

## SERVICE MANAGER (COMMUNITY SAFETY)

Reference No.	I029.01	Type	Individual
Service	Communities and Neighbourhoods		
Job Family	Service Manager 1	Grade	FC11

### Purpose

To lead and manage the corporate Community Safety function ensuring the delivery of consistent, high quality and customer focussed services that promote and implement the Council's aims and values.

Responsible for leading staff to develop policies, design strategies and deliver services which are effective and efficient for customers.

<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>Leading, managing and co-ordinating all Council Community Safety activities, working both strategically and operationally in the Council and across the wider Community Safety Partnership.</p> <p>Functions include but are not restricted to:</p> <ul style="list-style-type: none"> <li>• Antisocial Behaviour</li> <li>• Environmental Offences</li> <li>• Home Safety</li> <li>• Road Safety</li> <li>• Hate Crime</li> <li>• Youth Crime</li> <li>• Dog and Pest Control</li> </ul>	<p>Ability to develop and deliver integrated Community Safety Services in a large, public sector organisation</p> <p>Proven strategic thinking with experience of developing strategies and/or translating these into deliverable plans (Deliver results – See 'How We Work Matters' Framework)</p> <p>Graduate calibre with supporting professional qualification</p>	<p>✓</p> <p>✓</p> <p>✓</p>	

## Role Profile

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Contributing to the Service Plan. Delivering performance outcomes that meet Directorate, Service, Partnership and relevant national targets. Providing consistent, high quality and customer focussed services to the Council, its customers and its partners.	High level of political awareness and requirements for public accountability in a public sector context  Customer service skills (Focus on customers)	✓  ✓	
Leading a co-ordinated business focussed approach to Service provision. Analysing and implementing solutions to a range of complex problems, while delivering and maximising the efficient use of physical, financial and staff resources available.	Proven management of significant numbers of professional and technical staff  Ability to optimise technology for continuous improvement (Embrace technology and information)  Initiating and promoting continuous improvement	✓  ✓  ✓	
Providing professional leadership, guidance, direction and support to staff across a range of areas of service delivery, through personal and team development, coaching, managing attendance, performance and conduct and promoting knowledge sharing.	Proven leadership skills  Team building skills  Evidence of supporting staff development	✓  ✓  ✓	
Building strong internal/external relationships with colleagues and partners so that work is integrated with and supports other related work in the Council and beyond. Developing opportunities to work more effectively with partners.	Track record of collaborative working, developing and maintaining effective relationships  Evidence of working with partners in both public and private sector (Work together)	✓	✓

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Managing and analysing performance levels, quality standards and targets for the function. Including articulating and measuring the impact of the work of the team in relation to Council priorities.	Analytical skills  Evidence of driving change in designated area (Take ownership)  Communication Skills	✓  ✓  ✓	
Contributing to and representing the council on relevant national, public and private sector bodies, which develop and share policies, standards and best practice and ensure alignment with Government priorities e.g. Scottish Government and court proceedings.	Experience of actively working in the national arena and sharing best practice with partners	✓	
Providing effective advice and guidance based on sound understanding of legislation, statutory regulations and best practice within the functional area.	Experience of delivering Services at a senior level	✓	
Working regularly with Councillors and senior representatives of other Community Safety Partnerships responding to queries, supporting policy development and improving the customer experience and reputation of the Council.	Political acumen in dealing with a range of stakeholders	✓	
Contributing to the wider development of the Service and Directorate as a member of the Service management team and the extended Directorate management team. Deputising as appropriate.	Track record of contributing to improvement and efficiencies broader than the immediate area of responsibility		✓
Managing budgets and delivering agreed savings, efficiencies, and maximising income generation opportunities, ensuring compliance with financial regulations and policies.	Proven financial management skills  Ability to develop strategies to deliver efficiencies and savings (Deliver results)	✓  ✓	

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Ensuring compliance with all statutory, regulatory and other governance requirements, reporting to senior groups as part of the Council's governance framework.	Excellent report writing and presentation skills	✓	
Contributing to, and where appropriate leading and chairing cross Service /Cross – partnership projects, ensuring delivery of corporate priorities as outlined in budget savings, service plans etc.	Organisational skills  Demonstrable experience of delivering complex projects (Take ownership)	✓	✓
Developing creative solutions to drive change and helping achieve the Council's vision, values and behaviours.	Ability to manage conflicting demands  Ability to grasp both 'big picture' and related processes	✓	✓
Managing and ensuring the Health and Safety of Council and other staff working in premises across Fife.	Knowledge, understanding and experience of health and safety obligations.	✓	
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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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 checked="" type="checkbox"/>	None <input 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"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>

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"> <li>• Take Ownership</li> <li>• Focus on Customers</li> <li>• Work Together</li> <li>• Embrace Technology &amp; Information</li> <li>• Deliver Results</li> </ul>