



Role Profile

BMIU Business Partner			
Reference No.	A4151	Type	Individual
Service	BMIU		
Job Family	Service Manager	Grade	FC11

Purpose
<p>Work in partnership with Services across the Finance & Corporate Services Directorate, leading and managing the BMIU to ensure delivery of consistent, high quality and customer-focused services which will drive better business performance and raise standards in key business areas.</p> <p>As a business partner, contribute to the wider Directorate and corporate agenda through project work and support and influence strategic and operational decision-making. Manage the section/team members in professional delivery of services.</p>

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:
<p>Driving and leading delivery of continuous improvement and transformational change through the development of business focused processes, ensuring and promoting best use of technology and cultural change, challenging and gaining acceptance from key stakeholders (e.g. Executive Directorates, Head of Services) and acting as an ambassador for new ways of working.</p> <p>This will include encouraging automation, online and self-serve activity and adopting Fife standard processes.</p>

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Experience of managing customer relationships and delivering change in a large organisation	✓	
Experience of initiating and promoting continuous improvement	✓	
Educated to SCQF level 9 which includes a Degree or equivalent or equivalent experience	✓	

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<p>Building strong relationships with stakeholders, ensuring work is integrated with and supports other related work in the Council and beyond.</p> <p>Communicating, integrating and managing the transition of change with mainstream business activities and monitor performance.</p>	<p>Membership of a professional institute at an advanced level</p> <p>Experience of collaborative working, developing and maintaining effective relationships, resulting in credibility at senior level (Work together)</p> <p>Project/Programme/Change Manager qualifications e.g. PRINCE2, MSP</p>	<p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p>
<p>Understanding customer business support needs and priorities, developing approaches and practices which value customers, listen to and meet their needs, ensuring a coherent approach to provision of services for the Council as a whole.</p> <p>This will involve bringing together and having access to the correct level of expertise to enable the business to make informed choices and adopt the best solution.</p>	<p>Experience of leading a range of concurrent, complex issues.</p> <p>Ability to manage conflicting priorities</p>	<p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p>
<p>Helping to introduce performance measures across services to ensure:</p> <ul style="list-style-type: none"> • Quality of Service • Adequate resources within services • Attainable goals and timeous service delivery • Accountability and ownership • Clear expectation and empowerment <p>Delivering performance outcomes that meet the aims of the directorate whilst ensuring project and policy compliance with legal, regulatory, professional and social requirements. Providing consistent, high quality and customer focused services to the council, its customers, partners and stakeholders.</p>	<p>Develop and maintain a positive performance culture, leading review and improvement of services</p> <p>High level of political acumen and requirements for public sector accountability</p> <p>Customer service skills aligned with strong organisational and business awareness (Focus on customers)</p>	<p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p>
<p>Contributing to the achievement of the Service Change Plan. Delivering performance outcomes that meet Directorate and Service targets.</p>	<p>Demonstrate strategies and project work delivering efficiencies or savings (Deliver Results)</p>	<p style="text-align: center;">✓</p>	

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Providing consistent, high quality and customer focused services to the Council, its customers, partners and stakeholders.	Experience of initiating and promoting continuous improvement Strong organisational and business awareness	✓ ✓	
Providing professional leadership and guidance to teams through personal and team development, coaching, managing attendance, performance and conduct, project work and fostering knowledge sharing within and across teams. Promote a positive culture using “How we work matters” framework.	Experience of managing professional staff Proven leadership skills e.g. interpreting, shaping, aligning and inspiring people to achieve results Experience of supporting staff development	✓ ✓ ✓	
Preparing and managing budgets and delivering agreed savings and efficiencies, ensuring compliance with financial regulations and other policies. Contributing to the management of the Service budget and developing and delivering associated savings.	Budget management experience Experience of problem solving skills to analyse and determine creative and practical solutions (Take ownership) IT skills (Embrace technology and information)	✓ ✓	✓
Contributing to the wider development of the Service and Directorate as a member of the Service Leadership Team and the Extended Directorate Leadership Team.	Experience of driving change in designated area. Strategic and innovative approach.	✓ ✓	
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 particular 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"/>	

Additional Information – the following information is available:
<ul style="list-style-type: none"> • 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:
<ul style="list-style-type: none"> • Take Ownership • Focus on Customers • Work Together • Embrace Technology & Information • Deliver Results