

Role Scope – Specialist

Service Area	Specialist Services
Role Title	<ul style="list-style-type: none"> • Regulatory Specialist • Resident Support Specialist • Business and Income Specialist • Housing Development Specialist
Role Family	<ul style="list-style-type: none"> • Specialist Services
Location	<ul style="list-style-type: none"> • Oxted/Agile
Operational Reporting Line	<ul style="list-style-type: none"> • Specialist Services Manager
Functional Reporting Line	<ul style="list-style-type: none"> • Lead Regulatory Specialist • Lead Resident Support Specialist • Lead Business and Income Specialist • Lead Housing Development Specialist
Grade	<ul style="list-style-type: none"> • M2 to M4

Main 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
 - Provide customer focused 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.

Key responsibilities

Supporting the Council's Culture

- Promote a culture that is supportive of the Council's purpose, aims and values, and to take all reasonable steps to maintain good employee relations.
- Promote equality of opportunity in all aspects of the role in line with corporate policies, training and procedures.
- Participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities.
- Adhere to the Council's Attitudes and Approaches framework.

M2:

- Deliver a specialist, professional service with high standards of advice and support and resolving cases of varying difficulty 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 for community and corporate objectives
- Ensure and develop appropriate levels of quality and specialist knowledge within the Case Services function.
- Ensure that enquiries and cases are managed and completed at the appropriate level (within specialist teams and case services).
- 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 Services team delivering the service on less complex cases.
- Prepare and present reports to Council committees and other internal and external meetings.
- Ensure personal professional development is maintained to the required standards.
- Reduce demand through prevention and enabling work and by providing specialist advice to the Case Services Team.

M3

All the above and:

- Guide, advise and mentor other specialists in the professional area.
- Support technical aspects of strategic programmes.

- Work closely with the Lead Specialist to provide expert knowledge and assist with service delivery.
- Own strategic operational partnerships and contract management on behalf of the Council in order to deliver the Council's strategic outcomes.
- Contribute to setting performance targets for specialist area.

M4

All the above and:

- Provide technical leadership on strategic programmes.
- Make substantial contribution to policy/ service development and implementation.
- Make substantial contribution to setting performance targets for the service area.