

MALDON DISTRICT
COUNCIL

Princes Road
Maldon
Essex CM9 5DL

www.maldon.gov.uk



Specialist, Senior Specialist, Senior Specialist Coordinator & Lead Specialist

(FM18 DD08)

Maldon District Council
Job Description: FM18 DD08

Job Title	Specialist, Senior Specialist, Specialist Coordinator & Lead Specialist
Service Area	Service Delivery
Grade	Specialist Level 1 G (SCP 25-28)
	Specialist Level 2 H (SCP 29-32)
	Senior Specialist Level 3 I (SCP 33-36)
	Senior Specialist Coordinator Level 3 I (SCP 33-36)
	Lead Specialist Level 4 K (SCP 37-44)
	Lead Specialist Level 5 L (SCP 45-48)
Job Reference	FM18 DD08

Reporting to	Responsible for
Specialist (L1 & L2) <u>Operationally:</u> Specialist Coordinator <u>Functionally:</u> Senior Specialist and Lead Specialist	Operationally: None Functionally: Caseworkers, Customer Advisors, Community Engagement Advisors
Senior Specialist <u>Operationally:</u> Specialist Services Manager <u>Functionally:</u> Lead Specialist	Operationally: None Functionally: Specialists, Caseworkers, Customer Advisors, Community Engagement Advisors
Senior Specialist Coordinator <u>Operationally:</u> Specialist Services Manager <u>Functionally:</u> Lead Specialist	Operationally: Specialists (L1 & L2) Functionally: Specialists, Caseworkers, Customer Advisors, Community Engagement Advisors
Lead Specialist <u>Operationally:</u> Specialist Services Manager <u>Functionally:</u> None	Operationally: None Functionally: Senior Specialists, Senior Specialist Coordinators, Specialists, Caseworkers, Customer Advisors, Community Engagement Advisors

Team Purpose



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Ensuring effective, timely and compliant ways of working that enables the organisation to deliver outcomes for customers.



Role Purpose

To deliver a specialist, professional service with high standards of advice and support, 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 Case Management and Customer Solutions teams. To ensure that enquiries and cases are managed and completed at the appropriate level (within Specialist 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 or appeals as appropriate
- Support, guide and advise multi-skilled service delivery teams (Customer Solutions, Community Engagement and Case Management) on less complex cases related to the specialism
- Ensure personal and 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 and 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
- Prepare and present reports to Planning Area committees and other internal and external meetings

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
- Manage a broad range of complex cases, applications and inspections and providing resilience and flexibility within the Specialist team
- Deputise, as appropriate, for the Senior Specialists

Senior Specialist Level 3 (in addition to the above):

- Have a deeper understanding of either 'Place' or 'Community' services, 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 customers' needs
- Prepare and present reports to non-planning Council committees
- 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.



Senior Specialist Coordinator Level 3 (in addition to the above):

- Oversee the day to day operational management of direct reports, following HR policies and processes
- Complete 6-weekly one to ones with each member of staff and biannual appraisals in conjunction with the Senior Specialists
- Support the Specialist Services Manager with performance monitoring, financial planning and input into service plans and other strategic documents or projects as requested
- Ensure effective 2-way communication and feedback is promoted across all teams and important management updates are shared where appropriate
- Encourage praise, peer to peer feedback and recognition of achievements

Lead Specialist Level 4 (in addition to the above excluding Specialist Coordinator):

- Support 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
- 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

Lead Specialist Level 5 (in addition to the above excluding Specialist Coordinator):

- 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
- Leading contributor to strategy, performance and quality control, and service and financial planning for specialist area

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 Corporate Plan.</p>
Knowledge of services	<p>In-depth understanding of specialist area, being professionally qualified in one and good understanding of the operation of another.</p>



Key Objectives	
Using systems effectively	Advanced skills in a number of specialist services systems and proficient in use of customer services systems.

