

# Role Profile

## Specialist - BCP Band F

### Competencies

<b>Managing, Leading and Developing Others</b>	Contribute to and celebrate the success of the whole team
	Encourage and listen to new ideas from everyone and be positive about change
	Share open and honest feedback in a constructive manner
<b>Knowledge and Skills</b>	3 A levels, NVQ 3, HND or diploma (or equivalent experience)
	Good knowledge of ICT including Excel, Word, Outlook and other programmes relevant to the role
	Good knowledge of the work practices, processes and procedures relevant to own area of work
	Flexible approach to case work, understanding different customer needs
	Provide advice on a range of issues within set guidelines
<b>Creativity and Innovation</b>	Use curiosity about the way things are done to recommend, create and implement more effective ways of working that will enhance customer experience
	Use effective interpersonal skills to develop solutions to a range of problems
<b>Relationships</b>	Build supportive, positive and trusting relationships with others
	Seek to resolve any barriers to collaborating with others by communicating openly and challenging unhelpful behaviour
	Appreciate diversity in both customers and colleagues and consider their specific needs
	Proactively approach interactions with customers, using diplomacy and tact where issues could become contentious
<b>Decision making</b>	Make evidence based and outcome focussed decisions using proactive risk management and within set procedures, referring complex decisions to a manager
<b>Work Demands</b>	Plan and organise own workload in an environment of change and where there are competing demands
	Gain experience and knowledge by learning on the job, while possibly gaining formal training or a professional qualification