

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

**Technical & Expert (Job Family)**

**level 2 model**

**Tier: 2**

**Grade: TE2**

This job family provides a range of professional, technical and expert advice and services to both internal and external customers

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| <p><b>Role Purpose and Commercial Focus</b></p> <p>Provides a commercial, customer focused and cost-effective service to internal or external customers. Jobholders have a responsibility to continuously improve their working methods in order to increase productivity and improve the customer experience and profitability. New commercial opportunities identified through contact with customers, will be actively pursued. Jobholders provide straightforward technical service and/or advice that supports colleagues in the Council or provide routine technical services and/or advice to customers. Jobholders will provide a cost effective range of commercial services, specialist advice and guidance to customers based on well understood procedures and processes. Jobholders will need to have a thorough understanding of relevant procedures and processes and how to use relevant documentation, equipment and software packages within a commercial environment. They will be required to work collaboratively with colleagues in multifunctional teams to improve the service to the customer, using customer insight to help identify service improvements and commercial opportunities. In addition they will proactively market the benefits of digital and self-service channels to all customers, as well as identifying and pursuing commercial opportunities, if applicable.</p> | <p><b>Knowledge, Skills &amp; Experience</b></p> <ul style="list-style-type: none"> <li>▪ The jobholder will need a good understanding of complex techniques and procedures for specialised systems, including the use of equipment and software.</li> <li>▪ Knowledge and understanding is usually gained through formal or job based training, or through experience in other roles where knowledge and skills are transferable.</li> <li>▪ Formal training/qualifications (typically Level 2/3 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 a good level of expertise.</li> </ul> |
| <p><b>Organisation and Forward Focus</b></p> <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 days and weeks ahead and the jobholder is required to organise their own workload.</li> </ul>  | <p><b>Communicating &amp; Influencing</b></p> <ul style="list-style-type: none"> <li>▪ Communication is generally more than the straightforward exchange of facts/information.</li> <li>▪ A good standard of verbal and written communication</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> </ul>   |
| <p><b>Scope of Role</b></p>  |  |
| <ul style="list-style-type: none"> <li>▪ Detailed action is not defined – only the approach through detailed procedures or precedents.</li> <li>▪ Latitude to solve problems is used to decide between following procedures or precedent, ensuring that issues are resolved in a commercially minded way.</li> <li>▪ Generally, problems will be similar and will have been experienced before with solutions readily available. The jobholder has to decide the most appropriate solution for the problem based on work experience. Ideas for innovative solutions will be actively pursued.</li> <li>▪ Roles at this level will be closely supervised or subject to well defined practices, procedures and arrangements.</li> </ul>  | <ul style="list-style-type: none"> <li>▪ The jobholder supports the delivery of a specific service and is accountable for operational end results within a commercial environment.</li> <li>▪ The role has a wider variety of tasks, where end results are clearly understood.</li> <li>▪ The role requires a “one council” approach to cost effective and commercial service delivery.</li> <li>▪ Jobholders may be able to vary the order of tasks to meet demands but cannot deviate from the standard procedures without suitable authority.</li> </ul>  |



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|-------------------|---------------------------------|----------------|-------------------|
| <b>Job Title</b>  | Electoral & Democratic Officer  | <b>Tier: 2</b> | <b>Grade: TE2</b> |
| <b>Reports To</b> | Electoral or Democratic Manager |                |                   |

### Responsibilities

*This role supports the efficient and smooth running of the democratic and electoral processes of the council. In doing so the role holder will :*

- Support and service meetings, making room bookings and taking minutes as appropriate.
- Provide basic advice on the Council's constitution and democratic arrangements and to enquiries from members, customers and the media about Electoral Registration and Democratic Services.
- Support the organisation of major elections and by-elections and support the maintenance of other Electoral, Democratic databases, datasets and web pages, particularly representation on outside organisations.
- Process applications for; inclusion on the Electoral Register, Absent Vote arrangements and Special Category Electors.
- Assist with the Review and maintenance of the Electoral Register, including new, amended and demolished residential addresses, classification of electors and properties and the review/deletion of electors, and solicit registration & turn out.
- Prepare newsletters and other regular correspondence for members and parishes.
- Support and advise with Parish/Town Council vacancy records and co-option procedures

### Autonomy

- The Council has a set of defined principles, policies and procedures and the jobholder will work within this policy/procedural framework under the direction of their manager.
- The jobholder will have little latitude to deviate from established procedures but will be expected to organise their own workload to provide a commercial, customer orientated service.
- Jobholders will also be expected to suggest improvements to working methods and spot opportunities for commercial or service development and actively pursue these.

### Role Specific Skills/Knowledge

- Membership of either AEA or ADSO
- A basic knowledge of the workings of local government
- Ability to provide a responsive service for members and confident in providing them with sound advice and guidance
- Able to plan and work effectively to meet tight deadlines, with attention given to accuracy
- A reasonable level of political awareness and ability to operate with sensitivity in a political environment

### 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 Responsibilities

|           |  |
|-----------|--|
| Staff     | Not directly responsible for line managing staff |
| Financial | Not directly responsible for a budget            |

### Role Specific Requirements

|                     |   |
|---------------------|---|
| Hours               | 37 hours – flexi time applicable                    |
| Working practices   | Pre-agreed evening and weekend work may be required |
| Specific conditions | None  |
| Uniform/PPE etc.    | None  |
| DBS checks          | None  |
| Safeguarding level  | None  |
| Date prepared       | March 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.*