**Role Profile**

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| **Role Title** | Expertise and Service Lead III |
| **Reference Number** | RP114 |
| **Cluster** | Expertise and Service Lead |
| **Zone of Work** | Senior Management |
| **Job Category** | Leadership |

**Role Purpose**

To lead the delivery of professional/technical expertise, services, and advice to customers within a broad specialist area area in order to improve quality and advice to ensure Council projects and services are delivered in accordance with legislation, best practice and guidance.

Roles will be one of the Council’s lead professionals in an area, they will be heavily involved and integrated into the service, influencing, shaping, and challenging at senior level to inform service planning, development, and associated budgets within their own area.

**Accountabilities**

* Act as one of the Council’s lead professionals in an area, making a significant contribution to the service, influencing, shaping, and challenging at senior level to inform service planning, development, and associated budgets within their own area. This will include representing the service unit and the Council across forums and local/regional and national bodies to contribute to the exchange of information and the promotion of best practice/’practice excellence’ developments.
* Lead on the interpretation and communication of policy and legislation relevant to a wider service area, to enable and highlight relevant changes that may impact the business.
* Proactively provide expert advice to meet internal/external customers’ needs, to inform multi-agency initiatives, and to facilitate management decision-making which will have medium to long term effects on the business,
* Evaluate existing provision and monitor service developments to recommend large scale service improvements for decision by senior management.
* Review management information requirements and identify improvements to ensure information gathered meets requirements for service planning or legal/security requirements.
* Represent the Council at external forums, conferences, and meetings to build professional networks and influence wider policy agendas.
* Lead on the design and delivery of medium to large projects to resolve service issues or to achieve service improvements. This includes initiating and scoping improvement projects and leading on the design of objectives.
* Play an influential role in advising, challenging, and influencing stakeholders on trends, developments, issues, opportunities, and innovations to support medium term planning and the delivery of improved outcomes.
* Lead, develop and promote a culture of continual professional development of all staff at each level.
* Initiate and lead service improvement programmes or projects to ensure each programme has clear purpose, scope, outcomes, and communication, and are managed and delivered to time and budget.

**Knowledge / Skills / Experience required**

* Degree in a relevant subject or be able to demonstrate equivalent knowledge, skills, and proven experience of strategic development in the related service area.
* Expert knowledge in a specialist area with broader business understanding needed to position the service for the organisation.
* Up to date professional expertise/Membership of relevant professional body
* Up-to-date knowledge of external issues (legislative, regulatory, best practice standards etc.) that affect own specialist area.
* Highly developed knowledge of the principles, theory, and practice of specialist area
* Ability to lead programmes of work, overseeing collaborative services and joint working.
* Influencing and stakeholder management skills and the ability to build relationships at a political, senior and management level. Ability to influence behaviour and drive change in the long term.
* Ability to scan horizon and understand implications of broader local government trends for the service.
* Commercial acumen and financial understanding.

**Dimensions of role**

* This role is likely to either lead a team of professionals or be an individual contributor, but a major part of their role will be to work collaboratively and closely with other departments and senior management.
* This role does not necessarily manage a budget.
* Planning for this role is typically within annual horizons, with a view to achieving longer term plans/projects.

**Working Conditions**

Aspects of the role that have a material impact on the nature of the job, once all reasonable actions have been taken to moderate or eliminate them:

* The role does not have any physical, environmental, mental or emotional demands that have a material impact on the nature of the role.

**Values and Behaviour Framework**

The Values are underpinned by a set of behaviours for all staff, managers, and leaders. These Values and Behaviours are used to support and inform our recruitment decisions, staff development and organisational behaviour.

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| A blue square with a check mark and a check mark  Description automatically generated | We are bold in our approach, set aspirational goals for ourselves and create innovative solutions to tackle problems and adapt to changing circumstances. This value demonstrates that we are proactive, take action and deliver outcomes which improve people's lives. |
| A purple rectangular sign with a light bulb and text  Description automatically generated | We empower our staff and the people of Bath and North East Somerset so that they have the confidence and ability to find solutions for themselves and others. This value demonstrates how we develop our staff so that they are knowledgeable, are trusted to make decisions, able to challenge us and have the authority to be enablers. |
| A red rectangular sign with white handshake  Description automatically generated | We are supportive and work together to build trusting relationships. Our staff give help and encouragement to the people of Bath and North East Somerset and each other. This value describes how we are curious, collaborative and care for each other, our residents and the environment. |
| A green rectangular sign with white text  Description automatically generated | We are transparent, honest and accountable. This value demonstrates that we act with integrity, are open to criticism, are honest about our mistakes and want to improve and do better so that we deliver on our promises. |