



## Role Profile

<b>Reference Number</b>	MUL081
<b>Role Title</b>	Manager III
<b>Directorate</b>	Multiple
<b>Department</b>	Multiple
<b>Reports to</b>	

### Role Purpose

To manage and develop a team (typically of professional staff or a large team of technical/para-professional staff), focused on delivering efficient services to meet service objectives and deliverables, whilst ensuring budget management, cost effectiveness and supporting maximum financial reward for the Council.

This role operates under the direction of a Service Manager or Head of Service.

### Accountabilities

- Set work objectives and standards for the team, interpreting overall service objectives and translating these into clear objectives and activities for individuals, so that clear work and delivery plans are in place to ensure goals are met. This includes monitoring the effective performance of staff in delivering against these objectives and standards.
- Co-ordinate and integrate team activities, resolving both routine operational and more complex issues to ensure delivery meets internal and external targets and standards and that all work is in accordance with defined procedures. This may involve looking ahead and anticipating issues that will impact on delivery.
- Manage a team of staff to ensure that they are supported, enabled and equipped to deliver effective and responsive services. This involves leading on recruitment, supervision and performance management for the team, as well as motivating and coaching staff through the identification of training and development needs.
- Control and manage allocated budgets and other resources, which may be medium sized and carry an element of risk or complexity, to ensure delivery of services within budget and make sure that appropriate resources are available to run the team or work area.
- Manage and help to scope projects that directly impact the service area, to ensure that specified objectives and project deliverables are delivered on time and to budget.
- Identify, recommend and implement improvements to ways of working, adapting procedures and work plans in own area in order to improve operations, performance and efficiency. This will involve analysis of management and financial information.
- Contribute to service planning to support the delivery of effective and responsive services. This may include identifying and evaluating commercial or service development opportunities, and making formal proposals on resources, objectives and targets in the specific area.
- Build effective relationships, partnerships and networks, both internally and externally, to enable effective collaboration and partnership working, and improve multi-agency service delivery where relevant.

## Knowledge / Skills / Experience required

- Degree educated, professional qualification, or equivalent experience.
- Comprehensive knowledge of the work practices, processes, procedures and policies relating to the service area.
- Advanced knowledge of all relevant legislation, statutory guidance, national codes and standards, and best practice.
- Knowledge of the theory and principles underpinning the relevant discipline.
- Understanding of directorate and service objectives in relation to Council policies.
- Substantial experience in the service area, with knowledge of the wider context and issues surrounding it.
- Experience of managing staff, including leading, coaching and mentoring to develop others.
- Experience of managing budgets, forecasts and resources of some complexity and risk.
- Experience of improving procedures and policies.
- Experience of setting objectives and targets as part of business planning.
- Ability to analyse and interpret data, and use this to plan and deliver required outcomes and improvements.
- Ability to plan and integrate multiple workstreams, activity areas and projects, and resolve complex and conflicting issues.
- Ability to motivate and support the long-term development of staff.
- Ability to negotiate, influence, resolve conflict and deal with contentious issues appropriately and effectively to achieve required outcomes.

## Dimensions of role

- The role manages the work of small to medium sized professional teams.
- The role manages and controls allocated budgets and resources.
- Planning will typically be focused on the months ahead, with a need to manage multiple priorities, in addition to having an input into longer-term service plans focusing on the months and year ahead.

## Notes

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>