

Post Specification

Post Specification - Key Information

- **Post Title: Service Support Manager**
- **Date: September 2025**
- **Post Group Number: 8812**
- **Job Family: Organisational Support**
- **Role Profile: OS14**
- **Final Grade: 14**

To be read in conjunction with the job family role profile.

Service Area Description

This role will manage the service support for Public Health, which is based within the Thriving Communities Directorate.

Purpose of this Post

To improve outcomes for people in Westmorland and Furness through supporting the development, coordination and delivery of Public Health business, corporate governance and strategic planning processes; ensuring that the is meeting its statutory requirements whilst supporting continuous improvement and successful collaboration.

Key Job Specific Accountabilities

To support the Public Health Senior Management Team to:

1. Support the planning, development and delivery of efficient and effective service planning, managing the service business and corporate governance systems.
2. Be responsible for the smooth and efficient operation and flow of key service and partnership meetings including forward planning and horizon scanning
3. Be responsible for proactive internal and external stakeholder liaison and engagement including resolution of escalated or complex, sensitive issues, promoting effective communication and relationships.
4. Demonstrate that the service is contributing to the Council's strategic objectives and annual priorities through the development of an annual public health service plan, business continuity plan and equity, diversity and inclusion plan.
5. Ensure appropriate processes, procedures and systems are in place and that these are quality assured and being applied consistently by staff to support adherence to statutory legislation relevant to the directorate.

6. Drive continuous improvement of the Public Health service in line with the Council's strategies and objectives and directorate requirements. To evaluate, audit and review these as necessary.
7. Management and monitoring of the council's scheme of delegation, annual finance requirements and other key expectations to ensure full compliance for the team and Directorate.
8. Work with budget holders to ensure resources are effectively used and that efficiencies can be identified and realised including budget monitoring and oversight of financial processes.
9. Utilise a project management approach to directly support managers and other colleagues across the public health service in a variety of areas including change management, office moves, workforce planning, emergency planning, health and safety, and performance management.
10. Support the organisation in an emergency response situation as required.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** Up to £10,000
- **Staff Management Responsibilities:** • Management of at least one member of staff and matrix management of staff on projects
- **Other:** None

Essential Criteria

- **Qualifications:** (Required qualifications for the post)
 - Technical, vocational or part - professional qualification at vocational degree level, or evidence of equivalent substantial experience in similar role
 - Evidence of ongoing professional development
- **Knowledge:** (Essential knowledge required for the post)
 - Excellent understanding of governance and democratic processes
 - Political awareness
 - Knowledge and experience directly relevant to the work of the Council
- **Experience:** (Essential experience required for the post)
 - Proven ability at identifying, developing and implementing service improvements
 - Experience of providing support to a service team
 - Experience of staff development, training and supervision
 - Experience of managing performance and addressing shortfalls
- **Expertise:** (Essential expertise required for the post)
 - Ability to use IT and relevant software appropriately to support function - and to support staff to fully utilise corporate applications and software
 - Ability to engage and communicate clearly and concisely with internal and external stakeholders
 - Supervision, planning and project management skills
 - Able to prepare work programmes and manage outcomes/progress
 - Excellent organisational and planning skills
 - Excellent presentation and report skills

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** Depending on service area job role may include reading/looking at subject matter of a distressing nature
- **Physical Demands:** None
- **Working Conditions:** None
- **Other Factors:** None