

Technical Services

Provision of services of a technical or specialist nature to internal and external customers

- Roles within this family are primarily concerned with the provision of specialist, technical services to internal and external customer's providing advice and guidance in particular area of expertise. The work of this family will be a mixture of proactive and reactive intervention and will require a great deal of interaction with internal and external customers.
- The workforce is primarily made up of many front-line professionals providing technical advice and guidance across the community, Council and partners. To undertake this task, the majority of the family will have formal qualifications within their chosen specialism, such as highways, engineering, and other infrastructure related activity.
- All roles will need to interact with internal stakeholders from across the Council, therefore a collaborative and flexible approach is essential to achieve the best results for Hertfordshire.





Roles at this level are responsible for providing overall technical advice and undertaking technical and operational activity based on specialist knowledge. Supports projects and programmes of work, following procedures which allow scope for flexibility.

Scope of Work

Role holders will be technically qualified, providing specialist services and advice internally and externally within own specialist area. Role holders work within established frameworks and procedures but have freedom to interpret them to solve problems. Thinking is about selecting the correct level/source of advice from established procedure/practices – rather than developing new ones. The focus is on owning the advice and ensuring that the Council and the community gets the correct and most relevant advice and guidance in a technical field.

Roles may have operational management responsibility, with an in-depth practical understanding and working knowledge of methods techniques and processes. Activities undertaken are broadly similar in nature with an expectation to maintain an awareness of activities happening across the Council within this field. Good communication skills required to provide technical advice in specialist technical field to a number of stakeholders, and potentially to supervise more junior members of staff.

Accountabilities/Responsibilities

- Apply technical methods, processes and expertise in creating solutions, or recommendations to ensure all project and ongoing activities are delivered effectively and in line with Council and community requirements.
- Provide technical information, and interpretation of existing policies and procedures, undertaking analysis to produce specifications and reports to guide project outcomes, ensuring outputs are in line with overarching objectives.
- Review and analyse information within specific technical field or discipline to identify potential risk or areas for improvement.
- Provide technical advice as and when required to stakeholders internally and externally, on an ad hoc basis, to aid others understanding of this particular field.
- Ensure all work is carried out in accordance with health and safety and environmental regulations and procedures.

Technical Services



Level 10 continued...

Managerial

- Review and oversee the quality and accuracy of work being undertaken by the team.
- Line manage operational staff, providing coaching and management of their performance to ensure continued service standards.
- May monitor and control financial information and review financial data to contribute to financial planning.

Professional

- Role holders will undertake specific technical support tasks of varying complexity to support senior colleagues in the solution to business issues, supporting key technical projects and activities.

Skills, knowledge and experience

- Recognised vocational or professional qualification plus broad experience in area of expertise, and/or degree qualified. May be working towards a professional qualification or be of graduate entry level with sound practical experience.
- Detailed knowledge of own service area and relevant working systems, equipment and/or IT software, plus an awareness of Council policies and services related to the role.
- Experience of translating technical language into easily understood specifications and advice.
- Good understanding of the public sector as a whole and how their technical specialism fits into the issues facing it.
- Good analytical skills with the ability to identify trends and patterns.
- Organises own work over weeks and months, or plans ahead for others, taking account of priorities and the impact on other people.
- Understanding of the organisation's political environment.
- Ability to build relationships with internal and external teams to aid the development of project and solutions.