



Job Family Role Profile Description

Date: January 2015

Job Family: Organisational Support

Job Profile: OS15

Purpose: To provide expert advice on policy, business services or process development, identify solutions and implement recommendations directly through own team or by influencing others.

Your Responsibilities:

Leadership (Self and Team)

Accountable For:

- Organising, co-ordinating, monitoring and reviewing the work of groups of employees.
- Planning and organising own and team's work contributing to forward planning for delegated areas.
- Implementing Human Resources procedures in the area including recruitment, discipline, performance and attendance management and appraisal.

End Result:

- Teamwork is well organised.
- Service delivery is effective.
- Human Resources issues are effectively dealt with or escalated.
- Time is managed effectively.
- Tasks are completed on time and to the required standard.
- The quality of team outputs is maintained.

Accountable For:

- Leading, as directed, on projects/programmes on behalf of the Service, in liaison with other key stakeholders and agencies and disciplines, in order to reach decisions.

End Result:

- The partnership team operates effectively.

Competency Measurements

- 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:

- Contributing significantly to target setting
- Implementing quality assurance processes and monitoring and reporting on outcomes.
- Providing specialist / expert advice and guidance on sensitive and complex issues within own service area, including the interpretation of legislation.
- Making decisions that impact significantly on own area, both internally and externally.

End Result:

- Processes are improved.
- Processes operate effectively.
- Programme objectives are achieved.
- Work is carried out in accordance with current thinking and best practice.
- Issues are resolved effectively.

Accountable For:

- Working under general guidance only, with freedom to choose between options based on experience/precedent.
- Working to set objectives, reporting on an exception basis and evaluating progress.

End Result:

- Tasks and duties are completed and delivered on time and to the required quality.
- Forward plans are developed.

Accountable For:

- Operating Council policies and ensuring appropriate compliance across Directorates.

End Result:

- Policy is applied consistently, accurately and appropriately.
- Potential problems are flagged up.

Accountable For:

- Providing reports for the Service and key external Bodies on the interpretation of issues impacting on the various services and the Council as a whole.

End Result:

- Quality reports are provided on time.
- Key issues are identified.
- Recommendations are put forward.

Competency Measurement

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

Service Improvement and Innovation

Accountable For:

- Contributing pro-actively to the development of policy in designated areas.

End Result:

- New policies are developed.

Accountable For:

- Monitoring service delivery and making recommendations on improvements to existing procedures.

End Result:

- Service standards are improved.
- Customer expectations are met or exceeded.
- Improvement plans are put forward for action.

Accountable For:

- Making recommendations for improvements to meet planned or expected changes in service demands.
- Negotiating / persuading / generating ideas, to formulate solutions and problem solving

End Result:

- Improvements are implemented.

Competency Measurement

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

Managing Resources

Accountable For:

- Managing self and allocated resources and providing advice on resources, to deliver services and/or programmes.

End Result:

- Work is completed on time and to the required standard.
- Programme and/or services are achieved.
- Statutory obligations are fulfilled.
- Customer expectations are met.

Accountable For:

- Using allocated resources to optimum efficiency.
- Monitor and review resource allocations.
- Deciding and planning considerable expenditure within the budget for their area.

End Result:

- Resources are used effectively.
- Tasks are achieved on time and to the required standards.
- New projects are adequately resourced.

Accountable For:

- Managing technical resources and processes within a cost center, delivering efficiencies wherever possible.
- Planning future resource requirements.

End Result:

- Resources are used effectively.
- Tasks are achieved on time and to the required standard.
- New projects are adequately resourced.

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:

- Liaising with stakeholders, including members and partner organisations to coordinate appropriate service delivery within a delegated area of responsibility.

End Result:

- Appropriate levels of customer service are provided.
- There is optimum and effective provision of resources.
- Stakeholders are kept informed.
- Mutually-agreed plans are achieved.
- Activities within the service area comply with legislation and procedures.

Accountable For:

- Acting as the Service's representative internally and externally, with authority to act on its behalf, within nominated area/task.
- Respecting other organisations' cultures and standards so the partnership is facilitated/encouraged.

End Result:

- The Service's reputation is maintained or enhanced.
- Team objectives are achieved.

Competency Measurement

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

Qualifications, Knowledge, Experience and Expertise

- Professional qualification or equivalent.
- In some areas, a registered qualification is a requirement.
- Experience of managing/supervising staff and work allocation.

- Expert breadth and depth of knowledge regarding the service and relevant legislation.
- Knowledge Health and Safety and related procedures and policies and how they apply to the work area.
- Understanding of budget processes and organisational priorities.
- Knowledge of inward- and outward-facing Council issues.
- Organisational/planning skills.
- Good interpersonal skills, including negotiating, conciliating, people management and motivational skills.
- Experience of implementing change.
- Political awareness.
- Ability to negotiate and influence at all levels.
- ICT competent with skills relevant to the work area