

## Career Family: Professional Strategic Support Services

Grade: 6



### Role summary

You'll work independently on activities and projects within the agreed framework for the area, with minimum supervision – an experienced, trusted professional.

You may be responsible for leading and motivating a small team to deliver initiatives, bringing together subject matter experts from across Scottish Enterprise (SE) to meet customer needs.

You'll provide advice and guidance on policy or technical matters, and will help develop initiatives to identify, extend, and reinforce our activities and reputation.

Your key responsibilities can be divided into three categories: Innovation and Problem Solving, Communications and Engagement, and Responsibilities and Deliverables.

<b>Innovation and Problem Solving</b>
<p>For a Professional Strategic Support Services role at Grade 6, you'll:</p> <ul style="list-style-type: none"><li>• Apply your specialist, technical, and professional expertise to make decisions where solutions are not obvious – with a focus on delivering a professional service (as an individual or through a team) to meet the customer needs.</li><li>• Identify additional service requirements or service shortfalls, and co-ordinate or design delivery of innovative solutions to maximise the quality, efficiency, and continuity of our services.</li><li>• Create solutions by carefully choosing and applying the right option from a wide range of procedures, while considering how you will deliver against targets.</li><li>• Generate original ideas and solutions by sharing your specialist know-how, offering advice to meet the needs of the portfolio. Your focus is on using conceptual understanding (through applying a theoretical, specialist or technical discipline) rather than experience of practical applications.</li><li>• Support the resolution of problems by advising on data, identifying trends and testing solutions, sourcing additional information where appropriate, and reporting on progress.</li></ul>
<b>Communications and Engagement</b>
<p>For a Professional Strategic Support Services role at Grade 6, you'll:</p> <ul style="list-style-type: none"><li>• Interact with others using highly developed skills to motivate, influence and persuade.</li><li>• Influence other project teams, managers, and stakeholders through effectively challenging thinking and conclusions based on your own specialist knowledge.</li><li>• Represent and promote SE at internal and external meetings or events, making sure our interests are appropriately communicated and acted upon.</li><li>• Proactively contact and engage with other areas of SE to develop new processes and supporting systems which support our portfolio of customers.</li></ul>

- Establish and maintain strong relationships with SE colleagues and internal partners, to understand their needs and provide an effective service.

### **Responsibilities and Deliverables**

For a Professional Strategic Support Services role at Grade 6, you'll:

- Maintain and report on records to meet internal and external needs, including legislative requirements.
- Oversee operational management of a portfolio of activities with major impact or complexity, within a clearly defined programme of work.
- Coordinate a small team to implement service delivery tasks, which may include coordinating the input of senior SME or other service delivery colleagues.
- Work independently on delegated priorities, within the framework of our agreed operating plan.
- Plan and organise team activity to complement our wider operational plans, and take into account longer-term issues
- Act as a mentor to specialist or technical colleagues, training staff and supporting their professional development.
- Manage resources and budgets within your allocated area, making sure we deliver maximum value for the resources used.