Specific Tasks	
Case management skills	<p>Lead/assist/support 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>
Teamwork and working with others	<p>As part of the 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>
Enquiries, reports and service requests	<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>
Processing and administration	<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>
Strategy and policy	<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>



Specific Tasks	
	<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>

Qualifications
See Supporting Information – Key Knowledge, Qualifications and Skills

Knowledge, Skills and Experience
<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 of cases, topics or issues • 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 <p>Senior Specialist Level 3:</p> <ul style="list-style-type: none"> • 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 of cases, topics or issues • 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 <p>Senior Specialist Coordinator Level 3 (in addition to the above):</p> <ul style="list-style-type: none"> • At least 1 years' experience of managing staff and associated performance or conduct related matters • Good working knowledge of HR policies and legislation, to include; absence management, recruitment and induction, performance management, timekeeping, flexible working, disciplinary and grievance, maternity/paternity leave etc. <p>Lead Specialist Level 4 (in addition to the above but excluding Specialist Coordinator):</p> <ul style="list-style-type: none"> • Extensive working knowledge of service working practices/methodologies within one single specialist area (e.g. Development Management or Revenues & Benefits) • Working knowledge of legislation and developments in related subject areas.



Knowledge, Skills and Experience
Lead Specialist Level 5 (in addition to the above but excluding Specialist Coordinator):
<ul style="list-style-type: none"> • 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
See Supporting Information – Key Knowledge, Qualifications and Skills

Special Requirements	
Emergency Planning	This post will be on occasion 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.
Election Duties	<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>
Disclosure Barring Scheme	<p>Specialist, Levels 1 & 2, Specialist Coordinator and Senior Specialist, Level 3 where their main duties are in relation to Housing only; will require an Enhanced DBS being undertaken prior to any contract of employment being offered.</p> <p>Specialist, Levels 1 & 2, Specialist Coordinator and Senior Specialist, Level 3 may require a basic DBS being undertaken where access to information using a PSN or who need to enter a secure CSI system is necessary. To be determined by the Customer, Community & Casework Manager.</p> <p>This will be re-checked every three years.</p>
Lead Specialist Community	This role will also act as Safeguarding Lead and will require an Enhanced DBS being undertaken and will be rechecked every three years

Standard Terms	1. To comply with appropriate legislation, service and Council policies.
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	<ol style="list-style-type: none"> 2. All employees have responsibility under the Health and Safety at Work 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; the Council expects all staff and volunteers to share this commitment. 4. To support the Council's equality 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]: see the framework in the Performance Review Toolkit for a full list behavioural indicator	
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.



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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, 3 and 4 are not politically restricted posts.

Level 5 is a politically restricted post.

Signed (Job Holder):		Date:
Signed (Service Lead):		Date:



Supporting Information – Key Knowledge, Qualifications & Skills

The Council’s new operating model allows the simplification and standardisation of 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
<p>Lead Specialist – Place (Level 5)</p>	<p>Educated to degree level in a relevant subject (e.g. Planning, Building Surveying)</p> <p>Member of a relevant professional body (e.g. Royal Town Planning Institute (RTPI), RICS, ABE, Institution of Structural Engineers)</p> <p>Evidence of CPD</p>	<p>In depth knowledge of either Building Control or Development Management</p>
<p>Lead Specialist – Development Management (Level 4)</p>	<p>Educated to degree level in a relevant subject (e.g. Planning, Building Surveying)</p> <p>Member of a Royal Town Planning Institute (RTPI)</p> <p>Evidence of CPD</p>	<p>In depth knowledge of Development Management</p> <p>5+ years within DM management / leadership role</p>
<p>Lead Specialist – Community (Level 5)</p>	<p>Educated to degree level in a relevant subject (e.g. Housing or Environmental Health)</p> <p>Member of a relevant professional body (e.g. Chartered Institute of Housing (CIH) or Chartered Institute of Environmental Health (CIEH))</p> <p>Evidence of CPD</p> <p>Act as Safeguarding Lead.</p>	<p>In depth knowledge of either Environmental Health or Housing</p>



