


Job Category Framework

(Short Version)

July 2024

Being our **BEST**

The logo for 'Being our BEST' features the word 'BEST' in large, bold, white capital letters. Each letter is contained within a colored vertical bar: 'B' is blue, 'E' is purple, 'S' is orange, and 'T' is green. Below each letter is a white icon: a checkmark under 'B', a lightbulb under 'E', a handshake under 'S', and a speech bubble under 'T'.

Introduction

The council has developed **job categories** and **zones** (levels of work) to provide a single work architecture framework for all the different job roles within our organisation. These different ways of being able to map your career, offers you much more scope and flexibility to develop your skills and experience.

It is important to emphasise these newly visible career paths are entirely voluntary and fully recognise that some staff do not wish to pursue career progression.

Job categories and zones explained

- A **job category** is a set of roles that require similar knowledge, skills and abilities. For example, roles that have been categorised in the 'enabling' job category will **all** have similar skills and requirements for drawing on legislation, regulation, and best practice to ensure effective service delivery. In this example, roles which have been assigned the category of 'enabling' will be focused on ensuring that the Council is legally compliant, financially sound and delivers services efficiently.
- A **zone** describes the level of work e.g. senior manager, manager, supervisor, expert, advisors etc. Roles are assigned to a **zone**, and these are on a scale that represents a vertical career path from the lowest to highest level job.

The job category that a role is placed in, is based on the elements that most directly relate to their position within the council. These can be helpful for:

- Explaining how roles fit together
- Recruiting and inducting new staff
- Clarifying expectations of levels of work at an early stage, particularly for probationary staff
- Allocating balanced and reasonable workloads
- Setting reasonable objectives and reviewing achievements via the Performance and Development Review (PDR) process
- Career planning for individuals, teams and services
- Recognising excellent contributions

A job category (a group of roles with similar knowledge, skills etc) can be used to describe common career pathways and capture the career levels that employees recognise within the organisation.

Career Planning

By knowing our '**zone**' we can see the levels (in terms of responsibility and accountability) above and below us. However, by also knowing our '**category**' we can see other similar roles to our own (in terms of skills and abilities), but which may be in a different service area.

Knowing our allocated 'zone' and 'category' enables you to map your career journey in a variety of ways; **vertically** (securing a role into the next level of seniority), **horizontally** (securing a role at the same level of work but in a different service area), or **diagonally** (securing a role which is more senior role and in a different service area). These different ways

of being able to map your career, offers you much more scope and flexibility to develop your skills and experience.

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Condensed version - Matrix of Job Categories with and Zone Descriptors

Job Category Level /Zone	Leadership	Enabling	Place Shaping and Delivery	Customer Services	Health, Wellbeing, and Care	Operations
Executive	Developing and implementing strategic B&NES missions and visions in line with B&NES values and future planning.					
Senior Management	Work together with managers within specific service areas to implement strategic objectives.	Work closely with managers to translate strategic objectives into corporate operational objectives.	Work with place shaping and delivery service managers to implement service specific strategic objectives.		Work with Health, Wellbeing and Care service managers to implement specific strategic objectives.	
Managers and Experts	Managers: Ensure aims and objectives are maintained across the services areas. Experts: Be an expert in their specific area and contribute towards implementing the mission through changes and service improvements.	Provide specialist knowledge and expertise to provide corporate service-related advice and guidance. Lead teams and act as a technical and operational expert for their specific area. Draw upon existing legislation, regulations and best practice ensuring reliable quality assurance and compliance.	Work with their teams to implement operational objectives related to their service area. Provide specialist technical services and expert advice such as design, construction, and maintenance of physical places. Use their expertise to propose service improvements or changes.	Use specialist knowledge to manage complex queries from B&NES residents. Have a strong managerial background in B&NES community services and managing teams. Oversee the frontline interaction with B&NES residents.	Provide care and well-being support to B&NES vulnerable residents. Improve and monitor service delivery to vulnerable residents. Be accountable for planning their own caseload and collaborating with other health or community professionals.	
Advisors and Supervisors	Provide supervision and/or line management, or act as an individual contributor to provide advice to frontline staff.	Provide supervision to corporate service teams, or act as an individual contributor to provide advice and support.	Provide supervision to teams or act as an individual contributor to provide expert advice.	Provide supervision to customer service frontline staff or act as an individual contributor.	Provide supervision and training, assessing the learning of frontline staff, or act as an individual contributor.	Provide supervision, training and assessing the learning of frontline staff or act as an individual contributor for certain operational projects or roles.

Process and Technical Support		Provide technical support in IT, HR, Legal or Finance to internal staff. Act as an expert in systems and processes.	Provide essential support for infrastructure and develop relevant processes. Undertake services such as maintaining the stock of resources and ordering additional when required.	Provide technical support for customer services colleagues such as with systems and equipment. Process system-based tasks such as payments and updating records.	Provide technical guidance, support, and initial assessments to vulnerable B&NES residents. Have expert knowledge of legislation and best practices related to caring facilities and safeguarding procedures for vulnerable B&NES residents.	Provide technical or process support to colleagues across B&NES. Produce information and data in such as in reports format for advisors and specialists to report on.
Frontline		Provide support and advice to internal colleagues, such as IT, HR, Legal or Finance support.	Provide hands-on support to internal and external customers using the facilities.	Provide hands-on support and advice to B&NES residents.	Provide hands-on support to vulnerable B&NES residents and their families.	Provide hands-on support to internal colleagues working in services provided by B&NES.

For more detailed information, please refer to the full version of this document.