

## Role Description

**Role Title:** Specialist - IT

**Location:** Yeovil / Agile

**Grade:** 6-8

## Main purpose

Provide customer focused specialist advice within the Council and externally, promoting the work of the Council and its reputation

Delivering specialist services to internal and external customers, enabling them to manage the Council's business and delivery of services to customers

## Key tasks

### Grade 6

- To provide a specialist, professional service with high standards of advice and support and resolving cases of varying complexity as they arise.
- Deliver customer focused specialist advice and services, keeping up to date with current and emerging legislation, best practice and policy to ensure continuous development and improvement in services.
- Being accountable for complex or contentious applications, cases and inspections, ensuring satisfactory resolution and liaising with external agencies and partners including courts, tribunal services and other formal bodies.
- Support, guide and advise the case services team delivering the service on less complex cases.
- Prepare and present reports to council committees and other internal and external meetings.
- Ensure personal, professional development is maintained to the required standards.
- Contribute to reduced demand by building prevention and enabling into daily work and providing specialist advice to the Case Services, Customer Services or Locality Services as appropriate.



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- Act as a champion for a subject /specialist providing business partnering to other area(s) of the organisation - advising, educating, acting as a buddy, and supporting knowledge transfer to enable the organisation to maximise performance.
- Promote equality of opportunity in all aspects of the role in line with corporate policies, training and procedures.
- Promote a culture that is supportive of the Council's purpose, aims and values, and to take all reasonable steps to maintain good employee relations.
- Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities.
- Support and participate in arrangements and activities to fulfil the Council's Civil Contingency and Emergency Planning arrangements.

## Grade 7

- All of above
- To ensure that enquiries and cases are managed and completed at the appropriate level (within specialist teams and case services).
- Specify and manage projects and contracts that deliver community and corporate objectives.
- Ensure compliance with statutory regulations, legislation, professional codes of practice and adherence to Council policy.
- Ensure and develop appropriate levels of quality and specialist knowledge within the Case Services function.
- Develop and manage Council policies and contribute to the Corporate Plan and the development of service strategy alongside the strategic planning team.
- Support and participate in arrangements and activities to fulfil the Council's Civil Contingency and Emergency Planning arrangements.

## Grade 8

- All of above
- Working closely with the Lead Specialist to provide expert knowledge and assist with service delivery.



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- Lead business partner for one or more subject/specialist area(s) working with teams across the organisation.
- 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 contract.
- Accountable for very complex cases that may have high impact, either politically or within the community and/or where there are no precedents.
- Guide, advise and mentor other specialists in professional area.
- Provide technical leadership on strategic programmes.
- Support and participate in arrangements and activities to fulfil the Council's Civil Contingency and Emergency Planning arrangements.



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## Personal Specification

### Professional and educational qualifications

| Unique Qualifications by specialism |   |
|-------------------------------------|---|
| IT                                  | Qualification in Information Technology related subject or substantial equivalent experience in an IT related field |

### Experience

| Essential   | Desirable  |
|---|--|
| Professional competence / expertise and proven experience in the relevant specialism(s) | Experience of working for a local authority  |
| Assisting in planning and delivering projects/ programmes                               | Partnership working  |
| Preparation and presentation of reports   | Planning and delivering projects/ programmes   |
| Experience in dealing with service users and stakeholders                               | Working in a matrix environment where cross team and corporate working are essential |

### Key Skills

| Essential   | Desirable  |
|---|--|
| Proactive with commitment to provision of excellent customer service                      | Project and/ or change management                                  |
| Ability to prioritise, meet deadlines and work effectively under pressure                 | Able to exploit the use of new technology                          |
| Good communication skills both written and verbal to include report writing, presentation | Investigative skills   |
| Verbal reasoning  | Negotiation  |
| Decision making and problem solving   | Able to work with teams across an organisation to improve services |
| Committed to high standards of performance and quality                                    | Project and/ or change management                                  |
| Team working  |  |



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|  |  |
|--|--|
| Microsoft Office                       |  |
| Flexible and resourceful               |  |
| Proficient in relevant IT applications |  |

## Knowledge

| Essential   | Desirable  |
|---|--|
| A good knowledge of the working practices and methodologies of at least one of the relevant specialist services | Good knowledge of terminology and acronyms used by service areas |
| Good working knowledge of legislation and developments within the specialism                                    | Contracts and procurement methods and practices                  |
| Equalities policy and procedures  | Project and/or change management                                 |
| Broad knowledge of the Council systems and services   |  |