

## LEAD OFFICER (Operational Management)

Reference No.	A4914	Type	Individual
Service	Education		
Job Family	Professional 2	Grade	FC8

### Purpose

To assist the Team Manager with the operational management and development of team/groups of Directorate employees delivering coordinated specialist support to meet operational service delivery objectives.

Act as the lead professional across a designated area, supporting the Education Directorate, third party partners and other Services across the Council.

Implement and monitor operational support systems, processes and procedures for a designated area which meet key priorities, service delivery outcomes and performance reporting requirements.

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

Leading and managing designated teams and functions of the Education Directorate, including allocating and scheduling work activities, setting targets and allocating resources to meet service delivery objectives.

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

Educated to SCQF level 8 which includes **HND** or SVQ level 4 or equivalent

Educated to SCQF level 9 which includes a Degree or equivalent

**E** **I** **D**

# Role Profile

<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>
<p>Acting as a Lead in the following specialist functions:</p> <p>Early Years:</p> <ul style="list-style-type: none"> <li>• Pupil Admissions</li> <li>• Funding Payments</li> </ul> <p>Systems &amp; Office Management:</p> <ul style="list-style-type: none"> <li>• NAMS</li> <li>• IPay</li> <li>• Sharepoint</li> <li>• Accommodation</li> <li>• LNCT/JCG</li> <li>• Online Enrolments</li> <li>• Jobsizing (Promoted Teacher Job Evaluation)</li> </ul> <p><b>ASN:</b></p> <ul style="list-style-type: none"> <li>• Missing Children</li> <li>• Section 23 Payments</li> <li>• Swimming</li> <li>• Home Tuition</li> </ul>	<p>Experience and knowledge in one of the relevant functional areas</p>		
<p>Providing professional Operations Management guidance, advice and support to designated teams, including coaching, managing attendance and managing performance and promoting knowledge sharing across teams while delivering leadership through behaviours.</p>	<p>Experience of supporting staff development</p> <p>Supervisory skills</p>		
<p>Assisting the manager to realise the full potential of employees. Ensuring high standards of service delivery and effective use of resources.</p>	<p>Experience in the application and deployment of people management policies, practices and procedures</p>		

## Role Profile

Supporting the manager to continually review, improve, develop and implement changes to operational processes in line with changing objectives and resources, including use of mobile technology.	Experience of effectively managing and implementing change, supporting individuals and teams as required		
Ensuring the Health and Safety of employees working in buildings across Fife.	Understanding and experience of Health and Safety		
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Ensuring that high quality customer focused services are delivered in an effective and efficient manner.	Customer service skills		
Contributing to the development of strategies and practices which support the Directorate's aims and values, all in accordance with appropriate policies and guidance.	Ability to think strategically with experience of translating strategy into deliverable plans		
Providing direct specialist support and advice to meet Service delivery objectives, leading the development of plans and activities within the specialist areas. Informing schools, teams and Services about objectives relevant to them and implementing changes smoothly and corroboratively eg. Implementation of Early Years NAMS to Seemis Early Years and implementation of Sharepoint	Ability to provide a regular and effective service		
Contributing to the development, implementation and monitoring of council and Directorate support systems, processes and procedures for the specialist areas which meet Directorate and corporate policy, procedures, aims and values, supporting operational delivery outcomes and performance reporting needs. Monitoring performance against outcomes, reporting progress and recommending actions to enhance performance.	Broad understanding and knowledge of effective medium and long term strategies to deliver organisational goals  IT skills in relevant software packages including MS Office (Embrace technology and information)  Ability to use corporate systems and manager self service		

## Role Profile

Balancing conflicting operational and support demands and priorities, seeking advice from the Manager to confirm priority work and risks. Managing the competing priorities in negotiation with other specialist teams and corporate partners.	Experience of working with minimum supervision in an environment of change and challenge, demonstrating resilience and flexibility with competing demands		
Chairing/representing the needs of the Directorate, at a range of internal meetings.	Ability to attend meetings throughout Fife as required		
Maintaining knowledge and awareness of the impact of legislation practice and regulation which impact on the specialist areas.	Knowledge of relevant policies, legislation, processes, frameworks, standards, procedures and systems		
Providing and presenting reports, guidance and analysis within the functional remit for management, with a particular focus on systems, processes and procedures to deliver service delivery outcomes and performance reporting for a range of mainly internal audiences.	Presentation skills  Report writing skills		
Building strong relationships with colleagues and partners across Services/Directorates so that work is integrated with and supports other relevant work in the Council. Implementing opportunities to work more effectively with customers.	Experience of participation in effective cross service or multi-agency, collaborative working (Work together)		
Taking a lead role in project and service improvement activity across the specialist areas in support of Directorate delivery objectives. Contributing to Directorate and corporate projects and task groups.	Project management skills		
Contributing to the financial management of the Directorate and assisting with the monitoring of budgets as required.	Problem solving skills		
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

# Role Profile

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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!Records Management and Improvement Processes

Corporate BTS/Education Projects			
Corporate Accommodation			

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:	Expected Behaviours
<ul style="list-style-type: none"> <li>Skills Framework (if applicable)</li> <li><b>How</b> we work matters</li> </ul>	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>