|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Profile Title:** | Service Manager | bmbccolb | | | | | |
| **Reports to:** | Head of Service |
| **Employee Management:** | 1 x Manager  Up to 20 Employees | **Grade:** | 11 | **Profile Ref:** | 104895 | | |
| **Purpose of the Post** | | | | | | | |
| To lead, manage and develop the Team ensuring that operational, strategic and corporate actions are delivered in the light of best practice, national guidelines and legislation. To work in partnership with a range of agencies, groups and the community to ensure resources are targeted effectively with a particular focus on vulnerable people ensuring a holistic approach to service delivery and a focus on outcomes and sustainability. | | | | | | | |
| **Responsibilities** | | | | | | | |
| * Be responsible for the recruitment, training and management of a team including matrix management of officers across sectors and multi-disciplinary teams, providing direction and co-ordination of workloads, support and guidance, dealing with recruitment, motivation, training, welfare and disciplinary issues as appropriate. | | | | | | | |
| * Develop and maintain partnership arrangements, ensuring improved co-ordination of strategic approaches for vulnerable groups and in relation to the broader community safety service delivery portfolio. | | | | | | | |
| * Develop strategies, business cases, service plans, policies and procedures and ensure successful implementation. | | | | | | | |
| * Lead on the management of multi-disciplinary and agency teams ensuring the delivery of high quality, customer-focussed services in order to achieve the best possible outcomes for individuals, families and communities. | | | | | | | |
| * Be responsible for the operational management and effective deployment of resources associated with service- related contracts and commissions and liaise with the Contracts and Commissioning Team as required in relation to contract compliance. | | | | | | | |
| * In collaboration with the Contracts and Commissioning Team, work with a range of partners and stakeholders to ensure services are targeted at the most vulnerable, are of high quality, achieve outcomes and represent value for money. | | | | | | | |
| * Be responsible for liaising with appropriate stakeholders to ensure compliance with policies, procedures, statutory guidance, legislation and good practice. | | | | | | | |
| * Proactively engage, negotiate and collaborate with a variety of internal and external stakeholders including senior managers, Councillors, communities, forums and partnership agencies as required to ensure effective service delivery and continuous improvement. | | | | | | | |
| * Prepare and deliver reports and presentations as required to a range of audiences including service providers, Senior Managers, Elected Members, partnership agencies, customers and other members of the public. | | | | | | | |
| * Undertake complex data analysis and interpretation to ensure the commissioning of appropriate services, effective deployment and targeting of resources and identification of areas of unmet need. | | | | | | | |
| * Provide professional advice and guidance, ensuring that information is communicated to internal and external stakeholders as required. | | | | | | | |
| * Undertake robust performance management of services, ensuring service outcomes are being delivered, at all times promoting quality practice and continuous service improvement. | | | | | | | |
| * Lead on development work with service providers, commissioners and other key stakeholders including the design of service pathways, service redesign and where appropriate decommissioning. | | | | | | | |
| * Manage relevant budgets ensuring resources are allocated appropriately and funding for the service is maximised. | | | | | | | |
| * Undertake any other duties commensurate with the role as requested by management. | | | | | | | |
| **Education and Training** | | | | | | **Measure** | **Rank** |
| * Relevant Level 6 qualification. | | | | | | A/C | E |
| * Relevant leadership and management qualification. | | | | | | A/C | E |
| **Relevant Experience** | | | | | | **Measure** | **Rank** |
| * Extensive experience of managing a multi-agency team within a relevant discipline. | | | | | | A/I | E |
| * Experience of developing and implementing policy and strategy. | | | | | | A/I | E |
| * Substantial experience of successfully working collaboratively with partners at all levels of seniority, external agencies and members of the local community, building effective working relationships leading to improved outcomes for the community. | | | | | | A/I | E |
| * Substantial experience of undertaking performance management and developing relevant systems to monitor, manage and improve performance. | | | | | | A/I | E |
| * Experience of providing specialist advice and guidance at all levels of seniority, external agencies and other forums on a regular basis. | | | | | | A/I | E |
| * Budget management experience. | | | | | | A/I | E |
| * Experience of managing and leading change. | | | | | | A/I | E |
| * Experience of decommissioning and remodelling services responding to need, policy changes and financial pressures. | | | | | | A/I | E |
| **General and Special Knowledge** | | | | | | **Measure** | **Rank** |
| * Substantial knowledge of local and national strategies, policies, legislation and funding mechanisms relevant to the discipline. | | | | | | A/I | E |
| * Significant knowledge of risk assessment, risk management and demand/risk-based deployment approaches. | | | | | | A/I | E |
| * Extensive knowledge of partnership working practices and principles. | | | | | | A/I | E |
| * Working knowledge of Microsoft applications. | | | | | | A/I | E |
| * Knowledge of the pressures facing local government, providers, communities and wider stakeholders. | | | | | | A/I | E |
| * Significant knowledge and understanding of legislation, policies and practices relevant to the role. | | | | | | A/I | E |
| **Skills and Abilities** | | | | | | **Measure** | **Rank** |
| * Excellent communication, negotiation and interpersonal skills with the ability to deal with a variety of internal and external stakeholders including members of the public. | | | | | | A/I | E |
| * Ability to work at a senior level within an organisation and partnership context as well as with community members, sometimes in areas of tension and conflict. | | | | | | A/I | E |
| * Strong organisation and time management skills with the ability to work under pressure, adapting to changing workload demands and organisational challenges. | | | | | | A/I | E |
| * Highly developed skills in interpreting local and national policies and legislation with the ability to assess the local impact and consequences for service delivery. | | | | | | A/I | E |
| * Highly developed leadership skills with the ability to negotiate, implement and manage change across a partnership landscape engendering a culture of excellence and promoting continuous improvement. | | | | | | A/I | E |
| * Ability to produce quality documentation including reports, strategies, policies and procedures ensuring they are suitable for a variety of audiences. | | | | | | A/I | E |
| * Strong analytical skills with the capacity to interpret analyse and summarise complex data. | | | | | | 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 |
| * Willing to undertake training and continuous professional development in connection with the post. | | | | | | A/I | E |
| * Work in accordance with the council's vision, priorities, values and behaviours. | | | | | | A/I | E |
| * Able to undertake any travel in connection with the post. | | | | | | A/I | E |