

MALDON DISTRICT COUNCIL

Princes Road
Maldon
Essex CM9 5DL

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Resources Specialist, Senior Specialist & Lead Specialist (FM18 RD06)



Job Title	Resources Specialist, Senior Specialist & Lead Specialist	
Service Area	Resources	
Grade	Specialist (Level 1)	G (SCP 25-28)
	Specialist (Level 2)	H (SCP 29-32)
	Senior Specialist (Level 3)	I (SCP 33-36)
	Lead Specialist (Level 4)	L (SCP 45-48)
Job Reference	FM18 RD06	

Reporting to	Responsible for
Assistant Director: Resources	None

Team Purpose
To provide a range of timely, effective support services; ensuring compliance and enabling the organisation to deliver for its customers.

Role Purpose
To deliver a specialist, professional service with high standards of advice and support and resolving cases of varying complexity as they arise. Ensure compliance with statutory regulations, legislation, professional codes of practice and adherence to council policy. Deliver projects, interventions and initiatives and develop policies (together with the Strategy teams) in-line with corporate and business plans. Ensure and develop appropriate levels of quality and specialist knowledge within the Resources Case Management team. To ensure that enquiries and cases are managed and completed at the appropriate level.

Key Accountabilities
Level 1: <ul style="list-style-type: none"> • Deliver customer-focused specialist advice and services for one area of specialism, keeping up to date with current and emerging legislation, best practice and policy to ensure continuous development and improvement in services. • Manage complex or contentious applications, cases and inspections that will require an understanding of one specialist area, processes and compliance, regulations and legislation, acting as the single point of contact for customers on those cases, attending court as appropriate.



- Support, guide and advise the Resources Case Management team on less complex cases related to the specialism.
- Ensure personal, professional development is maintained to the required standards.
- Working collaboratively with colleagues across the organisation, Members and managing key relationships e.g. with members, partners, other stakeholders.
- Access and accurately update all relevant information systems, both customer and back office ensuring that the master customer record is updated and maintained through verification and validation, and in accordance with Data Protection principles.

Level 2 (in addition to the above):

- Acting as member of corporate or community project teams - providing specialist advice and input.
- Owning key professional and technical stakeholder relationships on behalf of the council relevant to day-to-day delivery of services or projects.

Senior Specialist (in addition to the above):

- Have a deep understanding of more than one specialist area, enabling resolution of a broader range of more complex cases, applications and inspections and providing resilience and flexibility within the specialist team.
- Provide functional leadership for a team of specialists ensuring the provision of professional services that meet customer needs.
- Prepare and present reports to council committees and other internal and external meetings.
- Assisting the development of the community of practice across the organisation including mentoring staff in order to improve delivery of the specialism and support career development.
- Acting as member of corporate or community project teams - providing specialist advice and input.

Lead Specialist (in addition to the above):

- Lead a community of practice for one or more subject/specialist area(s) working with teams across the council – provide technical mentoring and support, encourage transfer of specialist knowledge, share best practice, new legislation and associated changes to processes and scripts and have oversight of the end to end process or customer journey and related contracts.
- Support projects and contracts that deliver community and corporate objectives.
- Leading contributor to strategy, performance and quality control, and service and financial planning for specialist area.
- Contribute to performance appraisals and development for a number of staff.
- For Finance to be Deputy S151 Officer.



For the Lead Specialist, Legal to hold the statutory role of Monitoring Officer and a Senior Legal Specialist to hold the Deputy Monitoring Officer posts.

Appointment and progression through grades will be based on the needs of the business.

Ways of Working	
Collaborative working	<p>As part of the Resources Specialist team work collaboratively across the council to provide a seamless service to customers, collaborate on corporate projects and engage positively and effectively with members, partners and other stakeholders.</p> <p>Conduct self and work in ways which encourage communication and empowerment within the team.</p> <p>Develop skill levels of self and others to support multi skilling and knowledge transfer.</p>
Customer Service	<p>Able to identify and develop opportunities to improve the customer journey. Champion own ideas for the improvement of service and processes.</p> <p>Develop digital and self-service channels and implement customer enabling and prevention opportunities.</p> <p>Access and accurately update all relevant information systems, ensuring the "golden customer record" conforms to all verification and validation processes and in accordance with Data Protection principles and council policy.</p>
Supporting corporate projects	<p>Contribute to Corporate Plan development and the development of associated plans and policies.</p> <p>Deliver agreed objectives and services associated with the Corporate Plan.</p> <p>Support projects and contracts within own professional area that deliver community and corporate objectives. Provide specialist advice and input to corporate projects.</p>
Performance	<p>Implement strategies, policies, service and financial plans, to ensure statutory and corporate targets are met and provide best value for the council.</p>



Ways of Working	
	<p>Draft policies which respond to emerging legislation, best practice and guidance to ensure continuous development and improvement in services.</p> <p>Understand strategy, performance and quality assurance standards and service/financial planning requirements for own specialist area.</p>
Budget management	Ensure the service budget is managed in accordance with legislation, Council policy and good practice, enabling best value for money for the Council.

