

 St Albans City & District Council	Generic Job Description
Job Family	Technical and Professional Services Level 3
Grade	Grade 5
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

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

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

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

Mental Skills

Analyses non-routine problems and provides solutions

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

Interpersonal and Communication Skills

Communication skills are a key feature of the role. Should be able to ask questions, seek clarification and exchange more varied information using tact and diplomacy. May be used for basic persuasion, negotiation etc..

Physical Skills

General keyboard and / or driving skills are required

Initiative & Independence

Works within recognised policies and procedures, with room for the use of initiative. Plans day to day activities on own.

Seeks guidance and support from supervisor on complex problems/issues.

Demands

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

There may be some limited physical and / or emotional demands.

Supervisory responsibility

Job may be first line supervisor for a small team of other employees (could include project teams) or be a specialist within a team.

Working Conditions

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

Generic Accountabilities

Working with People

Job is responsible for delivering solutions to problems that have some direct impact on the health, safety or wellbeing of customers.

May implement regulations.

Working with other Employees

The job may involve being the first line supervisor for a small team of employees or others. (could include project teams)

The job may involve the interpretation of internal policies to provide advice and guidance in relation to human resources.

The job may involve being a dedicated provider of training.

Working with Financial Resources

The job may involve accounting for considerable sums of money.

The job may involve being accountable for small sums through a delegated budget.

The job may involve the interpretation of internal policies to provide advice and guidance in relation to financial resources.

Working with Physical Resources

The job regularly processes considerable amounts of information and data where there is a direct responsibility for security and confidentiality.

The job may involve the interpretation of internal policies to provide advice and guidance in relation to physical resources

May have a significant 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 has a direct and more immediate impact on service delivery

The advice and guidance is typically applied immediately or soon after it is provided

Generic Person Specification

- NVQ Level 4/5 or equivalent qualification in relevant subject

and / or

full or part qualification (equal to NVQ Level 4/5, for example AAT) and appropriate level of membership of relevant professional / practising body

and

work experience in a related role

- Understanding of corporate equalities standards and diversity issues and impact in immediate work and service area
- Understanding of core policies and procedures in relevant work area
- Appropriate level of mandatory internal / external qualification or practising requirement if relevant
- Appropriate level of IT and keyboard skills
- Appropriate level of data protection, security and confidentiality awareness
- Ability to draft straightforward reports
- 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

