

*“To secure the Economic, Social and Environmental Wellbeing of the Vale”*

<b>Technical &amp; Expert (Job Family)</b>	<b>level 4 model</b>	<b>Tier: 2</b>	<b>Grade: TE4</b>
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This job family provides a range of professional, technical and expert advice and services to both internal and external customers

<b>Role Purpose and Commercial Focus</b>	<b>Knowledge, Skills &amp; Experience</b>
<p>Provides a commercial, customer focused and cost-effective service to internal or external customers. Jobholders will strive to exceed customer expectations; analyse, manage and take calculated risks based on technical expertise; build and maintain effective working relationships with others; and actively develop and support initiatives that improve services. New commercial opportunities identified through contact with customers, will be actively pursued. Jobholders will provide technical, professional, commercial and/or expert advice and guidance to customers in a specialised field. Jobholders will provide a range of more complex commercial services, including complex advice and guidance to customers. This will include interpretation of situations or problems and adapting and developing innovative solutions in order to provide expert service, advice or guidance. Direction of team members may be required (either direct supervision or within a multi-professional team). Jobholders will need to have a detailed grasp of involved practices and procedures and be able to work out problems or devise new commercial approaches from first principles. This knowledge will be gained through formal professional training and extensive practical work experience – usually leading to a professional qualification.</p>	<ul style="list-style-type: none"> <li>▪ The jobholder needs a thorough knowledge of complex techniques and procedures for specialised systems, including the use of equipment and software.</li> <li>▪ Knowledge of customers, market and competitors.</li> <li>▪ The job holder needs to be able to make changes from first principles.</li> <li>▪ A sound knowledge is usually gained through extensive experience in similar roles or other roles where knowledge and skills are transferable.</li> <li>▪ Formal training/qualifications (typically Level 4/5 or equivalent) may be applicable, including literacy, numeracy and IT skills.</li> <li>▪ Skills in this area need to have a technical bias and postholders need to be able to demonstrate an excellent level of expertise.</li> </ul>
<b>Organising and Forward Focus</b>	<b>Communicating &amp; Influencing</b>
<ul style="list-style-type: none"> <li>▪ The work involves activities and tasks that are specific in nature and objectives.</li> <li>▪ The work involves record keeping and processing of technical and customer information</li> <li>▪ There is a requirement for forward planning – the normal focus is on weeks and months ahead but there is a contribution to longer term development.</li> <li>▪ The jobholder is required to plan and organise their own workload to ensure deadlines and priorities are achieved.</li> <li>▪ The jobholder may supervise other employees including organising work schedules, controlling delegated resources and managing performance in order to achieve specific short term results.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Communication is generally more than the straightforward exchange of facts/information.</li> <li>▪ Effective communication with internal and external customers is a key requirement of the role</li> <li>▪ Ability to resolve a range of issues (sometimes complex and/or contentious) with customers or colleagues.</li> <li>▪ Ability to challenge poor performance and behaviour.</li> <li>▪ Ability to gives regular and consistent feedback on performance supporting team in the application of any learning.</li> </ul>
<b>Scope of Role</b>	
<ul style="list-style-type: none"> <li>▪ The jobholder has considerable latitude to consider how problems should be solved and how procedures need to be interpreted to achieve the right result, ensuring that issues are resolved in a commercially minded way.</li> <li>▪ There will be a wider range of complex problems where the jobholder will need to establish the nature of the problem and decide on the best course of action by adapting existing or devising new approaches.</li> <li>▪ Ideas for innovative solutions will be actively pursued.</li> <li>▪ The role is subject to managerial direction.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provides a service of an interpretative or advisory nature to either internal or external customers within a commercial environment.</li> <li>▪ The role has a wide variety of activities with clear short and medium term objectives.</li> <li>▪ The role requires a “one council” approach to cost effective and commercial service delivery.</li> <li>▪ Jobholders will determine their own priorities and are permitted to deviate from established procedures as long as end results meet standards required.</li> </ul>



<b>Job Title</b>	Landscape Architect	<b>Tier: 2</b>	<b>Grade: TE4</b>
<b>Reports To</b>	Landscape Architect & Urban Designer		

### Responsibilities

To provide professional Landscape Architecture services to the Landscape Architect and Urban Designer where requested, including advice on development proposals, planning applications, and developing Local Plan policy relating to landscape design.

This role will work to deliver landscape architecture services which include the design of hard and soft landscape schemes, the design of (and advice regarding) residential and commercial developments and management and administration of landscape contracts in compliance with Professional responsibilities/Code of Conduct. In addition the Landscape Architect will be required to deliver services relating to Construction Design and Management (CDM) Regulations, legislative requirements, best practice, the Council's standing orders, procedures and policies, health and safety requirements and relevant professional, national or local performance indicators.

The Landscape Architect will use their motivation and insight to develop briefs and enhance a project's opportunities, whilst being capable of working individually or collaboratively as part of a wider team.

A key aspect of this role is to provide and to promote the 'Commercial AVDC' consultancy services to clients and potential clients by providing professional Landscape Architectural services to external clients as part of a timely, efficient, effective and fee earning consultancy service that achieves customer/client satisfaction.

### Autonomy

- The Council has a set of defined principles, policies and procedures and the jobholder will work within this policy/procedural framework under a degree of managerial control.
- Given objectives and resources jobholders at this level are expected to 'get on with the job' with minimal supervision. Management is generally by reviewing end results on a regular basis.
- The jobholder will have considerable latitude to deviate from established procedures and practices in order to deliver a commercial, customer focused service. They will be expected to organise their own workload around customer needs and commercial priorities.
- Jobholders will be expected to develop and support initiatives to improve customer service, develop/improve service delivery and seek profitable commercial and market opportunities.

### Role Specific Skills/Knowledge

- Degree and Post Graduate Diploma in Landscape Architecture
- Must be able to show a portfolio with examples of professional work
- Extensive experience of providing professional Landscape Architecture advice within local government
- Detailed knowledge and experience of legislation, techniques and best practice in relation to Landscape Architecture
- Extensive experience of negotiation with planning applicants and their agents to achieve corporate aims
- Experience of using GIS, AutoCAD and SketchUp

### Corporate Expectations

- Ensure that the work and role focus supports AVDC's vision for the Vale and its commercial strategy, by delivering cost effective solutions, profitable products and services, with the customer at the heart.
- Act in a commercially minded way in accordance with the council's behavioural framework and encourage colleagues to behave in this way, challenging inappropriate behaviour where applicable.
- Comply with the council's policies, procedures and Governance frameworks including those relating to Customer Care, Financial Management, Equality and Diversity, Safeguarding, Information Security, Resilience, Health and Safety.
- Seek to meet the individual needs of customers and other staff and not to treat anyone less favourably on the grounds of race, age, disability, sex, gender reassignment, sexual orientation, pregnancy/maternity, religion or belief marriage and civil partnership

### Specific Accountabilities

Staff	N/A
Financial	N/A

### Role Specific Requirements

Hours	37 flexi time applicable
Working practices	Able to travel around the District and beyond
Specific conditions	Able to work occasionally outside normal working hours
Uniform/PPE etc.	N/A
DBS checks	N/A
Safeguarding level	TBC
Date prepared	January 2017

*Note: none of the descriptions contained in this Role Profile should be considered to amount to an exhaustive list of duties and are subject to change to meet the needs of the business.*