jobs may have a significant physical care element. The job will demand people skills

Knowledge & Experience

The knowledge and experience required to do the job can will be primarily practical and will be typically acquired in a variety of ways, for example through on the job training, job related experience, or qualification generally equivalent to SVQ level 2, /national certificate/ Highers or equivalent, and relevant working experience of generally two 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.

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

- The provision of practical skills and support to clients
- Undertaking significant physical effort
- Scheduling of work
- Communication with a range of audiences or to encourage others
- Provision of technical /specialist advice
- Contact with substantially demanding clients
- Assessment of problems and develop solutions
- Routine decision making
- Handling cash or equivalent
- Responsible for use of information or physical resources

Duties

The attached overview sets out the typical demands for a Personal Care 5 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 Personal Care 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>	Level 1
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The job predominantly involves working indoors in the course of normal duties with exposure to unpleasant and mildly disagreeable conditions, substances and/or odours. Exposure to these conditions occurs for over 20% and up to 40% of working time.

<i>Physical Co-ordination</i>	Level 2
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Physical co-ordination is needed predominantly to use tools or equipment with a moderate level of precision for the main tasks in the job. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 3
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In the course of normal working the jobholder is required to use considerable physical effort such as lifting or carrying on a periodic basis. Standing or walking are frequently required.

<i>Mental Skills</i>	Level 2
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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 others.

<i>Concentration</i>	Level 4
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Focused mental or sensory attention is required for day to day tasks and duties of the job. Short periods of attention of up to 1 hour at a time, are typically required to be sustained by the jobholder on a day to day basis. Typically, interruptions create most pressure for the jobholder day to day. These interruptions are unavoidable.

<i>Communication Skills</i>	Level 4
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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 advising, guiding or persuading, in order to advise others. This is to encourage the adoption of a particular course of action

<i>Dealing with Relationships</i>	Level 4
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The jobholder deals with people who are substantially disadvantaged, abusive, threatening or otherwise. Dealing directly with these people takes more than 20% of working time.

<i>Responsibility for Employees</i>	Level 1
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In the course of normal working the jobholder has limited responsibility for the work of employees or others. For example, being required to demonstrate duties and provide advice and guidance to new employees, trainees or others.

<i>Responsibility for Services to Others</i>	Level 3
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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 assessing service requirements or client/customer needs. He/she assesses basic needs or service requirements and generally implements appropriate processes for service provision/delivery.

<i>Responsibility for Financial Resources</i>	Level 2
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The jobholder has responsibility for financial resources, which is predominantly for handling cash, cheques or equivalent such as vouchers, stamps, phone and fuel cards, tokens on a regular basis.

<i>Responsibility for Physical and Information Resources</i>	Level 2
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The jobholder's primary responsibility for physical resources can vary, but typically can include manual and/or computerised data or information. His/her main role in this is accessing (i.e. interrogation, analysis and verification of information) personal files or records. This primarily involves keeping records.

The jobholder may also have responsibility for other resources such as plant, vehicles, equipment and/or tools which he/she has to use to do the job and keep safe. Individual resource items can be expensive.

<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 policies/procedures, 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 practical knowledge to do the job. This knowledge is normally acquired through either on or off-the-job training and experience. This is to enable the jobholder to undertake a range of related tasks, some of which are relatively complex, either singly or in combination. The jobholder

needs additional knowledge which would generally be acquired through further education or vocational/off-the-job training, which is typically of a comprehensive nature including an understanding of the work of others, for example, highers, SVQ level 2 or equivalent qualifications including in-house and specialist external provision. Relevant working experience, which might vary from 1 to 3 years, is required to become fully competent and familiar with all aspects of the job.

Job Role & Overview - Personal Care 6

Personal Care

The predominant focus of jobs in this group is the provision of services to primarily external clients. Jobs are designed to respond to client needs. There may well be face to face contact. Jobs may have a significant physical care element. The job will demand people skills

Knowledge & Experience

The knowledge and experience typically required to do the job can will be primarily practical and can be acquired in a variety of ways, for example through on the job training, relevant experience, or qualification generally equivalent to SVQ level 3, /HNC or equivalent, and relevant working experience of generally three 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)

- The provision of practical skills and support to clients
- Undertaking significant physical effort
- Use of appraisal skills.
- Scheduling of work
- Communication with a range of audiences
- Provision of technical /specialist advice
- Contact with substantially demanding clients.
- Responsible for handling cash or equivalent
- Responsibility for use of information or physical resources.
- Assessment of basic needs and process delivery.
- Supervision of employees on a regular but not daily basis.

Duties

The attached overview sets out the typical demands for a Personal Care 6 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 Personal Care 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>	Level 1
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The job predominantly involves working indoors in the course of normal duties with exposure to unpleasant and mildly disagreeable conditions, substances and/or odours. Exposure to these conditions occurs for over 20% and up to 40% of working time.

<i>Physical Co-ordination</i>	Level 2
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Physical co-ordination is needed predominantly to use tools or equipment with a moderate level of precision for the main tasks in the job. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 3
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In the course of normal working the jobholder is required to use considerable physical effort such as lifting or carrying on a periodic basis. Standing or walking are frequently required.

<i>Mental Skills</i>	Level 3
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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 mental skills for analysis of information. Problems or situations may be resolved by applying recognised analytical techniques. Information to resolve problems can come from a variety of different sources. This information is sometimes conflicting, requiring judgement by the jobholder. The problems or situations are complex or difficult. This means there is more than one way of interpreting information which may also require assessment. The jobholder may plan or schedule.

<i>Concentration</i>	Level 4
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Focused mental or sensory attention is required for day to day tasks and duties of the job. Short periods of attention of up to 1 hour at a time, are typically required to be sustained by the jobholder on a day to day basis. Typically, interruptions create most pressure for the jobholder day to day. These interruptions are unavoidable.

<i>Communication Skills</i>	Level 4
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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 advising, guiding or persuading, in order to advise others. This is to encourage the adoption of a particular course of action

<i>Dealing with Relationships</i>	Level 4
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The jobholder deals with people who are substantially 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 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 3
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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 assessing service requirements or client/customer needs. He/she assesses basic needs or service requirements and generally implements appropriate processes for service provision/delivery.

<i>Responsibility for Financial Resources</i>	Level 2
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The jobholder has responsibility for financial resources, which is predominantly for handling cash, cheques or equivalent such as vouchers, stamps, phone and fuel cards, tokens on a regular basis.

<i>Responsibility for Physical and Information Resources</i>	Level 2
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The jobholder's primary responsibility for physical resources can vary, but typically can include manual and/or computerised data or information. His/her main role in this is accessing (i.e. interrogation, analysis and verification of information) personal files or records. This primarily involves keeping records.

The jobholder may also have responsibility for other resources such as plant, vehicles, equipment and/or tools which he/she has to use to do the job and keep safe.

<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 policies/procedures, and is expected to deal with predictable problems. Advice and guidance is generally available as and when required.

<i>Knowledge</i>	Level 4
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The jobholder requires predominantly practical knowledge to do the job. This knowledge is normally acquired through vocational training or further education and experience. Advanced knowledge would typically be the minimum required to do the job, for example, SVQ3, HNC, Apprenticeships or equivalent. The jobholder also needs knowledge of a wide range of associated jobs and an understanding of relevant theory generally underpinned by an extended period of relevant working experience, in practice this might vary from 2 to 4 years, in order to become fully competent and familiar with all aspects of the job.

Professional & Specialist

Job Roles & Overviews

Job Role & Overview – Professional /Specialist 1

Professional/ Specialist

The predominant focus of jobs in this group is the application of knowledge, experience and expertise within a discipline. There may be contact with other professionals/ specialists. There may be resource and staffing responsibilities, although staff management is not the main demand. Jobs may involve policy/strategy development, as well as project management.

