



Role Profile

Service Manager (Older Peoples Services)				Purpose			
Reference No.	KK1033	Type	Generic	Manage and deliver high quality Older Peoples fieldwork and residential/day services The Service Manager is responsible for the development of an effective performance management culture throughout their areas of operation, driving continuous improvement and contributing to strategic planning and development to improve Older Peoples Services across Fife.			
Service	Older People (East)						
Job Family	Service Manager 2	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
The post holder is a key member of the Health & Social Care Divisional Management Team (East) and reports to the Divisional General Manager (East). The post holder will identify, monitor and achieve relevant quality standards and represent the Council/Partnership, Directorate or Service at agreed internal / external meetings, producing reports and delivering presentations. In addition, the post holder will assume operational line management for Older Peoples fieldwork teams (East) and have line management responsibility for residential /day services Fife wide and other reports as determined. The post holder will also lead the Partnership's strategies on carers, advocacy and dementia.				Managerial experience within a social work setting Experience of service/resource management Must hold an appropriate Social Work qualification Leadership skills – proven strategic thinking Analytic skills Motivational skills Ability to manage conflicting demands ad meet timescales Financial management skills IT skills Deliver and manage change		✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
The post holder will directly manage team managers within the Older Peoples social work service and will provide professional leadership				Ability to manage complex staffing situations Ability to develop and maintain effective relationships Motivational skills Evidence of supporting staff development Evidence of managing professional teams		✓ ✓ ✓ ✓ ✓	

E = Essential Criteria D = Desirable Criteria

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	Delegation skills	✓	
The post holder will lead the design, implementation and delivery of new components of service where gaps are identified.	Project management skills	✓	
The post holder will work in partnership with key stakeholders/partners to deliver the Health & Social Care Partnership's strategic aims.	Experience of collaborative working across partnerships	✓	
The post holder will manage change in consultation and collaboration with, employees, service users, trades unions and other key stakeholders as required to ensure efficiency and service redesign, minimising disruption to service delivery and risk.	Strategic planning and positively facilitating organisational change Project management skills Motivational skills Ability to develop and maintain effective relationships	✓ ✓ ✓ ✓	
As appropriate the post holder will contribute to and represent the Council/Partnership on relevant national public and private sector bodies which develop and share policy, national standards and best practice (e.g. COSLA, Improvement Service and Scottish Government, professional bodies etc).	Report writing skills Presentation skills / confident delivery style Experience of actively working in the national arena and sharing best practice with other Councils and organisations	✓ ✓	✓
Liaise with Elected Members as appropriate, to respond to queries, support policy development and improve the customer experience or reputation of the Council/Partnership.	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	✓ ✓	
Contributing to the development of the Service as a member of the wider Health & Social Care Partnership management team.	Experience of contributing to change outside of immediate area of responsibility		✓
Managing the Health and Safety of staff working within their teams. Preparing and managing budgets and delivering agreed savings and efficiencies, ensuring compliance at all times with the Council's financial regulations.	Understanding and experience of Health and Safety requirements Financial management skills IT skills	✓ ✓ ✓	

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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	✓	
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:

- 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