

Service Manager {Operations}				Purpose	
Reference No.	A4772	Type	Individual	<p>To lead and manage a significant set of functions, ensuring the delivery of consistent, high quality and customer focussed services that promote and implement the Council and Directorate's aims and values. Responsible for leading a team of employees to develop policy, design strategies, and deliver services across the Directorate and Council which are effective and efficient.</p>	
Service	Education				
Job Family	Team Manager 3	Grade	FC12		

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>Responsibility for leading the designated services and functions. This includes making sure that the vision, policies, strategies and priorities are set, delivered, monitored/evaluated and that service levels and customer satisfaction are continually improved.</p> <p>Lead the provision of a range of Services to enable the continued delivery of quality services in the areas of finance, workforce planning &amp; development, personnel administration, business management, administrative support and ICT, facilities management, building provision, compliance, sustainability, school capacities, roll projections, school transport and school security.</p> <p>Lead the development and delivery of the health and safety and risk management strategies, ensuring these are embedded throughout the</p>	<p>Proven strategic thinking with experience of translating strategy into deliverable plans (Deliver results - See 'How We Work Matters' Framework)</p> <p>Ability to manage conflicting demands</p> <p>Organisational skills</p>		

## Role Profile

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<p>Directorate and that appropriate processes are in place to manage H&amp;S and risk at Directorate and devolved levels.</p> <p>Ensure effective business continuity, financial and contract compliance processes are in place to support the Directorate.</p> <p>Develop strategies, supporting systems, policies, procedures and processes consistent with legislative requirements and the needs of the organisation and support their consistent application.</p> <p>Manage and reduce operational/strategic risks.</p>			
<p>Contributing to the achievement of the key priorities and milestones set out in the Council Plan, the Directorate Improvement Plan, as well as other relevant national and local strategies. Delivering performance outcomes that meet national, local, directorate and service targets.</p> <p>Developing and cultivating relationships with relevant stakeholders within the Council, partner agencies and external providers, in order to identify requirements, synergies, potential efficiencies and solutions.</p> <p>Providing consistent, high quality and customer focussed services to the Council, educational establishments, services and partners.</p>	<p>Educated to SCQF level 9, which includes a Degree or equivalent in Business Administration or equivalent relevant professional qualification</p> <p>High level of political awareness and requirements for public accountability in a public sector organisation</p> <p>A record of success in translating corporate and organisational policies into effective business strategies and practices, delivering the required standards (Embrace technology and information - See 'How We Work Matters' Framework)</p> <p>Customer service skills (Focus on customers)</p>		

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	Ability to develop and maintain effective relationships		
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 teams, and others, through personal and team development; coaching; managing attendance, performance and conduct; project work and fostering knowledge sharing within and across teams.  Ensuring strong relationships within teams, offering guidance, support and direction on service delivery, professional and HR issues.	Proven staff management of significant team size Evidence of supporting staff development Team building skills Ability to motivate others to perform to the highest standards		
Managing and analysing performance levels for the relevant functional areas: 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.	Track record 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 Council, Directorate or Service at agreed internal/external meetings, producing reports and delivering presentations.	Report writing skills Presentation skills / confident delivery style		

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Contributing to and representing the Council on relevant national public and private sector bodies which develop and share policy, national standards and best practice. (e.g. COSLA, SNCT, ADES and Scottish Government, professional bodies, etc)	Experience of actively working in the national arena, and sharing best practice with other Councils and organisations		
Working with elected members on a regular basis, to respond to queries, support policy development, and improve the customer experience or reputation of the Council.	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.	Ability to analyse problems and determine creative and practical solutions (Take ownership)  Ability to demonstrate project work delivering efficiencies or savings		
Managing change with Education/Service Managers, employees and external partners as required. Reporting on a regular basis 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 Education Manager and extended Directorate Leadership Teams.	Track record of contributing to change outside of immediate area of responsibility		
Leading the development of Health and Safety, Risk and Business Continuity management policies and processes across the Directorate and managing the H&S of staff within the team.	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)		

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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		
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.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> - this is a generic role, however this particular job may also require you to undertake the following:			
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<p>Delivering contact services for schools, services, parents and stakeholders which allow customers to easily interact with the council by phone, in person and online. This includes management of:</p> <ul style="list-style-type: none"> <li>• customer service delivered for more than 170 educational establishments across Fife</li> <li>• face to face enquiries and telephone contact</li> <li>• contact through social media (e.g. facebook/twitter)</li> <li>• online contact through fifedirect</li> </ul>	Experience of managing significant service functions		
Using learning from customer experience to continually improve the quality of services delivered to customers, from the point of contact through to service delivery and identifying/prompting improvements to	Experience of driving organisational change informed by customer experience		

<p>policy or practice which might be needed across the Directorate and council.</p> <p>Working regularly with senior council officers (Chief Executive, Executive Directors, Heads of Service) and with elected members (including Council Leader, Depute Leader and Administration Portfolio Holders) on all aspects of service delivery to ensure that levels of service are efficient and give customers easy access to the services they require.</p>	<p>Experience of working with elected representatives</p> <p>Understanding of the issues arising from working with nonexecutive stakeholders, or politicians</p>		
<p><b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b></p>			
<p><b>Before confirming appointment:</b> 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.</p>			
<p><b>Additional Information</b> - the following information is available:</p>		<p><b>Expected Behaviours</b> - It is essential that you display the following behaviours as they are expected of all our employees:</p>	
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>		<ul style="list-style-type: none"> <li>• Take Ownership</li> <li>• Focus on Customers</li> <li>• Work Together</li> <li>• Embrace Technology &amp; Information</li> <li>• Deliver Results</li> </ul>	