



## Role Description

**Role Title:** Lead Specialist – Built Environment

**Location:** Yeovil / Agile

**Job Family:** Lead Specialist

**Grade:** 9

### Main purpose

Act as the Council's key adviser to the Senior Leadership Team, elected Members and external partners promoting the work of the Council, and its reputation, across a number of functions, working towards delivering the outcomes for Built Environment, as set by SSDC.

Provide high quality and professional knowledge across a number of areas within the portfolio of Built Environment. This extends to accountability and responsibility for all processes, procedures and work standards within the Built Environment area.

### Key tasks

- To deliver professional and specialist services, on behalf of SSDC, with high standards of advice and support and resolving cases of varying complexity as they arise.
- Ensure compliance with statutory regulations, legislation, professional codes of practice and adherence to Council policy. This includes being accountable for professional standards of specialisms across the areas of their responsibilities. across the organisation (functional leadership).
- Be a positive advocate for change and improvement across the areas of responsibility.
- Deliver projects, interventions and initiatives and develop policies (together with other teams where appropriate) in-line with the Council Plan, business plans, strategies etc.
- Lead and implement system and process changes, to ensure delivery of the key Council priorities and strategies. This will include, but is not limited to, digital applications, system processes and new ways of working (both digital and non-digital).
- Ensure and develop appropriate levels of quality and specialist knowledge within the Case Services function.



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- Support, guide and advise the case services team and customer connect teams, who will deliver services on less complex cases.
- To ensure that enquiries and cases are managed and completed at the appropriate level (with specialists, case services team, customer connect and customers directly where appropriate).
- Deliver customer focused advice and services, keeping up to date with current and emerging legislation, best practice and policy to ensure continuous development and improvement in services.
- Being accountable for complex or contentious applications, cases and inspections, ensuring satisfactory resolution and liaising with external agencies and partners including courts, tribunal services and other formal bodies.
- Specify and manage projects and contracts that deliver community and Council objectives.
- Prepare and present reports to council committees and other internal and external meetings to a high and professional standard.
- Ensure personal, professional development is maintained to the required standards.
- Contribute to reduced demand by building prevention and enabling approaches into daily work and providing advice to the case services team and customer contact.
- Provide mentoring and support, encourage transfer of specialist knowledge, and share best practice with Specialists and Case Officers as required.
- Provide leadership on strategic programmes, projects and workstreams as directed.
- Manage appropriate budgets for services, functions, projects and programmes, as required.
- Promote equality of opportunity in all aspects of the role in line with corporate policies, training and procedures.
- Promote a culture that is supportive of the Council's purpose, aims and values, and to take all reasonable steps to maintain good employee relations.
- Participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities.
- Fulfil the role of Senior Duty Officer as required, to deal with incidents, emergencies or other urgent matters both within the council and in the wider district and participate in the Council's Emergency Planning and Civil Contingency arrangements including but not exclusively co-ordinating or being part of a team co-ordinating the Council's response.



## Personal Specification

### Professional and educational qualifications

Essential	Desirable
	Membership of relevant professional body
Specialism	Unique Qualifications by specialism
<b>Built Environment</b>	Qualification accredited by the Royal Town Planning Institution (RTPI) or equivalent.

### Experience

Essential	Desirable
Professional competence / expertise and proven experience in the relevant specialism(s)	Experience of working for a local authority
Track record of achievement in the relevant specialism(s)	Partnership working
Policy formulation and development	Planning and delivering projects/ programmes
Responsibility for planning and delivering projects/ programmes	Working in a matrix environment where cross team and corporate working are essential
Experience in dealing with service users and stakeholders	
Track record of mentoring, motivating and inspiring staff	
Preparation and presentation of reports	

### Key Skills

Essential	Desirable
Proactive with commitment to provision of excellent customer service	Project and/ or change management
Ability to prioritise, meet deadlines and work effectively under pressure	Able to exploit the use of new technology



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Good communication skills both written and verbal to include report writing, presentation and influencing skills	Investigative skills
Verbal reasoning	Negotiation
Decision making and problem solving	Able to work with teams across an organisation to improve services
Committed to high standards of performance and quality	
Team working and mentoring	
Microsoft Office	
Flexible and resourceful	
Proficient in relevant IT applications	

## Knowledge

Essential	Desirable
An in-depth knowledge of the working practices and methodologies of at least one of the relevant specialist functions covered by this role	Good knowledge of terminology and acronyms used by service areas
Up to date working knowledge of legislative frameworks and developments within the functions	Contracts and procurement methods and practices
Broad knowledge of the Council systems and services	
Understanding of customer focus and expectations and the context	
Equalities policy and procedures	
Project and change management	
Performance appraisal	