**Role Profile**

**Manager – BCP Band K**

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| Competencies | |
| Managing, Leading and Developing Others | Manage a specialist team with the same or similar area of work (up to 15 employees) or manage a large team of operational staff (between 16 and 49 employees) | |
| Manage the continual professional development of the team to achieve service aims and ensure statutory and best practice outcomes are achieved | |
| Understand the importance of diverse talent during recruitment and development practices | |
| Celebrate team contributions and successes | |
| Role model enthusiasm and commitment to delivering excellent services which have considered the diverse needs of customers | |
| Understand and address performance issues promptly providing continuous feedback | |
| Knowledge and Skills | Relevant degree (or equivalent experience) | |
| Management qualification (or equivalent experience) | |
| Relevant professional qualification (or equivalent experience) with clearly evidenced continuous professional development | |
| Well developed and authoritative knowledge of the work practices, processes and procedures (including legal and regulatory requirements and the risks of non compliance) relevant to the service, including broader commercial awareness | |
| Analyse data and interpret customer information to produce reports that will inform service design | |
| Presentation of own or teams work in a focussed and engaging way | |
| Complaint handling skills with the ability to respond to escalated customer issues | |
|  | May manage budgets, resources and funding | |
|  | Knowledge of effective change and stakeholder management principles | |
| Creativity and Innovation | Use effective interpersonal skills to develop solutions to complex or contentious problems where there are a range of options and the information is unclear or conflicting | |
| Work in partnership with other areas to identify, recommend, and develop improvements to the efficiency and continuity of own service | |
| Encourage and recognise creativity and innovation in own team in relation to business as usual and new commercial opportunities | |
|  | Shape the strategic direction of own area by recommending and implementing change using information and data from customers | |
| Relationships | Develop relationships with customers which will have a direct impact on the service | |
| Seek and develop partnerships to achieve collective objectives and help to overcome any barriers to joint working | |
| Represent and promote the service, providing specialist input and handling questions or objections | |
| Build and present a case, influencing and engaging with stakeholders who may have differing opinions | |
| Decision making | Accountable for the delivery and performance of own team against current and future objectives | |
| Make evidence based and outcome focussed decisions using proactive risk management to ensure the quality of the service is maintained | |
| Manage and use allocated budget and resource effectively and flexibly to ensure delivery of service objectives within budget and suggest any opportunities to generate income | |
| Work Demands | Set clear and realistic objectives for others ensuring they fit with the service plans; monitor progress against objectives and provide feedback | |
| Prioritise workload in an environment of change and where there are competing demands | |
| Use relevant information to anticipate potential problems and ensure the continuity of service is maintained | |
| Plan and organise the activities of others, considering both short and long term implications to ensure strategic direction is supported | |