

Lancashire County Council Grade Profile

Grade Profile – Technical/Professional – (Grade 9)

Applies to **all** technical/professional posts at Grade 9

Purpose

Qualified professionals providing technical/professional services and advice to customers within a specific service area. Uses expertise to deliver workload for which they have a standalone professional responsibility.

Scope of Work

Their work will be based on a theoretical understanding of their technical/professional field, but they will be operating within well-established professional procedures and defined Council policies. Work will involve a broad range of complex problems and role holders will need to manage changing priorities and use professional judgment to respond to differing situations.

Accountabilities/Responsibilities

- Deliver and manage a full range of professional assignments and activities (e.g. inspections, assessments, investigations, caseloads) within a defined area to meet service requirements and to ensure council compliance with statutory, regulatory and professional requirements.
- Provide specialist advice and guidance to internal/external customers, making technical/professional recommendations about a course of action appropriate to the situation.
- Provide technical assistance and specialist training to more junior colleagues or external parties to ensure they are equipped to deliver their responsibilities.
- Identify opportunities for improvements to policies and procedures within work area in order to improve professional practice and customer service. This may include periodically providing analysis of management information to more senior professionals regarding possible improvements.
- Plan, control and manage small/medium projects to meet a well-defined brief, and provide input to larger projects to resolve specific issues. This may include analysing complex data and producing ad hoc reports using professional expertise
- Develop and maintain effective relationships and communications with other agencies and service providers to share information, build working relationships and to ensure joined up service provision.

Skills, Knowledge and Experience

- Typically degree qualified (or equivalent) in relevant subject plus number of years' experience in a similar role OR significant vocational experience at a demonstrably professional level.
- Formal professional qualification within specialism (if applicable).
- Up to date and thorough knowledge and understanding of the work practices, systems, processes and procedures relevant to the role, and a good understanding of the council policies and services related to the role.
- Detailed understanding of the professional, regulatory, statutory and corporate frameworks/standards relevant to the role.

- Sound analytical and problem solving capability.
- Able to formally train and mentor other professional staff.
- Ability to influence others' behaviour through effective relationship building.

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
- Achievement of relevant service targets
- Adherence to internal/external quality standards if applicable
- Adherence to policies and procedures
- Accuracy and timeliness of information recording and processing
- Customer and stakeholder feedback