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 a qualification equivalent to SVQ level 4 or general degree, or professional qualification acquired without a degree and relevant working experience of generally 4 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

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

- The application of practical and theoretical knowledge
- The provision of technical/specialist/professional advice to various parties
- Application of Policies, regulations, standards
- Financial responsibilities, such as monitoring of small budgets or processing documentation
- Planning and scheduling of work.
- Analytical skills for the solving of problems
- Possible involvement in business planning

Duties

The attached overview sets out the typical demands for a Professional/Specialist 1 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 Professional/Specialist 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>	Level 1
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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>	Level 2
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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. Driving may be required to enable the job holder to manage the workload.

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

<i>Mental Skills</i>	Level 3
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The jobholder is required to resolve problems or situations, by applying existing rules, procedures or instructions to the more difficult or challenging problems that arise. The jobholder will require mental skills for analysis of information. Problems or situations are may be resolved by applying recognised analytical techniques. Information to resolve problems comes from a variety of different sources. This information is sometimes conflicting, requiring judgement by the jobholder. The problems or situations are complex or difficult. This means there is more than one way of interpreting information which may require assessment. The jobholder may plan or schedule.

<i>Concentration</i>	Level 4
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Focused mental or sensory attention is required for day to day tasks and duties of the job e.g. presenting findings/conclusions/recommendations. 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. Typically interruptions create the most pressure for the jobholder day to day. These interruptions are unavoidable.

<i>Communication Skills</i>	Level 4
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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 advising, guiding or persuading, i.e. giving specialist, technical, or professional advice. This is to encourage the adoption of a particular course of action.

<i>Dealing with Relationships</i>	Level 1
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As an integral part of the work, the jobholder has to deal with people who are slightly disadvantaged, abusive, threatening or otherwise demanding. Dealing directly with these people takes up to 20% of working time.

<i>Responsibility for Employees</i>	Level 1
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The jobholder has limited responsibility for the work of employees or other people in an equivalent position. For example, being required to demonstrate duties and provide advice and guidance to new employees, trainees and others.

<i>Responsibility for Services to Others</i>	Level 3
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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. He/she ensures and/or monitors implementation of regulations or Council policy, i.e. that others correctly apply/implement the regulations/policy.

<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 regular or daily basis.

<i>Responsibility for Physical and Information Resources</i>	Level 2
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The jobholder's primary responsibility for physical resources can vary, but typically can include manual and/or computerised data or information. His/her main role in this is accessing (i.e. interrogation, analysis and verification of information) confidential or commercially sensitive files or records. This primarily involves creating and/or updating files. This refers to determining the need for new/additional files to be opened, compiling information and determining its relevance.

The jobholder may also have responsibility for other resources such as plant, vehicles, equipment and/or tools which he/she has to use to do the job and keep safe. Individual resource items are typically expensive.

<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 within defined policy guidelines/established procedures, and is expected to deal personally with predictable problems. Access to a supervisor/manager is generally available for unusual or difficult problems.

<i>Knowledge</i>	Level 5
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The jobholder requires predominantly specialist knowledge to do the job. This knowledge is normally acquired through a professional qualification and experience.

A general degree or equivalent qualification is typically required, for example, SVQ 4 or HND. Relevant working experience of three to five years is required to become fully competent and familiar with all aspects of the job.

Job Role & Overview – Professional /Specialist 2

Professional/ Specialist

The predominant focus of jobs in this group is the application of knowledge, experience and expertise within a discipline. There may be contact with other professionals/ specialists. There may be resource and staffing responsibilities, although staff management is not the main demand. Jobs may involve policy/strategy development, as well as project management.

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 a qualification equivalent to SVQ level 4 or general degree, or professional qualification acquired without a degree and relevant working experience of generally 4 years for full competence and familiarity with all aspects of the job

Decision Making

Jobholders will be guided by existing procedures/policy e.g. financial regulations, standing orders, codes of practice, with access to a supervisor for more difficult problems.

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

- Responsibility for physical or information resources or stock or security of premises, such as organising record systems.
- The application of practical and theoretical knowledge
- The provision of technical/specialist/professional advice to various parties
- Application of Policies, regulations, standards
- Financial responsibilities, such as monitoring of small budgets or processing documentation
- Planning and scheduling of work.
- Analytical skills for the solving of problems
- Possible involvement in business planning
- Supervision of a team of employees
- Contact with demanding parties e.g. are aggressive.

Duties

The attached overview sets out the typical demands for a Professional/Specialist 2 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 Professional/ Specialist 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>	Level 1
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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>	Level 2
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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. Driving may be required to enable the job holder to manage the workload.

<i>Physical Effort</i>	Level 1
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The job is mainly undertaken in a sedentary position and requires no more than a basic level of physical effort by the jobholder.

<i>Mental Skills</i>	Level 3
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The jobholder is required to resolve problems or situations, by applying existing rules, procedures or instructions to the more difficult or challenging problems that arise. The jobholder will require mental skills for analysis of information. Problems or situations are may be resolved by applying recognised analytical techniques. Information to resolve problems comes from a variety of different sources. This information is sometimes conflicting, requiring judgement by the jobholder. The problems or situations are complex or difficult. This means there is more than one way of interpreting information which may require assessment. The jobholder may plan or schedule

<i>Concentration</i>	Level 4
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Focused mental or sensory attention is required for day to day tasks and duties of the job e.g. presenting findings/conclusions/recommendations. Short periods of focussed attention of up to 1 hour at a time, are typically required to be sustained by the jobholder on a day to day basis. Typically interruptions create the most pressure for the jobholder day to day. These interruptions are unavoidable.

<i>Communication Skills</i>	Level 4
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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 advising, guiding or persuading, i.e. giving

specialist, technical, or professional advice. This is to encourage the adoption of a particular course of action.

<i>Dealing with Relationships</i>	Level 2
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As an integral part of the work, the jobholder has to deal with people who are significantly disadvantaged, abusive, threatening or otherwise demanding. Dealing directly with these people takes up to 20% of working time.

<i>Responsibility for Employees</i>	Level 3
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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. This is an ongoing, daily responsibility. The jobholder is also involved in the application and implementation of personnel practice. Individual resource items can be expensive.

<i>Responsibility for Services to Others</i>	Level 3
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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. He/she ensures and/or monitors the implementation of regulations or Council policy, i.e. that others correctly apply/implement the regulations/policy.

<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 regular or 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 manual and/or computerised data or information. His/her main role is organising and maintaining filing and/or record systems (i.e. operational determination of the structure; ensuring the integrity of the data, appropriate security, access and housekeeping) for service use.

The jobholder may also have responsibility for other resources such as plant, vehicles, equipment and/or tools which he/she has to use to do the job and keep safe. Individual resource items are typically expensive.

<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 within defined policy guidelines/established procedures, and is expected to deal personally with predictable problems. Access to a supervisor/manager is generally available for unusual or difficult problems.

<i>Knowledge</i>	Level 5
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The jobholder requires predominantly specialist knowledge to do the job. This knowledge is normally acquired through a professional qualification and experience.

A general degree or equivalent qualification is typically required, for example, SVQ 4 or HND. Relevant working experience of three to five years is required to become fully competent and familiar with all aspects of the job.

Job Role & Overview – Professional /Specialist 3

Professional/ Specialist

The predominant focus of jobs in this group is the application of knowledge, experience and expertise within a discipline. There may be contact with other professionals/specialists. There may be significant resource and staffing responsibilities, although staff management is not the main demand. Jobs may involve policy/strategy development, as well as project management.

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 a qualification equivalent to SVQ level 4 or general degree, or professional qualification acquired without a degree and relevant working experience of generally 4 years for full competence and familiarity with all aspects of the job

Decision Making

Job holders 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.

