

Job Title	Specialist (Level 3)		
Service	Locality & Customer Services		
Team	Delivery & Infrastructure Or Place	Location	Shute End/Smart Working
Reports to	Lead or Senior Specialist	Grade	9

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 a well-developed understanding of the specialist area. This may include leading the development of the Council's specialist approach
- 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.
- Applying specialist knowledge to support and where appropriate lead more complex projects and contributing to the development of corporate policy, strategy and plans including responding to legislative and guidance changes.
- Solving problems and managing more complex cases, taking complex decisions, applying greatest discretion and judgement in relation to the policy guidelines. Processing more complex applications and cases that require specialist expertise and judgement and advising the case management & service processing team on aspects of contentious applications or cases
- Providing specialist 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.

Management

- May provide functional and or operational management for a number of specialists ensuring the provision of professional services that meet customer needs
- Acting as member of corporate or community project teams - providing specialist advice and input and also generic skills e.g. project management, change management
- Contributing to strategy, performance and quality control, and service and financial planning for specialist area(s)
- Working collaboratively with colleagues across the organisation, Members and managing key relationships e.g. with members, partners, other stakeholders
- Assisting the development of the community of practice across the organisation.

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 co-operate 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

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
<ul style="list-style-type: none"> Relevant qualifications or equivalent experience in the specialist area 	<ul style="list-style-type: none"> Membership of relevant professional body
<ul style="list-style-type: none"> Evidence of continuous personal and professional development 	
Technical Skills	
Essential	Desirable
<ul style="list-style-type: none"> Good IT skills including office software such as Microsoft Word, Outlook, PowerPoint and Excel 	<ul style="list-style-type: none"> An understanding of large, complex and political organisations
<ul style="list-style-type: none"> Well-developed written and verbal communication skills with an ability to articulate strategic thinking Presentation skills, able to engage an audience Effective strategy and report writing skills, able to make recommendations for decision making 	
<ul style="list-style-type: none"> Ability to actively listen in order to extract and assess the important information, ask pertinent questions in order to seek clarification Able to interrogate & analyse data and information 	
Knowledge & Experience	
Essential	Desirable
<ul style="list-style-type: none"> Experience of identifying, developing and delivery of opportunities for improving the service 	<ul style="list-style-type: none"> Experience of supporting the development and delivery of policies and strategies
<ul style="list-style-type: none"> Well-developed working knowledge of the political landscape, legislative frameworks, and regional and national drivers surrounding the area of specialism 	<ul style="list-style-type: none"> Experience of working in a matrix management environment, where cross-team and cross-organisation working are essential
<ul style="list-style-type: none"> Experience of delivering projects to achieve strategic goals and service improvements with evidence of success in achieving targets and managing 	



ROLE SPECIFICATION



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performance	
<ul style="list-style-type: none">• Experience of writing effective briefings and strategic documents	
<ul style="list-style-type: none">• Experience of successfully resolving complex cases that require an element of judgement	
<ul style="list-style-type: none">• Experience of negotiating and influencing with external stakeholders in order to deliver strategic outcomes	