

Post Specification

Post Specification - Key Information

- **Post Title: Specialist Level 1**
- **Date: 16 February 2023**
- **Post Group Number: PG7655**
- **Job Family: Regulation and Technical**
- **Job Family Role Profile: RT9**
- **Final Grade: 10**

To be read in conjunction with the job family role profile.

Service Area Description

Specialists manage high volumes of support requests from Case Management and across the service areas. Specialists expertise will be applied to the relevant parts of the process where required and they will apply best practice in order to resolve technical and professional issues. They input to and deliver appropriate areas of the Council's corporate and place based strategies and associated policies and plans.

Workloads may be routine and proactive project based work, however Specialists will have to be reactive in order to support the resolution of complex cases.

Lead Specialists will also when required, co-ordinate the allocation of tasks to the Specialists. These roles have overall accountability for their particular specialism. They also advise on strategic issues and provide technical mentoring support to other Specialists.

All roles are customer centric, whether the customer is internal or external, and require an aptitude for understanding and delivering good standards of customer service.

Purpose of this Post

The role of a Specialist is to:

- Provide advice and technical guidance in a particular field of expertise.
- Provide customer focussed specialist advice within the Council and externally, promoting the work of the Council and its reputation
- Deliver specialist services to internal and external customers, including Members (as relevant to Service area), enabling them to manage the Council's business and delivery of services to customers
- To deliver a specialist, professional service with high standards of advice and support and resolving cases of varying complexity as they arise
- Ensure compliance with statutory regulations, legislation, professional codes of practice and adherence to Council policy
- Develop and deliver projects, interventions and initiatives in the specialist area and develop policies (together with the Strategy teams) in-line with Corporate and business plans
- Deliver customer focused specialist advice and services, keeping up to date with current and emerging legislation, best practice and policy to ensure continuous development and improvement in services

- Being responsible for cases, applications and inspections which may be difficult or contentious, ensuring satisfactory resolution and liaising with external agencies and partners including courts, tribunal services and other formal bodies
- Responsible for cases with some complexity in the specialist field that may have high impact, either politically or within the community and/or where there are no precedents
- Support, guide and advise the Case Management Team delivering the service on less complex cases
- Manage projects and contracts that deliver community and corporate objectives
- Prepare and present reports to Council committees and other internal and external meetings
- Ensure personal professional development is maintained to the required standards
- Contribute to reducing demand by building prevention and enabling into daily work and providing specialist advice to the Case Management Team
- Promote a culture that is supportive of the Councils purpose, aims and values, and to take all reasonable steps to maintain good employee relations
- Being accountable for a broader range of more complex cases, applications and inspections, ensuring satisfactory resolution that will require a very good understanding of specialist area, processes and compliance, regulations and legislation
- Identify and manage risks within specialist area
- Undertake specific projects as directed and work closely with Senior Specialists and other units across the council
- Will lead Communities of Practice – level dependent

Key Job Specific Accountabilities

- Specialists will be qualified or experienced in their specialism and ensure they keep up-to-date with legislative changes in order to drive best practice across all projects, activities and processes
- Very good working experience and knowledge of practices / methodologies of specialist area
- Very good working knowledge of legislation and developments in specialist area
- Proven ability to give sound advice and guidance on a wider range cases, topics or issues
- Experience of working with systems relevant to specialist area
- Experience of a range casework within specialist area, some of which can be complex, and with little guidance and support of more experienced staff, occasionally referring to Principal Specialists for work outside previous experience
- Proven ability to enforce legislation where appropriate

Differentiating Accountabilities — all levels of specialist below

Level 1:

- Deliver customer focused specialist advice and services, keeping up to date with current and emerging legislation, best practice and policy to ensure continuous development and improvement in services
- Being accountable for relatively routine cases applications, cases and inspections, ensuring satisfactory resolution that will require an understanding of specialist area, processes and compliance, regulations and legislation
- Ensure statutory duties, policies, procedures and workflows for dealing with all cases are adhered to
- Ensure personal, professional development is maintained to the required standards
- Ensure strict confidentiality is maintained and data protection rules followed
- Offer guidance and advice to customers on specialist area

- Being accountable for a broader range of relatively routine cases, applications and inspections, ensuring satisfactory resolution that will require good understanding of specialist area, processes and compliance, regulations and legislation

Level 2:

- Being accountable for a range of more complex cases, applications and inspections, ensuring satisfactory resolution that will require a good understanding of specialist area, processes and compliance, regulations and legislation
- Undertake a range of more complex cases that will require good understanding of specialist area, processes and compliance, regulations and legislation

Level 3 Senior:

- Being accountable for a broader range of more complex cases, applications and inspections, ensuring satisfactory resolution that will require a very good understanding of specialist area, processes and compliance, regulations and legislation
- Identify and manage risks within specialist area
- Undertake specific projects as directed and work closely with Senior Specialists and other units across the council
- Will lead Communities of Practice

Principal:

- Being proactive and accountable for the delivery of a range of outcomes the Council is seeking to deliver through the Council Plan
- Initiating, convening and managing Communities of Practice
- Providing professional advice and support to Senior Specialists

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** N/A
- **Staff Management Responsibilities:** N/A
- **Other:** (Any other relevant facts and figures)

Essential Criteria

Qualifications (Required qualifications for the post)

Level 1: Educated to A level standard/NVQ 3 and/or some experience in working in specialist area. With professional qualification, working towards professional qualification or equivalent, relevant working experience.

Level 2: Degree / relevant qualification and/or extensive work experience in specialist area. With professional qualification, r working towards professional qualification or equivalent, relevant working experience.

Level 3: Senior Degree level education and relevant professional qualification and evidence of continued Professional Development

Principal: Degree level education and relevant professional qualification and evidence of continued Professional Development

Knowledge, Skills and Experience

Level 1:

- Working experience and knowledge of specialist area
- Working knowledge of legislation and developments in specialist area
- Experience of working with systems relevant to specialist area
- Experience of casework within Specialist area, which is relatively routine and with guidance and support of more experienced staff, referring to Senior Specialists for work outside previous experience
- Proven ability to enforce legislation where appropriate

Level 2:

As above and:

- Good working experience and knowledge of specialist area
- Good working knowledge of legislation and developments in specialist area
- Proven ability to give sound advice and guidance on a limited range cases, topics or issues
- Experience of working with systems relevant to specialist area
- Experience of casework, within Specialist area, some of which can be complex, and with some guidance and support of more experienced staff, occasionally referring to Senior Specialists for work outside previous experience
- Proven ability to enforce legislation where appropriate

Level 3 Senior:

As above and:

- Very good working experience and knowledge of practices / methodologies of specialist area
- Very good working knowledge of legislation and developments in specialist area
- Proven ability to give sound advice and guidance on a wider range cases, topics or issues
- Experience of working with systems relevant to specialist area
- Experience of a range casework within Specialist area, some of which can be complex, and with little guidance and support of more experienced staff, occasionally referring to Principal Specialists for work outside previous experience
- Proven ability to enforce legislation where appropriate

Principal:

As above and:

- Working experience and knowledge of drawing together a range of specialist disciplines to achieve results and complex outcomes
- Working experience and knowledge of working with a range of stakeholders and partner organisations to achieve results and complex outcomes
- Designing, creating and pursuing initiatives which enable delivery of complex outcomes

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

Emotional Demands: This job involves occasionally dealing with the most vulnerable within our community

- **Physical Demands:** Minimal
- **Working Conditions:** Normal, office based
- **Other Factors:** N/A

Other Factors:

- N/A