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

- The application of practical and theoretical knowledge
- The provision of technical/specialist/professional advice to various parties
- Financial responsibilities, such as monitoring of small budgets or processing documentation
- Planning and scheduling of work.
- Supervision of a team of employees
- Contact with demanding parties e.g. are aggressive
- Ensuring compliance with standards/specifications or the enforcement of policy/regulations
- Responsibility for significant physical or information resources, or procurement or security
- Analysis of problems
- Possible involvement in business planning

Duties

The attached overview sets out the typical demands for a Professional/Specialist 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 Professional/Specialist 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>	Level 1
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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>	Level 2
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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. . Driving may be required to enable the job holder to manage the workload.

<i>Physical Effort</i>	Level 1
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The job is mainly undertaken in a sedentary position and requires no more than a basic level of physical effort by the jobholder.

<i>Mental Skills</i>	Level 4
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The jobholder is required to resolve problems or situations, generally by applying analytical and problem solving skills to the more difficult or challenging problems that arise. The jobholder will require mental skills for analysis of information or planning. Problems or situations may be resolved by applying recognised analytical techniques. The jobholder may be required to create and maintain a plan for activities for up to a year in advance. Alternatively, the jobholder may be required to develop strategies and carry out relatively complex planning, activities for future implementation involving factors outside the Council's control.

<i>Concentration</i>	Level 4
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Focused mental or sensory attention is required for day to day tasks and duties of the job e.g. presenting findings/conclusions/recommendations. 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. Typically, interruptions create the most pressure for the jobholder day to day. These interruptions are unavoidable.

<i>Communication Skills</i>	Level 4
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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 advising, guiding or persuading, i.e. giving

specialist, technical, or professional advice. This is to encourage the adoption of a particular course of action.

<i>Dealing with Relationships</i>	Level 3
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As an integral part of the work, the jobholder has to deal with people who are substantially disadvantaged, abusive, threatening or otherwise demanding. Dealing directly with these people takes up to 20% of working time.

<i>Responsibility for Employees</i>	Level 3
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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. This is an ongoing, daily responsibility. The jobholder is also involved in the application and implementation of personnel practice.

<i>Responsibility for Services to Others</i>	Level 4
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The jobholder undertakes tasks or processes which contribute to the internal/external services provided by the Council. This can be through assessing service requirements or client/customer needs. He/she assesses needs or service requirements and generally contributes directly to assessment of complex needs and monitoring service quality and delivery. The jobholder may enforce regulations or Council policy where necessary.

<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 regular or 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 manual and/or computerised data or Information, organising and maintaining filing and/or record systems (i.e. operational determination of the structure; ensuring the integrity of the data, appropriate security, access and housekeeping) for Service use.

The jobholder may also have responsibility for other resources such as security of plant, tools and equipment and other physical resources. Individual resource items are typically expensive.

<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 within defined policy guidelines/established procedures, and is expected to deal personally with predictable problems. Access to a supervisor/manager is generally available for unusual or difficult problems.

<i>Knowledge</i>	Level 5
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The jobholder requires predominantly specialist knowledge to do the job. This knowledge is normally acquired through a professional qualification and experience. A general degree or equivalent qualification is typically required, for example, SVQ 4 or HND. Relevant working experience of three to five years required to become fully competent and familiar with all aspects of the job.

Job Role & Overview – Professional /Specialist 4

Professional/ Specialist

The predominant focus of jobs in this group is the application of knowledge, experience and expertise within a discipline. There may be contact with other professionals/specialists. There may be significant resource and staffing responsibilities, although staff management is not the main demand. Jobs may involve policy/strategy development, as well as project management.

Knowledge & Experience

The knowledge and experience typically required to do the job can be acquired in a variety of ways, for example through on the job training, relevant experience, or typically a professional qualification in an appropriate discipline or equivalent such as SVQ level 5 or an honours degree, and experience of generally 5 years for full competence and familiarity with all aspects of the job.

Decision Making

Job holders 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.

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

- The application of practical and theoretical knowledge
- The provision of technical/specialist/professional advice to various parties
- Financial responsibilities, such as monitoring of large budgets
- Planning and scheduling of work.
- Supervision of a team of employees
- Responsibility for physical or information resources or stock or security of premises e.g. design/development of resources.
- Relationships with substantially demanding parties eg are aggressive
- Ensuring compliance with standards/specifications or the enforcement of policy/regulations
- Responsibility for significant physical or information resources, or procurement or security
- Analysis of problems
- Possible involvement in business planning

Duties

The attached overview sets out the typical demands for a Professional/Specialist 4 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 Professional/Specialist 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>	Level 1
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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>	Level 2
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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. . Driving may be required to enable the job holder to manage the workload.

<i>Physical Effort</i>	Level 1
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The job is mainly undertaken in a sedentary position and requires no more than a basic level of physical effort by the jobholder.

<i>Mental Skills</i>	Level 4
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The jobholder is required to resolve problems or situations, generally by applying analytical and problem solving skills to the more difficult or challenging problems that arise. The jobholder will require mental skills for analysis of information or planning. Problems or situations maybe resolved by applying recognised analytical techniques. The jobholder may be required to create and maintain a plan for activities for up to a year in advance. Alternatively, the jobholder may be required to develop strategies and carry out relatively complex planning, activities for future implementation involving factors outside the Council’s control.

<i>Concentration</i>	Level 4
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Focused mental or sensory attention is required for day to day tasks and duties of the job e.g. presenting findings/conclusions/recommendations. 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. Typically, interruptions create the most pressure for the jobholder day to day. These interruptions are unavoidable.

<i>Communication Skills</i>	Level 4
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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 advising, guiding or persuading, i.e. giving

specialist, technical or professional advice. This is to encourage the adoption of a particular course of action.

<i>Dealing with Relationships</i>	Level 3
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As an integral part of the work, the jobholder has to deal with people who are substantially disadvantaged, abusive, threatening or otherwise demanding. Dealing directly with these people takes up to 20% of working time.

<i>Responsibility for Employees</i>	Level 3
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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. This is an ongoing, daily responsibility. The jobholder is also involved in the application and implementation of personnel practice.

<i>Responsibility for Services to Others</i>	Level 4
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The jobholder undertakes tasks or processes which contribute to the internal/external services provided by the Council. This can be through assessing service requirements or client/customer needs. He/she assesses needs or service requirements and generally contributes directly to assessment of complex needs and monitoring service quality and delivery. The jobholder may enforce regulations or Council policy where necessary.

<i>Responsibility for Financial Resources</i>	Level 3
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The jobholder has responsibility for financial resources which is predominantly budgetary, including compiling, estimating, authorising and monitoring, expenditure from agreed budgets. The budgets can be large to very large. The jobholder may have input to the budget setting process e.g. provision and analysis of information.

<i>Responsibility for Physical and Information Resources</i>	Level 4
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The jobholder's primary responsibility for physical resources can vary, but typically can include manual and/or computerised data or Information, organising and maintaining filing and/or record systems (i.e. operational determination of the structure; ensuring the integrity of the data, appropriate security, access and housekeeping) for Service use.

The jobholder may also have responsibility for other resources such as managing the deployment a range of plant, tools and equipment and other physical resources.

<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 within defined policy guidelines/established procedures, and is expected to deal personally with predictable problems. Access to a supervisor/manager is generally available for unusual or difficult problems.

<i>Knowledge</i>	Level 6
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The jobholder requires predominantly specialist knowledge to do the job. This knowledge is normally acquired through a professional qualification and experience. In addition to a degree or equivalent qualification a postgraduate qualification is typically required and considerable relevant experience would also be needed to supplement these qualifications, from 4 to 6 years to become fully competent and familiar with all aspects of the job.

Job Role & Overview – Professional /Specialist 5

Professional/ Specialist

The predominant focus of jobs in this group is the application of knowledge, experience and expertise within a discipline. There may be contact with other professionals/specialists. There may be significant resource and staffing responsibilities, although staff management is not the main demand. Jobs may involve policy/strategy development, as well as project management.

