



# Role Profile

## Service Manager-Programme Delivery

Reference No.	I577.01	Type	Individual
Service	Property Services		
Job Family	Service Manager	Grade	FC12

### Purpose

Effectively deliver against a series of strategic delivery / corporate change programmes including Affordable Housing Programme, Building Value Programme.

**Task or Responsibility** - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Leading the development of strategy, policy, practice and delivery of corporate level change programmes (for example Affordable Housing Programme, Building Value Programme)

**Person Specification: Skills, Knowledge, Qualifications or Experience** - Criteria can apply to more than one task or responsibility

E	D
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- Educated to SCQF level 9, which includes a Degree or equivalent
- Current chartered membership of a relevant professional body
- Significant experience of Programme and project management and of translating strategy into deliverable plans (Deliver results – See ‘How We Work Matters’ Framework)
- Experience of managing conflicting demands
- Ability to provide a regular and effective service

✓	
	✓
✓	
✓	
✓	

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Leading and managing teams with responsibility for the strategic management, direction and improvement of a programmes within and across Services. Managing and reducing operational/strategic risks.	Experience of developing and maintaining effective relationships with Council services, partnerships and other relevant organisations (Work together)  Leadership skills	✓  ✓	
Leading the development of programme strategy to ensure the delivery of Fife Council, Fife Housing Partnership, and Service level priorities. Ensuring they are implemented effectively and consistently and in accordance with appropriate legal, policies and statutory guidance.	Political Acumen, strategy, policy and practice development within a political context  Experience of collaborative working with partners in both public and private sector (Focus on customers)	✓  ✓	
Developing and implementing robust strategy, policy and procedures in relevant programme, functional and policy areas.	Analytical skills  Experience of policy development, implementation and evaluation  Experience of driving change in designated area (Take ownership)	✓  ✓  ✓	
Ensuring compliance with statutory, regulatory and corporate/programme governance requirements, reporting to strategic and other relevant committees as part of the Councils governance framework.	Knowledge and awareness of relevant regulation, legislation and statutory requirements  Problem solving skills	✓  ✓	
Managing change with Service Managers, employees and external partners as required, minimising disruption to service delivery in areas and minimise risk. Reporting on a regular basis to different strategic/management groups as required.	Experience of strategic planning and positively facilitating organisational change	✓	
Identifying, monitoring and achieving relevant quality standards, representing the Council, Directorate, ATE or Housing Services at both internal and external meetings, producing reports and delivering presentations.	Report writing skills  Presentation skills	✓  ✓	
Preparing and managing significant budgets and delivering agreed savings and efficiencies, ensuring compliance at all times with the Council's financial regulations. Operational management of extremely	Financial management skills  IT Skills (Embrace technology and information)	✓  ✓	

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large programme budgets, monitoring expenditure and costs against delivered and realised benefits as programmes progress.			
Contributing to and representing the Council on relevant national, public and private sector bodies to develop and share policy and standards. e.g. COSLA, Scottish Government, professional bodies.	Experience of actively working in the national arena and sharing best practice with other authorities and organisations		✓
Providing professional leadership and managing performance through team development, coaching, managing attendance and performance as well as fostering knowledge and professional learning.	Experience of managing teams and motivating others including supporting staff development	✓	
Leading or contributing to other relevant programmes (e.g. Delivering Change) and partnership working.	Experience of contributing to change outside of immediate area of responsibility		✓
Contributing to the wider development of the Service and Directorate as a member of the Service Management Team, and extended Directorate Management Team.	Experience of working as part of a senior management team or extended management team	✓	
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.	Experience of representing the Service at various governmental and national sector organisation events	✓	
Managing communications with all stakeholders.	Communication skills	✓	
Planning, designing and implementing complex corporate level programmes proactively monitoring their progress, resolving issues and initiating appropriate corrective action.	Experience of managing significant programmes and/or projects in a large organisation, ideally in the public sector	✓	
Appointing individuals to project teams and ensuring allocation of common resources and skills within individual programme projects.			
Managing third party contributions to programmes including, for example, Scottish Futures Trust, Hub East Central Scotland, Fife Housing Association Alliance, developers, contractors.			
Managing risks to programme outcomes.			

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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>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>				
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"/>	

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**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