

# Specialist Services (All Levels)

## Service Area Purpose

Specialists manage high volumes of support requests from Case Management and across the service areas. Specialists expertise will be applied to the relevant parts of the process where required and they will apply best practice in order to resolve technical and professional issues. They input to and deliver appropriate areas of the Council's corporate and place based strategies and associated policies and plans.

Specialists will be qualified or experienced in their specialism and ensure they keep up-to-date with legislative changes in order to drive best practice across all projects, activities and processes.

Workloads may be routine and proactive project based work, however Specialists will have to be reactive in order to support the resolution of complex cases.

Lead Specialists will also when required, co-ordinate the allocation of tasks to the Specialists. These roles have overall accountability for their particular specialism. They also advise on strategic issues and provide technical mentoring support to other Specialists.

All roles are customer centric, whether the customer is internal or external, and require an aptitude for understanding and delivering good standards of customer service.

## Role Purpose

The role of a Specialist is to:

- Provide advice and technical guidance in a particular field of expertise.
- Provide customer focussed specialist advice within the Council and externally, promoting the work of the Council and its reputation
- Deliver specialist services to internal and external customers, including Members (as relevant to Service area), enabling them to manage the Council's business and delivery of services to customers

## Key Accountabilities

- 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

- Develop and deliver projects, interventions and initiatives in the specialist area and develop policies (together with the Strategy teams) in-line with Corporate and business plans
- Ensure and develop appropriate levels of quality and specialist knowledge within the Case Management service areas
- To ensure that enquiries and cases are managed and completed at the appropriate level (within specialist teams and case management)
- Deliver customer focused specialist advice and services, keeping up to date with current and emerging legislation, best practice and policy to ensure continuous development and improvement in services
- Being responsible for cases, applications and inspections which may be difficult or contentious, ensuring satisfactory resolution and liaising with external agencies and partners including courts, tribunal services and other formal bodies
- Responsible for cases with some complexity in the specialist field that may have high impact, either politically or within the community and/or where there are no precedents
- Support, guide and advise the case management team delivering the service on less complex cases
- Manage projects and contracts that deliver community and corporate objectives
- Prepare and present reports to Council committees and other internal and external meetings
- Ensure personal professional development is maintained to the required standards
- Contribute to reducing demand by building prevention and enabling into daily work and providing specialist advice to the Case Management Team
- Promote a culture that is supportive of the Councils purpose, aims and values, and to take all reasonable steps to maintain good employee relations

## Differentiating Responsibilities

### Level 1:

- Deliver customer focused specialist advice and services, keeping up to date with current and emerging legislation, best practice and policy to ensure continuous development and improvement in services
- Being accountable for relatively routine cases applications, cases and inspections, ensuring satisfactory resolution that will require an understanding of specialist area, processes and compliance, regulations and legislation
- Ensure statutory duties, policies, procedures and workflows for dealing with all cases are adhered to
- Ensure personal, professional development is maintained to the required standards
- Ensure strict confidentiality is maintained and data protection rules followed
- Offer guidance and advice to customers on specialist area
- Being accountable for a broader range of relatively routine cases, applications and inspections, ensuring satisfactory resolution that will require good understanding of specialist area, processes and compliance, regulations and legislation



## Level 2:

- Being accountable for a range of more complex cases, applications and inspections, ensuring satisfactory resolution that will require a good understanding of specialist area, processes and compliance, regulations and legislation
- Undertake a range of more complex cases that will require good understanding of specialist area, processes and compliance, regulations and legislation

## Level 3 Senior:

- Being accountable for a broader range of more complex cases, applications and inspections, ensuring satisfactory resolution that will require a very good understanding of specialist area, processes and compliance, regulations and legislation
- Identify and manage risks within specialist area
- Undertake specific projects as directed and work closely with Senior Specialists and other units across the council
- Will lead Communities of Practice

## Principal:

- Being proactive and accountable for the delivery of a range of outcomes the Council is seeking to deliver through the Council Plan
- Initiating, convening and managing Communities of Practice
- Providing professional advice and support to Senior Specialists

## Knowledge, Skills and Experience

### Level 1:

- Working experience and knowledge of specialist area
- Working knowledge of legislation and developments in specialist area
- Experience of working with systems relevant to specialist area
- Experience of casework within Specialist area, which is relatively routine and with guidance and support of more experienced staff, referring to Senior Specialists for work outside previous experience
- Proven ability to enforce legislation where appropriate

### Level 2:

As above and:

- 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

### Level 3 Senior:

As above and:

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

### Principal:

As above and:

- Working experience and knowledge of drawing together a range of specialist disciplines to achieve results and complex outcomes
- Working experience and knowledge of working with a range of stakeholders and partner organisations to achieve results and complex outcomes
- Designing, creating and pursuing initiatives which enable delivery of complex outcomes

## Qualifications

Level 1: Educated to A level standard/NVQ 3 and/or some experience in working in specialist area. With professional qualification or working towards professional qualification

Level 2: Degree / relevant qualification and/or extensive work experience in specialist area. With professional qualification or working towards professional qualification

Level 3 Senior: Degree level education and relevant professional qualification and evidence of continued Professional Development

Principal: Degree level education and relevant professional qualification and evidence of continued Professional Development



## Leadership Competencies

- Drive Strategic Development
- Bigger Picture Thinking
- Influencing Others
- Developing Self and Others

## Core Competencies: All Employees

- Lead and Motivate Others
- Working Collaboratively
- Taking Ownership
- Customer Focused
- Getting Things Done

## Conditions of Service:

- The post will be subject to the Conditions of Service of the National Joint Council for APT&C staff and to any Local Agreements, which apply now or may from time to time be negotiated and agreed, collectively or individually. The main National and Local Conditions of Service and Locally agreed procedures are incorporated into Terms and Condition of Employment for all staff. Employees are required to adhere to all the Councils Policies, Procedures and Guidelines, which can be found on the Intranet and in the Human Resources Manual in your department.
- The Post holder will be expected to comply with the Council's Code of Conduct for Employees.
- South Lakeland District Council has clear priorities for safeguarding vulnerable people: including children and young people under the age of 18, the elderly, people with disabilities, people who have physical and mental health conditions. As an organisation we use the Disclosure and Barring Service (DBS) to help assess the suitability of applicants for positions of trust, this post is not subject to a DBS check.
- Equal Opportunities - South Lakeland District Council aims to be an Equal Opportunities Employer and has equal opportunities policies with which you are expected to comply at all times. The Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias, irrespective of disability, race, religion or beliefs, nationality, ethnic origin, age, sexual orientation, gender or marital status.



- Community Safety Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of the Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.
- Comply with the relevant duties and responsibilities under the Health & Safety Work etc. Act 1974. The Management of Health and Safety at Work Regulations 1999 (as amended) All relevant Codes of Safe Working Practice, policies and other health and safety information relevant to your Services area of work. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- All employees must have due regard to the Council's current Management Arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- There is a requirement in exceptional circumstances to participate in the provision of an emergency support service to enable the Council to provide an emergency out-of-hours service. There is also a requirement to respond to and assist with the management of an emergency incident as defined by the Civil Contingencies Act 2004. Responsibility for specific emergency response roles is detailed in South Lakeland District Council's Emergency Plan. These exceptional circumstances could be within or outside of normal working hours and remuneration will be in accordance with the Council's Guidelines.

