Role Profile Description

Date	January 2015
Purpose	To be responsible for the technical content and standards of a service area within a defined organisational support activity.

Your responsibilities:

Leadership (Self and Team)

Accountable For	End Result
• Contributing to team-working. • Providing instruction and on-the-job training for colleagues. • Assisting in allocating and checking the work of colleagues in the same work area. • Providing input to recruitment, training and development of team members, and technically supporting them in the achievement of the team's goals.	• Teamwork is effective. • Colleagues are supported. • There is a positive motivational climate. • Career development is enabled. • HR policies are correctly followed.
• Leading on or contributing to projects/programmes, as directed, on behalf of the Service. • Representing the Service.	• The partnership team operates effectively. • Projects/programmes are achieved to targets

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	End Result
• Contributing to target setting.	• Programme objectives are achieved.
• Contributing to the development of the Service plan.	• Plans are developed and operated.
• Ensuring implementation of Service policies across directorates/ departments.	• Policy is applied accurately and appropriately. • Potential problems are flagged up and solutions are identified.
• Providing advice and guidance on sensitive and complex issues and enquiries, including the interpretation of legislation involving decisions that will impact significantly on own area both internally and externally.	• Issues and queries are resolved effectively
• Working with limited direction, with broad guidance only being received. • Using discretion to determine how service/business area is delivered.	• Area of work is managed and completed effectively

Competency measurements

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

Service Improvement and innovation

Accountable For	End Result
• Taking responsibility for delivering against agreed targets and areas, to improve performance. • Using creative problem-solving to drive change.	• Processes are improved.
• Developing and delivering policy proposals and policy advice for debate and adoption by the Service and/or its partnerships.	• Policy options are considered. • New policies are developed.
• Monitoring service delivery and generating feedback for the development/improvement of services.	• Service standards are improved. • Customer expectations are met or exceeded. • Improvement plans are put forward for action.
Competency measurements	
Identify opportunities for business success and focus on making a difference.	

Managing resources

Accountable For	End Result
• Controlling allocated resources to deliver agreed outcomes.	• Projects/programmes are achieved to targets. • Statutory obligations are fulfilled. • Customer expectations are met.
• Advising on resources to deliver agreed work programmes and reporting on effectiveness/efficiency. • Contributing to the planning of expenditure for the team, site or projects. • Monitoring and controlling elements of delegated budgets, and assisting in accessing funds from other Bodies.	• Tasks are completed on time and to the required standard. • Performance is maintained or improved.
• Managing technical resources and processes within a cost centre, delivering efficiencies wherever possible. • Planning future resource requirements.	• Resources are used effectively. • Tasks are achieved on time and to the required standard. • New projects are adequately resourced.
Competency measurements	
Anticipate and prepare for future needs using resources effectively and respond to demands of changing priorities and needs.	

Customer and Community focused

Accountable For	End Result
• Working with a range of stakeholders to resolve issues as part of the Service team. • Advising and supporting stakeholders, in consultation and negotiation, to design and deliver mutually-beneficial outcomes.	• Stakeholders are kept informed and influenced. • Mutually-agreed outcomes are achieved.
• Representing the Service internally and externally at a range of events. • Managing the Services contribution according to circumstances. • Respecting other organisations' cultures and standards so the partnership is facilitated / encouraged.	• The Service's reputation is maintained or enhanced. • Service objectives are achieved.
Competency measurements	
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.
- Management qualification in relevant discipline is desirable.
- Expert knowledge and understanding of the service area, 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.
- 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.
- Professional skills relevant to the service area.
- Ability to negotiate and influence at all levels.
- ICT competent with skills relevant to the work area