Westmorland & Furness Council

Job Family Role Profile Description

Date: January 2015

Job Family: People, Care and Development

Job Profile: PCD16

Purpose: To manage, organise, and control a service area to deliver the services efficiently and effectively to standard and within cost constraints.

Your Responsibilities:

Leadership (Self and Team)

Accountable For:

- Representing the Service on policy matters relevant to the role

End Result:

- The Service's policies are represented effectively.
- The Council's reputation is safeguarded or enhanced.

Accountable For:

- Leading, organising, managing and co-ordinating the work of groups 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:

- Motivating employees.
- 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:

- Managing the delivery of a range of services and providing specialist expert advice to internal and external people

End Result:

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

Accountable For:

- Implementing quality assurance processes and monitoring and reporting on outcomes.
- Contributing to service planning.
- Developing and recommending strategic direction for own service area.
- Developing and implementing the team plan and contributing to Directorate business and service planning.

End Result:

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

Accountable For:

- Determining and manage the progression of complex work.
- Reviewing day to day decisions to ensure consistent and safe approaches.
- Signing off decisions relating to 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 intervention to support service users is provided.
- Legal remedy is provided and actions are taken on the Services behalf.
- All service users are protected.
- The Council's reputation is safeguarded or enhanced.

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.

Accountable For:

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

End Result:

- The latest thinking and good 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, monitoring and controlling budgets, spending and other resources for specific areas.
- Deciding, planning, and monitoring considerable expenditure within the budget for the service area.
- Accessing and securing funding, where appropriate.

End Result:

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

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 regularly with government departments and, under direction, with elected Members.

End Result:

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

Accountable For:

- Providing expert professional advice on major issues in own area of expertise and recommend 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.
  Shared resources are used efficiently and effectively.

Accountable For:

- Representing the service in liaison with other key stakeholders and agencies and disciplines, in order to reach decisions.
- Working with equivalent managers in partnership organisations and departments, and other agencies.

End Result:

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

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.
- Experience as a manager and expert in a relevant professional discipline.
- Thorough understanding of the service area and the business and the context within which it operates
- Organisational/planning skills.
- Extensive people management skills
- Commercial/marketing skills may be relevant in some service areas.
- Expert 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.
- 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.
- Experience of implementing change.
- Political awareness.
- ICT competent with skills relevant to the work area.