

 St Albans City & District Council	Generic Job Description
Job Family	Technical and Professional Services Level 2
Grade	Grade 4
Aim of job family	<p>The overall purpose of this job family is to deliver effective and efficient solutions and services through the provision and application of specialist skills, knowledge and expertise.</p> <p>Services could be technical and professional internal support services provided to other managers, employees and councillors within the organisation.</p> <p>They could be the provision of technical and professional services to members of the public or the business community.</p> <p>Ancillary roles are also included at the lower levels and include clerical and administrative support</p>
Job characteristics	<p>Jobs in this job family will have some or all of the following job characteristics:</p> <ul style="list-style-type: none"> • Providing specialist and / or technical information, advice and guidance to customers • Researching, analysing, diagnosing, interpreting and evaluating information and situations • Providing tailor made business solutions to meet specific requirements • Enforcing regulations and taking legal action in some cases (e.g. Planning and Building Control) • Providing direction through policy, procedures and / or protocols and supporting the application of best practice • Ensuring statutory requirements are met including minimising corporate and commercial risk and liability • Processing information and/or providing ancillary support services such as clerical and administrative support

Key Characteristics

Knowledge

Technical practitioner with developing knowledge and understanding of policies, procedures, working practices, processes and systems.

Undertaking relevant qualification or equivalent experience (e.g. CIPP, ISOH cert, AAT etc)

Provides routine advice and guidance to the client group within the scope of the job purpose

Mental Skills

Analyses common situations and problems and provides answers to problems/issues

Interprets information and situations and develops plans and solutions over the short term.

Interpersonal and Communication Skills

Communication skills are an important element of the job. Should be able to ask questions, seek clarification and exchange information using tact and diplomacy.

Physical Skills

General keyboard and / or driving skills are required

Initiative & Independence

Works within recognised policies and procedures, which leave some room for the use of initiative. Plans day to day tasks on own.

Advice and guidance is usually available from supervisor or manager on difficult problems/issues.

Demands

Some mental demands arising from concentration, interruptions and / or work related pressure

Generally minimal physical and emotional demands.

Supervisory responsibility

Job may provide advising, instructing, coaching or allocating tasks to less experienced colleagues.

Working Conditions

Usually normal office environment but with occasional exposure to adverse conditions and / or verbal abuse.

Generic Accountabilities

Working with People

Job provides a service to employees, managers or external customers that have some direct impact on their health, safety or wellbeing.

Working with other Employees

The work does not directly involve supervising other employees but may oversee the work of others. Job-holders will be required to work effectively as part of a team.

The job may involve providing guidance on the operation of internal policies and procedures in relation to human resources.

The job may involve delivering training and support to other employees

Working with Financial Resources

The job may involve the recording or processing of financial records and/or handling small amounts of cash

The job may involve providing guidance on the operation of internal policies and procedures in relation to financial resources

Working with Physical Resources

The job regularly processes considerable amounts of information and data where security and confidentiality are important.

The job may involve providing guidance on the operation of internal policies and procedures in relation to physical resources

May have a contribution to the public image of the council

Other

The job holder will be required to be flexible and undertake any other appropriate duties according to the needs of the organisation. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. Any reasonable changes will be discussed and agreed with the job holder before any variations to the job description are made.

Key Outputs/Impact

Jobholder typically provides first and second line support services and the impact of the guidance is seen in the immediate future.

Generic Person Specification

- NVQ Level 3 or equivalent qualification in relevant subject (A Level)

and

relevant work experience

- Understanding of corporate equalities standards and diversity issues and impact in immediate work and service area
- Understanding of core procedures in relevant work area
- Appropriate level of IT and keyboard skills
- Appropriate level of data protection, security and confidentiality awareness

Ability to use communication skills to inform and persuade others – use basic negotiation

Competency Framework

All Officers at this level are expected to be fully competent in all aspects of the Council's Competency Framework for personal effectiveness:

- Communicating with others
- Team working
- Respecting others
- Managing work
- Striving for excellence
- Responding to change
- Customer focus