**Role Profile**

**Specialist – BCP Band K**

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| Competencies |
| Managing, Leading and Developing Others  | Provide expert coaching to others in line with strategic objectives and to support their professional development |
| 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 |
| Knowledge and Skills | Relevant degree (or equivalent experience) |
| Advanced relevant professional qualification (or equivalent experience) with clearly evidenced continuous professional development and understanding of industry best practice and broader commercial awareness |
| Extensive relevant work experience in a complex specialism, demonstrating practical and theoretical knowledge |
| Good knowledge of ICT including Excel, Word, Outlook and other programmes relevant to the role |
| Either broad or deep knowledge of the work practices, processes and procedures (including legal and regulatory requirements and the risks of non compliance) relevant to own area of work, including broader commercial awareness |
| Flexible approach to a complex and high risk case load, considering in advance different customer needs and adapting communications accordingly |
| Provide complex and specialist advice on a range of significant or multi-disciplinary issues |
|  | Analyse data and interpret customer information, highlighting relevant trends or issues to managers in order to support informed decision making |
|  | Co-ordinate processes and systems in relation to work flow management |
| Present information and recommendations in a focussed and engaging way |
| Project management experience |
| Knowledge of effective change and stakeholder management principles |
| Creativity and Innovation | 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 complex or contentious problems where there are a range of options and the information is unclear or conflicting |
| Work in partnership with other areas to identify, recommend, and develop improvements to the efficiency and continuity of own area of work |
| Shape the strategic direction of own area by recommending and implementing change using information and data from customers |
| Relationships | Develop relationships with customers which will have a direct impact on the service |
| 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 |
| Develop breadth or depth of knowledge through exposure to different activities and by learning from or shadowing more experienced colleagues |
| Represent and promote own area of work, providing specialist input and handling questions or objections |
| Build and present a case, influencing and engaging with stakeholders who may have differing opinions |
| Decision making | Make evidence based and outcome focussed decisions about how policies are delivered using proactive risk management, without the need to refer complex decisions to a manager |
|  | Within guidelines, deploy resources when necessary to respond to customer problems or emergency situations |
|  | Lead or contribute to project work |
| Work Demands | Plan and organise own workload in an environment of constant change and where there are competing demands that require a high level of mental dexterity |