

JOB PACK

Job Description

Post Title	Specialist Advisor
Service Area	Case and Specialist Services
Team	Specialist
Grade / salary	D / E
Reports to	Senior Specialist Advisor
Date prepared	June 2017

Job Purpose

- Provide customer focused specialist advice on a range of statutory and non statutory services.
- To input and deliver appropriate areas of the Corporate Strategy and associated policies and plans.
- To provide technical input to corporate projects and strategic programmes.

Key Tasks

Level 1

1. To deliver a specialist, professional service with high standards of advice and support and resolving cases of varying complexity as they arise.
2. Ensure compliance with statutory regulations, legislation, professional codes of practice and adherence to Council policy.
3. 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.
4. Support, guide and advise the case management teams, customer services and mobile locality teams delivering the service on less complex cases.
5. Specify and manage projects, budgets and contracts that deliver community and corporate objectives.

6. Prepare and present reports to Cabinet, Council committees and other internal and external meetings.
7. To provide technical expertise for strategy development.
8. Ensure personal, professional development is maintained to the required standards.

Level 2

As above and;

9. Develop and manage Council policies and contribute to the Corporate Plan and the development of service strategy across the councils' alongside the Strategic and Partnership Leads.

Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
2. To 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.
3. 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.
4. To understand and apply the council's Data Protection and Data Quality policy and procedures.
5. Any other duties commensurate with the nature of the post.
6. Lewes District and Eastbourne Borough Councils' are committed to Safeguarding and promoting the welfare of children and adults at risk. The Corporate Safeguarding Policy and Procedures provides a framework within the Council, setting out responsibilities in relation to safeguarding and promoting the welfare of children and adults at risk.

The policy applies to all employees, councillors, volunteers and service providers that are commissioned by the council.

7. To work within the Council's Core Competencies Framework. Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

Core Competencies

Sharing the Vision -	<ul style="list-style-type: none"> • Understands the Council's purpose, context,
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Shaping the Future	<p>goals, objectives and values, and is willing to behave consistently with them.</p> <ul style="list-style-type: none"> • Knows the strategic direction of the Council and acts in support of it.
Communicating Well	<ul style="list-style-type: none"> • Contributes to and participates in an organisation where high quality information flows smoothly both internally and externally. • Works positively to gain understanding from others.
Driving Improvement Performance & Results.	<ul style="list-style-type: none"> • Takes responsibility and ownership for decisions, actions and results. • Takes actions to improve skills, knowledge and level of contribution. • Seeks and delivers high standards for self, team and Council
Self Management	<ul style="list-style-type: none"> • Self motivated and professional. • Is organised and uses time and technology efficiently. • Adopts a flexible approach to change
Delivering for our Customers	<ul style="list-style-type: none"> • Demonstrates a desire to identify and give priority to meeting and exceeding the needs of internal and external customers, generating high levels of customer satisfaction
Working Together	<ul style="list-style-type: none"> • Actively contributes to team working, sharing information, valuing the input of others. • Works co-operatively and is committed to building, productive, positive relationships. • Demonstrates commitment to achieving overall team objectives

This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

PERSON SPECIFICATION

QUALIFICATIONS

Essential	Desirable
<p>5 GCSE (or equivalent) at Grade C or above including Maths and English OR equivalent (or qualified by strong relevant experience.</p> <p>Relevant qualification or qualified by track record of relevant experience.</p> <p>Relevant specialist qualification as per statutory requirements and / or if appropriate qualified by track record of relevant experience.</p> <p>Membership of relevant professional body (if required)</p>	<p>Institute of Customer Services or equivalent (or committed to achieve within 2 years of appointment)</p>

TRAINING

Essential	Desirable
<p>Commitment to undertake continuing professional development.</p>	

SKILLS & ABILITIES

Essential	Desirable
<p>Proactive with commitment to provision of excellent customer service.</p> <p>Ability to prioritise, meet deadlines and work effectively under pressure.</p> <p>Good communication skills both written and verbal to include report writing, presentation and influencing skills.</p> <p>Verbal reasoning.</p> <p>Decision making and problem solving.</p> <p>Committed to high standards of performance and quality.</p> <p>Able to communicate effectively with customers, colleagues, Council Officers and external agencies.</p> <p>Ability to effectively organise own and team workload to meet deadlines.</p>	

<p>Ability to mentor and coach other team members.</p> <p>Ability to actively listen in order to extract and assess important information to ensure that the appropriate arrangements are made to support the customers needs.</p> <p>Ability to work calmly and sensitively. To be confident, flexible and the ability to work on own initiative.</p> <p>Ability to use IT systems to gather, store and produce reports and process information.</p> <p>Ability to work, support and deliver services within the Councils Equalities Policy.</p>	
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KNOWLEDGE

<p>Essential</p> <p>Working knowledge of Microsoft Office.</p> <p>Excellent Knowledge of services provided across the councils.</p> <p>A good knowledge of the working practices and methodologies of at least one of the relevant specialist services.</p> <p>Good working knowledge of legislation and developments within the specialism.</p> <p>Equalities policy and procedures.</p>	<p>Desirable</p> <p>Good knowledge of terminology and acronyms used by service areas.</p> <p>Contracts and procurement methods and practices.</p> <p>Project and/or change management.</p>
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EXPERIENCE

