

Job Title	Senior Specialist		
Service	Locality and Customer Services		
Team	Delivery & Infrastructure Or Place	Location	Shute End/Smart Working
Reports to	Lead Specialist Delivery & Infrastructure Or Lead Specialist Place	Grade	10

This job description sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

Summary of Role

- To provide specialist advice in the defined area of specialism.
- To support the operational and functional management of the specialist area including the distribution of resources to meet customer and organisational needs.

Key Accountabilities

Service Delivery Accountabilities

- Provide technical assurance and develop internal standards, policies and procedures within a specialist/category area
- Working collaboratively across the organisation and to the leadership of the Lead Specialist to undertake intelligence gathering; developing, commissioning; procurement; budget and/or operational contract management; quality assurance and performance review as required.
- Applying specialist knowledge to support and lead projects, input into the commissioning cycle, procurement, commissioning and contract management, and contributing to the development of corporate policy, strategy and plans including responding to legislative and guidance changes
- Working within statutory, Council and Government guidelines and ensuring statutory compliance in the delivery of the service
- Develop service area work plans and ensures effective implementation, working in collaboration with operational managers
- Providing specialist advice and input to the development and delivery of policy, including the updating of thresholds, rules, scripts, developing best practice and contributing to continuous improvement in service delivery, working with other specialist areas to ensure a corporate and collaborative approach.
- Solving problems and managing complex cases, applying discretion and judgement in relation to the policy guidelines.

- Working with case management and customer services to manage customer issues effectively, providing excellent customer care and delivering improved outcomes for customers, communities and clients.

Leadership Accountabilities

- May provide functional and/or operational leadership for a small team of specialists ensuring the provision of professional services that meet customer needs, undertaking or contributing to performance appraisals and development of the team.
- Contributing to strategy, performance and quality control, and service and financial planning for specialist area(s)
- Working collaboratively with colleagues across the organisation, Members and managing key relationships e.g. with members, partners, other stakeholders
- Assisting the development of the community of practice across the organisation including mentoring staff in order to improve delivery of the specialism and support career development
- Where applicable to fulfil the health and safety responsibilities as required of the designated Building Manager

Additional Corporate Responsibilities as well as supporting and developing others within specialist area.

1	Health and Safety: Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.
2	Equal Opportunities: To take positive action to ensure a thorough understanding of, and positive commitment to, equality in both service delivery and employment practices.
3	Safeguarding responsibilities: At all times to demonstrate and positively reinforce our commitment to safeguarding and promoting the welfare of children and vulnerable adults.
4	Special Factors: These will vary from role to role as defined within the individual contracts of employment.
5	Behaviour: Works within the Council's "competency framework" and adheres to the Code of Conduct and the Council's Constitution.

Competencies Required in Role				
Core Competencies	Foundation	Proficient	High Achiever	Role Model
21 st Century Public Servant			✓	
Personal Responsibility			✓	
Professionalism & Know How		✓		
Working together			✓	
Leadership Competencies			High Achiever	Role Model
Setting Direction			✓	
Leading People			✓	
Delivering Results			✓	
Person Specification				
Qualifications				
Essential		Desirable		
<ul style="list-style-type: none"> Degree-level, equivalent relevant professional qualifications or expertise 		<ul style="list-style-type: none"> Management qualification or working towards 		
<ul style="list-style-type: none"> Evidence of continuous personal and professional development 		<ul style="list-style-type: none"> Membership of relevant professional body 		
Technical Skills				
Essential		Desirable		
<ul style="list-style-type: none"> Good IT skills including office software such as Microsoft Word, Outlook, PowerPoint and Excel 				
<ul style="list-style-type: none"> Well-developed written and verbal communication skills Able to develop, lead and deliver effective strategies/projects Presentation skills, able to engage an audience Effective strategy and report writing skills, able to make recommendations for decision making 		<ul style="list-style-type: none"> Able to operate effectively in large, complex and political organisations 		

<ul style="list-style-type: none"> Ability to actively listen in order to extract and assess the important information, ask pertinent questions in order to seek clarification Ability to interrogate & analyse data & information 	
<ul style="list-style-type: none"> Well-developed negotiating and influencing skills and robustly promote/defend a policy recommendation and the Council's position 	
Knowledge & Experience	
Essential	Desirable
<ul style="list-style-type: none"> Experience of successfully resolving complex cases that require an element of judgement 	<ul style="list-style-type: none"> Experience of championing own ideas and obtaining commitment to allow them to be delivered
<ul style="list-style-type: none"> Excellent working knowledge of the political landscape, legislative frameworks, and regional and national drivers surrounding the area of specialism 	<ul style="list-style-type: none"> Experience of working in a matrix management environment, where cross-team and cross-organisation working are essential
<ul style="list-style-type: none"> Experience of identifying, developing and delivering opportunities for improving the service 	<ul style="list-style-type: none"> Experience of effectively leading a group of professional staff
<ul style="list-style-type: none"> Experience of supporting projects to successful outcomes 	
<ul style="list-style-type: none"> Experience of supporting the development and delivery of policies and strategies 	