

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 provide expert guidance and advice on technical application of methods, developing solutions and appropriate improvements. This level is involved in supervising technical activity within designated areas or disciplines, leading on specific areas and/or projects and programmes of work.

Scope of Work

Role holders will be concerned with the provision of specialist, technical services and advice across the Council – using expertise and experience to interpret and tactically apply core policy to community needs to ensure that policies are satisfactorily applied to a particular area of specialism.

Role holders at this level are proficient in a specialised engineering or technical field with a broad understanding of relationships between different fields. Problems are usually defined, within organisation and statutory regulations and policies. However, the job is required to develop new methods, procedures and practices within the section to improve services or projects.

Jobs at this level may also manage professionals and liaise internally and externally with other professionals, stakeholders and working parties which requires excellent skills in persuading, inspiring, developing and motivating. The ability to create and maintain the right working climate is of critical importance as their impact will be delivered through others.

Accountabilities/Responsibilities

- Work within a specific, technical field, reviewing and analysing issues presented, identifying the best technical solution to ensure that long-term solutions are considered and implemented.
- Identify and makes recommendations for improvements to ways of working that will enhance the effectiveness and efficiency of the discipline.
- Represent the Council as subject matter experts with customers, internally and externally and external agencies.
- Maintain an awareness of the impact that activities in this technical field impacts the community, managing activities as necessary to take this into consideration.
- Manage and control significant service or project budgets, and in certain cases take responsibility for developing income generating services.



Accountabilities/Responsibilities continued...

- Ability to take part in formal communications and influencing across different levels of the business, including senior management and stakeholders, to influence behaviour and persuade them to think and act differently.
- Ensure all projects are carried out in accordance with health and safety and environmental regulations and procedures.

Managerial

- Manage a small to medium sized team providing specialist technical services to the organisation and the community directly, ensuring that a number of activities are pulled together to deliver a cohesive service.
- Lead a team of technical roles, delivering within a specific and defined field, providing expertise that requires an understanding of the principles underlying the activities undertaken.
- Manage and control of budgets to deliver service priorities.

Professional

- Makes technical recommendations which have noticeable impact on the performance of this specific technical field.

Skills, knowledge and experience

- Typically professionally qualified/relevant degree (or equivalent), plus substantial experience. Management qualification (if required).
- Up to date and authoritative knowledge of the work practices, systems, processes and procedures relevant to the role, and able to apply this knowledge in new and varied circumstances.
- Substantial experience of operating at a senior level and leading on large, diverse and complex projects/services, with the ability to deliver on time and within budget.
- Significant experience demonstrating the provision of technical support in the public sector.



Skills, knowledge and experience continued...

- Experience of managing contracts and of procuring external suppliers and contractors, combined with ability to develop frameworks for developing specifications and contract documentation.
- An awareness of broader developments and emerging trends in their technical field and the wider public sector.
- Ability to develop and review the implementation of annual plans for a work group or function, taking account of business and customer requirements and reconciling competing demands.
- Able to seek out and examine a range of information to identify patterns, trends and options, to solve multifaceted and complex problems. Involves the ability to assess the impact of new legislation and be able to provide advice and to actively promote compliance.
- Ability to negotiate and agree resources for a defined area as part of forward planning, monitoring progress and adjusting resources or priorities to meet goals.
- Organisational and political acumen and the ability to understand the political implications for certain decisions and provide advice and guidance for political representatives.
- Ability to build and maintain effective networks and relationships and influence others.