<p>Essential</p> <p>Professional competence / expertise and proven experience in the relevant specialism(s).</p> <p>Assisting in planning and delivering projects/ programmes.</p> <p>Preparation and presentation of reports.</p> <p>Experience in dealing with service users and stakeholders.</p>	<p>Desirable</p>
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PHYSICAL, LEGAL AND OTHER REQUIREMENTS

Essential	Desirable
<p>An engaging, enthusiastic and positive manner with a strong “can do” approach. Able to undertake site inspections.</p> <p>Ability to travel across Lewes District and Eastbourne Borough.</p> <p>Willingness to work within the council’s Core Competency Framework.</p> <p>Willingness to develop skills and knowledge in other areas to provide flexibility within the service.</p>	

All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.

Specialist Advisors Role Descriptor

There are 2 levels of Specialist Advisor. Appointment to Level 1 or 2 is dependent upon experience and qualifications.

This role will be responsible for the provision of specialist advice in the following areas:

- Licensing
- Planning
- Food
- Trees
- Revenues
- Housing and development
- Benefits
- Housing Needs and Standards

Specialist Advisor Level 1

Responsibilities will include:

- Providing customer focused specialist advice within the councils, to external agencies and partners, to members and to customers.
- Responding to reports that require a rapid response including responding to complaints or requests for information about service provision.
- Managing complex or contentious applications, cases and inspections acting as a single point of contact for customer on those cases.
- Managing key relationships with members, partners, contractors and other stakeholders.

Providing support to caseworkers by:

- Reviewing and approving recommendations on case outcomes.
- Attending difficult or complex site or home visits and meetings.
- Specifying schedules, conditions and works and assisting caseworkers in drafting formal notifications and other correspondence.
- Provide technical mentoring and support to all teams delivering part of the service.
- Ensuring ongoing knowledge transfer of specialist knowledge to relevant teams across the councils.

Ensuring delivery of a continually improving, high quality service will include:

- Monitoring the quality of advice provided to customers
- Manage service budgets
- Auditing recommendations and decisions and the overall outcome of requests, reports or cases.
- Analysis of service or customer complaints.

- Regular review of processes, scripts, letters and information sheets and recommend updates based upon specialist knowledge.
- Monitoring of external contractors to ensure high quality services are being provided.
- Undertake targeted preventative campaigns based upon volume and types of cases coming through the councils.
- Ensuring the right level of specialist advice is accessible at first point of contact to enable the right decisions to be made or actions taken at the earliest possible opportunity for our customers.

Specialist Advisor (Level 2)

In addition to the above activities the Specialist Level 2 will:

- Develop and manage Council policies related to their specialism.
- Contribute to the councils' Corporate Plans.
- Develop service strategy across the councils working collaboratively with Strategic and Partnership Leads.
- Handle highly complex multi specialist cases.

TERMS AND CONDITIONS

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Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

Duration

This is a Fixed Term contract.

Conditions of Service

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band D/E.

Salary

The spinal column points (SCP) for the post are as follows:

SCP 15	£23,361
SCP 16	£23,828
SCP 17	£24,305
SCP 18	£24,791
SCP 19	£25,287
SCP 20	£25,793
SCP 21	£26,309
SCP 22	£26,835
SCP 23	£26,999
SCP 24	£27,905
SCP 25	£28,785
SCP 26	£29,636
SCP 27	£30,507
SCP 28	£31,371
SCP 29	£32,029
SCP 30	£32,878
SCP 31	£33,799
SCP 32	£34,788
SCP 33	£35,934
SCP 34	£36,876
SCP 35	£37,849
SCP 36	£38,813

Hours

The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

Place of Work

You will be based at Southover House, Southover Road, Lewes, BN7 1AB and 1 Grove Road, Eastbourne, BN21 4TW, but you may be required to work anywhere within the Shared Services boundary.

Agile Working

The Councils have been offering flexible working for some years and is committed to extend agile working with the introduction of office based working, mobile working, flexible and home working. This role has been categorised as:

- Flexible/Mobile. Works from Southover House and 1 Grove Road offices, home and attends external meetings or site visits regularly.

Working arrangements for mobile, flexible/mobile and flexible/office workers will vary during the induction/ probationary period and will be reviewed at six monthly intervals.

Probationary Period

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

Casual User Car Mileage

You will be entitled to mileage as a casual user on official business. This mileage is reviewed annually.

Annual Leave

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 25 days. This increases to 29 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

Notice Period

The contract of employment applicable to this post will specify a minimum period of one calendar months increasing to two calendar months when paid from SCP 23, to be given by either side.

Pension

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme

members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2019 are:

Pay Range	Contribution
Up to £14,400	5.5%
£14,401 - £22,500	5.8%
£22,501 - £36,500	6.5%
£36,501 - £46,200	6.8%
£46,201 - £64,600	8.5%
£64,601 - £91,500	9.9%
£91,501 - £107,700	10.5%
£107,701 - £161,500	11.4%
More than £161,501	12.5%

The pay ranges will be increased each year from 01 April in line with inflation.

Based on the salary for this role, the contribution will be 6.5% or 6.8% depending upon where you are appointed on the salary scale.