

# Role Profile - Service Manager (Performance Management)

## INFORMATION ABOUT THE ROLE:

<b>Group:</b>	Resources and Digital
<b>Service:</b>	Commercialisation and Improvement
<b>Location:</b>	Civic Centre
<b>Line Manager:</b>	Service Director
<b>Car User Status:</b>	Casual

SCP 40-43 - £46,549 - £49,590 p.a

## WHAT WE WANT YOU TO DO.....

- Design and review a new performance management framework for the Council which measures the successful delivery of Thrive priorities and outcomes and the impact of resources and investment in delivering those priorities
- Working with the Commercialisation and Improvement Senior Management Team, use performance management as a tool to inform investment in priorities and recommissioning of Council services
- Implement the corporate performance framework on behalf of the Chief Executive and Corporate Management Team
- Advising and shaping the Council's approach to national policy and resource decisions
- Providing advice and support to the Leader, Cabinet Members, Overview and Scrutiny Committees and Councillors
- Work with external partners, including other local authorities and public bodies, the voluntary and community sector and the private sector to achieve the delivery of Thrive priorities
- Develop a Communications plan for the Council in relation to performance management and the impact of resource deployment
- Working with the Service Director, support CMT in the preparation and implementation of external inspections (eg Ofsted; CQC)
- Manage and develop employees across a range of disciplines, through the setting and monitoring of performance targets and standards, encouraging personal development, providing support and taking action as necessary in order to develop an effective and efficient business unit
- Develop the Council's approach to public sector improvement and design and corporately support a new framework for self assessment and improvement
- Such other responsibilities allocated which are appropriate to the grade of this post



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## WHAT YOU NEED TO BE SUCCESSFUL..... *THE ESSENTIALS*

### THE KNOWLEDGE

- Impending and current legislation and policy context affecting local government and other public sector organisation
- Interpretation of information, trends and evidence to develop policy and strategy
- Corporate Performance Management Framework

### THE QUALIFICATIONS

- Relevant degree/professional qualification or equivalent experience

### THE EXPERIENCE

- Working in the public sector or an equivalent organisation at a senior level
- Managing people in a supervisory or management role
- Developing, implementing and reviewing policy and strategy
- Proven ability to lead on own initiative and deliver change
- Project Planning
- Managing complex issues and finding resolutions
- Managing budgets, preferably in a public sector organisation
- Managing improvement review and organisational change at a senior level
- Working with large complex organisation and partnerships to delivery joint or shared outcomes.



## **OUR COMPETENCIES... *HOW WE WANT YOU TO BE***

### **CUSTOMER FOCUSED**

Puts the customer first and provides excellent service to both internal and external customers

### **GREAT AT COMMUNICATION**

Uses appropriate methods to express information in a clear and concise way to make sure people understand

### **TEAM PLAYER**

Works with others to achieve results and develop good working relationships

### **DEVELOPING TEAMS AND INDIVIDUALS**

Promotes and supports team and individual learning and development and uses delegation to create a sense of ownership of high-level organizational issues, and encouraging individuals to stretch beyond their current capabilities

### **PERSONAL IMPACT**

Is Self-aware, learns continuously and adapts behaviour in response to feedback. Makes things happen, operates with resilience, flexibility and integrity

### **MANAGING SERVICE DELIVERY**

Focuses on the community and service users to develop responsive customer focused services. Promotes cooperation by working with internal and external partners to plan, develop and deliver excellent services and operates effectively within the political framework and corporate policies and guidelines

### **MAKE THINGS HAPPEN**

Takes responsibility for personal organisation and achieving results

### **FLEXIBLE**

Adapts to change and works effectively in a variety of situations

### **LEARN AND DEVELOP**

Actively improves by developing and applying new skills and knowledge and learns from past experiences

### **MANAGING PERFORMANCE**

Effectively manages the performance of teams and individuals to ensure results are achieved

### **MAKING THINGS HAPPEN**

Empowers people to initiate change. Supports innovative ideas and new ways of working

### **BUSINESS ACUMEN**

Understands and utilises financial and performance data to identify business strengths and weaknesses. Is quick to understand and deal with a business situation in a manner that is likely to lead to a good outcome

### **FACILITATING CHANGE**

Proactively leads and builds momentum for changes and sees it through

