

Service professional



Person employed to provide services.



Person employed to supervise or assess persons who provide *services*.

This week we held a reception for front-line staff, many of whose jobs didn't even exist before. New Deal advisers, Sure Start workers, nurse consultants, Community Support Officers, NHS Direct staff, classroom assistants. All giving us the capacity to help thousands upon thousands in new ways.

Tony Blair

Why did people become Stasi informers? "Well, some were convinced of the cause. But I think it was mainly because informers got the feeling that they were somebody. They felt they had it over other people."

Anna Funder, *Stasiland*

A mediocratic service professional is a person employed within a service sector, occasionally to provide the service itself, but more typically in an ancillary capacity, e.g. target inspector, training adviser, gender relations counsellor, equal access watchdog.

The number of service professionals employed in a given sector is regarded as an index of the *quality* of service provided.