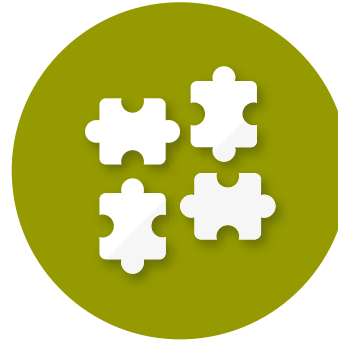


## Corporate Services

**Roles that facilitate the operation of the organisation and enable the organisation to deliver services**

- Roles within this family will provide corporate support service across the council to enable, develop and support other Council services. These services will include the professional services such as legal, finance, HR and ICT. The roles are predominantly responsible for the provision of professional advice across these areas and will therefore ensure that the Council is legally compliant, solvent and functioning – as well as ensuring Council performance and capability.
- The work of this family will be heavily influenced by existing areas of legislation, statute, regulation, guidance and procedure. The family will liaise closely with staff and teams across the Council. Members of this family will work both in their resource teams and across the Council close to service delivery but will have a professional qualification in finance, IT, HR or a similar specialism.





Roles at this level provide specialist professional or technical analysis and support or lead a team providing routine procedural support within a specific part of the organisation. Focuses on understanding a wide range of procedures and policies and navigates a path through them to advise on appropriate solutions.

### Scope of Work

Role holder is a qualified professional providing advice internally and externally within a broad, specialist, corporate area. Typically, accountable for the quality and professionalism of others, and they be managing a small, junior-professional staff team or they are an individual professional delivering a workload, for which they have a standalone responsibility. Role holders advise Council directorates about specific areas of expertise (e.g. legal, human resources, finance) on 'what' and 'how' needs to be done (which will have a significant degree of complexity). The emphasis is on immediate solutions and there is a need to know the way around a wide range of procedures within their function and discipline. Although procedures exist, they will need to manage changing priorities and use professional judgment to respond to differing situations, whilst providing feedback on how processes work and what doesn't. Communication skills are required to relay technical or specialist advice relating to area of specialism, or to line manage a small team of para-professionals, undertaking activities which are similar in nature.

### Accountabilities/Responsibilities

- Undertakes specific assignments or tasks within their professional specialism, under guidance or within the framework of defined business processes or procedures to deliver high quality corporate services to the internal customer.
- Identifies opportunities for procedural improvements and determines the most appropriate course of action in specific situations to ensure that the Council remains forward thinking and innovative.
- Provides expert professional advice within particular area of specialism, to a number of stakeholders to support the Council's smooth running.
- Build relationships across the Council and also with external organisations, to enable the sharing of information and best practice, and collaborative working arrangements.



### Managerial

- Provides line management to a small team who are generally undertaking similar duties. This will include translating wider objectives into detailed activities for their team, and monitoring performance against this.
- May support the control of budgets to deliver service priorities and to ensure appropriate resources are available.

### Professional

- Role provides specialist and professional advice within technical area to internal customers, to help them understand appropriate courses of action in their own department.

### Skills, knowledge and experience

- Typically degree qualified (or equivalent) in relevant subject plus number of years' experience in a similar role or significant vocational experience, demonstrating development through involvement in a series of progressively more demanding relevant roles. Formal professional qualification (where relevant).
- Up to date and thorough knowledge and understanding of the work practices, systems, processes and procedures relevant to the role, and a good understanding of the Council policies and services related to the role.
- Understanding of the organisation's political environment and able to explain the formal political structures and decision making processes in the Council.
- Significant experience in a similar role, demonstrating professional development through involvement in a series of progressively demanding roles.
- Able to seek out and examine a range of information to identify patterns, trends and options, to solve multifaceted and complex problems.
- Able to organise their own work, and/or plan ahead for others, taking account of priorities and the impact on other people.
- Ability to communicate and cause understanding at different levels across the organisation. They will also require the ability to direct and motivate staff to achieve objectives and support the function and wider Council teams.