Person Specification

Qualifications
<p>Level 1: Educated to A' level standard/NVQ 3 and/or experience in working in specialist area. Degree in a relevant subject (desirable).</p> <p>Level 2: Degree / relevant qualification and/or extensive work experience in specialist area. Professional qualification (or working towards one).</p> <p>Senior Specialist: Degree / relevant qualification and/or extensive work experience in specialist area. Professional qualification (or working towards one).</p> <p>Lead Specialist: Degree / relevant qualification and/or extensive work experience in specialist area. Professional qualification (or working towards one).</p>

Knowledge, Skills, Ability, and Experience
<p>Knowledge</p> <p>Understanding of the governance arrangements for the service and the council.</p> <p>Specialist (Level 1 & Level 2):</p> <ul style="list-style-type: none"> • Good working experience and knowledge of specialist area. • Good working knowledge of legislation and developments in specialist area. • Proven ability to give sound advice and guidance on a limited range cases, topics or issues. • Experience of working with systems relevant to specialist area.



Knowledge, Skills, Ability, and Experience

- Experience of casework, within specialist area, some of which can be complex, and with some guidance and support of more experienced staff, occasionally referring to Senior Specialists for work outside previous experience.
- Proven ability to enforce legislation where appropriate.

Senior Specialist:

- Very good working experience and knowledge of practices / methodologies of specialist area.
- Very good working knowledge of legislation and developments in specialist area.
- Proven ability to give sound advice and guidance on a wider range cases, topics or issues.
- Experience of working with systems relevant to specialist area.
- Experience of a range casework within specialist area, some of which can be complex, and with little guidance and support of more experienced staff, occasionally referring to Lead Specialists for work outside previous experience.
- Proven ability to enforce legislation where appropriate.

Lead Specialist (in addition to the above):

- Extensive working knowledge of service working practices/methodologies of several specialist areas.
- Working knowledge of legislation and developments in several specialist and complex areas.

Specialist Knowledge:

Please see supporting information at the end of this document outlining key specialist knowledge, qualifications and skills.

Special Requirements

Emergency Planning

A requirement of this role will be to attend emergency planning training. The role holder will be required to support the Council's emergency planning response.



Special Requirements	
Election Duties	This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours.
Political Restrictions	Under the provisions of the Local Government and Housing Act 1989 ("the 1989 Act") this role is automatically classed as a politically restricted post as a 'specified post'. See <i>Politically Restricted Procedure note for more detail</i> .
Disclosure Barring Scheme	This role does not require a DBS.

Standard Terms	<ol style="list-style-type: none"> 1. To comply with appropriate legislation, service and council policies. 2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the council's health and safety policy and procedures. 3. To support and be committed to the council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment. 4. To support the council's equalities and diversity policies. 5. To operate within the council's IT policies and data protection rules and regulations. 6. To operate within the council's financial regulations. 7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines. 8. To participate in internal committees and departmental working parties to ensure continuous improvement as required. 9. Any other reasonable duties as may be required from time to time
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Competency Framework

Central to the delivery of the role are the council's values and behaviours and all employees are expected to work within the council's Competency Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

Maldon behaviours [competencies]:	
Core Competencies - All Workforce	
Communicating	Expressing information in the best way and timescales that ensure clarity and understanding and responding in the most appropriate manner.



Managing and Leading People	Providing direction and support to those we work with to ensure service excellence.
Customer Focus	Taking into account customer needs, striving to meet them and providing the best service to our customers and colleagues.
Planning and Managing Work	Planning and managing work to meet individual, team and service objectives whilst achieving quality and value for money.
Analysis and Problem Solving	Assessing and interpreting information in order to support work activities, identify issues and aid problem solving.
Initiative and Decision Making	Taking the right action, based on what we know and being responsible for what happens.
Developing Self	Committed to developing own skills, knowledge and abilities to enhance capability.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.

Signed (Job Holder):		Date:
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Supporting Information – Key Knowledge, Qualifications & Skills



The council's new operating model allows the simplification and standardisation job descriptions. Fundamental accountability, expectations and ways of working are the same across specialist teams and are driven by a common set of values and behaviours. Specialists are focussed on delivering impacts and outcomes that enable Service Delivery and maintain compliance. However, specialisms of individuals will be focussed around one particular service or a small number of functions. The table below outlines specific skills, experience and qualifications for detailed job titles in the new structure (this is **in addition** to relevant requirements in the job description).

