

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

Grade Profile

Grade Profile – Managerial – (Grade 8)

Applies to all managerial posts at Grade 8

Purpose
Supervises a small team of semi-skilled or part-qualified staff or a larger team engaged in similar work (e.g. specialised administration) to deliver a service meeting well defined, short term deliverables.
Scope of Work
Role holders at this level will be expected to manage the human and financial resources allocated to the team. They must be able to use judgment to deal with daily unforeseen problems with limited guidance, within established procedures. Roles at this level are typically the first level of professional line management in the council. They will generally have freedom to make practical and operational decision making within closely defined policies and procedural guidance.
Accountabilities/Responsibilities
<ul style="list-style-type: none"> ▪ Manage and co-ordinate the work of a team to ensure that council procedures are properly implemented and that outputs are accurately recorded and meet with wider service needs. ▪ Manage the performance of staff, following council policies and procedures e.g. sickness monitoring. ▪ Identify and act upon opportunities for improving procedures and processes within team or work area, to support the continuous improvement of services. ▪ Act as a technical reference for the team, providing guidance on the more complex issues and monitoring adherence to relevant standards. ▪ Train others in the use of specialist equipment, systems or work methods in order to support the development of the team or service. ▪ Manage a small budget, and/or influence decisions about a larger budget, to ensure appropriate resources are available to run the team or work area.
Skills, Knowledge and Experience
<ul style="list-style-type: none"> ▪ GCSE or equivalent plus significant experience of working in a similar role OR part-professional qualification. <p>In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.</p>
Performance Indicators
<ul style="list-style-type: none"> ▪ Delivery of specified results e.g. outputs, volumes. ▪ Achievement of short term milestones. ▪ Quality of partner relationships. ▪ Budgeted vs. planned expenditure. ▪ Customer satisfaction (internal or external) and service level measures. ▪ Work force indicators (turnover, timeliness, absenteeism etc.).

- Projects variance from time/budgets targets.

Lancashire County Council
Person Specification (Grade 8 – Managerial)

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
GCSE or equivalent plus significant experience of working in a similar role	E	A
OR		
Part-professional qualification	E	A
OR		
Specialised skills acquired through significant on the job experience.	E	A
Experience:		
Experience of supervising staff, including ability to delegate and track performance.	E	A/I
Experience of managing budgets and resources.	E	A/I
Knowledge and Skills:		
Comprehensive understanding of the work practices, processes and procedures relevant to the role.	E	A/I
Empathy and sensitivity to the needs of staff.	E	A/I
Good written and verbal communication skills.	E	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 others.	E	I

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

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
Recognised vocational qualification plus broad experience in area of expertise OR Working towards a professional qualification with sound practical experience OR Graduate entry level with sound practical experience OR Technical training through experience in area of expertise	E	A
Experience:		
Experience of working independently with relevant specialised systems, equipment and/or IT software	E	A/I
Knowledge and Skills:		
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	E	A/I
Other (including special requirements)		
1. Commitment to equality and diversity 2. Commitment to health and safety 3. Display the LCC values and behaviours at all times and actively promote them in others	E	I