

Lancashire County Council

Grade Profile

Grade Profile – Technical/Professional – (Grade 8)

Applies to **all** technical/professional posts at Grade 8

Purpose
Technical specialists who are highly experienced practitioners within a professional area (e.g. Legal, Engineering, HR, Social Work). As entrant levels to professional disciplines, they have a workload requiring the application of both applied and theoretical knowledge.
Scope of Work
Roles are typically reactive and working within clearly established service and professional guidelines. Roles will need to apply judgment and analysis to identify alternative solutions to a variety of routine situations. They will need to be proficient in delivering all routine aspects of the job but will be increasingly involved in non-routine work e.g. supporting less experienced staff or taking part in project work with more senior members of staff. Communication skills are important as role holders will be interacting with internal and external customers regularly.
Accountabilities/Responsibilities
<ul style="list-style-type: none">▪ Select appropriate procedures to independently carry out more complex technical tasks of an increasingly higher risk nature (e.g. designs, inspections, assessments, analyses) to produce the required technical output (e.g. identification of customer need, implementation or routine service processes)▪ Undertake specialized technical and analytical support activities to assist professional colleagues in delivering more complex services▪ Collate and analyse technical data from a variety of sources and interpret findings for review by more senior colleagues. May include producing ad hoc reports or project work.▪ Provide information, advice and guidance to customers by interpreting established procedures, using technical experience and by applying best practice within the field.▪ Provide on the job training, mentoring and guidance to less experienced members of staff to ensure they are able to develop the necessary skills to deliver in their role▪ Regularly communicate with other agencies and service providers to share information, build working relationship and to ensure joined up service provision▪ Suggest improvements to current working methods to contribute to improvements in service delivery
Skills, Knowledge and Experience
<ul style="list-style-type: none">▪ Recognised vocational or professional qualification plus broad experience in area of expertise. May be working towards a professional qualification or be of graduate entry level with sound practical experience.▪ Detailed knowledge of own service area and relevant working systems, equipment and/or IT software, plus an awareness of council policies and services related to the role.▪ Analytical skills and problem-solving capability.▪ Ability to informally train and mentor less experienced staff.▪ Ability to influence others based on technical or professional expertise.▪ Ability to build and maintain effective networks and relationships.▪ In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.
Performance Indicators
<ul style="list-style-type: none">▪ 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 and stakeholder feedback

Lancashire County Council

Operational Context Form

Post title: Technical Specialist					
Directorate: Finance			Location: Lancashire Place, Ormskirk		
Establishment or team:		Payroll Service		Post number:	
Grade:	Grade 8	Staff responsibility:	No	Essential Car user:	No
Scope of Work – appropriate for this post:					
<p>Lancashire County Council's Payroll team provides services for more than 45,000 employees in public sector organisations across the North West, including over 500 schools and academies. The team are proactive in providing best advice to customers, interpreting legislative and policy changes and delivering a highly responsive service built on best of breed technology.</p> <p>The primary purpose of the role is to support Payroll Services to develop the payroll systems, running processes and all related technical processes to provide a high quality, accurate and timely function for a range of clients and in accordance with their statutory, legislative and contractual obligations.</p>					
Accountabilities/Responsibilities – appropriate for this post:					
<ol style="list-style-type: none"> 1. Assist in the investigation and reporting of complaints and queries, providing for effective solutions to issues, escalating where necessary. 2. Provide technical support and expertise on complex payroll and pension matters and systems to all officers of LCC and its customers. 3. Provide input to project plans and estimations of resource requirements, completing project work within cost, time and to the required quality. 4. Provide technical support on the payroll implications of service developments, new legislation, local and corporate initiatives, and to challenge and influence discussions in order to ensure effective decision making. 5. Produce accurate, meaningful and timely management information covering a range of payroll functions. 6. To assist with the development and co-ordination of testing and implementation of technological solutions to support new legislation and business objectives. 7. Proactively engage with appropriate internal and external user groups, ICT teams, key stakeholders and third parties. 8. Participate in the development of user communication and training materials and deliver user training as appropriate. 9. Provide effective staff training and development focusing on quality standards and outputs 10. To lead the continuous review of processes and procedures within the service to ensure effective and efficient service delivery, in line with LCC standards and quality frameworks. 11. Ensure data verification, cleansing and housekeeping are undertaken to maintain data integrity and consistency. 12. Ensure compliance with service level agreements and KPIs. 					

