

## Lancashire County Council Grade Profile

### Grade Profile –Technical/Professional - (Grade 10)

Applies to all technical/professional posts at Grade 10.

#### **Purpose**

Experienced professionals providing specialist professional services and advice to customers and regularly support/advise senior managers within own specialist area. Uses expertise to deal with highly complex and high risk issues across a range of situations.

#### **Scope of Work**

Although they will work within well-defined functional objectives, they will be expected to proactively question or challenge Council practice or procedure based on improvements in technology, legislation or best practice. They may provide technical reference, support daily supervision for a small team of professionals or a large team of para-professionals.

#### **Accountabilities/Responsibilities**

The following are a range of duties that are appropriate to this grade.

- Deliver and manage complex and high risk service assignments and activities (e.g. inspections, assessments, investigations, managing caseloads), to meet service requirements and to ensure the best outcomes for both customers and the Council.
- Provide technical assurance and prepare standards, policies and procedures within area of specialism, ensuring compliance with best practice, relevant legislation and Council policy frameworks.
- Shape and influence service planning and budgets, using expertise to identify relevant customer, professional or legislative trends that may impact on delivery.
- Produce and analyse internal service and management information to contribute to the development of new services and innovative working practices.
- Lead on the development and delivery of specific small to medium improvement projects to meet a defined objective to contribute to the continuous improvement of services.
- Design, develop and deliver formal and informal technical training programmes for both internal and external service providers to ensure best practice is delivered across the service.
- Build partnerships/networks both internally and externally to shape and improve multi-agency service delivery as well as use of best practice.

#### **Skills, knowledge and experience**

- Typically professionally qualified/relevant degree (or equivalent), plus substantial experience OR substantial vocational experience at a demonstrably professional level.
- Experience of using up to date and authoritative knowledge in a technical/specialist area to support delivery of a complex operation/function/service.
- Experience of working in different operational areas or supporting activity across different service.
- Experience of providing effective support for operational activity or service undergoing change and challenge.
- Proven ability to implement and deliver effective delivery of complex and challenging solutions which are consistent with existing, new or evolving policy/procedure.
- Very good communication and networking skills with a wide range of staff, senior decision makers and external organisations.
- Demonstrative knowledge of the application, principles, theory and practice of the specialist area of responsibility.
- Ability to apply technical/specialist judgement to ensure service area objectives are achieved.
- Ability to plan and organise a range of complex activities and priorities within a focused area of service.
- Comprehensive understanding of all existing Policy and Procedures in the service area and application in a changeable and challenging environment.

In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

**Performance Indicators**

- Quality of service against legal, safety and best practice standards
- Achievement of organisational objectives and targets
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Customer and stakeholder feedback

**Lancashire County Council**  
**Person Specification (Grade 10 – Technical/Professional)**

	<b>Requirements</b>	<b>Essential (E) or Desirable (D)</b>	<b>Identified by Application Form (A) or Interview (I)</b>
	<b>Qualifications:</b>		
1.	Professionally qualified/relevant degree (or equivalent), plus substantial experience or substantial vocational experience demonstrating development through involvement in a series of progressively demanding roles.	E	A
	<b>Experience:</b>		
2.	Experience of using up to date and authoritative knowledge in a technical/specialist area to support delivery of a complex operation/function/service.	E	A, I
3.	Working in different operational areas or supporting activity across different service.	E	A, I
4.	Experience of providing effective support for operational activity or service undergoing change and challenge.	E	A, I
	<b>Knowledge and Skills:</b>		
5.	Proven ability to implement and deliver complex and challenging solutions which are consistent with existing, new or evolving policy/procedure.	E	A, I
6.	Effective communication and networking skills with a wide range of staff and external organisations.	E	A, I
7.	Demonstrative knowledge of the application, principles, theory and practice of the specialist area of responsibility.	E	A, I
8.	Ability to apply technical/specialist judgement to ensure service area objectives are achieved.	E	A, I
9.	Ability to plan and organise a range of complex activities and priorities within a focused area of service.	E	A, I
10.	Comprehensive understanding of all existing Policy and Procedures in the service area and application in a changeable and challenging environment	E	A, I
11.	In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.	E	A, I
	<b>Other (including special requirements)</b>		
12.	Commitment to equality and diversity	E	I
13.	Commitment to health and safety	E	I
14.	Display the LCC values and behaviours at all times and actively promote them in others	E	I