

NNC Full Council report – 31 August 2023

Appendix A

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Job Family structure

Family		Levels																
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
BA	Business Administration		BA2	BA3	BA4	BA5	BA6											
CA	Customer Assistance	CA1	CA2	CA3	CA4	CA5	CA6	CA7	CA8	CA9	CA10							
CW	Care and Welfare		CW2	CW3	CW4	CW5	CW6	CW7	CW8	CW9								
LS	Learning Support	LS1	LS2	LS3	LS4	LS5	LS6	LS7	LS8	LS9	LS10	LS11						
OI	Operational and Infrastructure	OI1	OI2	OI3	OI4	OI5	OI6	OI7	OI8	OI9	OI10	OI11						
OM	Operational and Maintenance	OM1	OM2	OM3	OM4	OM5	OM6	OM7	OM8	OM9	OM10	OM11						
PS	Professional Support			PS3	PS4	PS5	PS6	PS7	PS8	PS9	PS10	PS11						
RT	Regulatory and Technical		RT2	RT3	RT4	RT5	RT6	RT7	RT8	RT9	RT10	RT11						
SM	Strategic Management												SM12	SM13	SM14	SM15	SM16	SM17

Job Family Descriptors

BA	Business Administration	Business Administration roles support their teams and wider work groups by carrying out procedural and administrative tasks or manage those that do. Job holders' training and experience in a wide range of office and ICT skills, incorporating the particular tasks, tools and techniques of their working area, allow them to be deployed flexibly within the organisation. The principal responsibility of Business Administration family job holders is to support the work of their colleagues by operating and/or managing the business systems that optimise service delivery in their area.
CA	Customer Assistance	Customer Assistance roles are generally providers of front line procedural advice and assistance to our residents and service users, or manage those that are. Often the public face of the organisation, Customer Assistance colleagues exchange factual information in the context of public facing functions and facilities.
CW	Care and Welfare	Care and Welfare roles provide professional advice, guidance, practical assistance and statutory care to the vulnerable adults and children of our communities who depend upon the organisation for services. They may personally carry out caring, social care or support related tasks or manage those that do. It is personal interactions that are at the centre of these roles.
LS	Learning Support	Learning Support roles provide or enable front line teaching, teaching support, instructing and training delivery in a range of disciplines and across a variety of settings. Many Learning Support roles will have professional or academic qualifications and be responsible for designing and delivering learning interventions to adult and children service users and our own employees or manage those that do.
OI	Operations and Infrastructure	Operations and Infrastructure roles provide primary services directly or indirectly to the benefit of customer, colleagues or residents, typically in relation to the highways, associated assets, open spaces, grounds maintenance, refuse and council owned vehicles, plant and tools the organisation owns and/or manages. Many Operations and Infrastructure jobs will include a physical component to their role or entail the management of those that do.
OM	Operational and Maintenance	Operational and Maintenance roles provide primary services directly or indirectly to the benefit of customers, colleagues or residents, typically in relation to the land, buildings, tools and equipment the organisation owns and/or manages. Many Operational and Maintenance jobs may include a physical component to their role or entail the management of those that do.
PS	Professional Support	Professional Support roles are responsible for the delivery of organisational functions, which enable the business to continue to operate effectively. These roles are typically internally focused, working with or enabling service areas to operate, by providing, advice, guidance and support through the use of their professional specialism.
RT	Regulatory and Technical	Regulatory and Technical roles carry out a range of responsibilities and operational tasks related to their particular area of expertise. These roles are wide-ranging and will use their specialist knowledge to adhere to stringent statutory and technical legislation and will provide advice, guidance and support to customers and service users. Many Regulatory and Technical roles have responsibility for ensuring internal and external customers comply with regulations on behalf of the organisation.
SM	Strategic Management	Strategic Management roles bear both accountability and responsibility for the strategic direction of the organisation and the delivery of statutory and elective aims. Strategic Management roles will have significant responsibilities for broad functional areas.

Each level in a job family will have a role profile to describe the requirements of that level of role in job evaluation terms. The role profiles will be used to match individual roles against a job family and level.