- 16. Ensure the application of, and adherence to all contractual and statutory legislation governing payroll and pensions.
- 17. Adhere to LCC data protection policies and procedures.
- 18. Build and maintain effective working relationships with customers and colleagues.
- 19. Represent the County Council at meetings when required.

Additional Supporting Information – specific to this post:

Prepared by:	Sioned Edwards	Date:	April 2024
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The above form sets out the area of work in which duties will generally be focused and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

Lancashire County Council Person Specification (Grade 8 – Technical/Professional)

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
1. 4 GCSE's or equivalent (A-C) including Maths and English	E	A, I
2. Recognised payroll qualification or working towards a payroll qualification with sound practical experience	D	A, I
Experience:		
3. Experience of working in a service delivery/customer focused environment	E	A, I
4. Use of IT, and Management Information Systems in particular, in supporting processes including management information	E	A, I
5. Collaborative working across teams and services	D	A, I
6. Experience of working independently with relevant specialised systems/software	E	A, I
7. Experience of working to Key Performance Indicators and deadlines	E	A, I
8. Experience of working within a Payroll environment	E	A, I
9. Evidence of working on projects	D	A, I
Knowledge and Skills:		
10. Good numeracy and literacy skills and proficiency in IT packages and systems (e.g. Microsoft Office)	E	A, I
11. Ability to communicate clearly and concisely with customers and colleagues both orally and in writing	E	A, I
12. Ability to prioritise workload to meet required timescales and levels of accuracy, with minimal supervision and excellent administrative and organisational skills	E	A, I
13. Understand the significance of data integrity in business processing and ability to work consistently within frameworks and procedures	E	A, I

14. Providing advice/guidance and technical support to team members and customers	D	A, I
15. Analytical and problem-solving capability	D	A, I
16. Ability to informally train and mentor less experienced team members	D	A, I
17. Ability to influence others based on technical/professional expertise	D	A, 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 times and actively promote them in other	E	I

LANCASHIRE COUNTY COUNCIL

PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)

(NB Completion of this form does not fulfil the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Head of Service/ Headteacher/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

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Team/Establishment	Payroll Service
Post title	Payroll Technical Specialist
Description of main activities the employee will be required to undertake (or attach role profile) Please refer to role profile	
Form completed by: Jon Howard	

A. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health and, possibly, for subsequent Health Surveillance.

		YES	NO
1	Work at heights (e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	Work in excessively noisy environments above statutory control limits (Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Work in unusual environmental conditions (e.g. where access or egress or free flow of air may be restricted or where there may be a build-up of gases, vapours or fumes or the use of breathing apparatus is required).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4	Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome (e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	Some contact with hazardous substances (e.g. chemicals with an orange warning label indicating very toxic; toxic; harmful; corrosive; sensitising by inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; gluteraldehyde; latex gloves).	<input type="checkbox"/>	<input checked="" type="checkbox"/>

7	Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8	Work with lead or lead-based products (e.g. some paints).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	Food handling/preparation (of raw or uncooked food only).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10	Occupational fieldwork or work in extreme conditions (e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work).	<input type="checkbox"/>	<input checked="" type="checkbox"/>

B. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

This section is for the information of applicants and does not facilitate a referral to Occupational Health.

		YES	NO
11	Face to face contact with the public/service users (e.g. at sensitive front-line posts re abuse, aggression, assault).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12	Working in isolation/lone working.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
13	Work with electrical wiring (e.g. colour blindness).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14	Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15	Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock (e.g. risk of weils disease, other animal borne diseases, zoonoses).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16	Manual handling (other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
17	Working with vulnerable service users (e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
18	Work involving repetitive movements or forced posture (e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
19	Work as a regular display screen user (where more than 1/3 of a person's time is spent using DSE continuously over any 1-month period).	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Any other occupational hazards/comments that you consider to be relevant to the post which are not included above:

Head of Service/Headteacher/Line Manager (please print)		Jon Howard	
Telephone Number:	01695 587400	Date:	April 2021