

ROLE PROFILE

Role Title:	Technical Specialist 1	
Role Ref:	TS1	
Overall Purpose of Role:	Provide high-level technical expertise/ skills to maintain the Council's/ Service Unit's systems and processes to support compliance with legislation, statutory duties and impact on the delivery of services. May supervise own team or others in delivering service objectives.	

Key Areas	Key Accountabilities
Delivering Results Delivering high quality services to the community/ customer	<ul style="list-style-type: none"> • Provide high-level technical expertise to maintain and/or develop the Council's/Service Unit's systems and processes to support compliance with legislation, statutory duties and to facilitate the delivery of effective services. • Apply technical expertise/analysis to high-level of problem resolution, using consistent technical judgement to guide the Council's decision making. • Deliver services/projects, within budget, to customers/clients to standards set by the Service Unit, using initiative and independent action to achieve the result. • Monitor and record own and/or Service Unit output against performance targets, 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	<ul style="list-style-type: none"> • Manage relationships with Members, the public, customers and partner organisations to enable the delivery of services. • Develop some networks to share/exchange information/experience/expertise/ best practices to enable delivery of services. • Work with some external individuals and groups to facilitate the delivery of Service objectives. • Develop mutually beneficial internal/external working relationships. • Manage and/or give technical direction to own staff or others for the most effective delivery of business requirements. • Use internal/external relationships to get feedback on effectiveness of service delivered.
Managing Resources Utilising resources effectively	<ul style="list-style-type: none"> • Supervise a number of direct reports, or may supervise others for specific tasks or projects, making most efficient use of available time and skills. • Make most effective use of own available time. • Ensure own technical knowledge is up-to-date. • Use other sources of information/knowledge/expertise as required to deliver objectives. • Manage assigned budgets effectively to support business objectives. • Manage the efficient use of allocated resources including plant/equipment / machinery, allocated for the delivery of service. • Make best use of available technology. • Monitor and review the quality and performance of suppliers, contractors and consultants as appropriate.

<p>Managing Processes</p> <p>Ensuring high standards, best practice and business improvement</p>	<ul style="list-style-type: none"> • Ensure that all the Council policies, processes, practices and systems are operated/implemented in accordance with requirements. • Evaluate and take the necessary action to amend processes, practices and systems that enable the service to meet legislative requirements and improve service delivery. • Review the effectiveness of other Council policies that impact on delivery of service and provide feedback to own manager. • Maintain effective systems for monitoring, reviewing and evaluating own and possibly others' performance against the Service Plan/performance agreement. • Manage the collection of a range of information, analyse, interpret, process and present for use by others.
<p>Future Focus</p> <p>Providing a sustainable future</p>	<ul style="list-style-type: none"> • Contribute to the review and advise on the development/improvement of policies, procedures and practices within own area of expertise, taking into account the views of all stakeholders. • Solicit feedback from customers on services provided and suggest changes that could improve performance.

Competencies required at trained and proficient level			
Core Competencies	Level	Role Specific Competencies	Level
Self-Motivation	2	Influencing & Communication	1
Adaptability	2	Financial/Commercial Awareness	1
Quality Focus	2	Planning & Project Mgt	1
Customer Care	3	Decision Making	1
		Problem Solving	1
		Strategic Thinking	1

ROLE HOLDER PROFILES

Necessary role-related knowledge, skills and experience at selection	
<p style="text-align: center;">ESSENTIAL</p> <ul style="list-style-type: none"> • Good standard of education GCSE level equivalent to 'A' level • Will require a technical qualification and / or formal role-related training at a high level or extensive work based experience • Specific roles will require knowledge of relevant national strategies, legislation and initiatives associated with the post • Specific roles will require knowledge of Project Management methodology • Analytical • Good word processing and spreadsheet skills • Up to date technical skills in related area • Specific roles will require the ability to travel between sites and to any role-related contacts that may include customers, clients, suppliers, external organisations and other Local Authorities • Able to meet the criteria specified in the Core and Role-Specific Competencies 	<p style="text-align: center;">PREFERRED</p> <ul style="list-style-type: none"> • Degree and/or professional qualification • Specific roles will require project management experience • Specific roles will require some supervisory experience

Progression in Role

Inductee:			
Estimated time to get up to speed: <input type="text"/>			
<ul style="list-style-type: none"> Has acquired role related training/knowledge in line with training matrix 			
Proficient: What characteristics will the proficient role holder display?			
<ul style="list-style-type: none"> Proficiently undertakes work that encompasses a range of activities to a high level of technical expertise Evidence of applying appropriate and consistent technical judgement to a variety of situations Able to display sound knowledge of policies, systems and procedures Make a positive contribution to team objectives Know how to access and present information Able to achieve expected standards and objectives 			
Advancing: What characteristics will the advancing role holder display?			
<ul style="list-style-type: none"> Undertakes work in a range of activities requiring high-level technical expertise in addition to the core function(s) of the role. These activities may require more detailed high-level knowledge and skill in the specialist area or require further high-level technical and/or specialist knowledge and skill in more than one specialist area. Has thorough and complete knowledge of all relevant systems and procedures within sphere of work and applies these effectively Effectively coaches and supports others as appropriate Able to influence others in own area of expertise Recognised as a source of technically sound and practical advice and guidance within the role and has credible specialist skills/knowledge Able to anticipate future customer needs and advise on changes that may be required Contribute to future proofing by ensuring the Council's systems and processes continue to operate within legislation and to high technical standards 			
Additional Competencies at this level:			
<ul style="list-style-type: none"> Influencing & Comm Level 1 (outstanding) Teamwork Level 1 Planning & Project Mgt Level 2 	<ul style="list-style-type: none"> Strategic Thinking Level 1(outstanding) Creativity & Innovation Level 1 		
Advanced: What characteristics will the advanced role holder display?			
Estimated time to get to advanced: <input type="text"/>			
<ul style="list-style-type: none"> Able to undertake complex work which requires either high level technical knowledge and skill in a more diverse range of specialist areas of expertise or more advanced detailed knowledge in a specialist area of expertise Recognised by peers, managers and others as a local sounding board on defined area of expertise and can give advice and guidance on a more complex range of issues Able to use and apply knowledge to deliver ideas/technologies to the organisation Able to demonstrate a managerial proficiency by undertaking work at a higher level and/or working proficiently on functions outside own team at the same level Deliver an excellent service within budget consistently Can always be relied upon to regularly and significantly exceed standards Suggest and implement improvements to service delivery and/or the process continually 			
Additional Competencies at this level:			
<ul style="list-style-type: none"> Self Motivation Level 2 (outstanding) Teamwork Level 1 (outstanding) Planning & Project Mgt Level 2 (outstanding) 	<ul style="list-style-type: none"> People Mgt Level 1 Strategic Thinking Level 2 Creativity & Innovation Level 1 (outstanding) 		