

MALDON DISTRICT  
COUNCIL

Princes Road  
Maldon  
Essex CM9 5DL

[www.maldon.gov.uk](http://www.maldon.gov.uk)



# **Strategy, Performance & Governance Specialist & Senior Specialist**

**(FM18 SD04)**

**Maldon District Council**  
**Job Description: FM18 RD06**

<b>Job Title</b>	<b>Strategy, Performance &amp; Governance Specialist &amp; Senior Specialist</b>
<b>Service Area</b>	<b>Strategy, Performance &amp; Governance</b>
<b>Grade</b>	<b>Specialist Level 1                    G (SCP 25-28)</b>
	<b>Specialist Level 2                    H (SCP 29-32)</b>
	<b>Senior Specialist Level 3    I (SCP 33-36)</b>
<b>Job Reference</b>	<b>FM18 SD04</b>

<b>Reporting to</b>	<b>Responsible for</b>
<p><b>SPG Specialist (L1 &amp; L2)</b></p> <p><u>Operationally:</u> Strategy, Policy &amp; Communications Manager</p> <p><u>Functionally:</u> SPG Senior Specialist</p>	<p>Operationally: None</p> <p>Functionally: Customer Solutions Advisors, Caseworkers</p>
<p><b>SPG Senior Specialist</b></p> <p><u>Operationally:</u> Strategy, Policy &amp; Communications Manager</p> <p><u>Functionally:</u> Strategy, Policy &amp; Communications Manager</p>	<p>Operationally: None</p> <p>Functionally: SPG Specialists, Customer Solutions Advisors, Caseworkers</p>

<b>Team Purpose</b>
To provide clear, meaningful and deliverable strategies that are communicated effectively to key stakeholders.

<b>Role Purpose</b>
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 Theme Leads) in-line with corporate and business plans. Ensure and develop appropriate levels of quality and specialist knowledge within the Case Management and Customer Solutions teams. To ensure that enquiries and cases are managed and completed at the appropriate level (within Strategy teams, Case Management and Customer Solutions).



**Key Accountabilities**

**Level 1:**

- 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 multi-skilled service delivery teams (Customer Solutions and Case Management) 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.

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

**Key Objectives**

Working with customers	<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>
Working towards the Corporate Plan	<p>Contribute to Corporate Plan development and the development of associated plans and policies.</p> <p>Deliver agreed objectives and services associated with the</p>



<b>Key Objectives</b>	
	Corporate Plan.
Knowledge of services	In-depth understanding of specialist area, being professionally qualified in one and good understanding of the operation of another.
Using systems effectively	Advanced skills in a number of Specialist Services systems and proficient in use of customer services systems.

<b>Specific Tasks</b>	
<b>Case Management skills</b>	<p>Lead/assist a Community of Practice across Specialist Services. Manage and resolve complex or contentious applications, cases and inspections using specialist expertise and judgement, act as a single point of contact for customers, and attend court if necessary.</p> <p>Advise the Case Management team on aspects of minor/less contentious applications or cases.</p>
<b>Team work and working with others</b>	<p>As part of the Strategy 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>
<b>Enquiries, reports and service requests</b>	<p>A member of a comprehensive specialist customer focused advice team, ensuring specialist advice and input is provided where required.</p> <p>Provide specialist advice and input to commissioning and contract management.</p> <p>Prepare and present reports to committees or other internal or external meetings.</p>
<b>Processing and administration</b>	<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>



<b>Specific Tasks</b>	
<b>Strategy and policy</b>	Specify projects and contracts within own professional area that deliver community and corporate objectives. Provide specialist advice and input to corporate projects.
<b>Performance</b>	<p>Implement strategies, policies, service and financial plans, to ensure statutory and corporate targets are met and provide best value for the council.</p> <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>

