**Northumberland County Council**

**JOB DESCRIPTION**

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| **Post Title:** Graduate Management Trainee | **Director/Service/Sector**: HR/OD & People Services | **Office Use** |
| **Band: 5 (predicted)** | **Workplace:** County Hall, Morpeth | JE ref: HRMS ref: |
| **Responsible to:** Relevant Senior Officer | **Date:** January 2018 |  |
| **Job Purpose:** * As a trainee, provides support to line managers and employees under supervision across a range of activities, supporting effective leadership, management, coordination and control of a defined area within the directorate at an operational level.
* Actively supports Assistant Managers, Operational Managers, Service Managers and Heads of Service within the relevant service in the leadership and development of support services.
* Delivers a comprehensive range of projects and provides advice and support to managers and staff on the achievement of objectives within both the Service and the Council.
* To support the relevant Manager in the delivery of services to meet strategic objectives and key performance targets set out by the Service and the Council.
* Acts as a first point of contact in providing operational management support to managers and staff on operational issues (where appropriate).

**Key Functional Responsibilities:**Works in close collaboration with managers in a nominated Service in the provision of a comprehensive operational management support service to enable them to meet the Service’s needs in line with Council objectives. Provides cross cover arrangements between Services when required.  |
| **Resources** |  |  |
| Staff | Line Manager for a number of designated individuals (subject to allocation agreed with Management)Provision of general support to operational managers.  |
| Finance | None |
| Physical | Shared responsibility for office equipment. Handling and processing of sensitive and confidential information.  |
| Clients | Residents, Visitors and Businesses within Northumberland. Line managers and employees of the County Council.  |
| **Duties and key result areas: Under guidance of Senior staff:**1. Communicates sensitive and complex information to managers and all staff covering financial issues, liaises with external partner agencies.
2. Represents the Council at external meetings.
3. Responsible for developing and disseminating information to staff and colleagues in relation to service changes which require good communication skills.
4. Support the implementation of changes in service to improve delivery, this requires sensitivity, tact and persuasive skills. This may require presentations or discussions with individuals, teams or large groups of staff with the support of a Service Manager.
5. Challenges staff about behavior and performance as necessary using tact and diplomacy, with supervision as appropriate.
6. Communicates to a wide range of people including members of the public, staff, union representatives and external representatives on specific projects or pieces of work undertaken.
7. Analyses situations and makes judgements on a range of operational issues e.g. staffing issues, budgetary/financial issues and business planning.
8. Analyses performance data to review and undertake service improvement initiatives.
9. Deploys skills for investigating a variety of issues and proposing solutions; dealing with complex enquiries
10. Plans and organises complex activities or programmes; formulating and adjusting plans as required
11. Manages a varied workload alongside a programme of study
12. Coordinates activities which include multi-disciplinary meetings operational initiatives.
13. Implements policies and proposes changes to practices and procedures for own area/Proposes policy or service changes which impact beyond own area
14. Responsible for ensuring performance targets are met
15. Expected to act as project lead for service developments as directed by Management
16. Reviews, interprets changes to national policy and develops policies and procedures which have a Council wide Impact
17. Responsible for communicating and explaining the requirement of HR policies and procedures to managers and staff
18. Participates in the recruitment and selection of staff, conducts investigations under HR policies, allocates staff and monitors workloads, interprets workforce data, supports with workforce planning, develops staff health and wellbeing and undertakes other people management responsibilities as appropriate.
19. Uses IT programmes regularly to produce and facilitate reports to support the activities of the Service
20. Undertakes audits as necessary to own work and specific audit projects to improve area of service (including assisting the OSM’s) and responsible for supporting the reviewing of services and protocols.
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| **Work Arrangements** |
| Transport requirements:Working patterns:Working conditions: | Will be required to travel to other Council premises Normal office hours but flexi-hours apply.Office based. |

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**PERSON SPECIFICATION**

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| **Post Title:** Graduate Management Trainee | **Director/Service/Sector:** HR/OD & People Services | **Ref**:  |
| **Essential** | **Desirable** | **Assess by** |
| **Qualifications and Knowledge** |
| Qualified to degree-level Awareness of the key issues affecting Local Government currently.A general understanding of operational management. |  | A/I/P/R |
| **Experience** |
| Recent understanding of the workings of a complex organisationWorking knowledge of computerised systems Ability to work collaboratively with service managersAbility to engage effectively with others and building productive relationships/partnerships | Previous experience in a management fieldPrevious experience in Local Government/the Public Sector | A/I/P/R |
| **Skills and competencies** |
| Ability to plan, prioritise, manage and organize workload to meet conflicting and competing service need.Demonstrate interpersonal skills with an ability to communicate, negotiate and influence a range of staff and management at all levels within the organisation with the ability to establish links with external organisations both verbal and written using the most appropriate mechanism for the achievement of required outcomesAn ability to work on own initiative whilst working to tight deadlines | Demonstrate sound working knowledge of accounting standards and practices. | A/I/P/R |
| **Physical, mental and emotional demands** |
| Ability to deal with conflicting demands within tight time-frames. |  | A/I/P/R |
| **Motivation** |
| Desire to learn, develop and succeed, seeking opportunities for personal development and to put experiences from learning into practice.Committed to personal and professional development Proactive and determined to achieve objectives and targets.Able to work on own initiative, with minimum supervision.Evidence of commitment to and interest in studying for a professional qualification. |  | A/I/P/R |
| **Other** |
| A commitment to the Council’s equal opportunities policy.Able to meet the transport requirements of the post. |  | A/I/P/R |

Key to assessment methods; (a) application form, (e) evidence (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits