

Service Manager Role Profile

Job Purpose

As a member of the of the Leadership Team, accountable to the Strategic or Assistant Director, you will actively lead, co-ordinate and deliver a cluster of effective and efficient services to ensure St Albans City and District Council is the best it can be and provides a great place for people to live, work and visit.

You will:

- be accountable for delivering a cluster of Council services, leading, coaching and inspiring your teams and staff, role modelling the values and behaviours of the organisation so others can see, hear and learn from you.
- design and deliver services based on customer and community needs, ensuring compliance with statutory requirements, ensuring the provision and application of specialist skills, resource, knowledge, and expertise.
- work collaboratively with shared collective responsibility across the service managers and leadership team to ensure a clear vision is set and all services are aligned to deliver this.
- provide strong leadership, direction and guidance to team managers and their teams regarding the delivery of services, allocation of resources, risk management, change management and staff well-being within the services you manage.

Accountabilities

- Works collaboratively with Directors, colleagues and partners to manage and deliver a cluster of services which deliver the Council's corporate vision, strategic objectives and agreed priorities to ensure the long-term improvement and sustainable development of the organisation.
- Constantly strives for a culture of continuous improvement, finding innovative, affordable, and sustainable solutions to ensure delivery of consistently excellent processes and activities.
- Engages with and builds internal and external positive relations to ensure all views and requirements are fully considered.
- Ensures the best use of resources, setting and reviewing budgets, reducing costs, generating income, and seeking the most cost-effective delivery solution.
- Actively develops high performing teams who are motivated to work together, develop their skills and deliver service and project objectives to the best of their ability.
- Develops and reviews service plans, making informed decisions through seeking feedback, assessing performance measures, and reviewing relevant insight.
- Actively promotes and is involved in corporate initiatives and projects, leading, or supporting cross cutting pieces of work to ensure timescales, outcomes and benefits are delivered.
- Works with other Service Managers to ensure close working across teams and provide cover

Service Manager Role Profile

for Service Managers of other work clusters.

- Ensures service cluster policies and processes are developed, researched, implemented, monitored, and reviewed to meet statutory and Council's standards.
- Provides high level, expert professional or technical advice, guidance and solutions to customers, colleagues, partners, and Councillors.
- Supports, updates, and delivers Council wide procedures in relation to governance, equality, risk, health and safety, well-being, and other legal requirements.
- Manages and monitors business continuity arrangements in the event of emergencies and local critical incidents, including participating in out-of-hours call out and management cover, in accordance with the Council's emergency plans.
- Develops and maintains positive working relationships with councillors, colleagues, customers, partners and external agencies.
- Deputises for the Strategic and or Assistant Director on an ad-hoc basis.

Qualities

- *Service Excellence* – Focused on delivering the very best for our customers. Inspires others to meet customers, challenge processes, uses digital solutions, measuring success and taking action to achieve and maintain excellence.
- *Visible Leadership* – Focussed on wellbeing, understands individuals, the importance of development and what motivates them. Is personally resilient and able to coach and inspire people to be the best they can be.
- *Work in Partnership* – Has a strong sense of purpose, acting with authenticity and integrity. Builds relationships and networks, consults widely, and encourages teams to work, learn, reflect and deliver.
- *Powerful Communicator* - Assertive and influential, with the confidence to challenge and persevere. Able to manage complex, contentious, and high-profile communications, displaying empathy for different perspectives and able to elicit buy-in from relevant stakeholders.
- *Achieving Ambitious Outcomes* – An energetic corporate leader, showing teams the strategic direction. Determined to strive for a better future, promotes and inspires creativity, is future orientated and takes ownership for decisions.
- *Thinks Differently* – Positive and solution focussed, sharp thinking to look at information in a new way, navigates complexity and advocates change/new approaches. Is comfortable being uncomfortable.

Competencies and abilities

- Detailed and practical understanding of relevant legislation, regulations and standards
- Knowledge and understanding of:
 - developments and challenges facing local government and the wider public sector

Service Manager Role Profile

- best practice in corporate governance and service delivery
- performance management and target setting
- project management
- partnership working and stakeholder engagement
- procurement and contract management
- Commitment to equality of opportunity, actively displaying an understanding of what is required and positively displaying practical application
- Significant experience of providing effective professional advice, guidance and business solutions to internal and external customers
- Experience of effectively managing a specialist support team in a complex organisation with evidence of recent successful outcomes
- Experience of working appropriately in an environment which has a politically influenced decision-making structure
- Experience of effectively managing complex budgets and other resources
- Managing the successful delivery of a range of services, programmes of work and major projects to specified standards and in collaboration with other internal services and external partners

Qualifications:

- Full membership of appropriate professional body or equivalent experience
- Evidence of continuous professional development (CPD)
- Willing to undertake further management education and/or development as part of future CPD
- Management qualification or completion of a recognised management development/leadership programme would be desirable.

Other features of the post:

- This position has been identified as a politically restricted post under the Local Government and Housing Act 1989.
- Working in a flexible way (location, hours and activities) to meet the needs of the role.
- Participating in Emergency Planning, weekend duty cover and response activities as required.