

Job Family

Job Family	Lead Specialist
Reports to (level)	Director / Deputy Director / Head of Service
Grade	CCC-17

JOB PURPOSE

Using professional expertise to advise on and resolve complex and contentious cases, provide leadership to a team of professional specialists who solve problems, manage cases, specify and manage projects that deliver organisational and corporate objectives.

LEAD SPECIALIST ACCOUNTABILITIES

Lead Specialism	<ul style="list-style-type: none"> Functional lead specialist for their service area within the department. Provide clear and effective leadership, direction and management to meet the corporate objectives. Act as the Council's key adviser to the management team, elected members and external partners promoting the work of the Council and its reputation within their specialist area. Lead on the formulation of policy, service development and performance improvement in their specialist area and contribute to the overall strategy of the Council
Customer Focus	<ul style="list-style-type: none"> Take a principal role for ensuring all services are delivered in line with the operating model and service design principles to implement an effective and efficient customer journey available. Ensure our customers are valued by taking into account their views and needs in all that we do.
Strategy	<ul style="list-style-type: none"> Ensure that the service has a strategy that aligns with the Corporate Plans or Local Plans, aims and objectives
Professional Standards	<ul style="list-style-type: none"> Set the professional standard for the services within your specialism. Support and guide others in ensuring that regulatory and legislative requirements are met Accountable for the processes under their specialism
Service Delivery Plans	<ul style="list-style-type: none"> Responsible for the creation and development of the Service Delivery Plan Responsible for ensuring that a commercial focus is embedded into Service Delivery Plan, including optimising revenue, grant opportunities, managing expenditure and contracts aligned to the objectives of the Corporate Plan.
Continuous Improvement	<p>As a change lead</p> <ul style="list-style-type: none"> Ensure the delivery of continuous improvement reviews and initiatives, promoting service change design to continually improve efficiency. Contribute to the development and achievement of corporate and service objectives through service improvements.
Culture Change	<ul style="list-style-type: none"> Ensure that the necessary culture supports the council's operating model and is embedded through the service delivery. Embed a culture to identify opportunities for continuous enabling and self-serve

	<p>possibilities and promote through the appropriate channels.</p> <ul style="list-style-type: none"> Promote an organisational culture that empowers and motivates staff and achieves good communication, positive employee relations and effective employee development.
Functional Lead	<ul style="list-style-type: none"> Management of the service processes end-to-end by embedding efficient matrix work between the specialist teams, locality officers and case management
Operational Lead	<ul style="list-style-type: none"> Working with the Performance management team to ensure effective performance management of all aspects of the service. Manage their team's personal and professional development plans. Day to day management of officers including recruitment; support; wellbeing; development and performance management of all officers. Managing workflow by working proactively with customers and stakeholders using judgement and knowledge to deliver the right outcomes for the council.
Behaviour Framework	<ul style="list-style-type: none"> Comply with the behaviour framework and lead by example. Embed the framework into recruitment selection and development processes. Implement effective performance management using behaviour assessments and development plans.
Partnership Working	<ul style="list-style-type: none"> Lead and sponsor appropriate partnerships at all levels to support the delivery of the Council's objectives and outcomes.
Working with Councillors	<ul style="list-style-type: none"> Support and advise councillors on policy at a Lead Specialist level.
Budgets	<ul style="list-style-type: none"> Responsible for ensuring compliance with financial processes. Responsible for managing income and spending within the allocated budgets for your area of responsibility.
Emergency Plans	<ul style="list-style-type: none"> Respond at any time to a major emergency affecting the community in accordance with the Council's Emergency Plan arrangements.
Other Duties	<ul style="list-style-type: none"> Carry out other duties commensurate with the grade and skills of the post holder as directed and as may be required from time to time.
Legislation	<p>Comply with legislation, council policies and procedures including:</p> <ul style="list-style-type: none"> Safeguarding and promoting the welfare of children together with the DBS Code of Practice Equal opportunities policy for employment and delivery of services Health and Safety Policy Data Protection Act 2018 Freedom of Information Act ICT and data security and usage policies Any legislation, policies and procedures specific to service delivery in your area
Personal Development	To undergo any training necessary to be able to fulfil the requirements of the job
Review	The duties of the post are subject to regular review and the details contained are a guide to the required performance of the contract of employment

REQUIRED ATTRIBUTES	
Knowledge	<ul style="list-style-type: none"> Demonstrable knowledge of specialist area
Behaviours	<ul style="list-style-type: none"> Demonstrate the behaviours set out in the behaviour Framework at Canterbury City Council and what is expected from staff and management behaviours
Skills	<ul style="list-style-type: none"> Ability to formulate and interpret strategy to produce clear written information and presentations Ability to lead, manage, motivate a team through major change projects Able to manage demanding deadlines in a proficient and effective manner Ability to coach, lead, manage and develop high performing teams Ability to translate legislative requirements into corporate practice Ability to set and monitor measurable and meaningful performance targets Able to maintain a professional and focussed attitude in a challenging and changing working environment

	<ul style="list-style-type: none"> • Proficient with computer / digital technology • Problem solver with highly analytical skills
Experience	<ul style="list-style-type: none"> • Changing services to implement efficient commercial opportunities • Embedding behavioural change • Embedding performance management techniques to improve services to customers • Significant experience of reviewing and implementing policies and strategies for the service which links to the corporate objectives • Effective management of a team, empowering staff and delegating appropriately • Experience of managing and monitoring budgets • Significant experience of leading and managing complex projects • Demonstrable experience of working collaboratively and in partnerships
Qualifications	<ul style="list-style-type: none"> • Relevant management qualification or equivalent experience • Educated to minimum degree level standard or relevant professional qualification at a similar level

NATURE OF CONTACTS	
Internal	<p>The post holder will have a leading role influencing advising and on major projects and initiatives and will include regular contact with</p> <ul style="list-style-type: none"> • CX, Directors & MT • Staff in all departments at all levels • Councillors
External	<p>The post holder will act as the representative of the Council on delivering complex activities and will advise, persuade and negotiate with a number of organisations that include:</p> <ul style="list-style-type: none"> • Government departments • Other local and public authorities including schools, FE / HE • External organisations and individuals across a range of sectors • Key service stakeholder groups, networks and partnerships • Consultants • Heads of Service/Lead Specialist or equivalent levels at other local authorities • Members of the public

Direct Report	<p>The following levels could be directly reporting into your role</p> <ul style="list-style-type: none"> • Senior Specialist • Specialist
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JOB FAMILY SIGN-OFF		
Completed by	<i>Name - HR</i>	<i>Date</i>
Reviewed/Agreed by	<i>Name - CX</i>	<i>Date</i>
Reviewed/Agreed by	<i>Name - Head of Service</i>	<i>Date</i>