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

<b>Knowledge, Skills and Experience</b>
<p><b>Specialist (Level 1 &amp; Level 2):</b></p> <ul style="list-style-type: none"> <li>• Good working experience and knowledge of specialist area</li> <li>• Good working knowledge of legislation and developments in specialist area</li> <li>• Proven ability to give sound advice and guidance on a limited range cases, topics or issues</li> <li>• Experience of working with systems relevant to specialist area</li> <li>• 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</li> <li>• Proven ability to enforce legislation where appropriate</li> </ul> <p><b>Senior Specialist:</b></p> <ul style="list-style-type: none"> <li>• Very good working experience and knowledge of practices / methodologies of specialist area</li> <li>• Very good working knowledge of legislation and developments in specialist area</li> <li>• Proven ability to give sound advice and guidance on a wider range cases, topics or issues</li> <li>• Experience of working with systems relevant to specialist area</li> </ul>



<b>Knowledge, Skills and Experience</b>
<ul style="list-style-type: none"> <li>• 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</li> <li>• Proven ability to enforce legislation where appropriate</li> </ul>

<b>Specialist Knowledge</b>
Please see supporting information at the end of this document outlining key specialist knowledge, qualifications and skills.

<b>Special Requirements</b>	
<b>Emergency Planning</b>	This post will be on occasions required to take part in the council's emergency planning training, and may be called upon in the case of such an emergency. Where necessary this will include unsociable hours.
<b>Election Duties</b>	<p>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.</p> <p>A separate payment for election duties will be made as determined by the regional Elections Committee.</p>

<b>Standard Terms</b>	<ol style="list-style-type: none"> <li>1. To comply with appropriate legislation, service and council policies.</li> <li>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.</li> <li>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.</li> <li>4. To support the council's equalities and diversity policies.</li> <li>5. To operate within the council's IT policies and data protection rules and regulations.</li> <li>6. To operate within the council's financial regulations.</li> <li>7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines.</li> <li>8. To participate in internal committees and departmental working parties to ensure continuous improvement as required.</li> <li>9. Any other reasonable duties as may be required from time to time</li> </ol>
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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:

<b>Maldon behaviours [competencies]:</b> see the framework in the Performance Review Toolkit for a full list behavioural indicators	
<b>Core Competencies - All Workforce</b>	
<b>Communicating</b>	Expressing information in the best way and timescales that ensure clarity and understanding and responding in the most appropriate manner.
<b>Managing and Leading People</b>	Providing direction and support to those we work with to ensure service excellence.
<b>Customer Focus</b>	Taking into account customer needs, striving to meet them and providing the best service to our customers and colleagues.
<b>Planning and Managing Work</b>	Planning and managing work to meet individual, team and service objectives whilst achieving quality and value for money.
<b>Analysis and Problem Solving</b>	Assessing and interpreting information in order to support work activities, identify issues and aid problem solving.
<b>Initiative and Decision Making</b>	Taking the right action, based on what we know and being responsible for what happens.
<b>Developing Self</b>	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.

**Levels 1,2 and 3 are not politically restricted posts.**



**Maldon District Council**  
**Job Description: FM18 RD06**

<b>Signed (Job Holder):</b>		<b>Date:</b>
<b>Signed (Service Lead):</b>		<b>Date:</b>





**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 a 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).

<b>Role</b>	<b>Qualifications</b>	<b>Skills/Knowledge/Experience</b>
Senior Specialist – Local Plan	<p>Educated to degree level in Planning or a relevant subject</p> <p>Member of a relevant professional body (e.g. Royal Town Planning Institute (RTPI), RICS)</p>	<p>Knowledge of legislation, guidance and regulations relating to development planning</p> <p>Understanding of the council's powers and responsibilities in relation to the built heritage of the district</p> <p>Experienced in local plan/Local Development Framework (LDF) preparation and local plan inquiries/LDF examinations</p>
Specialist – Local Plan	<p>Educated to degree level in Planning or a relevant subject</p> <p>Member of a relevant professional body (e.g. Royal Town Planning Institute (RTPI), RICS)</p>	<p>Experience of service area delivery at all procedural stages and service operation</p> <p>Experience in working with Members, corporately with senior managers and externally with other delivery partners and / or customers.</p>
Specialist – Contracts & Commissioning (Waste)	<p>Post graduate qualification in contract management and/or waste management</p>	<p>In-depth understanding of the commissioning process and supplier management</p> <p>A sound knowledge of a range of contract management approaches and delivery models to ensure value for money management</p> <p>Up to date knowledge of relevant legislation and recommended practices.</p>

