

Role Profile Description

Date	January 2015
Purpose	To supervise a team and organise resources to provide business information and support in a business and administrative area, to internal and external customers.

Your responsibilities:

Leadership (Self and Team)	
Accountable For :-	End Result
<ul style="list-style-type: none"> Organising and co-ordinating the work of groups of employees. Implementing Human Resources procedures in the area, including recruitment, discipline, performance and attendance management and appraisal. Planning work for self and staff being supervised. Supervising staff day-to-day. 	<ul style="list-style-type: none"> Teamwork is well organised. Service delivery is effective. Human Resources issues are dealt with effectively, or escalated.
<ul style="list-style-type: none"> Monitoring and allocating workload within team. Monitoring performance on a day-to-day basis. 	<ul style="list-style-type: none"> Service delivery is efficient accurate and timely. Staff conduct themselves properly.
<ul style="list-style-type: none"> Leading, developing and motivating team or teams. Contributing to team planning. 	<ul style="list-style-type: none"> Wider team development needs are met Team members' skills and knowledge are developed, so they are capable of achieving the required performance. Work objectives are achieved.
Competency measurements	
Relate and work well with others and know own role within the council.	
Challenge poor performance in others.	

Making things happen / Delivering results	
Accountable For	End Result
<ul style="list-style-type: none"> Planning and leading projects to support service area. Participating in projects outside own service area. 	<ul style="list-style-type: none"> Work is delivered to the required standard and on time.
<ul style="list-style-type: none"> Maintaining a high level of service delivery. 	<ul style="list-style-type: none"> Management decisions are informed. Business recommendations are effective.
<ul style="list-style-type: none"> Consolidating and reporting various sources of 	<ul style="list-style-type: none"> Detailed and accurate management information

<ul style="list-style-type: none"> relevant information to inform others. Interpreting data and making recommendations for action. 	<ul style="list-style-type: none"> is provided. Management decisions are enabled.
<ul style="list-style-type: none"> Checking service delivery and processes are in line with legislative developments and quality requirements. Interpreting non-standard situations and applying appropriate policy and precedent. 	<ul style="list-style-type: none"> Processes are carried out compliant with current legislation and procedures and quality standards.
<ul style="list-style-type: none"> Making real-time decisions in line with local procedures. Approving action outside standard delivery, within procedural parameters. 	<ul style="list-style-type: none"> Day-to-day operational decisions-made within guidelines and standard procedures. Service delivery is efficient and timely. Customer service is provided to the required standard.
<ul style="list-style-type: none"> Ensuring compliance with performance indicators. 	<ul style="list-style-type: none"> Delivery is achieved against SLAs. PIs are achieved. Non-compliance with PIs is identified and remedied.
<ul style="list-style-type: none"> Organising Fire Wardens for each building. Undertaking Fire Warden duties for the building including arranging for regular inspection of the equipment and organising / overseeing practice and emergency evacuation procedures where necessary. 	<ul style="list-style-type: none"> Equipment is maintained in good working order and is fit for purpose. The safety of people using the building is maintained.
Competency measurements	
<p>Sensitive to the impact of decisions.</p> <p>Take action to overcome immediate obstacles and barriers to success and if necessary try more than one approach to overcome a problem.</p>	

Service Improvement and innovation	
Accountable For	End Result
<ul style="list-style-type: none"> Identifying potential business opportunities and monitoring contracts. 	<ul style="list-style-type: none"> Business is improved.
<ul style="list-style-type: none"> Meeting with customers/partners to review service delivery and resolve problems. 	<ul style="list-style-type: none"> Service improvement ideas are put forward. Customers/partners are satisfied.
<ul style="list-style-type: none"> Making recommendations for improvement. Cooperating with change. 	<ul style="list-style-type: none"> Improvements are identified and implemented.
Competency measurements	
<p>Express ideas effectively and question the traditional way of doing things.</p> <p>Look for fresh approaches to improve service delivery.</p>	

Managing resources	
Accountable For	End Result
<ul style="list-style-type: none"> Managing, monitoring, and reconciling financial transactions. 	<ul style="list-style-type: none"> Monies reach the correct destination in a timely manner. Financial information is accurately recorded and reported.
<ul style="list-style-type: none"> Monitoring complex budgets and ensuring budgetary information is up-to-date Handling cash (including client monies) and processing money and transactions. 	<ul style="list-style-type: none"> Budgetary information is up-to-date and accurate.
<ul style="list-style-type: none"> Utilising all available operating systems. Operating and maintaining office equipment and other facilities where appropriate. Monitoring supplies and services. 	<ul style="list-style-type: none"> A high level of data integrity is ensured. Equipment, services and materials are available to colleagues for service delivery. Services, materials and supplies are provided using Service guidelines/procedures.
<ul style="list-style-type: none"> Ensuring compliance with the Services' Health 	<ul style="list-style-type: none"> The environment is safe.

and Safety policy]	• Appropriate equipment is used.
Competency measurements	
Methodical, accurate and well-organised and prioritise own work schedules. Keep track of spend and make sure work is approved and signed off as necessary. Maintain recognised financial and other procedures and practices.	

Customer and Community focused	
Accountable For	End Result
<ul style="list-style-type: none"> • Providing full spectrum of information to internal and external customers, on request, as appropriate. • Resolving escalated or complex issues raised by customers involving direct contact with challenging people. 	<ul style="list-style-type: none"> • Accurate and up-to-date information is provided to customers. • Answers are provided to issues. • Customer service is provided to the required standard. • Colleagues are supported.
Competency measurements	
Consult and seek to understand the customer's views and seek feedback on performance in order to improve the service.	

Qualifications, knowledge, experience and expertise
<ul style="list-style-type: none"> • NVQ 3 or 4 or equivalent experience or knowledge in the relevant work area. • Experience of supervising staff and work allocation. • Knowledge of the procedures and approaches in the area and understanding of general organisation procedures, regulations and legislation, as applicable. • Thorough understanding of own area, and able confidently to give considered advice both within and outside the organisation. • Knowledge of Health and Safety and related procedures and policies and how they apply to the work area. • Need to understand “how and why,” not just “what.” • Good Interpersonal skills which may involve standard advice or persuasion. • ICT literate relevant to work area. • Thorough working knowledge of relevant software packages. • Understanding of how to deal with customers to required standards of service. • Comprehensive knowledge of complex and diverse processes, procedures and systems within area of operation. • Relevant specialist knowledge of facilities equipment used in work situations by the team(s) and of their safe use. • Full knowledge of service provided and service-specific guidelines. • Planning and financial capability to prepare work programmes and control expenditure.