

## **Job Types and Levels Framework**

There are four 'job type' classifications covering all job roles in our organisation. These are identified as:

- Officer
- Senior Officer
- Manager
- Senior Manager

Each job type has its own level of behaviours required for each competency. The levels of behaviours can vary depending on the role, for example, a Customer Service Assistant may be working at a Level 1 for most competencies, however they may be expected to be working at a Level 2 for the competency 'Customer First'.

Some descriptions of the job types follow. These are broad descriptions that indicate what kinds of activities and roles the jobs that fit into these types would *typically* undertake. The critical factor and main consideration in matching, is whether or not the competency levels identified by the job type are an appropriate description of the level of behaviour required of that job.

**Officer** – This role will be involved in specific areas of technical, administrative or operational activity, in order to support departmental service delivery. Specific requirements will vary from post to post. Some posts at this level will be responsible for supervising other staff, by allocating and checking their work on a day to day basis.

**Senior Officer** – This role will undertake a variety of advanced tasks in one identifiable area of work, to enable the service to meet the needs of its customers. This role will provide advice, support or guidance to support departmental service delivery. Some posts at this level will be responsible for supervising and co-ordinating the activities of other staff on a day to day basis.

**Manager** – This role will be responsible for contributing to and be leading on departmental objectives. They will advise and guide on initiatives, manage the introduction of key initiatives, supporting the Council's objectives. Key responsibility will be undertaking professional work requiring the application of specialist knowledge and experience. This role can include strategic managers, operational managers and advanced technical officers. This role will have full management responsibility for more than one or a group of individuals.

**Senior Manager** – This role will carry out complex 'work', including strategic planning and delivery, managing overall performance and financial performance, and cost effective service delivery. They make a key contribution to setting departmental objectives and take responsibility for the delivery of key objectives contained within the service plan. They will have full management responsibility for sizeable and diverse teams.

	Officer	Senior Officer	Manager	Senior Manager
Customer First	1	2	3	4
Working Smarter	1	2	3	4
Working Together/Partnership	1	2	3	4
Communication	1	2	3	4
Change	1	2	3	4
Leading & Managing	1	2	3	4