Knowledge & Experience

The knowledge and experience typically required to do the job can be acquired in a variety of ways, for example through on the job training, relevant experience, or typically a professional qualification in an appropriate discipline or equivalent such as SVQ level 5 or an honours degree, and experience of generally 5 years for full competence and familiarity with all aspects of the job

Decision Making

Job holders will be guided by established policy and procedures e.g. financial regulations, standing orders, codes of practice, and will work with minimal supervision.

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

- Analytical skills will be used to deal with problems in their own specialism/discipline
- The application of practical and theoretical knowledge
- The provision of technical/specialist/professional advice to various parties e.g. at external hearings
- Financial responsibilities, such as monitoring of large budgets
- Involvement in business planning e.g. section, Service, and scheduling of work.
- Supervision of a team of employees
- Responsibility for activities within a team or unit.
- Relationships with substantially demanding parties
- Service need assessment, development and delivery.
- Responsibility for significant physical or information resources, or procurement or security

Duties

The attached overview sets out the typical demands for a Professional/Specialist 5 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 Professional/Specialist 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>	Level 1
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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>	Level 2
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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. . Driving may be required to enable the job holder to manage the workload.

<i>Physical Effort</i>	Level 1
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The job is mainly undertaken in a sedentary position and requires no more than a basic level of physical effort by the jobholder.

<i>Mental Skills</i>	Level 5
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The jobholder is required to resolve problems or situations, generally by applying analytical and problem solving skills to the more difficult or challenging problems that arise. The jobholder will require mental skills for analysis of information or planning. Problems or situations are generally resolved by applying recognised analytical techniques. The problems or situations are diverse and complex. Information has several aspects, not all of which may be immediately apparent, and may require investigation and interpretation.

The jobholder also contributes to the development of strategies or plans for future implementation or personally develops strategies or plans, i.e. the need to look ahead to determine the series of activities/actions to ensure that required outcomes are achieved to timescale, standard, budget etc. more than 3 years ahead.

<i>Concentration</i>	Level 4
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Focused mental or sensory attention is required for day to day tasks and duties of the job e.g. presenting findings/conclusions/recommendations. 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. Typically interruptions create the most pressure for the jobholder day to day. These interruptions are unavoidable.

<i>Communication Skills</i>

Level 5

The jobholder's communications in the course of normal working can be spoken or written and the most demanding type is advising, guiding or persuading i.e. giving specialist, technical or professional advice. This is to convince others to adopt courses of action they might not otherwise wish to take. The jobholder requires informal advocacy skills.

<i>Dealing with Relationships</i>

Level 3

As an integral part of the work, the jobholder has to deal with people who are substantially disadvantaged, abusive, threatening or otherwise demanding. Dealing directly with these people takes up to 20% of working time.

<i>Responsibility for Employees</i>

Level 3

The jobholder has a responsibility for the work of employees or other people in an equivalent position, through allocating work and checking results. This is an ongoing, daily responsibility. The jobholder is also involved in the application and implementation of personnel practice.

<i>Responsibility for Services to Others</i>
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Level 5

The jobholder undertakes tasks or processes which contribute to the internal/external services provided by the Council. This is predominantly through assessing service requirements or client/customer needs. He/she assesses complex needs or service requirements, to establish a new area of service or improve service delivery/provision. The jobholder may manage the activities/services, monitoring service quality and delivery, ensuring compliance to standards.

<i>Responsibility for Financial Resources</i>

Level 3

The jobholder has responsibility for financial resources which is predominantly budgetary, including compiling, estimating, authorising and monitoring, expenditure from agreed budgets. The budgets can be large to very large. The jobholder may have input to the budget setting process e.g. provision and analysis of information.

<i>Responsibility for Physical and Information Resources</i>
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Level 4

The jobholder's primary responsibility for physical resources can vary but typically can include manual and/or computerised data or Information, organising and maintaining filing and/or record systems (i.e. operational determination of the structure; ensuring the integrity of the data, appropriate security, access and housekeeping;) for Service use.

The jobholder may also have responsibility for the other resources such as managing the deployment of a range of plant, tools and equipment and other physical resources.

<i>Initiative and Independence</i>

Level 4

The jobholder is required to exercise initiative in the course of normal working, normally working to defined policy guidelines/established procedures and has scope to exercise discretion over a limited range of activities, for example, activities found within a single team/unit.

Advice and guidance is generally accessible as and when required (i.e. the jobholder generally works autonomously and will decide when to seek advice or guidance) and the jobholder would be expected to consult his/her manager for advice. The jobholder can have an input to the development of strategy.

<i>Knowledge</i>

Level 6

The jobholder requires predominantly specialist knowledge to do the job. This knowledge is normally acquired through a professional qualification and experience. In addition to a degree or equivalent qualification a postgraduate qualification is typically required and considerable relevant working experience would also be needed to supplement these qualifications from 4 to 6 years to become fully competent and familiar with all aspects of the job.

Job Role & Overview – Professional /Specialist 6

Professional/ Specialist

The predominant focus of jobs in this group is the application of knowledge, experience and expertise within a discipline. There may be contact with other professionals/specialists. There may be resource and staffing responsibilities, although staff management is not the main demand. Jobs may involve policy/strategy development, as well as project management.

Knowledge & Experience

The knowledge and experience typically required to do the job can be acquired in a variety of ways, for example through on the job training, relevant experience, or typically a professional qualification in an appropriate discipline or equivalent such as SVQ level 5 or an honours degree, and experience of generally 5 years for full competence and familiarity with all aspects of the job

Decision Making

Job holders will be guided by established policy and procedures e.g. financial regulations, standing orders, codes of practice, and will work with minimal supervision.

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

- Analytical skills will be used to deal with problems in their own specialism/discipline.
- The application of practical and theoretical knowledge
- The provision of technical/specialist/professional advice to various parties e.g. at external hearings
- Financial responsibilities, such as being accountable for extremely large expenditure from agreed budgets.
- Involvement in business planning e.g. section, Service, and scheduling of work.
- Supervision of a team of employees
- Responsibility for activities within team or unit
- Ongoing contribution to strategy and policy development.
- Responsibility for physical or information resources or procurement stock or security of premises
- Relationships with substantially demanding parties
- Service need assessment development and delivery.

Duties

The attached overview sets out the typical demands for a Professional/Specialist 6 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 Professional/Specialist 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>	Level 1
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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>	Level 2
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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. . Driving may be required to enable the job holder to manage the workload.

<i>Physical Effort</i>	Level 1
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The job is mainly undertaken in a sedentary position and requires no more than a basic level of physical effort by the jobholder.

<i>Mental Skills</i>	Level 5
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The jobholder is required to resolve problems or situations, generally by applying analytical and problem solving skills to the more difficult or challenging problems that arise. The jobholder will require mental skills for analysis of information or planning. Problems or situations are generally resolved by applying recognised analytical techniques. The problems or situations are diverse and complex. Information has several aspects, not all of which may be immediately apparent, and may require investigation and interpretation.

The jobholder also contributes to the development of strategies or plans for future implementation or personally develops strategies or plans, i.e. the need to look ahead to determine the series of activities/actions to ensure that required outcomes are achieved to timescale, standard, budget etc. more than 3 years ahead.

<i>Concentration</i>	Level 4
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Focused mental or sensory attention is required for day to day tasks and duties of the job e.g. presenting findings/conclusions/recommendations. Short periods of attention

of up to 1 hour at a time, are typically required to be sustained by the jobholder on a day to day basis. Typically interruptions create the most pressure for the jobholder day to day. These interruptions are unavoidable.

<i>Communication Skills</i>	Level 5
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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 advising, guiding or persuading i.e. giving specialist, technical, or professional advice. This is to convince others to adopt courses of action they might not otherwise wish to take The jobholder requires informal advocacy skills.

