



Role Profile

Programme Manager (Communities & Neighbourhood)			
Reference No.	G083.01(4)	Type	Generic
Service	Communities and Neighbourhoods		
Job Family	Team Manager 3	Grade	FC10

Purpose
<p>To lead and manage a corporate function or team ensuring the delivery of a consistent, high quality and customer focussed service that promote and implement the Council's aims and values.</p> <p>Responsible for leading a team of employees to develop policy, design strategies, and deliver services for customers which are effective and efficient.</p>

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Leading and managing a designated team or function, making sure that strategies and priorities are set, service levels and customer satisfaction are continually improved, and work-plans deliver to agreed priorities.	<ul style="list-style-type: none"> Ability to think strategically with experience of translating strategy into deliverable plans (Deliver results – See 'How We Work Matters' Framework) Ability to manage conflicting demands Organisational skills 	<ul style="list-style-type: none"> ✓.. · · ✓· ✓· 	
Contributing to the achievement of the key priorities and milestones set out in the Council Plan and the Service Improvement Plan, as well as other relevant national and local strategies. Delivering performance outcomes that meet Directorate and Service targets.	<ul style="list-style-type: none"> Educated to SCQF level 9 which includes a Degree or equivalent or equivalent experience Political awareness and requirements for public accountability in a public sector organisation 	<ul style="list-style-type: none"> ✓· · ✓· 	

Providing consistent, high quality and customer focussed services to the Council, its customers and its partners.	Customer service skills (Focus on customers) Understanding of the political context and need for public accountability in a public sector organisation	✓ . ✓	
Leading a co-ordinated business-focussed approach to Service provision while delivering and maximising the efficient and effective use of physical, financial and staff resources available.	Leadership skills Ability to provide a regular and effective service	✓ ✓	
Providing professional leadership and support to team, and others through personal and team development, coaching, managing attendance, performance and conduct, project work and fostering knowledge, sharing within and across teams.	Proven staff management of a team Evidence of supporting staff development	✓ ✓	
Managing and analysing performance levels for the relevant functional area: in relation to team performance and the performance of Services across the Council, developing and implementing solutions for continuous improvement.	Analytical skills Evidence of driving change in designated area (Take ownership) Initiating and managing continuous improvement	✓ ✓ ✓	
Building strong relationships with colleagues and partners so that work is integrated with and supports other relevant work in the Council and wider community. Developing and implementing opportunities to work more effectively with partners.	Experience of collaborative working Experience of working with partners in both public and private sector (Work together)	✓	. . ✓
Identifying, monitoring and achieving relevant quality standards, representing the Directorate or Service at agreed internal/external meetings, producing reports and delivering presentations.	Report writing skills Presentation skills/confident delivery style	✓ ✓	
Linking with national public and private sector organisations to ensure Fife shares and benefits from best practice elsewhere. (e.g. COSLA, Improvement Service and Scottish Government, professional bodies).	Experience of working with external bodies, and sharing best practice with other Councils and organisations		✓
Working with elected members to respond to queries and improve customer experience.	Experience of working with elected representatives Understanding of the issues arising from working with non-executive stakeholders, or politicians.	. ✓	✓
Ensuring project and policy compliance with legal, regulatory, professional body and social requirements.	Experience of analysing problems and determining creative and practical solutions	✓ . ✓	

	Ability to demonstrate project work delivering efficiencies or savings		
Ensuring strong relationships within team, offering guidance, support and direction on service delivery, professional and HR issues.	Proven staff management of significant team size Leadership and team building skills Ability to motivate others to perform to the highest standards Evidence of supporting staff development	✓ ✓ . ✓	✓
Managing change with Service Managers, employees and external partners as required. Report to different strategic/management groups as necessary.	Strategic planning and positively facilitating organisational change	✓	
Contributing to the wider development of the Service and Directorate as a member of the Service Management Team, and extended Directorate Management Team.	Experience of contributing to change outside of immediate area of responsibility		✓
Managing the Health and Safety of employees working in buildings across Fife.	Understanding and experience of Health and Safety	✓	
Preparing and managing budgets and delivering agreed savings and efficiencies, ensuring compliance at all times with the Council's financial regulations.	Financial management skills IT Skills (Embrace technology and information)	✓ ✓	
Ensuring compliance with statutory, regulatory and governance requirements, reporting to strategic and other relevant Committees as part of the Council's governance framework.	Comprehensive knowledge and awareness of relevant regulation, legislation and statutory requirements	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Job Title (Temporary Programme Manager)			

Managing the work of a delivery board, which will oversee delivery of the Tackling Poverty and Preventing Crisis priority across the Fife Partnership	Experience of designing and leading projects and programmes	✓	
Providing assurance against strategic and policy outcomes	Understanding of change and approaches to assurance in relation to strategic outcomes	✓	
Supporting strategic reform using insight and collaborative approaches	Understanding of the role and use of insight	✓	
Supporting programme delivery	Some knowledge and experience of relevant tools, such as portfolio, programme and project approaches	✓	
Coordinating policy support to Fife Council and Fife Partnership	Experience of community planning and partnership working	✓	•

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.