



# Role Profile

Service Manager – Professional Services			
Reference No.	A4952	Type	Individual
Service	Property Services		
Job Family	Service Manager	Grade	FC12

Purpose
To define and deliver Council wide strategy relating to the management of Property Services within defined areas of responsibility to meet Council delivery objectives, corporate programmes, and emerging legislative requirements.
To provide leadership and the management direction necessary; to deliver a professional Design Consultancy Service, and the delivery of corporate programmes such as the Replacement School Programme.

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
<p>Leading the development of strategy, policy, practice, and delivery within defined areas of responsibility, including the functional management and corporate level change programmes which are:</p> <ul style="list-style-type: none"> <li>School Replacement Programme – circa £50m capital spend per financial year to build new schools</li> <li>Education Capital Programme – circa £20m capital spend per financial year to refurbish/ extend our existing school stock</li> <li>Communities Capital Programme – circa £10m capital spend per financial year to build/refurbish/extend our community assets</li> </ul>	<p>Educated to SCQF level 9, which includes a degree or equivalent</p> <p>Current chartered membership of a relevant professional body</p> <p>Significant experience of Programme and project management and of translating strategy into deliverable plans (Deliver results – See ‘How We Work Matters’ Framework)</p> <p>Evidence of proactive engagement with other Councils and or and other public and private partners</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

E = Essential Criteria D = Desirable Criteria

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<ul style="list-style-type: none"> <li>• City Deal Programme – circa £5m capital spend per financial year to build new business units throughout Fife.</li> <li>• Care Home Replacement Programme – circa £10m capital spend per financial year to build new care homes throughout Fife.</li> <li>• Planned Maintenance Programme – circa £4m spend per financial year to deliver fabric improvements across all our building stock.</li> <li>• Capital Budget Monitoring – Responsible for managing the council's capital spend profiling in the above areas</li> <li>• PPP Schools management – Council Authority Representative lead for the building monitoring and management of our PPP school stock</li> <li>• Management of Health and safety and Service Union Consultation</li> </ul>	Experience of managing conflicting demands  Ability to provide a regular and effective service	✓	
<p>Leading and managing teams with responsibility for the strategic management, delivery, direction, and improvement of programmes within and across Services (e.g., Capital programme across all clients excluding Housing, Corporate Planned Maintenance Programme, Net Zero in Non-Domestic, PPP management of the building asset.</p> <p>Managing and reducing operational/strategic risks and ensuring project governance as appropriate.</p>	Experience of developing and maintaining effective relationships with Council services, partnerships, and other relevant organisations (Work together)  Leadership skills	✓  ✓	
<p>Leading the development of strategy to ensure the delivery of Fife Council and Service level priorities (e.g., Energy Management strategies, project management, architectural design, cost management and civil/structural design of buildings to meet statutory requirements and national objectives regarding Carbon Reduction thus managing and reducing operational and strategic risks). Ensuring they are implemented effectively and consistently and in accordance with appropriate legal, policies and statutory guidance.</p>	Political Acumen, strategy, policy, and practice development within a political context.  Experience of collaborative working with partners in both public and private sector (Focus on customers)	✓  ✓	
<p>Developing and implementing robust strategy, policy, and procedures in relevant programmes, to ensure compliance with Council and statutory requirements.</p>	Analytical skills  Experience of policy development, implementation, and evaluation	✓  ✓	

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	Experience of driving change in designated area (Take ownership)	✓	
Reporting to strategic and other relevant committees as part of the Councils governance framework.	Knowledge and awareness of relevant regulation, legislation, and statutory requirements  Problem solving skills	✓  ✓	
Managing change with Service Managers, employees and external partners as required, minimising disruption to service delivery in areas and minimise risk. Reporting on a regular basis to different strategic/management groups as required.	Experience of strategic planning and positively facilitating organisational change	✓	
Identifying, monitoring, and achieving relevant quality standards, representing the Council, Directorate, ATE or Client Services at both internal and external meetings, producing reports and delivering presentations.	Report writing skills  Presentation skills	✓  ✓	
Preparing and managing Property Service professional services revenue budget (including prediction and monitoring of income) and delivering agreed savings and efficiencies, always ensuring compliance with the Council's financial regulations.	Financial management skills  IT Skills (Embrace technology and information)	✓  ✓	
Strategic management of delivery and monitoring Capital budgets (circa £90m annually) including prioritisation of projects across the Council non-domestic buildings.			
Contributing to and representing the Council on relevant national, public, and private sector bodies to develop and share policy and standards. e.g., Scottish Futures Trust, Scottish Government, Council wide group on Passivhaus/ Enerphit, Scottish QS Forum Group, professional bodies.	Experience of actively sharing best practice with other authorities and organisations		✓
Providing professional leadership and managing performance through team development, coaching, managing attendance and performance as well as fostering knowledge and professional learning.	Experience of managing teams and motivating others including supporting staff development	✓	
Leading or contributing to other relevant change programmes (e.g. Delivering Change) and partnership working.	Experience of contributing to change outside of immediate area of responsibility		✓
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 working as part of a senior management team or extended management team	✓	

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Deputising for the Head of Service in their absence and participating as a representative of both the Directorate and Service Management Teams in all matters relevant to the efficient and effective management of the Service.	Experience of representing the Service at various governmental and national sector organisation events	✓	
Managing communications with all stakeholders, including Elected Members/MSP's, MPs to respond to queries, support policy development and improve the customer experience or reputation of the Council.	Communication skills	✓	
Planning, designing, and implementing complex corporate level programmes proactively monitoring their progress, resolving issues, and initiating appropriate corrective action.	Experience of managing significant programmes and/or projects in a large organisation, ideally in the public sector	✓	
Appointing individuals to project teams and ensuring allocation of common resources and skills within individual programme projects.			
Managing third party contributions to programmes including, for example, Scottish Futures Trust, Hub East Central Scotland, developers, contracts as appropriate to specific Service Manager role.			
Managing service delivery risks to ensure desired outcomes.			
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 job may also require you to undertake the following:

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

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

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**Additional Information** – the following information is available:

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

**Expected Behaviours** – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results