



## Role Profile

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| <b>Reference Number</b> | MUL152            |
| <b>Role Title</b>       | Service Manager I |
| <b>Directorate</b>      | Multiple          |
| <b>Department</b>       | Multiple          |
| <b>Reports to</b>       | Head of Service   |

### Role Purpose

Under the general direction of the Head of Service, manage a team of professionals providing diverse or complex work, expert professional services, interpretation and advice internally and externally within a broad specialist area, to support and enable the delivery of effective and responsive council services. This role delivers impact through the management of specialist advice, policy, and guidance to support service managers and may develop functional capability and the interpretation and application of functional policies.

### Accountabilities

- Manage, plan, organise and ensure the efficient and effective delivery for the professional advisory service area, translating wider Directorate objectives into a clear service plan.
- Manage the interpretation and communication of policy, legislation, regulations and codes of practice relevant to a wide service area, scanning the horizon for relevant changes that may impact the business.
- Manage the development and implementation of policy frameworks to guide service planning and operations and ensure that operations are delivered in accordance with best practice, legislation and within Council policy.
- Operate and interpret management information systems and produce major and complex ad-hoc analysis of internal service and management information to contribute to the development of new services and innovative working practices.
- Produce recommendations for service planning, budgets, and workforce planning, using expertise to proactively identify relevant customer, professional or legislative trends that may impact on delivery.
- Design, develop and deliver training or learning programmes for both internal and external service providers to educate them on the policy area and to promote a working culture that is based on best practice in delivering services.
- Motivate, manage and develop staff to support a culture of high-quality performance and continuous improvement to achieve excellent outcomes that meet the needs of citizens within a fixed level of resources. Resolve performance issues in order to support a culture of performance and productivity.
- Lead on the delivery of specific medium sized projects that seek to respond to changing policy context, to ultimately contribute to the continuous improvement of services.
- Build partnerships and networks both internally and externally to champion the work of the service area, attending groups and boards to contribute to wider strategic planning processes within the Directorate shape and improve service delivery.

## Knowledge / Skills / Experience required

- Degree in a relevant subject or be able to demonstrate equivalent knowledge, skills, and proven experience in the related service area.
- Professional qualification, chartered status or equivalent experience.
- Substantial knowledge of the public sector with deep specialist knowledge in a particular service or professional area.
- Excellent understanding of Directorate objectives, as well as of Corporate Plan and Community Strategy.
- Knowledge of national and regional policy and legislation relevant to the public sector and to the service or professional area.
- Subject matter expert in professional field.
- Experience of leading a professional team in a senior level role.
- Experience of leading large and complex projects and programmes that have an impact across the Council.
- Experience of working in multi-agency service environments.
- Ability to lead, manage and develop a team to deliver a service or programme, and to manage collaborative services and joint working.
- Excellent communication skills with the ability to influence a wide range of stakeholders, partners, and senior colleagues.
- Proven financial management skills and commercial acumen.

## Dimensions of role

- The role will manage a smaller professional advisory team and be responsible for the delivery of professional/policy/advisory services.
- The role will manage smaller service budgets and/or contribute to wider financial planning and the realisation of savings and efficiencies in the Directorate.
- Roles will have considerable scope for decision-making and will be expected to resource services, manage and motivate teams and resolve complex problems, and translate policies into operating procedures. Roles may be large team managers reporting to Heads of Service.

## Notes

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|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Date:                 | 01/02/2021                                                                                                                                                                                                |
| Working Conditions:   | <ul style="list-style-type: none"> <li>• Working conditions do not have a material impact on the nature of the job, once all reasonable actions have been taken to moderate or eliminate them.</li> </ul> |
| Working Arrangements: | <ul style="list-style-type: none"> <li>• No specified working arrangements outside of a normal working pattern.</li> </ul>                                                                                |