

Job description

Job title:	Service Manager
Grade:	Level 1 – Dorset Grade 13 Level 2 – Dorset Grade 14
Job evaluation reference:	BA2011a, b
Job family:	Business, Policy and Administration

This job description comprises generic core duties applicable to all designated Service Manager roles at this level within Dorset Council. In addition, duties specific to the post are included in a context statement.

The duties allocated may be changed from time to time to reflect the changing needs of council.

Purpose and impact

- To lead, manage and be accountable for the work of designated teams in accordance with Dorset Council's policies and procedures within the range of agreed delegated duties.
- To lead on the development of appropriate business strategies and special projects to support the work of a designated service area.
- To represent the service area at internal and external groups and be responsible for the outcome of relationships with a wide range of contacts to ensure the quality and effectiveness of the service being provided.
- To take decisions leading to the setting of work standards for others leading to changes in procedures or practices.
- To provide expertise, develop and promote appropriate tools and techniques.

Key responsibilities

- Lead on business improvement developments and projects to ensure effective processes and systems in accordance with corporate strategic policy, service objectives and relevant legislation.
- Lead on the development and provision of specialist functions within the designated service area as required e.g. ICT, Emergency Planning, communications, Service Level Agreements, income generation.
- Take the lead on the financial management of the function, including budget holding and monitoring.
- Represent the function/service and initiate and lead any relevant project work and/or process improvements which may arise as a result and act as the nominated service representative for various council initiatives as required and as relevant to the role.



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- Analyse and advise on the formulation of directorate strategy and policy in response to legislation and initiatives, leading to the production of processes and systems procedures and to support staff in their implementation.
- Take responsibility for ensuring a consistent approach to service delivery by liaising with other appropriate managers and by keeping up to date with relevant Council policy development and external legislation/guidelines appropriate to the function.
- Undertake research as required in order to inform project work and/or reviews of policies and procedures relating to the function.
- Manage the provision of statistical data and management information as required, ensuring timely and accurate provision of information.
- Establish and maintain good working relationships both internally and externally including partnering and networking to ensure corporate and strategic aims and objectives are achieved.
- Present and recommend business cases to various audiences.
- Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.
- Where the post is based within the Children's Services Directorate, responsibility for promoting and safeguarding the welfare of children and young people.
- Act as Information Asset Owner for the service, in accordance with the Information Governance Framework to embed a strong culture that values, protects and uses information for the public good.
- Any other lesser or comparable duties as required

NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

- Reporting to:
- Responsibility for:
- Undertake the management and strategic development of a designated function providing services within a defined discipline/area of work
- Manage a team or teams in the designated service area as described above.



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Other factors

- Progression to Level 2 will be dependent upon the need to be responsible for the outcome of relationships with a wide range of internal and external contacts to ensure the effective delivery/provision of the service. Contacts will involve partnership working and will be complex and/or contentious with significant implications for the quality and effectiveness of the service and the work of the Council.

Our behaviours

Dorset Council has developed and embedded a set of behaviours that will form part of everything you do and you will need to be able to demonstrate them through the way you work, regardless of your role or grade within the organisation.

Full details can be found on the job website under [‘Working for Dorset Council’](#).



Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

Essential

Essential criteria are the minimum requirement for the above post.

Qualifications/ training/registrations
Required by law, and/or essential to the performance of the role
1. NVQ 4 qualification in a relevant discipline
2. Management or supervisory qualification e.g. NVQ3/4 or equivalent or significant experience of working at this level.
Experience
3. Significant demonstrable experience in a relevant business development and/or support role.
4. Proven experience of managing staff including performance review
5. Proven experience of financial/budget administration and planning
6. Proven experience of customer care.
7. Previous experience of working in a large organisation or local authority
Skills, abilities & knowledge
8. Expert knowledge of business management practices and procedures, including financial and resource management, people management, and other functions relevant to the field of work.
9. Extensive knowledge and understanding of project management.
10. Detailed knowledge of IT systems and their application within a large organisation
11. Detailed knowledge of policy, legislation and strategic development relevant to the field of work.
12. Good understanding of the work of local authorities
13. Knowledge of best practice in relation to customer care.
14. Ability to manage, motivate and co-ordinate the workload of a team or teams.
15. Ability to develop and/or contribute to appropriate strategic policies and special projects
16. Project management skills.
17. Ability to build and sustain good working relationships with people at all levels both internal and external.
18. Ability to collect, analyse and report on complex statistical and management information.
19. Excellent oral and written communication and presentation skills
20. Ability to apply confidentiality to all information handled.
21. Customer care skills
22. Ability to build up a good knowledge of policy, legislation and developments in the field of work relevant to the function.
Behaviours
23. Respect
24. Responsibility



25. Recognition
26. One Team: Collaboration
Other
27. To be flexible with an adaptable approach to work and conflicting demands and deadlines.
28. Provide a supportive working environment to colleagues.
29. To undertake training as required
30. Able to fulfil the travel requirements of the post.

Desirable

Desirable criteria will be used in the event of a large number of applicants meeting the minimum essential requirements.

Qualifications/ training/registrations
31. NVQ 5/Diploma in Management Studies.
32. ECDL or equivalent IT qualification.
Experience
33. Previous experience of delivering training
34. Previous marketing experience.
Skills, abilities & knowledge
35. Knowledge of health and safety legislation
Behaviours
36. N/A
Other
37. N/A

Approval			
Manager	SLT	Date	2019

