



Role Profile

Service Manager (Building Standards and Public Safety)

Reference No.	SS2256	Type	Individual
Service	Protective Services		
Job Family	Service Manager 1	Grade	FC11

Purpose

To lead and manage a team and co-ordinate the activities and functions of the team to ensure the delivery of a consistent, high quality and focussed service.

To provide the necessary leadership and vision within the team to optimise opportunities for innovative and radical thinking.

To implement continuous improvement processes in service delivery and customer responsiveness with an emphasis on cross team working and single customer solutions.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Drive the work of the team to focus on the critical business areas of verification services, reasonable enquiry, energy and sustainability, design construction and accessibility and private housing standards as a "Centre of Excellence".

Be the principal lead contact on all buildings standards and safety matters for the Head of Service.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

E **D**

Degree level, or equivalent

✓

Membership of an appropriate professional body e.g. RICS or CABE

✓

Significant professional post qualification experience including experience in a senior role, leading,

✓

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	managing, organising, and delivering the full range of Building Standards and Public Safety functions		
Lead on raising the profile and promoting the activities of the team in an inspiring, challenging manner to be externally recognised as an excellent service provider	Have both an extensive strategic and practical understanding of the building standards systems and a detailed working knowledge of all LABSS activities and therefore potential	✓	
Facilitate and implement integrated and initiative shared services/delivery mechanisms, in particular housing grants, scheme of assistance, HMO licensing, dangerous and dilapidated buildings and E-building standards.	Leadership skills to deliver cross organisational work drawing on programme management and quality improvement methodologies	✓	
Provide and manage a single, co-ordinated and joined up Service across Fife with unified policies, practices and procedures, provided within a 'Best Value' framework.	Understanding and knowledge of audit and Best Value frameworks	✓	
Provide the team with professional leadership, direction and support.	Leadership and coaching skills	✓	
Establish effective linkages and strong working relationships with key contacts both internal and external to the Council to help promote the Service and improve service delivery	Experience working with internal and external partners	✓	
Develop and maintain good employee relations in partnership with employees and relevant Trade Unions through informal and formal processes of communication, consultation and involvement.			
Manage major projects and service delivery, ensuring adherence to Council policies, national standards, statutory and legislative procedures and regulations	Knowledge of relevant regulation, legislation and statutory requirements	✓	
Manage the workload of the team, including the production of team plans in accordance with the Service Planning process	Experience of driving change (see 'How We Work Matters' framework)	✓	
Manage health, safety and welfare to ensure that the requirements of legislation, policy, procedures and instructions are properly implemented to make the working environment as safe and healthy as possible for employees and others who may be affected	Experience, knowledge and implementation of Health and Safety legislation	✓	
Set and maintain standards of conduct and performance and undertake any disciplinary action required.	Knowledge of HR frameworks around standards of conduct and performance	✓	

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	Experience of implementation of disciplinary actions		✓
Support employees by applying people management skills e.g. staff motivation, team building and conflict resolution		✓	
Manage the team's attendance management levels and employee performance in relation to set triggers and improvement targets.		✓	
Ensure the future skills and competency requirements of the team are addressed by leading the employee development and contribution management process (Talking Points approach).	Team building and Management skills	✓	
Foster knowledge sharing within the team and on the job coaching to expand team knowledge and capacity and ensure the growth of individuals.	Knowledge and experience of the council's coach approach		✓
Set, agree and manage forward work plans for the team in line with customer, contractor, Service and corporate priorities.	Strategic thinking - Committed to understand business priorities (see 'How We Work Matters' framework)	✓	
Ensure that quality standards are identified, monitored, achieved and continuously improved.	Experience using LEAN methodology		✓
Provide expert support and advice on the management, development and implementation of performance management systems for the collection, provision and dissemination of performance information	Ability to produce creative and practical solutions	✓	
Champion high standards of performance across the full range of SPI, KPI and other metrics/performance measures and challenge underperformance effectively.	Ability to develop and interpret complex performance data	✓	
Optimise service delivery by managing, developing and monitoring the Team budget and authorising and approving expenditure within agreed limits e.g. overtime, expenses, temporary appointments.	Quality assurance experience	✓	
Assist the Head of Service in the preparation of budgetary estimates, spending profiles and plans allied to the targeted priorities of the Service	Financial management experience	✓	

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Ensure appropriate audit, control and collection procedures are implemented to monitor and recover income charges and fees.			
Seek opportunities to enhance income streams in order to enhance team budgets e.g. through external funding support and partnership approaches to service delivery			
Contribute to the Council's efficiency agenda by implementing change to ensure a reduction in the cost of service delivery whilst maintaining and potentially improving services.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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:	Expected Behaviours
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters 	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>