Role	Qualifications	Skills/Knowledge/Experience
Senior Specialist – ICT Infrastructure		Governance, strategy and policy. Network, infrastructure and hardware leadership.
Specialist – ICT Applications		Development oversight, integration, DBA. Technology build, maintenance, system & data management, knowledge of local government software applications.
Specialist – ICT Infrastructure		Network, infrastructure and hardware delivery.
Senior Specialist - Finance	CCAB qualified. Evidence of CPD	Governance, strategy, annual budget. Committee reports, income, payroll, creditors, members allowances, VAT, council tax, special expenses, capital financing, collection fund, treasury management.
Specialist - Finance	AAT qualification or equivalent CCAB qualified / equivalent prior learning and experience to demonstrate the ability to operate at the level of a fully qualified professional	Supports VAT, council tax, special expenses, capital financing, collection fund, treasury management. Deliver budget management including monitoring, final accounts, reconciliations.
Senior Specialist - Human Resources	Full member of the Chartered Institute of Personnel and Development (MCIPD), or equivalent professional body Evidence of CPD	Governance, strategy and complex cases.
Specialist - Human Resources	Post Graduate Diploma / Advanced Certificate in Human Resources, Chartered Institute of Personnel and Development (Level 7)	Strategy and complex cases.



	Evidence of CPD	
Senior Specialist - Procurement	<p>Member of BIFM at Level 3 or equivalent</p> <p>BIFM Level 7</p> <p>CIPS</p> <p>Evidence of CPD</p>	<p>Extensive high-level knowledge of the assigned services including both legislative requirements and current and emerging national initiatives and recommended practices</p> <p>In depth knowledge of procurement and contract management arrangements</p>
Specialist - Facilities	<p>Professionally qualified building surveyor to RICS or equivalent</p> <p>Attain and maintain First Aid at Work Certificate</p> <p>Evidence of CPD</p>	<p>Accommodation strategy, legionella sampling, facilities related legal requirements (e.g., PAT testing, emergency lighting), contract management (maintenance and facilities systems), health and safety.</p>
Lead Specialist - Legal	<p>Post graduate professional qualification as a solicitor / barrister / legal executive.</p> <p>Current Professional Practising Certificate as a solicitor, or appropriate Barrister or Legal Executive Certificate</p>	<p>Role of the Monitoring Officer. Governance, strategy and policy. Complex planning, contracts property and land.</p>
Senior Specialist - Legal	<p>Qualified solicitor with at least 6+ years PQE (references will be required)</p> <p>Experience of working in a public sector environment</p>	<p>Deputy Monitoring Officer. Complex planning, contracts property and land. Planning, contracts, property and land, litigation.</p>
Lead Specialist - Procurement	<p>Qualified CIPS Procurement professional.</p> <p>Evidence of continuous professional development</p> <p>Experience of working in a public sector environment</p>	<p>Leading on all aspects of Local Authority Procurement.</p> <p>Providing expert advice and support on all types of public procurement and leading a team delivering this.</p> <p>Ensuring MDC is adhering to all current procurement legislation</p>
Lead Specialist - Finance	<p>Qualified Accountant, AAT as minimum</p>	<p>Leading on all aspects of Local Authority Finance.</p>



	<p>Evidence of continuous professional development</p> <p>Experience of working in a public sector environment</p>	<p>Providing expert advice and support on all finance functions and leading a team delivering this.</p> <p>Providing Deputy S151 function</p>
Lead Specialist - ICT	<p>ICT Specialist</p> <p>Expert in ICT infrastructure & functionality</p>	<p>Lead on ensuring ICT resilience and 24hr functionality.</p> <p>Expert & lead in full range of MDC ICT systems in functionality, resilience & availability</p>
Lead Specialist – Elections	<p>AEA Qualified or similar</p>	<p>Expert in and experience of all aspects of electoral services, both electoral registration and elections and knowledge of electoral legislation and Express or similar Elections software</p> <p>Excellent communication skills who can inspire, motivate and influence others in order to manage large events and lead a large team to successfully deliver all aspects of elections.</p>
Lead Specialist – HR	<p>CIPD (Level 7) or similar</p>	<p>Expert & experience in all aspects of HR</p> <p>Ability to lead HR Strategy for MDC and lead new innovations in HR and new ways of working. To deal competently with all aspects of employee relations.</p> <p>To ensure all HR processes are fit for purpose and to be a trusted expert in HR leadership leading a team of HR staff.</p>

