

# TECHNICAL EXPERT

Role Profile



<b>Title</b>	Technical Expert	
<b>Grade</b>	Grade E	
<b>Reference:</b>	N801	
<b>Reports to:</b>	Team Leader	
<b>Work style Definition</b>	Office based hot-desk/touch down worker	
<b>Job Type:</b>	Semi Professional	
<b>Primary purpose of role</b>	The post holder has overall responsibility for being the technical expert in the service discipline to enable the delivery of high quality and efficient services to customers, whilst ensuring that the Council complies with all current legislation and regulations.	
<b>Key accountabilities and key measures</b>	<p><b>Role outcomes</b></p> <ul style="list-style-type: none"> <li>▪ Comprehend and summarise complex legislation and guidance notes. (10%)</li> <li>▪ Communication with customers, assisting with completion of forms and inputting of information. (30%)</li> <li>▪ Interpret complex information quickly and assess its impact on the case. (20%)</li> <li>▪ Provision of clear accurate advice, guidance and decisions (30%)</li> <li>▪ Handling sensitive customer information and data. (10%)</li> </ul>	<p><b>Role measures</b></p> <ul style="list-style-type: none"> <li>▪ Accuracy of work (quality).</li> <li>▪ Work rate (productivity).</li> <li>▪ Process turnaround time.</li> <li>▪ Customer feedback/satisfaction.</li> <li>▪ Performance standards achieved</li> </ul>
<b>Key activities</b>	<ul style="list-style-type: none"> <li>▪ To maintain an in depth technical working knowledge of all relevant legislation, policies and procedures for the service. (5%)</li> <li>▪ To provide a high quality service to customers providing accurate and comprehensive advice to resolve enquiries at the first point of contact. This may involve interviewing customers in person or by telephone, or undertaking calculations in respect of individual circumstances. Responsibility for recommending decisions that could have far reaching consequences for the Customer. (5%)</li> <li>▪ To understand customer requirements and demonstrate the ability to work towards resolving their needs and developing solutions. (5%)</li> <li>▪ To keep a full understanding of the relevant systems and procedures. (5%)</li> <li>▪ Provide clear and accurate advice, guidance and decisions, with explanations, to customers and other agencies in complex cases. (20%)</li> <li>▪ To regularly update and maintain all relevant systems including client</li> </ul>	

	<p>records, keeping accurate details of all transactions and the outcomes in accordance with the Data Protection Act. (5%)</p> <ul style="list-style-type: none"> <li>▪ Responsible for maintaining up to date knowledge of the latest policy, statutory rules and regulations for service delivery. Ensure that Service and Strategic Managers are kept apprised of developments. (5%)</li> <li>▪ Responsible for dealing with escalated queries and supporting/ helping colleagues with complex queries, providing expert guidance and advice to enable the resolution of customer issues first time, every time. (20%)</li> <li>▪ Coach and mentor Senior Customer Advisors and Customer Advisors on issues of policy, rules and regulations. (5%)</li> <li>▪ Manage the resolution, impact and learnings from complaints that result from technical errors. (5%)</li> <li>▪ Proactively provide suggestions and guidance for Team Leaders and Service Managers on how to continuously improve the service in terms of efficiency, customer satisfaction and best practice. (10%)</li> <li>▪ Recognise relevant links and develop effective relationships with internal and external stakeholders. (5%)</li> <li>▪ Able to undertake all of the required responsibilities of Senior Customer Advisors and Customer Advisors. (5%)</li> <li>▪ Undertake other duties appropriate to the grade of the post.</li> </ul>
<p><b>Essential qualifications/ knowledge</b></p>	<ul style="list-style-type: none"> <li>▪ Evidence of continuous professional development</li> <li>▪ 2 GCSEs (Grade A-C) or equivalent in English and Mathematics, or equivalent work experience</li> <li>▪ A willingness to undertake appropriate and regular training as required</li> <li>▪ Knowledge of effective recovery techniques</li> <li>▪ Understanding of the service delivery environment</li> </ul>
<p><b>Desirable qualifications/ knowledge</b></p>	<ul style="list-style-type: none"> <li>▪ A qualification relevant to the service e.g. NVQ2</li> </ul>
<p><b>Essential experience</b></p>	<ul style="list-style-type: none"> <li>▪ Proven knowledge and experience of relevant legislation and policy with the ability to interpret and apply complex legislation to specific client issues</li> <li>▪ Demonstrable experience of giving professional information and advice using telephone, written and personal interview techniques</li> <li>▪ Demonstrable experience working in a customer environment handling customer enquiries by telephone and in person delivering high quality services</li> <li>▪ Competent user of ICT including Microsoft Office, (Word, Excel, Access and Outlook) or equivalent</li> <li>▪ Knowledge, awareness and experience in the appropriate application of the Data Protection/confidentiality, Financial Regulations, Freedom of Information and Equalities legislation</li> <li>▪ Visiting Element: access to a vehicle for work purposes</li> <li>▪ Experience of achieving organisational performance standards</li> <li>▪ Experience of delivering measurable improvements to services leading to increased customer satisfaction</li> <li>▪ Experience of effectively coaching and mentoring colleagues</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Experience of achieving equality of opportunity in both employment and service delivery</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ For the Service Centre - Experience of working in a Debtors, Creditors, Cashiers environment, Client Financial Services, Deputyship and NNDR</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ Ability to effectively represent the service at meetings and staff focus groups</li> <li>▪ Ability to develop and maintain effective and productive working relationships across the council and with external stakeholders</li> <li>▪ Judgement and creative skills are required in order to solve varied problems, develop solutions, assess customer enquiries and signposting to other services and departments</li> <li>▪ Ability to apply a continuous improvement approach, developing and presenting practical solutions and enhancements to working practices</li> <li>▪ Developed communication skills required to seek information from customers, exchange complicated and sensitive information and to provide advice and guidance when dealing with their complex enquiries and complaints.</li> <li>▪ Keyboard skills required to create and respond to letters, to create and maintain spreadsheets, and to input data ensuring accuracy.</li> <li>▪ Numeracy skills required to accurately calculate outcomes from complicated, variable numerical information.</li> <li>▪ Literacy skills required including spelling, grammar and punctuation for dealing with letters and documents.</li> <li>▪ Ability to be decisive and make criteria based decisions -weighing up evidence against legislation boundaries and guidance.</li> <li>▪ Customer care skills are required to deliver an excellent service to customers.</li> <li>▪ Ability to deal with more complex and highly sensitive customer needs, often dealing with vulnerable people</li> <li>▪ Team working skills and the ability to work together with colleagues to deliver a cohesive, joined-up service to customers.</li> <li>▪ Time management skills to prioritise work appropriately, be punctual and meet deadlines.</li> <li>▪ Visiting Element: An understanding of the risks of working away from the office and the actions required to ensure personal safety (Post holders that undertake the visiting element of this role are required to visit and assess people in their own properties.)</li> </ul>
<b>Corporate standards</b>	
<ul style="list-style-type: none"> <li>▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</li> <li>▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.</li> <li>▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.</li> </ul>	

- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.