



# Role Profile

<b>Job Title: Service Manager (Performance Management &amp; Quality Assurance) HSCP</b>			
Reference No.	A4920	Type	
Service	Health & Social Care Partnership		
Job Family	Service Manager	Grade	FC11

<b>Purpose</b>
Leading, managing, and co-ordinating all Health and Social Care activities relating to the ongoing improvement agenda, working both strategically and operationally in the Health and Social Care Partnership and with partners, stakeholders and across the wider Plan for Fife partners to embed clear standards of performance, quality assurance and strive for excellence in that field. Working closely with NHS Fife colleague and Public Health Scotland.

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Functions include but are not restricted to: <ul style="list-style-type: none"> <li>• Key Performance Indicators               <ul style="list-style-type: none"> <li>• Health and Wellbeing outcomes</li> <li>• Strategic Planning Needs assessments</li> </ul> </li> <li>• Internal Audit Processes</li> <li>• Performance Analysis</li> <li>• Adherence to National Standards</li> <li>• Performance Improvement Framework</li> </ul>	Ability to develop and deliver ongoing improvement and robust performance monitoring measures in a large, public-sector organisation.  Proven strategic thinking with experience of developing strategies and/or translating these into deliverable plans	✓  ✓	

<ul style="list-style-type: none"> <li>• Significant Incident Reviews</li> <li>• Staff Training and Development</li> </ul>	Educated to degree standard, having either a degree or Diploma in a relevant subject	✓	
<p>Contributing to the Health and Social Care Strategic Plan and associated strategic plans within it.</p> <p>Delivering performance outcomes (e.g., SMART) that meet health and Social Care Performance standards and, Service priorities, work in Partnership with services to ensure relevant national framework targets are met.</p> <p>Providing consistent, high quality and customer focussed services to the Partnership, its customers, its partners and its stakeholders.</p>	High level of political awareness and requirements for public accountability in a health and social care environment context.	✓	
<p>Leading a co-ordinated business focussed approach to Service provision.</p> <p>Analysing data and implementing solution-focussed plans for improvement across all aspects of the Health and Social Care Partnership</p> <p>Provide responses to a range of complex problems, while delivering and maximising the efficient use of physical, financial and staff resources available</p>	<p>Proven management of professional staff</p> <p>Ability to optimise technology for continuous improvement</p>	✓	
<p>Providing professional leadership, guidance, direction and support to staff across a range of areas of service delivery, through personal and team development, coaching, managing attendance, performance and conduct and promoting knowledge sharing.</p>	<p>Proven leadership skills Team building skills</p> <p>Evidence of supporting staff development</p>	✓	
<p>Building strong internal/external relationships with colleagues and partners so that work is joined up, integrated and in</p>	Track record of collaborative working, developing and maintaining effective relationships	✓	

accordance with other related work in the Health and Social Care Partnership and beyond.	Evidence of working with partners in both public and private sector	✓	
Developing opportunities to work more effectively with partners.	Analytical skills	✓	
Managing and analysing performance levels, quality standards and targets for the function, including articulating and measuring the impact of the work of the team in relation to Health and Social Care priorities.	Evidence of driving change in designated area	✓	
Contributing to and representing the Health and Social Care Partnership on relevant national, public and private sector bodies, which develop and share policies, standards and best practice and ensure alignment with Government priorities e.g. Scottish Government	Communication Skills	✓	
Providing effective advice and guidance based on sound understanding of legislation, statutory regulations and best practice within the functional area.	Experience of actively working in the national arena and sharing best practice with partners	✓	
Working regularly with Councillors and senior representatives of other Health and Social Care Partnerships responding to queries, supporting policy development and improving the customer experience and reputation of the Partnership	Experience of delivering Services at a senior level	✓	
Contributing to the wider development of the Service and Health and Social Care Partnership	Political acumen in dealing with a range of stakeholders	✓	
As a member of the Service management team and the extended Directorate management team. Deputising as appropriate	Track record of contributing to a continuous improvement agenda and efficiencies broader than the immediate area of responsibility	✓	
Managing budgets and delivering, where necessary, agreed savings and efficiencies.	Proven financial management skills	✓	
Ensuring compliance with financial regulations and policies.	Ability to develop strategies to deliver efficiencies and savings	✓	

Ensuring compliance with all statutory, regulatory and other governance requirements, reporting to senior groups as part of the Partnership's governance framework.	Excellent report writing and presentation skills	✓	
Contributing to, and where appropriate leading and chairing Cross-Service /Cross-Partnership projects, ensuring delivery of corporate priorities as outlined in budget savings, service plans etc	Organisational skills	✓	
	Demonstrable experience of delivering complex projects	✓	
Developing creative solutions to drive change and helping achieve the Council's vision, values and behaviours.	Ability to manage conflicting demands	✓	
	Ability to grasp both 'big picture' and related processes	✓	
Managing and ensuring the Health and Safety of Council and other staff working in premises across Fife.	Knowledge, understanding and experience of health and safety obligations	✓	
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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<b>Job Title (Specialists Tasks)</b>			

**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.