<i>Dealing with Relationships</i>	Level 3
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As an integral part of the work, the jobholder has to deal with people who are substantially disadvantaged, abusive, threatening or otherwise demanding. Dealing directly with these people takes up to 20% of working time.

<i>Responsibility for Employees</i>	Level 3
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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. This is an ongoing, daily responsibility. The jobholder is also involved in the application and implementation of personnel practice.

<i>Responsibility for Services to Others</i>	Level 5
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The jobholder undertakes tasks or processes which contribute to the internal/external services provided by the Council. This is predominantly through assessing service requirements or client/customer needs. He/she assesses complex needs or service requirements, to establish a new area of service or improve service delivery/provision. The jobholder may manage the activities/services, monitoring service quality and delivery, ensuring compliance to standards.

<i>Responsibility for Financial Resources</i>	Level 4
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The jobholder has responsibility for financial resources which is predominantly budgetary, including authorising and monitoring, extremely large expenditure from agreed budgets, contributing to the budget setting/estimating process. This would include provision, and analysis of information which is to be used by those who actually prepare to set the budget(s) concerned.

<i>Responsibility for Physical and Information Resources</i>	Level 4
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The jobholder's primary responsibility for physical resources can vary, but typically can include manual and/or computerised data or Information, organising and maintaining filing and/or record systems (i.e. operational determination of the structure; ensuring the integrity of the data, appropriate security, access and housekeeping) for Service use.

The jobholder may also have responsibility for other resources such as managing the deployment of a range of plant, tools and equipment and other physical resources.

<i>Initiative and Independence</i>	Level 5
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The jobholder is required to exercise initiative in the course of normal working. He/she normally works within the broad framework of Council policy, and has scope to exercise discretion over a range of activities, for example, activities across a number of teams/units. Advice and guidance is generally accessible as and when required. The jobholder consults his/her manager for specific advice. The jobholder contributes to the development of strategy on an on-going basis.

<i>Knowledge</i>	Level 6
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The jobholder requires predominantly specialist knowledge to do the job. This knowledge is normally acquired through a professional qualification and experience. In addition to a degree or equivalent qualification a postgraduate qualification is typically required and considerable relevant work experience would also be needed to supplement these qualifications, from 4 to 6 years to become fully competent and familiar with all aspects of the job.

Technical & Practical

Job Roles & Overviews

Job Role & Overview - Technical / Practical 1

Technical / Practical

The predominant focus of jobs in this group is the provision of practical services to a variety of clients or customers, who may be internal and/or external, or the provision of technical /specialist support to other parties, normally within the Council.

Knowledge & Experience

The knowledge and experience typically required to do the job is practical, which can be learned on the job, and minimal experience of approximately 6 months for full competence and familiarity with all aspects of the job.

Decision Making

Jobholders will follow instructions or established working practices with ready access to a supervisor, with limited initiative needed.

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

- Significant physical effort, e.g. standing for lengthy periods
- Problems are referred to supervisor
- Communication with colleagues
- Delivering front line services
- Safe use of equipment or handling information such as records
- Working in difficult environments such as outdoor working or exposed to disagreeable substances/materials.

Duties

The attached overview sets out the typical demands for a Technical/Practical 1 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 Technical/Practical 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>	Level 2
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The job can involve working indoors or outdoors normally with shelter in adverse weather in the course of normal duties. It does involve exposure to disagreeable or mildly hazardous conditions, substances and/or odours e.g. fumes, dust, chemicals. Exposure to these conditions occurs for up to 60% of working time.

<i>Physical Co-ordination</i>	Level 2
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Physical co-ordination is needed predominantly to use tools or equipment with a moderate level of precision for the main tasks in the job. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 4
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In the course of normal working, the jobholder is required to use considerable physical effort such as lifting, carrying, on a regular basis. Standing and/or walking can occur for the majority of the working day.

<i>Mental Skills</i>	Level 1
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In the course of normal working, the jobholder is required to resolve problems or situations, choosing from a limited number of clearly defined options referring the more difficult or challenging problems upwards to a supervisor or line manager.

<i>Concentration</i>	Level 2
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Enhanced attention is sufficient to carry out the day to day tasks and duties of the job correctly, e.g. moving from one place to another, reading work instructions, completing work-recording documents. Typically switching from one thing to another creates the most pressure for the jobholder day to day.

<i>Communication Skills</i>	Level 1
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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 the exchanging of information usually with colleagues, clients and/or customers. This information is best described as routine.

<i>Dealing with Relationships</i>	Level 1
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The jobholder does not generally come into contact with people who are disadvantaged, abusive, threatening or otherwise demanding in the course of normal working.

<i>Responsibility for Employees</i>	Level 1
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In the course of normal working the jobholder has limited responsibility for the work of employees or others in an equivalent position. For example, being required to

demonstrate duties and provide advice and guidance to new employees, trainees and others.

<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 1
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The jobholder may be required to handle vouchers, invoices or equivalent on an occasional basis.

<i>Responsibility for Physical and Information Resources</i>	Level 2
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The jobholder's primary responsibility for physical resources can vary, but typically can include plant, vehicles, equipment and/or tools which he/she has to use to do the job and keep safe. This includes cleaning of equipment or daily checks etc. Individual resource items can be expensive.

The jobholder may also have limited responsibility for buildings, premises, external locations or equivalent.

<i>Initiative and Independence</i>	Level 1
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The jobholder normally works to instructions and his/her workload is arranged by someone else. His/her work is subject to checks by others.

<i>Knowledge</i>	Level 1
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The jobholder requires predominantly practical knowledge to do the job. This knowledge is normally acquired through demonstration and familiarisation on the job.

Job Role & Overview - Technical / Practical 2

Technical / Practical

The predominant focus of jobs in this group is the provision of practical services to a variety of clients or customers, who may be internal and/or external, or the provision of technical /specialist support to other parties, normally within the Council.

Knowledge & Experience

The knowledge and experience typically required 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 1/standard grades, and working experience of generally 1 year for full competence and familiarity with all aspects of the job.

Decision Making

Jobholders will follow instructions or established working practices with ready access to a supervisor. Limited initiative will be needed.

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

- Significant physical effort, e.g. standing for lengthy periods
- Problems are referred to supervisor
- Communication with colleagues
- Delivering front line services
- Safe use of equipment or handling information such as records
- Working in difficult environments such as outdoor working or exposed to disagreeable substances/materials.

Duties

The attached overview sets out the typical demands for a Technical/Practical 2 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 Technical/Practical 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>	Level 2
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The job can involve working indoors or outdoors normally with shelter in adverse weather in the course of normal duties. It does involve exposure to disagreeable or mildly hazardous conditions, substances and/or odours e.g. fumes, dust, chemicals. Exposure to these conditions occurs for up to 60% of working time.

<i>Physical Co-ordination</i>	Level 2
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Physical co-ordination is needed predominantly to use tools or equipment with a moderate level of precision for the main tasks in the job. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 4
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In the course of normal working, the jobholder is required to use considerable physical effort such as lifting, carrying, on a regular basis. Standing and/or walking can occur for the majority of the working day.

<i>Mental Skills</i>	Level 1
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In the course of normal working, the jobholder is required to resolve problems or situations, choosing from a limited number of clearly defined options referring the more difficult or challenging problems upwards to a supervisor or line manager.

<i>Concentration</i>	Level 2
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Enhanced attention is sufficient to carry out the day to day tasks and duties of the job correctly, e.g. moving from one place to another, reading work instructions, completing work-recording documents. Typically switching from one thing to another creates the most pressure for the jobholder day to day.

<i>Communication Skills</i>	Level 1
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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 the exchanging of information usually with colleagues, clients and/or customers. This information is best described as routine.

