

Role Profile Description

Date	January 2015
Purpose	To plan, organise and control the delivery of Regulation or Technical services to meet the objectives of agreed business plans and managing organisational change, through the management of teams.

Your responsibilities:

Leadership (Self and Team)	
Accountable For	End Result
<ul style="list-style-type: none"> Leading, motivating and developing the senior service team, with overall responsibility for the leadership of the service. Leading, motivating and developing teams in a service area across multiple sites. Implementing Human Resources procedures in the area, including recruitment, discipline, performance and attendance management and appraisal. Providing advice, support and discussion, to colleagues, Senior Management and Council Members influencing them to adopt recommendations involving complex issues and substantial outcomes. 	<ul style="list-style-type: none"> The service and service delivery are effective. People are well motivated and capable. There is a positive climate. Service staff are capable, skilled and knowledgeable. Performance objectives are achieved. HR policies and procedures are met and issues addressed. An effective workforce is developed Professional expertise and principles are applied.
<ul style="list-style-type: none"> Representing the Council and presenting policy to external partners. Leading in a technical and political, or multi-agency environment. 	<ul style="list-style-type: none"> Policies and programmes are developed in a wider partnership.
Competency measurements	
Build effective relationships with people and promote the "one council" approach.	
Manage employees' performance.	
Integrate the skills and abilities of the team to create a successful team.	

Making things happen / Delivering results	
Accountable For	End Result
<ul style="list-style-type: none"> Formulating, proposing and gaining approval for longer-term and annual business plans and budgets for the service area. 	<ul style="list-style-type: none"> Business plans and budgets are agreed in accordance with Council plans, procedures and timescales.
<ul style="list-style-type: none"> Leading the strategic planning for the service area. 	<ul style="list-style-type: none"> Business objectives are set out for service. A longer-term scenario is set out for the service. Service procedures are established.
<ul style="list-style-type: none"> Determining compliance of Council policies and regulatory frameworks, on situations with major implications, and enforcement decisions. 	<ul style="list-style-type: none"> Decisions are taken on situations with major implications. Enforcement proceedings are enacted.
<ul style="list-style-type: none"> Providing reports for the Council and key external Bodies on the interpretation of major issues impacting on the service and Council. Writing complex reports under pressure from conflicting priorities. 	<ul style="list-style-type: none"> Quality reports are provided on time. Key issues are identified. Recommendations are put forward.
<ul style="list-style-type: none"> Contributing to strategies, plans and functional business objectives, ensuring business continuity in emergencies. 	<ul style="list-style-type: none"> Essential services are delivered in emergency situations.

<ul style="list-style-type: none"> Acting as an 'Expert Witness' on behalf of the Council. Representing the Council's interests. Providing on behalf of the Council, expert professional advice on major issues. Explaining and defending key decisions. 	<ul style="list-style-type: none"> Expert witness evidence is provided. The council is appropriately represented in legal and other matters. The council's reputation is safeguarded and enhanced. Professional corporate advice is provided. External trends and developments, from the Council's perspective, are understood. The Council is aware of implications, risks and benefits. Effective relationships exist with the customer base.
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Competency measurements

Make complex and tough decisions, develop and implement influencing approaches.

Service Improvement and innovation

Accountable For	End Result
<ul style="list-style-type: none"> Developing policies and procedures for the service and monitoring and controlling their implementation. Proposing policies for the Council. 	<ul style="list-style-type: none"> Service policies and standards are set. Policies are adhered to. There is contribution to Council policies. External changes are taken into account.
<ul style="list-style-type: none"> Developing innovative solutions to complex technical issues, sometimes involving several areas of expertise. Organising the implementation of solutions and consulting when necessary on issues with wider implications. 	<ul style="list-style-type: none"> Solutions are proposed for complex technical issues. Agreed solutions are implemented. Professional, technical and regulatory principles are adhered to.

Competency measurements

Identify opportunities for business success and focus on making a difference.

Managing resources

Accountable For	End Result
<ul style="list-style-type: none"> Identifying, securing and deploying the resources necessary for the service to meet its objectives. Developing and proposing budgets, plans and resourcing for own service. 	<ul style="list-style-type: none"> Resources are specified. Adequate resources secured and deployed.
<ul style="list-style-type: none"> Overall management of the service budget. Overall service delivery, with responsibility for planning, expenditure and securing and controlling a very high value budget. 	<ul style="list-style-type: none"> The budget is controlled and managed. Resources are used efficiently and effectively.

Competency measurements

Anticipate and prepare for future needs using resources effectively and respond to demands of changing priorities and needs.

Customer and Community focused

Accountable For	End Result
<ul style="list-style-type: none"> Leading/chairing partnership arrangements. Identifying and pursuing opportunities for partnership working. 	<ul style="list-style-type: none"> The partnership approach is integrated into operational delivery. Shared aims and objectives exist. Service delivery is improved. Effective working relationships are achieved. The Council's reputation is maintained or enhanced.
<ul style="list-style-type: none"> Leading joint working; identifying and accessing funding; negotiating and influencing to adopt solutions; developing strategy/policy. 	<ul style="list-style-type: none"> Effective partnership working with stakeholders, other local authorities and external agencies.

Competency measurements

Initiate, build and maintain customer and stakeholder relationships to support delivery of effective service outcomes.

Qualifications, knowledge, experience and expertise

- Professional and management qualifications or equivalent.
- Considerable management experience and associated skills.
- Proven track record as a manager and expert in the relevant professional discipline.
- Full understanding of the service area and the business and context within which it operates.
- Knowledge of health and safety and related legislation, procedures and policies and how they apply to the work area.
- Full understanding of budget processes and organisational priorities.
- Extensive people management skills.
- Organisational/planning skills.
- Commercial/marketing skills may be relevant in some service areas.
- Politically astute in a rapidly-changing environment.
- Knowledge of inward- and outward-facing Council issues
- High level of influencing, negotiation and interpersonal skills.
- Relevant experience and a sound knowledge of the legislation, regulatory framework and Council policies and procedures, to deliver the role objectives.
- ICT competent with skills relevant to the work area.