

Resources Specialist, Senior Specialist & Lead Specialist



Job Title	Resources Specialist, Senior Specialist & Lead Specialist
Service Area	Resources
Grade	Lead Specialist - ICT – Grade 10 Lead Specialist - Finance – Grade 10 Senior Specialist L1 (HR) – Grade 9 Senior Specialist L2 – Grade 8 Specialist L1 – Grade 7 Specialist L2 – Grade 6
Job Reference	FG19 RD04

Reporting to	Responsible for
Resources Specialist (L1 & L2) <u>Operationally:</u> Resources Specialist Services Manager <u>Functionally:</u> Resources Lead Specialist	Operationally: None Functionally: Resources Caseworkers
Resources Senior Specialist <u>Operationally:</u> Resources Specialist Services Manager <u>Functionally:</u> Resources Senior Specialist or Resources Lead Specialist	Operationally: None Functionally: Resources Caseworkers, Resources Specialists
Resources Lead Specialist <u>Operationally:</u> Specialist Services Manager <u>Functionally:</u> Specialist Services Manager or Head of Paid Service	Operationally: None Functionally: Resources Caseworkers, Resources Specialists, Resources Senior Specialists



Team Purpose

To provide expert, professional advice and support to enable teams across the council to deliver quality services for customers.

Role Purpose

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. Deliver projects, interventions and initiatives and develop policies (together with the Policy teams) in-line with corporate and business plans. Ensure and develop appropriate levels of quality and specialist knowledge within the Resources Case Management team. To ensure that enquiries and cases are managed and completed at the appropriate level.

Key Accountabilities

Level 1:

- Deliver customer-focused specialist advice and services for one area of specialism, keeping up to date with current and emerging legislation, best practice and policy to ensure continuous development and improvement in services
- Manage complex or contentious applications, cases and inspections that will require an understanding of one specialist area, processes and compliance, regulations and legislation, acting as the single point of contact for customers on those cases, attending court as appropriate
- Support, guide and advise the Resources Case Management team on less complex cases related to the specialism
- Ensure personal, professional development is maintained to the required standards.
- Working collaboratively with colleagues across the organisation, Members and managing key relationships e.g. with members, partners, other stakeholders.
- Access and accurately update all relevant information systems, both customer and back office ensuring that the master customer record is updated and maintained through verification and validation, and in accordance with Data Protection principles

Level 2 (in addition to the above):

- Acting as member of corporate or community project teams - providing specialist advice and input
- Owning key professional and technical stakeholder relationships on behalf of the council relevant to day-to-day delivery of services or projects

Senior Specialist (in addition to the above):

- Have a deep understanding of more than one specialist area, enabling resolution of a broader range of more complex cases, applications and inspections and providing resilience and flexibility within the specialist team



- Provide functional leadership for a team of specialists ensuring the provision of professional services that meet customer needs
- Prepare and present reports to council committees and other internal and external meetings
- 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.
- Acting as member of corporate or community project teams - providing specialist advice and input

Lead Specialist (in addition to the above):

- Lead a community of practice for one or more subject/specialist area(s) working with teams across the council – 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 contracts
- Support projects and contracts that deliver community and corporate objectives
- Leading contributor to strategy, performance and quality control, and service and financial planning for specialist area
- Contribute to performance appraisals and development for a number of staff

Appointment and progression through grades will be based on the needs of the business.

Key Objectives	
Working with customers	<p>Able to identify and develop opportunities to improve the customer journey. Champion own ideas for the improvement of service and processes.</p> <p>Develop digital and self-service channels and implement customer enabling and prevention opportunities.</p>
Working towards the Corporate Plan	<p>Contribute to Corporate Plan development and the development of associated plans and policies.</p> <p>Deliver agreed objectives and services associated with the Corporate Plan.</p>
Knowledge of services	<p>In-depth understanding of specialist area, being professionally qualified in one and good understanding of the operation of another.</p>
Using systems effectively	<p>Advanced skills in a number of Resources Specialist Services systems.</p>