<p>Lead Specialist – Revenues and Benefits (Level 4)</p>	<p>Educated to degree level in a relevant subject</p> <p>Member of a relevant professional body</p>	<p>In depth knowledge of relevant subject area</p> <p>5+ years within Revenues and Benefits leadership role</p>
<p>Senior Specialist Coordinator: Development Management - (Level 3)</p>	<p>Educated to degree level in a relevant subject, or equivalent experience</p> <p>(e.g. Town Planning, Building Surveying, Conservation & Heritage)</p> <p>Member of a relevant professional body (e.g. RICS, ABE, Institution of Structural Engineers)</p> <p>Member of Royal Town Planning Institute (RTPI)</p> <p>Evidence of CPD</p>	<p>In depth knowledge and experience of working in subject area</p> <p>At least 1 years' experience within a management / team leader role</p> <p>Good working knowledge of HR policies and legislation</p>
<p>Senior Specialist Coordinator: Environmental Health & Waste - (Level 3)</p>	<p>Educated to degree level in a relevant subject, or equivalent experience</p> <p>(e.g. Environmental Health or Waste Management)</p> <p>Member of a relevant professional body (e.g. Chartered Institute of Environmental Health (CIEH))</p> <p>Evidence of CPD</p>	<p>In depth knowledge and experience of working in subject area</p> <p>At least 1 years' experience within a management / team leader role</p> <p>Good working knowledge of HR policies and legislation</p>
<p>Senior Specialist Coordinator: Strategic Housing & Homelessness - (Level 3)</p>	<p>Educated to degree level in a relevant subject, or equivalent experience</p> <p>(e.g. Housing, Homelessness Prevention)</p> <p>Member of a relevant professional body (e.g. Chartered Institute of Housing (CIH))</p> <p>Evidence of CPD</p>	<p>In depth knowledge and experience of working in subject area</p> <p>At least 1 years' experience within a management / team leader role</p> <p>Good working knowledge of HR policies and legislation</p>



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<p>Senior Specialist Coordinator: Revenues & Benefits - (Level 3)</p>	<p>Educated to degree level in a relevant subject, or equivalent experience</p> <p>Institute of Revenues and Rating Valuation (IRRV) Hons qualification or equivalent experience</p>	<p>In depth knowledge and experience of working in subject area</p> <p>At least 1 years' experience within a management / team leader role</p> <p>Good working knowledge of HR policies and legislation</p>
<p>Specialist – (Level 2) (Excluding Environmental Health and Revenues and Benefits)</p>	<p>Educated to degree level in a relevant subject, or equivalent experience (e.g., Planning, Building Surveying, Revenues and Benefits)</p> <p>Member of a relevant professional body (e.g., RICS, ABE, Institution of Structural Engineers) or equivalent</p> <p>Member of Chartered Institute of Housing (CIH) or Royal Town Planning Institute (RTPI) desirable</p> <p>Evidence of CPD</p>	<p>Significant knowledge and experience of working in subject area</p>
<p>Specialist –Environmental Health (Level 2)</p>	<p>Educated to degree level or equivalent professional qualification</p> <p>Member of Chartered Institute of Environmental Health (CIEH)</p>	<p>Significant knowledge and experience of working in subject area</p>
<p>Specialist – (Level 1) (Environmental Health only)</p>	<p>Relevant qualification in Environmental Health</p>	<p>Experience of working within specialist area</p>
<p>Specialist – (Level 1) (Excluding Environmental Health)</p>	<p>Educated to degree level or equivalent professional qualification or relevant experience in subject area</p>	<p>Experience of working within specialist area</p>
<p>Senior Specialist – Revenues & Benefits</p>	<p>Educated to degree level in a relevant subject, or equivalent experience</p> <p>Institute of Revenues and Rating Valuation (IRRV) Hons qualification or equivalent experience</p>	<p>In depth knowledge and experience of working in subject area</p>
<p>Specialist - Revenues & Benefits (Level 2)</p>	<p>Educated to degree level in a relevant subject, or equivalent experience</p> <p>Institute of Revenues and Rating Valuation (IRRV) Tech qualification or equivalent experience.</p>	<p>Significant knowledge and experience of working in subject area</p>



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Specialist - Revenues & Benefits (Level 1)	Institute of Revenues and Rating Valuation (IRRV) Tech qualification or equivalent experience (desirable)	Experience of working within specialist area
Specialist Conservation & Heritage (Level 1 & Level 2)	<p>Educated to Degree level or with equivalent experience in a relevant subject and project management experience.</p> <p>A specialist qualification in building conservation, urban design or a related discipline.</p>	<p>Strong understanding of local architectural history, traditional building techniques and current conservation legislation and policy.</p> <p>Ability to identify necessary and appropriate repairs to historic buildings.</p>

