ROLE PROFILE

Role Title:	Technical Specialist 3	
Role Ref:	TS3	
Overall Purpose of Role:	Apply technical expertise within a discrete function (or functions), under direction, to support the Council's/ServiceUnit's compliance with legislation, statutory duties and impact on the delivery of services.	

Key Areas	Key Accountabilities
Delivering Results Delivering high quality services to the community/ customer	• Apply technical skill and/or know-how to maintain the Council's/Service Unit's systems and processes to support compliance with legislation, statutory duties and to facilitate the delivery of effective services. • Provide technical input to and/or advice/guidance on Council procedures/ processes. • Deliver services, within budget, to customers/clients to standards set by the Service Unit, using some initiative and independent action to achieve the result. • Record own output performance, take any corrective action and/or inform manager as required. • **Deliver the tasks agreed annually in your performance agreement.**
Managing Relationships Creating a climate that enables people to achieve business objectives	• Foster good internal/external working relationships, including the public and customers, to enable the delivery of services. • Develop a role-related network of relationships inside and outside the Council to facilitate/enable the role holder to deliver their service tasks/outcome. • Maintain relationships with other staff for the most effective achievement of business requirements.
Managing Resources Utilising resources effectively	• Plan and organise own workload and possibly that of others to ensure that all duties are performed to agreed targets and timescales. • Ensure own technical knowledge is up-to-date. • Use other sources of information/knowledge/expertise as required to deliver objectives. • Facilitate the sharing of knowledge. • May have some delegated financial expenditure authority. • Make efficient use of resources. • Make best use of available technology.
Managing Processes Ensuring high standards, best practice and business improvement	• Work within defined procedures and processes and statutory instruments, which may require some interpretation and adaptation in order to carry out technical tasks. • May collect, process and present a range of information for use by others.
Future Focus Providing a sustainable future	• Suggest ways of improving process, achieving it quicker, and doing it better in the future.

Competencies required at trained and proficient level				
Core Competencies	**Level**	**Role Specific Competencies**	**Level**	
Self-Motivation	1	Teamwork	1	
Adaptability	1	Problem Solving	1	
Quality Focus	1			
Customer Care	1			

ROLE HOLDER PROFILES

Necessary role related knowledge, skills and experience at selection	
ESSENTIAL	**PREFERRED**
• Basic standard of education with numeracy and literacy skills or completion of technically based training programme • May require a certificate of competence or the requisite work-based experience. • Fully trained to a high level and up to date in relevant technical application e.g. computer technology and/or role related legislation and statutory requirements • Diagnostic and/or analytical skills • Able to meet the criteria specified in the Core and Role-Specific Competencies	• Good standard of education to GCSE standard or completion of an accredited technically based training programme

Progression in Role

Inductee:

Estimated time to get up to speed:

- Has aquired role-related training/knowledge in line with training matrix

Proficient: What characteristics will the proficient role holder display?

- Able to undertake work proficiently within defined procedures and processes and statutory instruments that may require some interpretation and adaptation in order to carry out the role
- Display knowledge of procedures
- Make a positive contribution to team objectives
- Know when and how to access information
- Able to achieve expected standards and objectives

Advancing: What characteristics will the advancing role holder display?

- Able to demonstrate the ability to draw on a wider range of experience to resolve a more complex range of issues relating to the technical area
- Able to effectively coach and/or induct staff in own area of expertise
- Recognised as a source of advice and information in the role
- Able to anticipate and respond to customer needs and when appropriate propose better working practice to manager

Additional Competencies at this level:

• Interpersonal Skills	Level 1	• Planning & Project Mgt	Level 1
• Influencing & Communication	Level 1	• Problem Solving	Level 1 (outstanding)

Advanced: What characteristics will the advanced role holder display?

Estimated time to get to advanced:

- Actively solicit customer views on the nature and quality of the service provided
- Exceed customer expectations consistently
- Suggest and makes process improvements continually
- Able to challenge processes constructively and provide reasoned arguments for change
- Has acquired and is competent in a number of more complex and/or advanced skills that contribute to the efficiency of the team's output
- Has acquired a broader breadth of understanding across a range of technical disciplines

Additional Competencies at this level:

• Self Motivation	Level 1 (outstanding)	• Customer Care	Level 2
• Adaptability	Level 1 (outstanding)	• Planning & Project Mgt	Level 1 (outstanding)
• Quality Focus	Level 1 (outstanding)		