Specific Tasks



Specific Tasks	
Case management skills	<p>Lead a Community of Practice across Specialist Services. Manage and resolve complex or contentious applications, cases and inspections using specialist expertise and judgement, act as a single point of contact for customers, and attend court if necessary.</p> <p>Advise the Resources Case Management Team on aspects of minor/less contentious applications or cases.</p>
Team work and working with others	<p>As part of the Resources Specialist team work collaboratively across the council to provide a seamless service to customers, collaborate on corporate projects and engage positively and effectively with members, partners and other stakeholders.</p> <p>Conduct self and work in ways which encourage communication and empowerment within the team.</p> <p>Develop skill levels of self and others to support multi skilling and knowledge transfer.</p>
Enquiries, reports and service requests	<p>A member of a comprehensive specialist customer focused advice team, ensuring specialist advice and input is provided where required.</p> <p>Provide specialist advice and input to commissioning and contract management.</p> <p>Prepare and present reports to committees or other internal or external meetings.</p>
Processing and administration	<p>Access and accurately update all relevant information systems, ensuring the "golden customer record" conforms to all verification and validation processes and in accordance with Data Protection principles and council policy.</p>
Strategy and policy	<p>Support projects and contracts within own professional area that deliver community and corporate objectives. Provide specialist advice and input to corporate projects.</p>
Performance	<p>Implement strategies, policies, service and financial plans, to ensure statutory and corporate targets are met and provide best value for the council.</p> <p>Draft policies which respond to emerging legislation, best practice and guidance to ensure continuous development and improvement in services.</p>



Specific Tasks

Understand strategy, performance and quality assurance standards and service/financial planning requirements for own specialist area.

Qualifications

Level 1: Educated to A' level standard/NVQ 3 and/or experience in working in specialist area. Degree in a relevant subject (desirable).

Level 2: Degree / relevant qualification and/or extensive work experience in specialist area. Professional qualification (or working towards one).

Senior Specialist: Degree / relevant qualification and/or extensive work experience in specialist area. Professional qualification (or working towards one).

Lead Specialist: Degree / relevant qualification and/or extensive work experience in specialist area. Professional qualification (or working towards one).

Knowledge, Skills and Experience

Specialist (Level 1 & Level 2):

- 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

Senior Specialist:

- 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 Lead Specialists for work outside previous experience
- Proven ability to enforce legislation where appropriate

Lead Specialist (in addition to the above):

- Extensive working knowledge of service working practices/methodologies of several specialist areas
- Working knowledge of legislation and developments in several specialist and complex areas



Specialist Knowledge

Please see supporting information at the end of this document outlining key specialist knowledge, qualifications and skills.

Special Requirements

Emergency Planning	This post will be on occasions required to take part in the council's emergency planning training, and may be called upon in the case of such an emergency. Where necessary this will include unsociable hours.
Election Duties	<p>This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours.</p> <p>A separate payment for election duties will be made as determined by the regional Elections Committee.</p>

Standard Terms

1. To comply with appropriate legislation, service and council policies.
2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the council's health and safety policy and procedures.
3. To support and be committed to the council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment.
4. To support the council's equalities and diversity policies.
5. To operate within the council's IT policies and data protection rules and regulations.
6. To operate within the council's financial regulations.
7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines.
8. To participate in internal committees and departmental working parties to ensure continuous improvement as required.
9. Any other reasonable duties as may be required from time to time

Competency Framework

Central to the delivery of the role are the council's values and behaviours and all employees are expected to work within the council's Organisational Culture Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:



