



# Role Profile

## TEAM MANAGER

Reference No.	G219.01	Type	Generic
Service	Employability and Employer Engagement		
Job Family	Team Manager 3	Grade	FC10

### Purpose

To lead and manage a 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.

Responsible for leading a team of employees to develop policy, design strategies, and deliver services for customers which are effective and efficient.

<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>
Developing, delivering and improving the quality of a specific activity, to ensure high quality service delivery for employability and employer engagement programmes.	Experience of managing in a Business Development training and skills development role Interpersonal skills Educated to SCQF level 9, which includes a Degree or equivalent Knowledge of employability, skills and employer engagement at strategic policy level Ability to provide a regular and effective service	✓  ✓ ✓ ✓	
Managing the Profit and Loss, and Trading Accounts for all Services and business units.			

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Preparing and managing budgets and delivering agreed savings and efficiencies, ensuring compliance at all times with the Council's financial regulations.			
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.	Experience of driving change (Take ownership – See 'How We Work Matters' Framework)	✓	
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.			
Ensuring compliance with statutory, regulatory and governance requirements, reporting to strategic and other relevant Committees as part of the Council's governance framework.	Knowledge of relevant regulation, legislation and statutory requirements	✓	
Identifying and engaging with relevant services, partners and key stakeholders implementing improvements and service changes based on issues faced by customers, and performance data.	Experience of translating complex scenarios into clear customer focussed language (Deliver results) Experience managing conflicting demands	✓	✓
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.	Organisational skills	✓	
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	✓	✓
Using learning from customer experience to continually improve the quality of service delivered to customers and identify /prompt improvements to policy or practice which might be needed across the council, lead agencies, customers and key stakeholders.			

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Managing and analysing performance levels for the relevant functional area. Developing and implementing solutions for continuous improvement to team performance and the performance of Services across the Council.	Customer service skills (Focus on customers)	✓	
Managing change with Service Managers, employees and external partners as required. Report to different strategic/management groups as necessary.	Experience of working with partners in both public and private sector (Work together)	✓	
Contributing to the wider development of the Service and Directorate as a member of the Service Management Team, and extended Directorate Management Team.			
Improving the quality of customer processes to make it easy and efficient for customers to interact with the Employability & Employer Engagement Service.	Experience of process improvement and the use of LEAN tools in the public sector Experience interpreting complex performance data	✓	✓
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, SLAED, National Delivery Group, Governing Bodies.			
Improving the quality and using digital solutions to ensure customers can access the information they need, and carry out transactions quickly and easily, online, face to face, and over the phone.	Experience of web, Customer Relations Management, and other relevant technologies in a customer service context (Embrace technology and information)  Analytical skills  Creative and practical solution skills	✓   ✓  ✓	
Engaging with customers, services and stakeholders to identify and maintain key sources of information for customers, delivering top tasks, tracking contact, and considering relevant changes to processes to deliver an effective Service.			

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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.	Leadership skills Team building skills	✓ ✓	
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.	Management skills Staff development skills	✓ ✓	
Ensuring strong relationships within team, offering guidance, support and direction on service delivery, professional and HR issues.			
Managing the Health and Safety of employees working in buildings across Fife.	Experience of Health and Safety	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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**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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## TEAM MANAGER (OPERATIONAL DELIVERY)

<ul style="list-style-type: none"> <li>Providing professional leadership and support in the development of programmes of learning in line with successful funding applications and business bids.</li> </ul>			
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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"/>	

### 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