

SERVICE MANAGER			
Reference No.	G182.01	Type	Generic
Service	Business Support		
Job Family	Service Manager 2	Grade	FC12

Purpose
<p>Delivering an efficient and effective, customer focussed, integrated Support service to Fife Council.</p> <p>Driving forward the continued modernisation of a Business Support service, leading the change agenda for the Service.</p> <p>Supporting and challenging managers where necessary to ensure that the Service provides all customers with value for money services.</p> <p>As a member of the wider Service Management Team, taking lead management responsibility for key aspects of Service delivery.</p>

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
Acting as Council lead across the Council, including ensuring that the vision, policy, strategies and priorities are developed, delivered and monitored, and that service value and customer satisfaction are continually improved.	<p>A record of success in translating corporate and organisational policies into effective business strategies and practices, delivering the required standards (Embrace technology and information - See 'How We Work Matters' Framework)</p> <p>Educated to SCQF level 9 which includes a Degree or equivalent in Business Administration or equivalent relevant professional qualification</p>	<p>✓</p> <p>✓</p>	

Role Profile

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	Post graduate qualification in a relevant management discipline or appropriate CPD		✓
Contributing to the effective management of the Directorate as a member of the Extended Directorate Leadership Team.	Experience of representing a service at senior level (Deliver results) A clear appreciation and understanding of the dimensions of the post both in the corporate and political arena	✓	✓
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.	Ability to contribute to the corporate goals of the Council, while effectively managing services at operational level, balancing the operational priorities against the wider corporate goals (Focus on customers)	✓	
Managing and negotiating the specification of support service to customers. Ensuring a shared and realistic understanding and commitment to quality service delivery and resource constraints, by negotiating with customers and other shared support service providers, developing partnership agreements for the delivery of services.	Listening and negotiation skills Experience of managing service level or partnership type agreements (Take ownership)	✓	✓
Managing the Service resources, including the workforce, budget and other resources within Council governance arrangements, regulations and guidelines.	Ability to manage risk, budget, employees and other resources	✓	
Leading long-term resource planning exercises, including workforce and financial elements, to identify and manage opportunities and provision strategies.	Experience of success in building positive relationships and effective working with others (Work together)	✓	
Ensuring adequate policies, strategies and practices are in place to minimise risks to support delivery.	Experience of delivering services in a demanding environment	✓	
Ensuring the development of a highly skilled, well trained and flexible workforce that reflects the operational and strategic requirements.			

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Ensuring effective performance management by embracing a culture of continuous improvement.	Ability to develop and maintain a positive performance culture, leading review and improvement of services	✓	
Creating and developing good employee relations in partnership with staff and trade unions through informal and formal processes of communication and negotiation.	Substantial experience and success in managing a sizeable support type service at an operational level in a comparable business environment	✓	
Providing leadership and direction for continuous review, improvement and development, implementing changes to structures and service delivery in line with changing objectives and resources and recommending changes to other services.	Influencing skills	✓	
Ensuring the maintenance and delivery of quality assurance measures, performance targets and standards, including Health & Safety monitoring, are delivered in line with corporate policies and advice.	Experience of improving communication and information		✓
Representing Fife on internal and external benchmarking groups.	Ability to provide a regular and effective service	✓	
Advising and reporting to strategic and other relevant Committees and corporate groups, providing reports and advice on matters within the remit of the post.	Communication skills	✓	
	Motivational skills	✓	
Understanding legislative change in services that will impact on the support services provided. Ensuring optimised, quality and effective support services that contribute to the fulfilment of service statutory functions and other business critical activity.			
Promoting effective partnership working within the Council to ensure an integrated approach to meeting the needs of all services.	Ability to work effectively and collaborate with others	✓	

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Acting as the corporate lead with responsibility for designing, implementing and managing procedures and systems for ensuring Corporate/Service compliance with legislation such as Data Protection Legislation, Information and Records Management.			
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 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:

- 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