

Lancashire County Council

Grade Profile

Grade Profile – Technical/Professional – (Grade 7)

Applies to all technical/professional posts at Grade 7

Purpose

Practitioners who carry out routine technical activities and specialized support to a relevant professional area. Working under supervision and mentoring.

Scope of Work

Roles are generally reactive and work within established council systems and procedures to an agreed quality standard or specification, under the general guidance of more experienced colleagues. Roles may deal with complex issues that need a degree of diagnosis and analysis in order to recommend the best course of action. Communication skills are important as role holders will be interacting with internal and external 'customers' regularly.

Accountabilities/Responsibilities

- Select appropriate procedures to independently carry out specified technical tasks of a low risk nature (e.g. designs, inspections, assessments, analyses) to produce the required technical output (e.g. identification of customer needs, implementation of routine service processes).
- Undertake specialized technical analytical support activities to assist professional colleagues in delivering more complex services.
- Provide timely collection, processing, and simple analysis of routine technical data and follow up on discrepancies/omissions to support the delivery of services.
- Provide information and practical, routine advice to customers by interpreting established procedures and applying best practice within technical field.
- Provide technical guidance and resolve non-standard issues for more junior non-technical staff to ensure customer and service issues are effectively resolved.
- Keep up to date with changes in policy/legislation/contractual requirements to ensure service delivery is effective and complies with appropriate regulations, quality standards and service level agreements.

Skills, Knowledge and Experience

- Detailed knowledge of the practical application of specialized processes/procedures relevant to the role, typically gained through extensive practical experience or advanced specialized training.
- Relevant vocational qualification or technical training. May be working towards a professional qualification or be of graduate entry level.
- Experience of working independently with relevant specialized systems, equipment and/or IT software.
- Analytical skills.

- Ability to clearly explain technical issues to non-technical users.
- Empathy and sensitivity to the needs of individual customers.
- Up to date knowledge of relevant policy, technical, regulatory or professional framework.

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 own work against legal, safety and best practice standards
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing
- Customer feedback

Lancashire County Council
Person Specification (Grade 7 – Technical/Professional)

Qualifications:		
Relevant vocational qualification OR Technical training through experience OR Working towards a professional qualification OR Graduate entry level.	E	AF
Experience:		
Experience of working independently with relevant specialised systems, equipment and/or IT software.	E	AF/I
Knowledge and Skills:		
<ul style="list-style-type: none"> • Detailed knowledge of the practical application of specialised processes/procedures relevant to the role, typically gained through extensive practical experience. • Analytical skills. • Ability to clearly explain technical issues to non technical users • Empathy and sensitivity to the needs of individual customers. • Up to date knowledge of relevant policy, technical, regulatory or professional framework. 	E	AF/I
Other (including special requirements)		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Display the LCC values and behaviours at all	E	I
4. times and actively promote them in others		