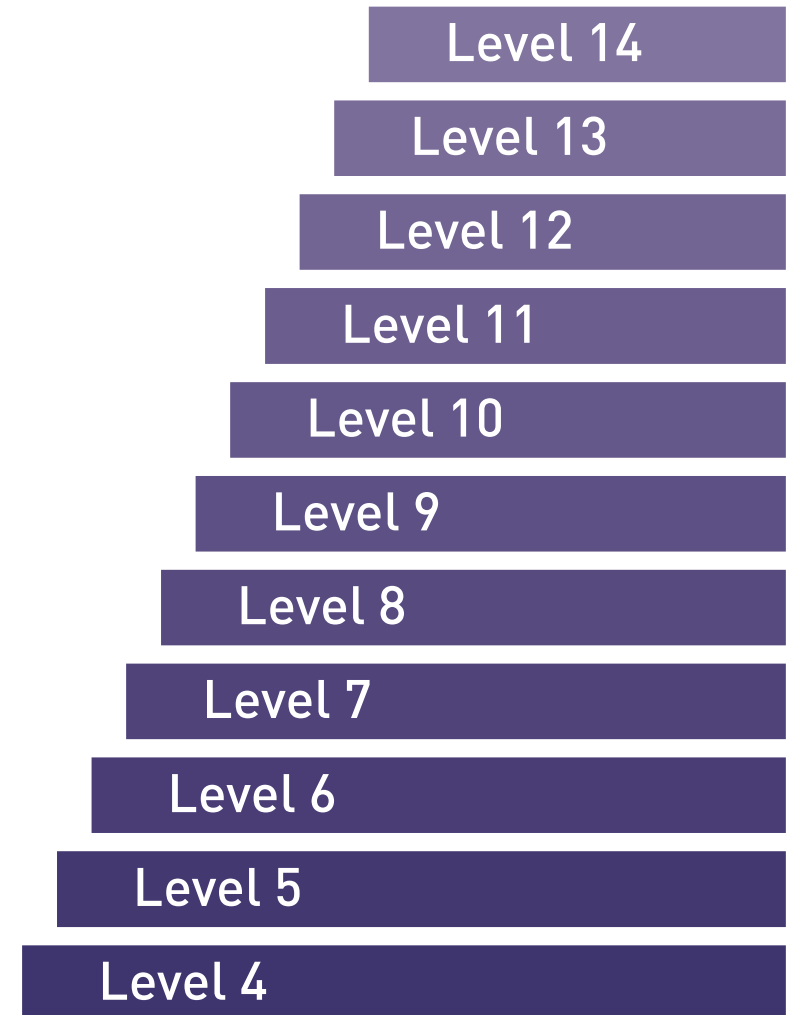


Community Services

Community facing roles that deliver and shape front line services, providing advice and visible services to residents

- Roles within this family will be focused on providing advice, information and support services to community groups, educational services or individual service users and citizens. It is a varied family covering a range of services and are largely placed as the Council's 'first line' to or contact with Citizens. The family also covers service relating to culture, tourism and heritage.
- Roles within this family are made up of a large number of citizen facing roles but will also include some technical/specialist ones in certain areas where citizens are experiencing the service (e.g. Welfare Benefits Advisor). Roles within this family may also be focused on providing learning and development services to the community through direct contact, to a range of ages and community groups, including supporting access to education for citizens with a range of complex needs. Responsible for providing pastoral care as well as delivering against various curriculum. Whilst the proportion of roles within this family will be concerned with the provision of more basic, 'front-line' customer services, the more senior roles will play a role in developing service provision by responding to citizen demands and insight.





Roles at this level provide operational expertise and experience and respond to situations quickly and in line with regulations, service levels and standards to ensure optimum efficiency and performance.

Scope of Work

Role holders will be experienced customer service operatives with specialist knowledge within their core area of work. They may be responsible for managing the operational requirements of area such as libraries, records functions, or advice services. Roles at this level may provide expertise and experience, using technical knowledge to educate others, responding to critical situations quickly and in line with regulations, service levels and standards to ensure optimum efficiency and performance, providing citizens of all ages with advice and education to aid their development.

This requires and in-depth knowledge of the relevant service delivery practices, procedures and regulations, and potentially budgetary and people management responsibility, with a requirement to help to develop, implement and monitor service area plans and strategies. Working collaboratively with partners is critical to bring about change and ensure excellent customer care standards are maintained.

Roles will often be visible to the public and work within established frameworks and procedures. However, within these, they will have the freedom to interpret them to solve problems. The focus is on delivering an excellent customer experience. Communication skills are required to provide excellent advice and services to a wide range of stakeholders, both internally and externally to deliver resolutions to issues that arise.

Accountabilities/Responsibilities

- Responsible for undertaking a number of activities, planning and managing their own work or the work of more junior team members, ensuring that solutions are delivered to the community in a timely manner.
- Select and apply the most appropriate level of advice and/or analysis for solutions, interpreting data and/or producing required outputs (e.g. reports) to deliver appropriate advice to relevant members of the community.
- Provide technical information, interpretation of existing policies and procedures to ensure that advice and guidance given to members of the community is in line with Hertfordshire overarching strategic direction.



Accountabilities/Responsibilities continued...

- May oversee the activities of a small, operational team, providing routine support to the community in an area of low complexity.
- Review and analyse information within own area or discipline to identify potential risk or areas for improvement, escalating any issues as necessary to the relevant manager or senior stakeholder.

Managerial

- May supervise the day to day operational delivery and performance of a team.
- May monitor and control financial information and review financial data to contribute to financial planning.

Professional

- Develops and maintains effective relationships and communication with internal and/or external service users, providing expertise and technical assistance in a specialist area.
- Act as a technical reference for the team, providing guidance on the more complex issues and monitoring adherence to relevant standards.

Skills, knowledge and experience

- Recognised vocational or professional qualification plus broad experience in area of expertise, and/or degree qualified. May be working towards a professional qualification or be of graduate entry level with sound practical experience.
- Detailed knowledge of own service area and relevant working systems, equipment and/or IT software, plus an awareness of Council policies and services related to the role.
- Working knowledge of regulatory processes and policy frameworks.
- Appreciation and understanding of wider internal and external issues impacting own team/department.
- Understanding of the organisation's political environment.
- Experience of co-ordinating and supporting service delivery in the relevant service area, understanding how activities impact elsewhere.
- Ability to organise own work over weeks and months, or plans ahead for others, taking account of priorities and the impact on other people.

Community Services



Skills, knowledge and experience continued...

- Good communication skills including experience dealing with the service users or residents and helping them to understand reasons for processes and policy, or using reason to guide and advise.