



Role Profile

Reference Number	MUL080
Role Title	Manager II
Directorate	Multiple
Department	Multiple
Reports to	

Role Purpose

To manage and develop a team (typically either a small team of technical/para-professional staff or a larger team engaged in similar specialised work), focused on delivering efficient services to meet service objectives and defined 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, translating well defined overall objectives into clear and detailed activities for individuals, so that there are clear work plans in place. This includes monitoring the effective performance of staff in delivering against these objectives and standards.
- Co-ordinate, monitor and review workflow, and resolve day-to-day operational issues to ensure delivery meets internal and external targets and standards, and that all work is in accordance with defined procedures.
- 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.
- Act as a technical reference and escalation point for the team, providing specialist advice on the more complex/contentious issues and monitoring adherence to relevant standards, so that staff are supported in their roles and issues are resolved appropriately.
- Control allocated budgets and other resources, and/or influence decisions about larger budgets and forecasting, to ensure delivery of services within budget and make sure that appropriate resources are available to run the team or work area.
- Manage projects that directly impact the service area, in line with project management principles, 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 the development and implementation of policies and service plans, including contributing towards the setting of objectives and targets for business planning in specific area, to support the delivery of effective and responsive services.
- Develop and maintain effective relationships and communications with internal and external stakeholders, including other agencies and partners, to share information and enable effective collaboration and partnership working.

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.
- Understanding of the theory and principles underpinning the relevant discipline.
- Understanding of service objectives in relation to Council policies.
- Experience of managing staff, including performance management.
- Experience of managing budgets, forecasts, and resources.
- Experience of improving and implementing procedures.
- Some 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 related workstreams and projects within defined parameters and objectives.
- 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 a technical/para-professional team within a management hierarchy.
- The role manages allocated budgets and resources whilst supporting operational management to control service expenditure.
- Planning will typically be focused on weeks and the month ahead, with a need to manage multiple priorities, in addition to having an input into longer-term service plans focusing on the months ahead.

Notes

Date:	01/02/2021
Working Conditions:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • No specified working arrangements outside of a normal working pattern.