

ROLE SPECIFICATION

Job Title	Specialist (Level 1)				
Service	Locality & Customer Services				
Team	Housing, Income & Assessment	Location	Shute End/Smart Working		
Reports to	Senior Specialist or as otherwise communicated			Grade	5-6
This job description sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.					
Summary of Role					
☐ To provide specialist advice in the defined area of specialism					
Key Accountabilities					

Service Delivery Accountabilities

- Having an interest and understanding of the specialist area and a willingness to progress within the specialism.
- Working within statutory, Council and Government guidelines and ensuring statutory compliance in the delivery of the service
- Maintaining and updating the knowledge of the service throughout the organisation including the updating of thresholds, rules, scripts, developing best practice and contributing to continuous improvement in service delivery.
- Supporting the application of knowledge to support lead projects and contributing to the development of corporate policy, strategy and plans including responding to legislative and guidance changes.
- Under guidance processing more straightforward applications and cases that require less specialist expertise and advising the case management & service processing team on aspects of minor/less contentious applications or cases
- Providing advice and input to the delivery of excellent customer service working with customer facing staff and staff with other specialist areas to provide seamless services to customers
- Working with case management and customer services to manage customer issues effectively, providing excellent customer care and delivering improved outcomes for customers, communities and clients.

Additional Corporate Responsibilities

1	Health and Safety: Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and cooperate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.
2	Equal Opportunities: To take positive action to ensure a thorough understanding of, and positive commitment to, equality in both service delivery and employment practices.
3	Safeguarding responsibilities: At all times to demonstrate and positively reinforce our commitment to safeguarding and promoting the welfare of children and vulnerable adults.

4	Special Factors: These will vary from role to role as defined within the individual contracts of employment.
5	Behaviour: Works within the Council's "competency framework" and adheres to the Code of Conduct and the Council's Constitution.

Competencies Required in role – Grade 5

Core Competencies	Foundation	Proficient	High Achiever	Role Model
21 st Century Public Servant	✓			
Personal Responsibility	✓			
Professionalism & Know How	✓			
Working together	✓			

Core Competencies in role – Grade 6

Core Competencies	Foundation	Proficient	High Achiever	Role Model
21 st Century Public Servant	✓			
Personal Responsibility	✓			
Professionalism & Know How		✓		
Working together		✓		

Core Competencies in role - Grade 7

Core Competencies	Foundation	Proficient	High Achiever	Role Model
21 st Century Public Servant		✓		
Personal Responsibility	✓			
Professionalism & Know How		✓		
Working together		✓		

Person Specification

Qualifications

Essential	Desirable
☐ Relevant qualification, or equivalent experience in specialist area, dependent upon role (Grade 5 – 7)	☐ Working towards membership of relevant professional body (Grade 5 – 7)

Technical Skills

Essential	Desirable
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□ Good IT skills including office software such as Microsoft Word, Outlook, PowerPoint and Excel (Grade 5 – 7)	
• Good written and verbal communication skills (Grade 5), able to vary style to meet the needs of the audience. (Grade 6-7) • Presentation skills, able to engage an audience (Grade 7)	□ Presentation skills, able to engage an audience (Grade 6)
• Ability to extract and assess important information (Grade 5-7) • Ability to make constructive enquiry (Grade 6-7) • Able to interrogate & analyse data and information (Grade 7)	• Ability to make constructive enquiry (Grade 5) • Able to interrogate & analyse data and information (Grade 6)
Knowledge & Experience	
Essential	Desirable
• Working knowledge of the legislative frameworks surrounding the area of specialism (Grade 5: Basic, Grade 6: Sound , Grade 7: Good) • Experience of writing effective briefings and strategic documents (Grade 7)	• Experience of working within the specialist area. • Experience of writing effective briefings and strategic documents (Grade 6)