<i>Dealing with Relationships</i>	Level 1
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The jobholder does not generally come into contact with people who are disadvantaged, abusive, threatening or otherwise demanding in the course of normal working.

<i>Responsibility for Employees</i>	Level 1
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In the course of normal working the jobholder has limited responsibility for the work of employees or others in an equivalent position. For example being required to demonstrate duties and provide advice and guidance to new employees, students, trainees or others.

<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. This is predominantly through the personal delivery of front line services.

<i>Responsibility for Financial Resources</i>	Level 1
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The jobholder may be required to handle vouchers, invoices or equivalent on an occasional basis.

<i>Responsibility for Physical and Information Resources</i>	Level 2
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The jobholder's primary responsibility for physical resources can vary, but typically can include plant, vehicles, equipment and/or tools which he/she has to use to do the job and keep safe. This includes cleaning of equipment or daily checks etc. Individual resource items can be expensive.

The jobholder may also have limited responsibility for buildings, premises, external locations or equivalent.

<i>Initiative and Independence</i>	Level 1
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The jobholder normally works to instruction, and his/her workload is arranged by someone else. His/her work is subject to checks by other.

<i>Knowledge</i>	Level 2
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The jobholder requires predominantly practical knowledge to do the job. This knowledge can be acquired through a variety of ways including on and off the job training. The jobholder has to undertake a number of different tasks and the job could only be done by someone who can read, write and count. Working experience, in practice this might vary from 6 months to 2 years, is required to become fully competent and familiar with all aspect of the job.

Job Role & Overview - Technical / Practical 3

Technical / Practical

The predominant focus of jobs in this group is the provision of practical services to a variety of clients or customers, who may be internal and/or external, or the provision of technical /specialist support to other parties, normally within the Council.

Knowledge & Experience

The knowledge and experience typically required 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 1/standard grades, and working experience of generally 1 year for full competence and familiarity with all aspects of the job.

Decision Making

Jobholders will follow instructions or established working practices with ready access to a supervisor. Routine decisions will be made.

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

- Significant physical effort, e.g. standing for lengthy periods
- Significant problems are referred to supervisor
- Communication with colleagues
- Delivering front line services
- Safe use of very expensive equipment or repair and maintenance to physical resources.
- Processing of financial documents or cash handling
- Working in difficult environments such as outdoor working or exposed to disagreeable substances/materials.

Duties

The attached overview sets out the typical demands for a Technical/Practical 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 Technical/Practical 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>	Level 2
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The job can involve working indoors or outdoors normally with shelter in adverse weather in the course of normal duties. It does involve exposure to disagreeable or mildly hazardous conditions, substances and/or odours e.g. fumes, dust, chemicals. Exposure to these conditions occurs for up to 60% of working time.

<i>Physical Co-ordination</i>	Level 2
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Physical co-ordination is needed predominantly to use tools or equipment with a moderate level of precision for the main tasks in the job. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 4
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In the course of normal working, the jobholder is required to use considerable physical effort such as lifting, carrying, on a regular basis. Standing and/or walking can occur for the majority of the working day.

<i>Mental Skills</i>	Level 2
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In the course of normal working, the jobholder is required to resolve problems or situations, generally by 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 plan/schedule activities for himself/herself and/or others.

<i>Concentration</i>	Level 2
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Enhanced attention is sufficient to carry out the day to day tasks and duties of the job correctly, e.g. moving from one place to another, reading work instructions, completing work-recording documents. Typically switching from one thing to another creates the most pressure for the jobholder day to day.

<i>Communication Skills</i>	Level 1
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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 the exchanging of information usually with clients and/or customers. This information is best described as routine.

<i>Dealing with Relationships</i>	Level 1
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The jobholder does not generally come into contact with people who are disadvantaged, abusive, threatening or otherwise demanding in the course of normal working.

<i>Responsibility for Employees</i>	Level 1
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In the course of normal working the jobholder has limited responsibility for the work of employees or others in an equivalent position. For example being required to demonstrate duties and provide advice and guidance to new employees, trainees and others.

<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 individual. This is predominantly through the personal delivery of front line services.

<i>Responsibility for Financial Resources</i>	Level 1
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The jobholder may be required to handle vouchers, invoices, or equivalent on an occasional 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 plant, vehicles, equipment and/or tools which he/she has to use to do the job and keep safe. This includes cleaning of equipment or daily checks etc. Individual resource items are typically very expensive

The jobholder may also have limited responsibility for buildings, premises, external locations or equivalent.

<i>Initiative and Independence</i>	Level 2
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The jobholder is required to exercise initiative in the course of normal working to make routine decisions. He/she normally works to instructions or working practices. Guidance is available in the course of normal working.

<i>Knowledge</i>	Level 2
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The jobholder requires predominantly practical knowledge to do the job. This knowledge can be acquired through a variety of ways including on and off the job training. The jobholder has to undertake a number of different task and the job could only be done by someone who can read, write and count. Working experience in practice this might vary from 6 months to 2 years, it also required to become fully competent and familiar with all aspects of the job.

Job Role & Overview - Technical / Practical 4

Technical / Practical

The predominant focus of jobs in this group is the provision of practical services to a variety of clients or customers, who may be internal and/or external, or the provision of technical /specialist support to other parties, normally within the Council.

Knowledge & Experience

The knowledge and experience typically required 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/Higher grades, and working experience of generally 2 years for full competence and familiarity with all aspects of the job.

Decision Making

Jobholders will follow instructions or established working practices with ready access to a supervisor. Situations will be interpreted and similar problems solved

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

- Significant physical effort, e.g. standing for lengthy periods
- Significant problems are referred to supervisor
- Communication with colleagues
- Delivering front line services
- Accuracy in use of equipment or tools
- A responsibility for employees
- Safe use of expensive equipment or repair and maintenance to physical resources.
- Working in difficult environments such as outdoor working or exposed to disagreeable substances/materials.

Duties

The attached overview sets out the typical demands for a Technical/Practical 4 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 Technical/Practical 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>	Level 2
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The job can involve working indoors or outdoors normally with shelter in adverse weather in the course of normal duties. It does involve exposure to disagreeable or mildly hazardous conditions, substances and/or odours e.g. fumes, dust, chemicals. Exposure to these conditions occurs for up to 60% of working time.

<i>Physical Co-ordination</i>	Level 3
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Physical co-ordination is needed predominantly to use tools or equipment with a considerable level of precision for the main tasks in the job. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 4
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In the course of normal working, the jobholder is required to use considerable physical effort such as lifting, carrying, on a regular basis. Standing and/or walking can occur for the majority of the working day.

<i>Mental Skills</i>	Level 2
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In the course of normal working, the jobholder is required to resolve problems or situations, generally by 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 plan/schedule activities for himself/herself and/or others.

<i>Concentration</i>	Level 3
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Focused mental or sensory attention is required for day to day tasks and duties of the job, e.g. to be alert to the actions of children/traffic. 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. Deadlines typically create 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>	Level 1
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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 the exchanging of information usually with clients and/or customers. This information is best described as routine.

<i>Dealing with Relationships</i>	Level 1
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The jobholder does not generally come into contact with people who are disadvantaged, abusive, threatening or otherwise demanding in the course of normal working.

<i>Responsibility for Employees</i>	Level 2
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The jobholder has responsibility for the work of employees through allocating work and checking results on a regular basis. The jobholder is not involved in application and implementation of personnel practices.

<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 1
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The jobholder may be required to handle vouchers, invoices or equivalent on an occasional 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 plant, vehicles, equipment and/or tools which he/she has to use to do the job and keep safe. This includes cleaning of equipment or daily checks etc. Individual resource items are typically very expensive

The jobholder may also have limited responsibility for buildings, premises, external locations or equivalent.

