



Job Family Role Profile Description

Date: January 2015

Job Family: Organisational Support

Job Profile: OS16

Purpose: To plan and control the delivery of Organisational Support service areas, projects and service developments to meet agreed business plans and manage organisational change.

Your Responsibilities:

Leadership (Self and Team)

Accountable For:

- Supporting the identification of people resource requirement and deployment.
- Managing a team, as required.
- Leading, motivating and developing team(s)

End Result:

- Team working is effective
- People are well motivated and capable.
- There is a positive motivational climate.
- Performance management objectives are achieved.
- An effective workforce is developed.
- HR policies and legislative requirements are met.

Accountable For:

- Working pro-actively with high-level internal and external contacts, including directors elected Members, and equivalent levels in external Bodies.

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:

- Setting and/or agreeing relevant areas to be subject to performance management or performance improvement processes.
- Setting and/or agreeing relevant targets.
- Supporting the formulation and setting of service plans.
- Contributing to the development of annual and longer-term business plans and budgets for business area, service developments or projects.

End Result:

- There are informed decision processes.
- Policy is set.
- Performance objectives are achieved.
- Business processes are fit for purpose.
- Business / service efficiencies achieved.
- Service plans and budgets are agreed within the Services budget schedule.
- Business objectives and plans are agreed.

Accountable For:

- Co-ordinating and contributing to the formulation of service, statutory or partnership plans.
- Contributing to decisions on strategic direction.

End Result:

- Longer-term issues are identified.
- Services are effectively delivered.

Accountable For:

- Providing project management to support the delivery of specific programmes.
- Negotiating in a technical and political, or multi- agency, environment.
- Providing, on behalf of the Council, expert professional advice on issues, in respect of all the services controlled.
- Identifying and managing reputation and service risks.
- Acting as expert witness on behalf of the Council.

End Result:

- Programme objectives are achieved within the specified time and budget.
- Effective service delivery.
- Professional corporate advice is provided.
- External trends and developments, from the Council's perspective, are understood.
- The Service is aware of implications, risks and benefits.
- Effective relationships exist with the customer-base.

Accountable For:

- Monitoring and reporting on policy implementation determining compliance of Service policies and legal requirements on situations with major implications for the Council.

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

End Result:

- Compliance is achieved.
- Risks are managed
- 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 significantly to the formulation of the plans and policies of the service, with an impact on the Service and in the wider environment. Providing a creative approach to the design / improvement of the service.

End Result:

- Policies and procedures are robust and fit for purpose.
- Contribution is made to the Service' strategic direction.
- Service is improved, to meet statutory obligations and external circumstances.

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.

Competency Measurement

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

Managing Resources

Accountable For:

- Recommending and managing allocated resources to deliver service objectives with responsibility for project or specified service delivery and associated budgets and resources
- Using specialist expert knowledge, contributing to the use and allocation of resources.

End Result:

- Objectives are achieved to the required professional and regulatory standards.

- Targets are met or exceeded.
- Customers are satisfied with the service delivery.

Accountable For:

- Identifying, securing, deploying, monitoring and reviewing the resources necessary for the service area to meet/exceed its objectives.
- Exploring options to access funding / resources.

End Result

- Resources are specified.
- Adequate resources are secured.
- Improved value-for-money.
- Service improvements are achieved within the available budget.
- Compliance with risk/asset management.

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:

- Representing the Service internally and externally with authority to act on its behalf. Communicating Service objectives.
- Designing, influencing and negotiating shared objectives, operating processes and standards within service area.

End Result:

- Shared aims and objectives exist.
- Outcomes are improved.
- Service delivery is improved.
- There are effective and good working relationships with stakeholders and elected Members.
- The Services reputation is maintained or enhanced.

Accountable For:

- Communicating objectives and influencing opinions.
- Undertaking joint working with partners; identifying and accessing funding; negotiating and influencing to adopt solutions develop or policies.

End Result:

- The Services reputation is maintained and promoted.
- Lobbying and influencing is effective.
- Outcomes are beneficial.

Accountable For:

- Leading on external accreditation and inspection.
- Ensuring effective feedback and complaints procedures and identifying options for action.

- Respecting other organisations' cultures and standards so the partnership is facilitated/encouraged.

End Result:

- Relationships with customers and other stakeholders are effective.
- Service level agreements and customer expectations are met or exceeded.
- Major issues are identified.
- Recommendations for action are put forward.

Competency Measurement

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

Qualifications, Knowledge, Experience and Expertise

- Professional and management qualifications or equivalent.
- Project management experience and associated skills.
- Proven track record and expert in the relevant professional discipline.
- Full understanding of the service area and the business, and the context within which it operates.
- Knowledge Health and Safety and related procedures and policies and how they apply to the work area.
- Organisational/planning skills.
- Professional skills relevant to the programme area.
- Politically astute in a rapidly-changing environment.
- High level of influencing, negotiation and interpersonal skills.
- ICT competent with skills relevant to the work area