Guildford behaviours [competencies]: see the framework in the Performance Review Toolkit for a full list behavioural indicators	
Core Competencies - All Workforce	
Embraces Change	Has a positive attitude to change, adapts to meet new challenges, and introduces changes to improve organisational performance.
Innovation and creative thinking	Proactively generates and develops innovative ideas, opportunities or improvements in order to meet organisational objectives more efficiently and effectively
Effective communication	Communicates effectively. Uses communication methods and standards, together with well-reasoned arguments to convince and persuade where necessary.
Customer focus	Puts the customer first, builds effective relationships and seeks feedback to address their needs.
Problem solving & decision making	Understands and analyses issues in order to identify the most appropriate solutions. Makes effective decisions based on thorough analysis and the needs of the organisation.
Focus on efficiency	Meets or exceeds the Council's standards by monitoring the quality of own work, team or service delivery. Continually looks for areas of improvement to ensure efficiency, effectiveness, and value for money.
Performance and learning	Demonstrates personal commitment to meet agreed performance standards and objectives. Learns from experience and takes responsibility for identifying and addressing personal development needs.
Team working	Proactively cooperates and interacts with colleagues, internal and external partners across the Council. Encourages others to develop a collaborative approach to share information, knowledge, and ideas.
Builds relationships	Presents a professional image; uses interpersonal skills to form positive and productive working relationships within and beyond the organisation.
Commitment to the organisation	Consistently supports and demonstrates an understanding of and commitment to the Council's vision and values. Acts with integrity and accountability.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit

of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.

Levels 1,2 and 3 are not politically restricted posts.

Level 4 is a politically restricted post

Signed (Job Holder):		Date:
Signed (Service Lead):		Date:

Supporting Information – Key Knowledge, Qualifications & Skills

The council's new operating model allows the simplification and standardisation job descriptions. Fundamental accountability, expectations and ways of working are the same across specialist teams and a driven by a common set of values and behaviours. Specialists are focussed on delivering impacts and outcomes that enable Service Delivery and maintain compliance. However, specialisms of individuals will be focussed around one particular service or a small number of functions. The table below outlines specific skills, experience and qualifications for detailed job titles in the new structure (this is **in addition** to relevant requirements in the job description).

Role	Qualifications	Skills/Knowledge/Experience
Lead Specialist – ICT	Service Delivery and/or Project Management qualifications (e.g. ITIL v3 & Prince2)	Governance, strategy and policy. Network, infrastructure and hardware leadership. Responsible for ICT and, as SIRO, for organisation wide information governance. Authorises organisational policies governing the conduct of ICT change management initiatives and standards of professional conduct in ICT. Delivering and governs on complex portfolio of ICT interventions
Specialist – ICT Applications		Development oversight, integration, DBA. Technology build, maintenance, system & data management, knowledge of local government software applications.
Specialist – ICT Infrastructure		Network, infrastructure and hardware delivery.
Lead Specialist - Finance	An education to degree level or equivalent or significant experience which demonstrates a similar level of ability and intellect. CCAB qualified	Governance, strategy, annual budget. Committee reports, income, payroll, creditors, members allowances, VAT, council tax, special expenses, capital financing, collection fund, treasury management. Deputy Chief Financial Officer for the



	<p>Significant post qualification experience and evidence of continuing professional development in a senior financial management role</p>	<p>Council and deputise for the Chief Financial Officer, as required, as set out in Section 151 of the Local Government Act 1972 and to carry out that role in line with CIPFA guidance.</p> <p>Treasury management</p> <p>To be lead and deliver on the overall performance of the allocated services, whilst taking a lead role in developing and achieving changes in delivery and continuous improvement of Council services</p>
Specialist - Finance	<p>AAT qualification or equivalent</p> <p>CCAB qualified / equivalent prior learning and experience to demonstrate the ability to operate at the level of a fully qualified professional</p>	<p>Supports VAT, council tax, special expenses, capital financing, collection fund, treasury management.</p> <p>Deliver budget management including monitoring, final accounts, reconciliations.</p>
Senior Specialist - HR	<p>Full member of the Chartered Institute of Personnel and Development (MCIPD), or equivalent professional body</p> <p>Evidence of CPD</p>	<p>Governance, strategy and complex cases.</p>
Specialist - Human Resources	<p>Post Graduate Diploma / Advanced Certificate in Human Resources, Chartered Institute of Personnel and Development (Level 7)</p> <p>Evidence of CPD</p>	<p>Strategy and complex cases.</p>
Senior Specialist - Legal	<p>Qualified solicitor with at least 6+ years PQE (references will be required)</p> <p>Experience of working in a public sector environment</p>	<p>Complex planning, contracts property and land.</p> <p>Planning, contracts, property and land, litigation.</p>