**Role Profile**

**Specialist - BCP Band F**

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| Competencies | |
| Managing, Leading and Developing Others | 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 | 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 | |
| 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 a range of problems | |
| Relationships | 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 | |
| Decision making | Make evidence based and outcome focussed decisions using proactive risk management and within set procedures, referring complex decisions to a manager | |
| Work Demands | 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 | |