Role Specification – Specialist – Specialist Services

Service Area	Specialist Services
Role Title	• Regulatory Specialist • Resident Support Specialist • Business and Income Specialist
Role Family	• Specialist Services
Location	• Oxted/Agile
Operational Reporting Line	• Specialist Services Manager
Functional Reporting Line	• Lead Regulatory Specialist • Lead Resident Support Specialist • Lead Business and Income Specialist
Grade	• M2 to M4

Service Area Purpose

- Specialist Services provides a professional and efficient service to external customers in the three main business areas (themes) which are:

  - **Regulatory** – Services that protect the public, the environment, homes and communities
  - **Resident Support** – supporting our more vulnerable customers that may need higher levels of support, such as housing and benefits
  - **Business and Income** – Services that collect income for the council and support business customers

Specific Responsibilities

- Act as a Business Partner, advising and supporting teams across the organisation.
- Provide technical mentoring and support, encourage transfer of specialist knowledge, share best practice, new legislation and associated changes to processes and scripts and have oversight of the end-to-end process or customer journey and related contract.

- Support the embedding and development of ways of working and the Council's Attitudes and Approaches.

Person Specification

M2:

Qualifications / Education

Essential	Desirable
• Working towards relevant degree or professional qualification or equivalent expertise within one of the relevant themes.	• Degree or equivalent

Experience

Essential	Desirable
• Operational experience in the relevant specialist area. • Professional competence / expertise and experience in the relevant specialism(s), with the ability to apply knowledge across a range of activities in the area. • Managing conflicting priorities sometimes under pressure. • Partnership working. • Understanding of data protection. • Commitment to and understanding of equality and diversity.	• Working in a matrix environment where cross team and corporate working are essential. • Some experience in contributing to policy/ service development and/or implementation.

Key Skills and Knowledge

Essential
• Good understanding of the relevant current legislation. • Good communicator with ability to communicate effectively with a range and variety of audiences, and work well with teams. • Good influencing skills with ability to provide detailed advice and explain the Council's position on particular issues. • Ability to assimilate complex as well as difficult/ varied information and to exercise judgement and creative thinking in resolving a range difficult problems and developing solutions. • Ability to deliver results and performance improvements. • Ability to deliver high levels of stakeholder and customer service. • Ability to motivate and act as a champion for change. • Ability to think innovatively and practically.

• Report writing skills. • Proficient in MS Office and other databases used across the organisation.

M3:

All the above and **Qualifications / Education**

Essential	Desirable
• Relevant degree or professional qualification or equivalent experience in one of the business areas.	

Experience

Essential	Desirable
• Considerable operational experience. • Professional competence / expertise and considerable experience in the relevant specialism(s), with the ability to apply knowledge across a range of activities in the area. • Some experience in contributing to policy/ service development and/or implementation.	• Working in a matrix environment where cross team and corporate working are essential.

M4:

All the above and:

Experience

Essential	Desirable
• Substantial operational experience in a generalist role or through general management experience. • Advanced professional competence / expertise and proven relevant experience, with the ability to apply knowledge across the whole work area**.** • Experience of making a substantial contribution to the formation of policy/ service development and/or implementation	

Key Skills and Knowledge

Essential
• Ability to apply specialist knowledge and problem resolution to a range of activities within the relevant business area. • Substantial understanding of service area development and policy.