

Job Family Role Profile Description

Date: January 2015

Job Family: People, Care and Development

Job Profile: PCD14

Purpose: To represent, organise, advise and control a service area, through managing a team or teams, to deliver the services efficiently and effectively to standard and within cost constraints.

Your Responsibilities:

Leadership (Self and Team)

Accountable For:

- Representing the Council on policy matters relevant to the role.

End Result:

- The Council's policy is represented effectively.
- The Council's reputation is safeguarded and enhanced.

Accountable For:

- Leading and motivating employees.
- Managing and co-ordinating the work of employees, including supervisors and junior managers.
- Implementing Human Resources procedures in the area, including recruitment, discipline, performance and attendance management and appraisal.

End Result:

- Work area is well organised.
- Service delivery is effective.
- Human Resources issues are dealt with effectively, or escalated.
- Services are delivered to required internal standards.
- Quality, national and legislative standards are met.

Accountable For:

- Organising and authorising the deployment of staff.

End Result:

- The appropriate support for service users is delivered.
- There is realistic work distribution amongst staff.

- Appropriately-qualified individuals deliver interventions, in accordance with legislative requirements.

Accountable For:

- Organising staff training and development.

End Result:

- Individual performance is improved.
- Career progression is facilitated within the service.
- There is an increased pool of experienced and qualified resource within the service.

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:

- Delivering a service and providing expert advice to internal and external people.
- Evaluating effectiveness of service delivery, making changes where necessary.

End Result:

- Standards are determined and maintained and the skill base is enhanced.
- Statutory responsibilities are delivered.

Accountable For:

- Determining the progression of complex work.
- Making day to day decisions to ensure effective service delivery.
- Escalating high risk issues.

End Result:

- Complex work is progressed in accordance with quality, national and legislative standards.

Accountable For:

- Conducting assessments in particularly complex or high risk circumstances.

End Result:

- Any hazards that exist or may develop are determined.
- Proper action is taken to mitigate immediate risk and to control future risk potential.
- The risk to the health and safety of staff and service users is reduced.
- Appropriate interventions to support service users are provided.
- Legal remedy is provided and actions are taken on the Council's behalf.

- All service users are protected.
- The Council's reputation is safeguarded or enhanced.

Accountable For:

- Contributing to service planning.
- Developing and implementing the team plan.

End Result:

- There is optimum use of available resources.
- Quality of service and efficiency are improved.

Accountable For:

- Planning interventions to be implemented for complex and higher risk cases/situations, where appropriate.
- Reviewing action plans and monitoring risk.

Competency Measurement

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

Service Improvement and Innovation

Accountable For:

- Liaising and co-ordinating service with service partners to ensure effective delivery and improvement of service.

End Result:

- Working practices are integrated across partnerships, to achieve and improve service delivery.
- Awareness of the issues is raised.
- Corporate outcomes are influenced.

Accountable For:

- Undertaking and arranging research to inform policy and the continuous improvement of service delivery

End Result:

- The latest thinking and best practice informs service delivery.
- The improvement of service delivery is effective.

Competency Measurement

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

Managing Resources

Accountable For:

- Interrogating data, recommending actions and establishing priorities

End Result:

- Available resources are systematically allocated to achieve agreed objectives

Accountable For:

- Planning and controlling budgets for specific areas
- Accessing and securing funding, where appropriate

End Result:

- Essential internal resources are provided.
- Services are achieved within agreed resources.

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 opportunities for partnership working
- Liaising with, and briefing Stakeholders.

End Result:

- Shared resources are used efficiently and effectively.
- The Council's reputation is safeguarded or enhanced

Accountable For:

- Providing professional advice on issues in own area of expertise and recommending appropriate solutions

End Result:

- Professional advice is provided and implemented.
- External trends and developments are understood.
- The Council is aware of implications, risks and benefits.
- Effective relationships exist with the customer base.

Accountable For:

- Representing the service in liaison with other agencies and disciplines, in order to reach decisions.
- Working with managers in partnership organisations and departments and other agencies.
- Liaising regularly with government departments.

End Result:

- There is an integrated approach between agencies.
- There is improved efficiency in service delivery.
- Shared resources are used efficiently and effectively Working in partnership with community and voluntary groups, internal and external partners, and potential contact with elected Members, to provide advice on service.

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.
- In some areas, a registered qualification and / or professional accreditation is a requirement.
- Thorough understanding of the service area and the context within which it operates.
- Organisational/planning skills.
- Commercial/marketing skills may be relevant in some service areas.
- Breadth and depth of knowledge regarding the service and relevant legislation.
- Knowledge of Health and Safety and similar procedures and policies and their application to the work area.
- Experience in workplace with vulnerable and / or young people, to understand risk and safety hazards.
- Understanding of budget processes and organisational priorities.
- Knowledge of inward- and outward-facing Council issues.
- Good interpersonal skills including negotiating, influencing conciliating, people management and motivational skills.
- Ability to influence people to change behaviours or make difficult changes.
- Political awareness.
- Experience of implementing change.
- ICT competent with skills relevant to the work area.