

Newcastle City Council

Job Description



- Post Title:** Service Delivery Specialist (AA4149)
- Evaluation:** 586 Points **Grade: N9**
- Responsible to:** Community Hubs, Libraries and Parks Managers
- Responsible for:** Staff as allocated
- Job Purpose:** To support the delivery of effective and efficient specialist services to customers and partners in community hubs through the continuous development of services in line with the City Council's aims and objectives.
- Main Duties:** The following list is typical of the level of duties which the post holder will be expected to perform. It is not necessarily exhaustive and other duties of a similar type and level may be required from time to time.
- 1 To be responsible for the organisation, management, delivery and promotion of services in designated areas.
 - 2 To monitor performance and to ensure consistent and high standards of delivery of frontline services across the City which are responsive to changing demands and reflect sector developments and channel shift.
 - 3 To contribute to policy development within the service, providing advice and guidance on new ways of working and best practice.
 - 4 To recruit, support and develop the workforce to ensure staff have the skills to meet service and performance requirements
 - 5 To manage and monitor resources including stock and budgets as allocated in line with legislation, financial regulations and audit requirements.
 - 6 To identify, develop and work with internal and external partnerships to improve the effectiveness of community hubs.
 - 7 To contribute to the work of the Division or Directorate on appropriate working groups and initiatives as required.
 - 8 To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.