

 St Albans City & District Council	Generic Job Description
Job Family	Technical and Professional Services Level 4
Grade	Grade 6
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 professional with detailed knowledge and understanding of policies, procedures, working practices, processes and systems.

Relevant professional qualification or equivalent experience (e.g. CIPD, NEBOSH Diploma, CIMA, CIFPA etc)

Provides professional advice and guidance to the organisation and managers

Mental Skills

Provides tailored made solutions to complex problems

Interprets complex information and situations and develops plans and solutions over the medium/long term.

Interpersonal and Communication Skills

Jobs require a good level of communication skills to effectively deal with other people and situations. Skills will be used to persuade others, negotiate, advise and encourage others to adopt a particular course of action.

Physical Skills

General keyboard and / or driving skills are required

Initiative & Independence

Works within recognised policies and procedures. Plans own work

Seeks advice 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 complex problems that have a direct impact on the health, safety or wellbeing of customers.

May enforce 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 providing advice and guidance on the interpretation of external regulations or legislation. This may include adapting policies and procedures in light of new/changed legislation.

Working with Financial Resources

The job may involve accounting for larger sums of money or being accountable for considerable sums through a delegated budget

The job may involve providing advice and guidance on the interpretation of external regulations or legislation. This may include adapting policies and procedures in light of new/changed legislation.

Working with Physical Resources

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

May involve providing advice and guidance on the interpretation of external regulations or legislation. May adapt policies and procedures due to legislation changes.

Significant impact on the council's public image.

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 is seen to have a direct impact on the delivery of services.

The impact of the work is often measured in weeks and months as the jobholder is accountable for providing advice and guidance on issues that affect the medium term.

Generic Person Specification

- NVQ Level 6 or equivalent qualification in relevant subject - preferably a Degree qualification

and / or

relevant professional qualification, and appropriate level of membership of relevant professional / practising body (e.g. RICS, CIPD, EIH)

and

significant relevant work experience

- Understanding of corporate equalities standards and diversity issues and impact in immediate work and service area
- Knowledge 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 write straightforward report and draft/contribute to more complex reports and analysis

Ability to use developed communication skills in order to persuade others to adopt a course of action – use of developed negotiation skills

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