<i>Initiative and Independence</i>	Level 2
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The jobholder is required to exercise initiative in the course of normal working. He/she normally works by following instructions or working practices. Guidance is available in the course of normal working.

<i>Knowledge</i>	Level 3
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The jobholder requires predominantly practical or technical 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.

Job Role & Overview - Technical / Practical 5

Technical / Practical

The predominant focus of jobs in this group is the provision of practical services to a variety of clients or customers, who may be internal and/or external, or the provision of technical /specialist support to other parties, normally within the Council.

Knowledge & Experience

The knowledge and experience typically required 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 3/HNC and working experience generally of 3 years for full competence and familiarity with all aspects of the job.

Decision Making

Jobholders will work to existing procedures/policies with access to a supervisor for more difficult problems.

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

- Significant physical effort, e.g. standing for lengthy periods
- Significant problems are referred to supervisor
- Communication with colleagues/ clients
- Delivering front line services or applying procedures
- Accuracy in use of equipment or tools
- A responsibility for employees
- Safe use of expensive equipment or repair and maintenance to physical resources.
- Processing of financial documents or cash handling
- Working in difficult environments such as outdoor working or exposed to disagreeable substances/materials.

Duties

The attached overview sets out the typical demands for a Technical/Practical 5 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 Technical/Practical 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>	Level 2
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The job can involve working indoors or outdoors normally with shelter in adverse weather in the course of normal duties. It does involve exposure to disagreeable or mildly hazardous conditions, substances and/or odours e.g. fumes, dust, chemicals. Exposure to these conditions occurs for up to 60% of working time.

<i>Physical Co-ordination</i>	Level 3
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Physical co-ordination is needed predominantly to use a keyboard and/or a "mouse" when undertaking computing activities, for example, computer programming, systems analysis or the use of computerised financial management systems, operation of CAD or GIS systems etc. This requires a considerable level of precision. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 4
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In the course of normal working, the jobholder is required to use considerable physical effort such as lifting, carrying, on a regular basis. Standing and/or walking can occur for the majority of the working day.

<i>Mental Skills</i>	Level 2
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In the course of normal working, the jobholder is required to resolve problems or situations, generally by 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 plan/schedule activities for himself/herself and/or others.

<i>Concentration</i>	Level 3
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Focused mental or sensory attention is required for day to day tasks and duties of the job, e.g. to be alert to the actions of children/traffic. 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. Deadlines typically create 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>	Level 1
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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 the exchanging of information usually with colleagues, clients and/or customers. This information is best described as routine.

<i>Dealing with Relationships</i>	Level 1
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The jobholder does not generally come into contact with people who are disadvantaged, abusive, threatening or otherwise demanding in the course of normal working.

<i>Responsibility for Employees</i>	Level 2
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The jobholder has responsibility for the work of employees through allocating work and checking results on a regular basis. The jobholder is not involved in application and implementation of personnel practices.

<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. This is predominantly through the personal delivery of front line services.

<i>Responsibility for Financial Resources</i>	Level 1
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The jobholder may be required to handle vouchers, invoices or equivalent on an occasional 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 plant, vehicles, equipment and/or tools which he/she has to use to do the job and keep safe. This includes cleaning of equipment or daily checks etc. Individual resource items are typically very expensive

The jobholder may also have limited responsibility for buildings, premises, external locations or equivalent.

<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 4
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The jobholder requires predominantly practical or technical knowledge to do the job. This knowledge is normally acquired through vocational training or further education and experience. Advanced knowledge would typically be the minimum required to do the job, for example, SVQ3, HNC, Apprenticeships or equivalent. The jobholder also needs knowledge of a wide range of jobs and an understanding of relevant theory generally underpinned by an extended period of relevant working experience, in

practice this might vary from 2 to 4 years, to become fully competent and familiar with all aspects of the job.

Job Role & Overview - Technical / Practical 6

Technical / Practical

The predominant focus of jobs in this group is the provision of practical services to a variety of clients or customers, who may be internal and/or external, or the provision of technical /specialist support to other parties, normally within the Council.

Knowledge & Experience

The knowledge and experience typically required 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 3/HNC and working experience generally of 3 years for full competence and familiarity with all aspects of the job.

Decision Making

Jobholders will work to existing procedures/policies with access to a supervisor for more difficult problems.

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

- Significant physical effort, e.g. standing for lengthy periods
- Appraisal/analysis of problems
- Communication with clients for example to gather information
- Supervision of employees on a regular basis
- Delivering processes
- Accuracy in use of equipment or tools
- Safe use of expensive equipment or repair and maintenance to physical resources.
- Processing of financial documents or cash handling
- Working in difficult environments such as outdoor working or exposed to disagreeable substances/materials.

Duties

The attached overview sets out the typical demands for a Technical/Practical 6 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 Technical/Practical 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>	Level 1
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The job can involve working indoors or outdoors in the course of normal duties normally with shelter in adverse weather. It does involve exposure to unpleasant and mildly disagreeable conditions, substances and/or odours. Exposure to these conditions occurs for up to 40% of working time.

<i>Physical Co-ordination</i>	Level 3
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Physical co-ordination is needed predominantly to use a keyboard and/or a "mouse" when undertaking computing activities, for example, computer programming, systems analysis or the use of computerised financial management systems, operation of CAD or GIS systems etc. This requires a considerable level of precision. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 3
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In the course of normal working the jobholder is required to use considerable physical effort such as lifting or carrying on a periodic basis. Standing or walking are frequently required.

<i>Mental Skills</i>	Level 3
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In the course of normal working, the jobholder is required to resolve problems or situations, generally by applying existing rules, procedures or instructions to the more difficult or challenging problems that arise. The jobholder will require mental skills for the analysis of information. Problems may be resolved by applying recognized analytical techniques. Information to resolve problems can come from a variety of sources. The information is sometimes conflicting, requiring judgement. The problems or situations are complex or difficult. This means that there is more than one way of interpreting information which may require assessment. The jobholder may plan or schedule.

<i>Concentration</i>	Level 3
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Focused mental or sensory attention is required for day to day tasks and duties of the job, e.g. to be alert to the actions of children/traffic. 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. Deadlines typically create 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>	Level 2
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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 eliciting information from, or explaining information to, colleagues and others who are familiar with the subject matter.

<i>Dealing with Relationships</i>	Level 1
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The jobholder does not generally come into contact with people who are disadvantaged, abusive, threatening or otherwise demanding in the course of normal working.

<i>Responsibility for Employees</i>	Level 2
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The jobholder has responsibility for the work of employees through allocating work and checking results on a regular basis. The jobholder is not involved in application and implementation of personal practices

<i>Responsibility for Services to Others</i>	Level 3
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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 applying regulations or Council policy. He/she ensures and or monitors the implementation of regulations or Council policy, i.e. that others correctly apply/implement the regulations/policy.

<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.

<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 plant, vehicles, equipment and/or tools which he/she has to use to do the job and keep safe. This includes cleaning of equipment or daily checks etc. Individual resource items are typically very expensive.

The jobholder may also have limited responsibility for buildings, premises, external locations or equivalent.

<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 4
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The jobholder requires predominantly practical or technical knowledge to do the job. This knowledge is normally acquired through vocational training or further education and experience. Advanced knowledge would typically be the minimum required to do

the job, for example, SVQ3, HNC, Apprenticeships or equivalent. The jobholder also needs knowledge of a wide range of jobs and an understanding of relevant theory generally underpinned by an extended period of relevant working experience, from 2 to 4 years, to become fully competent and familiar with all aspects of the job

Job Role & Overview - Technical / Practical 7

Technical / Practical

The predominant focus of jobs in this group is the provision of practical services to a variety of clients or customers, who may be internal and/or external, or the provision of technical /specialist support to other parties, normally within the Council.

Knowledge & Experience

The knowledge and experience typically required 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 3/HNC and working experience generally of 3 years for full competence and familiarity with all aspects of the job.

