



**Westmorland
& Furness
Council**

Job Family Role Profile Description

Date: January 2015

Job Family: Operations

Job Profile: OP17

Purpose: To plan, develop, organise and control the delivery of an operational service within an area or across a number of contracts, to agreed Service Level Agreements, objectives and budgets. To ensure service operates in accordance with relevant legislation/regulations and contributes to the delivery of Council's priorities.

Your Responsibilities:

Leadership (Self and Team)

Accountable For:

- Leading, motivating and developing a senior service team with overall responsibility for leadership of a service area.
- Implementing Human Resources procedures including recruitment, discipline, performance and attendance management and appraisal.

End Result:

- The service area is well organised.
- Service delivery is effective.
- Human Resources issues are addressed.

Accountable For:

- Working with all services across the Council, promoting the service and influencing decisions.

End Result:

- The partnership team operates effectively.

Competency Measurement

- Build effective relationships with people and promote the "one council" approach. Manage employees' performance.
- Integrate the skills and abilities of the team to create a successful team.

Making Things Happen / Delivering Results

Accountable For:

- Developing work programmes and project plans
- for the assigned project portfolio within the context of the service business plan and aims.
- Working within the overall Service policy framework with input into the development of service area policies and procedures.

End Result:

- There are viable work programmes/project plans.
- A cost framework is established.
- Method statements etc. are completed.

Accountable For:

- Monitoring and controlling the service operations to complete them to the defined programme, specifications, standards and budget and taking any necessary corrective actions.

End Result:

- Work is completed to plan and specifications.
- Cost/income targets are met.
- Problems are overcome.
- Relevant standards and regulations are met.

Accountable For:

- Assessing, and making due allowance for risks and control, the operation of the area/contracts to comply with all relevant regulations and Service procedures.

End Result:

- Risk assessments are carried out.
 - Incidents are reported and addressed.
 - Staff are aware of their obligations.
 - Relevant regulations are complied with.

Accountable For:

- Developing procurement contracts to support the service provider.
- Establishing SLAs' details and specifications for major contracts of service.
- Identifying and securing opportunities for business development and improvement.

End Result:

- Business objectives are met.

Competency Measurement

- Make complex and tough decisions, develop and implement influencing approaches.

Service Improvement and Innovation

Accountable For:

- Identifying, proposing and implementing approved service improvement initiatives and business development opportunities.
- Supporting high level decision making regarding service delivery and service improvement.

End Result:

- Service improvements are identified.
- Service improvements are implemented and standards met.
- Business opportunities are implemented.
- Income stream is enhanced.
- Business development supports corporate priorities.

Accountable For:

- Contributing to development of strategic plans for the delivery of the service and objectives.

End Result:

- Strategic planning is achieved.
- Service is enhanced.

Accountable For:

- Identifying new opportunities; meeting with new customers and stakeholders to increase the business.

End Result:

- Service area is increased.

Competency Measurement

- Identify opportunities for business success and focus on making a difference.

Managing Resources

Accountable For:

- Determining, securing and deploying the resources needed to deliver the service in the area and meet contractual obligations.
- Preparing annual service plans and budgets for service area.

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End Result:

- Resources are identified.
- Resources are available when needed.
- Resources are effectively deployed.

Accountable For:

- Compiling and submitting/presenting reports and records, as required by Service procedures and contractual obligations.

End Result:

- Reports are complete, accurate, and on time.
- Valuations/claims/invoices are submitted.
- Council procedures and contract obligations are met.

Accountable For:

- Planning and controlling a large budget for the service.

End Result:

- Timely plans and budgets are adhered to.
- Plans and budgets are agreed, in accordance with Council procedures.
- Income stream is achieved.

Accountable For:

- Preparing and contributing to the formulation and achievement of the strategic business plan and associated targets and budgets.

End Result:

- Given standards and performance indicators are met.

Competency Measurement

- Anticipate and prepare for future needs using resources effectively and respond to demands of changing priorities and needs.

Customer and Community Focused**Accountable For:**

- Developing, maintaining and managing effective relationships with customers, contractors, suppliers and stakeholders (including elected members), to develop and improve partnerships.

End Result:

- Appropriate SLAs and contracts are agreed and delivered.
- Partnership working is promoted and managed.

- Queries/complaints are dealt with promptly.
- Service is delivered effectively, and standards and statutory requirements are met.
- Service is delivered within budget.
- Customers are satisfied.

Accountable For:

- Resolving escalated issues effectively.

End Result:

- Stakeholders are aware of operational issues.
- Clients/management are aware of work changes and cost implications.
- Problems are resolved satisfactorily.

Competency Measurement

- Initiate, build and maintain customer and stakeholder relationships to support delivery of effective service outcomes.

Qualifications, Knowledge, Experience and Expertise

- NVQ level 5, Professional qualification or equivalent experience.
- Management qualification in relevant discipline
- Professional skills relevant to the service area.
- Knowledge of Health and Safety and related procedures and policies and how they apply to the work area.
- Experience of managing people.
- Commercial/marketing skills may be relevant in some service areas.
- Thorough understanding of budget processes and organisational priorities.
- Knowledge of inward- and outward-facing Council issues.
- Thorough understanding of the service area and the business and context within which it operates.
- Extensive interpersonal skills including influencing, negotiating, conciliating, people management and motivational skills.
- Ability to identify and develop appropriate business opportunities.
- Organisational/planning skills.
- ICT competent with skills relevant to the work area.