Job Family Role Profile Description

Date: January 2015

Job Family: Organisational Support

Job Profile: OS18i

Purpose: To lead the delivery of Organisational Support service areas to meet agreed business plans and manage organisational change through the management of teams.

Your Responsibilities:

Leadership (Self and Team)

Accountable For:

- Leading, motivating and developing the senior service team.
- Taking overall responsibility for the leadership of the service.
- Taking overall responsibility for the organising of staff including learning and development.
- Implementing Human Resources procedures in the area, including recruitment, discipline, performance and attendance management and appraisal.
- Representing the Service and presenting strategy/policy to external partners.
- Working pro-actively with high-level internal and external contacts, including directors, elected Members, and equivalent levels in external Bodies.

End Result:

- The service and its delivery are 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 adhered to.
- Individual performance is improved.
- Career progression is facilitated.
- Policies and programmes are developed in a wider partnership.

Accountable For:

- Representing the service in liaison with other key stakeholders and agencies and disciplines, in order to reach decisions.

End Result:

- There is an integrated approach between agencies.
- There is improved efficiency in service delivery.

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, proposing and gaining approval for annual and longer-term business plans and budgets for business area/Directorate.
- Co-ordinating and contributing to the formulation of service, statutory or partnership plans.
- Providing project management to support the delivery of specific programmes.
- Setting and/or agreeing relevant performance targets for the service.

End Result:

- Service plans and budgets are agreed within the Council's budget schedule.
- Business objectives and plans are agreed.
- Longer-term issues are identified.
- Strategic policy is set.
- Programme objectives are achieved within the specified time and budget.
- Performance objectives are achieved.
- Business processes are fit for purpose.

Accountable For:

- Representing own business area or the Council at public meetings and with external agencies
- Communicating objectives and influencing opinions.
- Negotiating in a technical and political, or multi- agency, environment.
- Influencing objectives to achieve Services desired outcomes.
- Identifying and managing reputation and service risks.
- Developing service in accordance with operational demands.

End Result:

- The Services reputation is maintained and promoted.
- Lobbying and influencing is effective at the higher levels within the Council, and comparable levels in external organisations.
- Outcomes are beneficial.
- Operational requirements are met.

Accountable For:

- Monitoring and reporting on policy implementation and activity within own function, to ensure compliance.

- Providing specialist expert advice, covering a professional discipline within a statutory framework, or work area.
- Providing reports for the Service and key external Bodies on the interpretation of major issues impacting on the service and the Council as a whole.

End Result:

- Concerns are identified.
- Risk is managed.
- There is compliance with relevant legislation and regulations.
- Service is developed and delivered in accordance with current thinking and best practice.
- 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:

- Ensuring analysis of external developments.
- Interpreting and advising the Council on appropriate changes to policies, including drafting and designing detailed policies and plans.
- Contributing significantly to the formulation of the plans and policies of the service, with an impact on the Council and in the wider environment.

End Result:

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

Accountable For:

- Providing authoritative opinion and directly contributing to the strategic development of own service.
- Providing a creative approach to the design/improvement of the service.

End Result:

- Expertise and resources are identified and used effectively, to meet service requirements.
- Improved quality of service and efficiency

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 service area and associated budgets and resources.
- Making a specialist expert contribution regarding the use and allocation of resources.
- Contributing to the overall service delivery, including planning, expenditure and securing and controlling a high value budget.
- Advising on resources to deliver agreed work programmes.
- Reporting on effectiveness/efficiency.

End Result:

- Objectives are achieved to the required professional and regulatory standards.
- Targets are met or exceeded.
- Customers are satisfied with the service delivery.
- Tasks are completed on time and to the required standards.
- Performance is maintained or improved.

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.
- There is improved value-for-money.
- Service improvements are achieved within the available budget.
- There is 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 Council internally and externally.
- Communicating Council objectives.
- Designing, influencing and negotiating shared objectives, operating processes and standards.
- Undertaking joint working with partners; identifying and accessing funding; negotiating and influencing to adopt solutions or develop policies.

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 Council's reputation is maintained or enhanced.

Accountable For:

- Representing own business area or the Council at public meetings and with external agencies.
- Communicating objectives and influencing opinions.

End Result:

- The Council's reputation is maintained and promoted.
- Lobbying and influencing is effective.
- Outcomes are beneficial.

Accountable For:

- Ensuring the provision of professional advice and support to Council services and external parties.
- Leading on external accreditation and inspection.
- Ensuring effective feedback and complaints procedures and identifying options for action.

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.
- Considerable management experience and associated skills.
- Proven track record as a manager 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.
- Full understanding of budget processes and organisational priorities.
- Extensive people management skills.
- Organisational/planning skills.
- Professional skills relevant to the service areas.
- Politically astute in a rapidly-changing environment.
- High level of influencing, negotiation and interpersonal skills.
- ICT competent with skills relevant to the work area.