**Lancashire County Council**

**Grade Profile**

**Grade Profile – Technical/Professional – (Grade 7)**

Applies to **all** technical/professional posts at Grade 7

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| **Purpose**  Practitioners who carry out routine technical activities and specialised support to a relevant professional area. Working both under supervision and mentoring. |
| **Scope of Work**  Roles are both reactive and proactive and work within established council systems and procedures to an agreed quality standard or specification, 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 often complex analysis of routine technical data and follow up on discrepancies/omissions to support the delivery of services.   Provide information and practical 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.   Maintain, update, run reports and provide analytical data, as requested, on specialised and specific industry systems.   Sometimes working independently to identify the best resolution to complex issues. |
| **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.   Proficient in the use of spreadsheets |

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| **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 |