Role Profile

Date	**November 2007**
Family	**DCM Major Service Manager**
Role Profile Level	**2S**

PURPOSE
To plan and organise the delivery of a major complex and diverse Council Service or portfolio of related Services to meet the objectives of agreed business plans.

ROLE ACCOUNTABILITY	**END RESULT**
Planning	
Develop, propose and secure agreement to business plans and budgets for the major Service area. Contribute to strategic planning for the Service area and governing directorate.	• Approved business plans • Planning process & timescale met • Clear service aims & objectives
Policy	
Develop, propose, and implement agreed, policies, procedures and standards for the Service and input to Directorate plans.	• Service policies & standards set • Policies adhered to • Contribution to Directorate plans
Operational control	
Organise and control the work of the major Service unit or combination of units to deliver a range of operational Service for the Council and meet the business plan.	• Business plan objectives met • Budgets achieved, cost & revenue • Regulatory & technical standards & specifications met
Finance and control management	
Monitor and control costs / income against budget and propose solutions to potential overspend & to generate additional income.	• Costs / income targets achieved • Potential overspend addressed in good time • Income generation proposals made
Service development	
Identify new business opportunities, submit tenders for, negotiate and secure business / funding to meet business plan aims.	• Work / funds secured as per plan • Adequate income to cover costs
People Management and Development	
Lead, motivate and develop employees within the assigned Service areas.	• Team achieve the required outputs • Identification and development of capable people to enable the achievement of Council objectives • Individual performance is managed • HR policies & procedures met • A positive employee relations climate is sustained and improved
Resources	
Plan, secure & deploy the resources necessary to meet the business plan obligations and project requirements.	• Necessary resources identified • Resources available when needed • Resources effectively utilised
Reports	
Prepare, submit & present reports as required by	• Reports on time, complete & accurate

Council procedures and contractual arrangements.	• Council aware of key issues • Queries answered (e.g. Members) • Contractual obligations met
Customer service	
Create and maintain effective relationships with clients, suppliers, contractors and other stakeholders.	• Informed & supportive clients • Co-operative suppliers, contractors • Stakeholders aware of issues

Compliance	
Control the operation of the Service areas so risks are assessed & addressed, and all relevant regulations, policies & procedures are complied with.	• Risks assessed & addressed • Staff aware of obligations • Compliance with all regulations etc • External rule changes addressed

WORKING CONTEXT
Nature of contacts and relationship (who and the nature of the communications)
Staff – motivate, develop, manage performance. Management – propose solutions to work situations, influence decisions, discuss plans & costs issues Members – keep informed, answer questions, influence future decisions Stakeholders (inc suppliers, contractors, clients, utilities etc) – negotiate with, influence Media – issue statements on work situations and implications
Working Environment Context (physical, disagreeable, health and safety aspects)
Mainly office based with some site visits where the usual hazards exist.
Creativity; discretion; impact: concentration
The Service units managed will be part of a full Service Directorate. The Service area at this level will be characterised by a mix of highly complex services and of a significant overall size measured by direct resources controlled. Working within the Council policy framework and regulatory guidelines for the department; develop guidelines, procedures and work instructions for the Service areas. Make proposals to address the impact of external changes and developments (legislative, regulatory etc) and input to policy development. Establish the profit and loss account for the areas; set gain approval for, and achieve budgets. Respond to short term requests for important information and reports.
Planning requirement
Within the corporate / department planning framework and priorities develop the local business plan for the Service areas and feed into the Directorate's business plan. Prepare plans for the Service areas varying from short term scheduling to annual work programmes and budgets, and longer term plans. Consider the Service areas' resource needs (plant, people etc) over the longer term,
Key facts and figure ranges (include likely size of any team managed)
Staff, 100 – 500 Budget several millions of discretionary expenditure, probably in excess of £4 million
Knowledge and qualifications (Education, vocational training and relevant work experience/knowledge and skills typically required. Where formal/vocational qualifications are specified, an equivalent level of general education and/or experience may be appropriate for some jobs.)
Typically degree level with a management qualification. Thorough understanding of how to manage a diverse work programme, secure the necessary resources and control costs. Knowledge of contractual framework and all applicable legislative arrangement, as well as Council policies.
Equipment operated and essential skills
Computer; IT skills Awareness of capabilities of operational equipment employed