Decision Making

Jobholders will work to existing procedures/policies with access to a supervisor for more difficult problems.

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

- Significant physical effort, e.g. standing for lengthy periods
- Appraisal/analysis of problems
- Provision of technical advice/guidance
- Supervision of employees on a regular basis
- Assessing basic needs/implementing processes.
- Accuracy in use of equipment or tools
- Safe use of very expensive equipment or repair and maintenance to physical resources.
- Provision of specialist advice.
- Processing of financial documents or cash handling
- Working in difficult environments such as outdoor working or exposed to disagreeable substances/materials.

Duties

The attached overview sets out the typical demands for a Technical/Practical 7 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 Technical/Practical 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>	Level 1
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The job can involve working indoors or outdoors in the course of normal duties normally with shelter in adverse weather. It does involve exposure to unpleasant and mildly disagreeable conditions, substances and/or odours. Exposure to these conditions occurs for up to 40% of working time.

<i>Physical Co-ordination</i>	Level 3
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Physical co-ordination is needed predominantly to use a keyboard and/or a "mouse" when undertaking computing activities, for example, computer programming, systems analysis or the use of computerised financial management systems, operation of CAD or GIS systems etc. This requires a considerable level of precision. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 3
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In the course of normal working the jobholder is required to use considerable physical effort such as lifting or carrying on a periodic basis. Standing or walking are frequently required.

<i>Mental Skills</i>	Level 3
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In the course of normal working, the jobholder is required to resolve problems or situations, generally by applying existing rules, procedures or instructions to the more difficult or challenging problems that arise. The jobholder will require mental skills for the analysis of information. Problems may be resolved by applying recognized analytical techniques. Information to resolve problems can come from a variety of sources. The information is sometimes conflicting, requiring judgement. The problems or situations are complex or difficult. This means that there is more than one way of interpreting information which may require assessment. The jobholder may plan or schedule.

<i>Concentration</i>	Level 3
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Focused mental or sensory attention is required for day to day tasks and duties of the job, e.g. complex maths calculations. 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. Deadlines typically create 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>	Level 4
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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 advising, guiding or persuading, in order to advise others. This is to encourage the adoption of a particular course of action.

<i>Dealing with Relationships</i>	Level 1
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The jobholder does not generally come into contact with people who are disadvantaged, abusive, threatening or otherwise demanding in the course of normal working.

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

<i>Responsibility for Services to Others</i>	Level 4
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The jobholder undertakes tasks or processes which contribute to the internal/external services provided by the Council. This is predominantly through assessing service requirements or client/customer needs. He/she assesses needs or service requirements and generally contributes directly to assessment of complex needs and monitoring service quality and delivery. The jobholder may enforce regulations or Council policy where necessary.

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

<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 plant, vehicles, equipment and/or tools which he/she has to use to do the job and keep safe. This includes cleaning of equipment or daily checks etc. Individual resource items are typically very expensive.

The jobholder may also have limited responsibility for buildings, premises, external locations or equivalent.

<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 4
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The jobholder requires predominantly practical or technical knowledge to do the job. This knowledge is normally acquired through vocational training or further education and experience. Advanced knowledge would typically be the minimum required to do the job, for example, SVQ3, HNC, Apprenticeships or equivalent. The jobholder also needs knowledge of a wide range of jobs and an understanding of relevant theory generally underpinned by an extended period of relevant working experience, from 2 to 4 years, to become fully competent and familiar with all aspects of the job.

Job Role & Overview - Technical / Practical 8

Technical / Practical

The predominant focus of jobs in this group is the provision of practical services to a variety of clients or customers, who may be internal and/or external, or the provision of technical /specialist support to other parties, normally within the Council.

Knowledge & Experience

The knowledge and experience typically required to do the job can be acquired in a variety of ways, for example through on the job training, relevant experience, or a professional qualification in an appropriate discipline or equivalent such as SVQ level 4 or general degree, and experience of generally 4 years for full competence and familiarity with all aspects of the job.

Decision Making

Jobholders will work to existing procedures/policies with access to a supervisor for more difficult problems.

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

- Significant physical effort, e.g. standing for lengthy periods
- Analysis of problems
- Provision of technical advice/guidance
- Supervision of employees on a regular but not ongoing basis
- Assessing basic needs
- Accuracy in use of equipment or tools
- Management of physical resources.
- Financial responsibilities such as monitoring budgets or management of expenditure
- Involvement in business planning

Duties

The attached overview sets out the typical demands for a Technical/Practical 8 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 Technical/Practical 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>	Level 1
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The job can involve working indoors or outdoors in the course of normal duties normally with shelter in adverse weather. It does involve exposure to unpleasant and mildly disagreeable conditions, substances and/or odours. Exposure to these conditions occurs for up to 40% of working time.

<i>Physical Co-ordination</i>	Level 3
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Physical co-ordination is needed predominantly to use a keyboard and/or a "mouse" when undertaking computing activities, computer programming, systems analysis or the use of computerised financial management systems, operation of CAD or GIS systems etc. This requires a considerable level of precision. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 1
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In the course of normal working the job requires limited physical effort such as standing and/or walking on a periodic basis of the working day.

<i>Mental Skills</i>	Level 4
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The jobholder is required to resolve problems or situations, generally by applying analytical and problem solving skills to the more difficult or challenging problems that arise. The jobholder will require mental skills for analysis of information or strategic planning. Problems or situations maybe resolved by applying recognised analytical techniques. The jobholder may be required to create and maintain a plan for activities for up to a year in advance. Alternatively, the jobholder may be required to develop strategies and carry out relatively complex planning activities for future implementation involving factors outside the Council’s control.

<i>Concentration</i>	Level 4
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Focused mental or sensory attention is required for day to day tasks and duties of the job, e.g. complex maths calculations. 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. Interruptions typically create the most pressure for the jobholder day to day. Interruptions are unavoidable.

<i>Communication Skills</i>	Level 4
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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 advising, guiding or persuading, in order to advise others. This is to encourage the adoption of a particular course of action.

<i>Dealing with Relationships</i>	Level 1
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The jobholder does not generally come into contact with people who are disadvantaged, abusive, threatening or otherwise demanding in the course of normal working.

<i>Responsibility for Employees</i>	Level 2
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The jobholder has a responsibility for the work of employees through allocating work and checking results on a daily basis. Jobholder is not involved of personnel practices.

<i>Responsibility for Services to Others</i>	Level 4
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The jobholder undertakes tasks or processes which contribute to the internal/external services provided by the Council. This is predominantly through assessing service requirements or client/customer needs.. He/she assesses needs or service requirements and generally contributes directly to assessment of complex needs and monitoring service quality and delivery. The jobholder may enforce regulations or Council policy where necessary.

<i>Responsibility for Financial Resources</i>	Level 3
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The jobholder has responsibility for financial resources which is predominantly budgetary, including compiling, estimating, authorising and monitoring, expenditure from agreed budgets. The budgets can be large to very large. The jobholder may have input to the budget setting process e.g. provision and analysis of information.

<i>Responsibility for Physical and Information Resources</i>	Level 4
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The jobholder's primary responsibility for physical resources can vary, but typically can include manual and/or computerised data or Information, organising and maintaining filing and/or record systems (i.e. operational determination of the structure; ensuring the integrity of the data, appropriate security, access and housekeeping;) for Service use.

The jobholder may also have responsibility for other resources such as managing the deployment of a range of plant, tools and equipment and other physical resources.

<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.

The jobholder requires predominantly practical or technical knowledge to do the job. This knowledge is normally acquired through a professional qualification and experience. A general degree or equivalent qualification is typically required, for example, SVQ 4 or HND. This job could not be undertaken by a jobholder without a degree or equivalent. Relevant working experience of three to five years is required to become fully competent and familiar with all aspects of the job.