



Role Profile

Reference Number	MUL155
Role Title	Service Manager IV
Directorate	Multiple
Department	Multiple
Reports to	Head of Service

Role Purpose

Manage a team providing professional services, within a specific policy or service area, to support the delivery of effective and responsive council services, and to help ensure that the Council works within legislation, regulation, and good practice.

Accountabilities

- Develop, manage, and motivate a team or teams of organisational service professionals so that they can deliver high standards of partnering and services to other areas of the Council, monitoring performance and employing coaching and training.
- Translate broadly defined deliverables into a clear plan for a team of professionals, co-ordinating and integrating some diverse areas of work to provide clear direction and ensure delivery of wider objectives.
- Apply developments and identify new approaches and/or techniques in professional area, to enable continuous improvement and drive good practice in how the Council develops services, policy, and operations.
- Provide advice, dealing with counterparts and senior colleagues to support effective operational delivery and ensure due consideration is given to service implications.
- Undertake complex analysis to interpret trends and develop recommendations for improvements to ways of working that will enhance the effectiveness and efficiency of the discipline and inform Council decision-making, approvals, or governance processes.
- Review and prioritise the use of resources, including buildings, equipment and/or vehicles, to ensure they are put to best use in delivering the service.
- Build and develop partnerships and relationships with members, senior managers, and external organisations to ensure service priorities are shared and communicated effectively.
- Operate and interpret management information systems to provide analysis and to review ongoing progress towards the professional service objectives.
- Deliver specific projects under appropriate direction to help ensure the continued development of the respective service and the wider organisation, helping to enact business change.

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.
- Advanced knowledge of the public sector with specialist knowledge in a particular service area.
- Understanding of Directorate objectives, as well as of Corporate Plan and Community Strategy.
- Knowledge of relevant national and regional policy and legislation to the public sector and to the service area.
- Experience of leading a team.
- Experience of leading large or complex projects.
- Ability to lead and plan a service.
- Ability to lead, manage and develop a team to deliver professional advisory or policy development services.
- Influencing and stakeholder management skills and the ability to build relationships with service users, colleagues, partners and stakeholders.
- Financial management skills and commercial acumen.

Dimensions of role

- The role will manage a specific area of policy or professional services, line managing a team and planning their work.
- The role will manage a budget for their team and/or contribute to wider financial planning and the realisation of savings and efficiencies in the Directorate.
- The role will plan and organise a professional service area within monthly/quarterly timeframes, but with broader consideration of annual service planning.

Notes

Date:	01/02/2021
Working Conditions:	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.
Working Arrangements:	No specified working arrangements outside of a normal working pattern.

Marked as CONTROLLED - INTERNAL