


Profile Title:	Group Manager	 BARNSLEY Metropolitan Borough Council				
Reports to:	Service Director					
Employee Management:	Up to 4 Manager Up to 100 employees	Grade:	12	Profile Ref:	118744	
Purpose of the Post						
Responsible for the strategic planning and operational delivery of the Service; its management, supervision and operational control.						
Responsibilities						
<ul style="list-style-type: none"> Lead the service efficiently and effectively in line with priorities and financial targets, including delivery of statutory and non-statutory operations. Lead on the Strategic direction of the service ensuring linking with Council wide / cross departmental strategies together with the development of service policies and procedures co-produced with service users. Represent the service at relevant panels, appeals and various internal and external meetings Responsible for dealing with highly emotive issues and agitated service users /parents / guardians. Delivery of service plans/budgets ensuring the effective deployment of labour and vehicles to maximise operational efficiency. Responsible for promoting a clear focus on value for money and generating a truly customer-focussed and performance driven culture. Implementing innovative and creative approaches to service delivery, translating into challenging and ambitious targets that ensure best practice/added value, in accordance with the BU business plan. Manage a team of staff, providing direction and co-ordination of workloads, support and guidance dealing with recruitment, motivation, training and disciplining issues as appropriate. Lead on the identification of new legislation, policies, codes of practice and guidance to evaluate their impact and advise Members accordingly. Liaise, negotiate, influence, collaborate and co-produce documents with internal and external stakeholders, including managers, employees and partnership agencies as required. Responsible for the safeguarding of vulnerable service users and the awareness and compliance of health and safety regulations relevant to the service Responsible for the storing and sharing of highly confidential information of vulnerable children and adults relevant to the service. Responsible for the financial performance & management of the Service area. Ensure compliance with all legal, statutory requirements, Standing Orders, Financial Regulations of the Council and all appropriate areas as documented in the accountability framework including operational contract management. Undertake/Contribute to performance management and data analysis and interpretation, promoting quality practice and service delivery, ensuring continuous improvement. Undertake any other duties commensurate with the role as requested by management. 						
Education and Training					Measure	Rank

<ul style="list-style-type: none"> • Level 7 qualification in relevant service area OR extensive equivalent experience* • Training on Microsoft Office to intermediate level or above (ECDL or similar) • Willingness to undertake the Councils Leadership Programme • Willing to undertake training and continuous professional development in connection with the post. • Evidence of continuous professional development 	A/C A/I A/I A/I A/I	E D E E E
Relevant Experience	Measure	Rank
<ul style="list-style-type: none"> • *Experience of interpreting and implementing relevant legislation • *Extensive experience of delivering and designing strategies and policies • Experience in dealing with highly emotive issues, agitated service users and complaints. • Experience of providing specialist advice and guidance to managers of all levels of seniority, external agencies and all other stakeholders and forums on a regular basis. • Experience in performance management, setting targets, plans & monitoring performance. • Evidence of delivering a high quality customer focused service within allocated budgets • Experience in research and development activity including data analysis and performance reporting. • Experience of inspection, external assessment and regulatory activity. • Experience of budget management. • Experience of managing front line service through the use of appropriate HR policies and procedures. 	A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I	E E E E E E E E E E
General and Special Knowledge	Measure	Rank
<ul style="list-style-type: none"> • *Extensive theoretical knowledge in a relevant area related to the role • *In-depth working knowledge of relevant legislation, policies and procedures of the relevant area of work • *Substantial working knowledge of the relevant service • Knowledge through learning, experience and practice of performance management. • To be able to use Microsoft applications to produce quality documentation including reports. • Knowledge of the pressures facing local government. • Understanding of the Corporate and Political workings of The Council. • Must be able to demonstrate a thorough working knowledge of current safeguarding principles and health and safety procedures relevant to the service • Knowledge of partnership working principles 	A/I A/T A/I A/I A/I A/I/T A/I A/I A/I	E E E E E E D E E
Skills and Abilities	Measure	Rank
<ul style="list-style-type: none"> • Leadership and empowering skills, with the ability to skilfully and assertively challenge current practice and develop innovative ideas. • High level/strong communication, negotiation and interpersonal skills including the ability to influence decision makers, calm extremely agitated customers and resolve conflict. • Ability to work at senior levels within an organisation, within an Elected Member 	A/I A/I/ A/I	E E D

environment and partnerships, sometimes in areas of significant risk tensions and conflict.		
• Strong organisation and time management skills with the ability to work under pressure, being self-motivated and able to use own initiative under minimal supervision.	A/I	E
• Skilled at implementing service strategies and policies and the ability to produce quality documentation including reports, ensuring they are suitable for a range of audiences.	A/I/T	E
• Effective problem solver with the ability to assess problems quickly and with limited information, applying judgement & evaluation to inform, to advise and make decisions.	A/I	E
Additional Requirements	Measure	Rank
• Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council.	A/I	E
• Work in accordance with the council's visions, priorities, values and behaviours.	I	E
• Able to undertake any travel in connection with the post	A/I	E
• To undertake all duties and interactions with employees, partner providers and customers, fairly, without unlawful discrimination and with due regard to the Authority's equal opportunities, harassment and anti-oppression practices, policies and procedure.	A/I	E