



Job Outline

Post:	Strategic Manager – Improvement, Planning & Performance (Depute Chief Executive Communities & Economy Services)
Service:	Depute Chief Executive's Office
Section:	Communities & Economy
Grade:	G17
Job Purpose:	To contribute to the corporate leadership, management and development of Council Services within the portfolio of the Depute Chief Executive (Communities & Economy). Specifically to initiate, lead, develop and deliver a comprehensive programme of positive change supporting the council to deliver more efficient, effective and economic services in partnership with our communities, voluntary sector and private sector in line with the key objectives identified within the Community Plan and Council's Strategic Plan.

A. Key duties and responsibilities

1. Assist the Depute Chief Executive in the management of the Service by providing support as required.
2. Initiate, lead, develop and deliver a comprehensive programme of positive change across a range of Council Services, supporting the Council to deliver more efficient, effective and economic services in partnership with Communities, Voluntary Sector and Private Sector.
3. Challenge current work practice to drive a programme of improvement and change by working differently promoting an enabling role with our communities and partners underpinned by the principles of Best Value.
4. Enable the Services through planning and performance to aspire to organisational excellence in line national frameworks.
5. Work collaboratively with the Councils Corporate Management Team to achieve the objectives of the Council, ensuring that services are planned and delivered seamlessly from the perspective of our communities.
6. Responsible for ensuring effective liaison and working relationships with National and Local Agencies, community planning partners and wider voluntary sector partners.
7. Contribute to the delivery of the Councils Strategic Plan, specifically leading on the following areas - Poverty and Inequalities Partnership, Community Safety, Shared Services, Programme for Government.

8. Contribute to the delivery of the Community Planning Partnership Strategy.
9. Create an enabling ethos, remove duplication and silo working.
10. Providing professional leadership and guidance for the co-ordination, support and reporting of strategies, policies and procedures aligned to the vision, values and objectives of East Ayrshire Council.
11. Support the Depute Chief Executive to drive mainstream and deliver change, inform and align with the Council's strategic direction and the principles and statutory responsibilities of Best Value.
12. Provide guidance and support to the Depute Chief Executive responding to national policy strategies, including the wider public sector reform agenda.
13. Provide guidance and support to the Depute Chief Executive for Communities and Economy with Workforce Planning and Public Sector Reform.
14. Monitor the delivery of service objectives to deliver continuous improvement and ensure that supporting performance improvement processes are available to managers and employees.
15. Provide direction and support to the Depute Chief Executive in the development and implementation of new projects and initiatives, ensuring that they align with the Council's priorities.
16. Support the Depute Chief Executive in the development of financial plans for the efficient allocation of resources and manage the Services finances and budgets effectively in accordance with the Council's Financial Regulations.
17. Act as a mentor for managers, provide a visible and positive role model for employees and promote an empowered work environment and culture in line with the Council's FACE values.
18. Ensure ongoing review of resource utilisation and champion the introduction of new technologies and ways of working that improve service delivery across the Depute Chief Executive's portfolio.

B. General Responsibilities

19. Provision of structures, systems and intelligence to support the service to aspire to organisational excellence, deliver performance development and robust planning systems and solutions.
20. Influencing budget decisions across the organisation through planning and performance development activity.
21. Direct influence over planning for a budget in the region of £70m.
22. Influencing national policy direction on the strategic, medium and short-term planning and performance development agenda for the service through membership of various national groups.

23. Responsible for the following areas of activity:
 - Strategic planning.
 - Poverty and Inequalities.
 - Community Safety.
 - Programme for Government / Shared Services.
 - Improvement, Planning and Performance.
 - Regularly undertake research and audit to inform practice and strategic planning.
 - Developing the Council's relationship and ways of working with our Communities, Voluntary and Private Sector.
 - Supporting Ayrshire 360 in the development and delivery of Community Action Plans.
 - Ensure the Council works with our communities across all areas in the most efficient and effective way.
 - Health and quality improvement (BVSRs etc).
 - Communication and Engagement.
 - Contract Monitoring.
24. Promote the health and safety of employees at work and of service users through the implementation of the Council's policy on health, safety and welfare at work and Service Health and Safety arrangements in accordance with all relevant statutory requirements, leading by example.
25. Ensure all activities for which the post holder is responsible are delivered in accordance with Council's Equality and Diversity Policies and the statutory and general specific Equality Duties.
26. Maintain an effective knowledge and awareness of professional developments in the areas of the post's responsibilities, recommending refinement of related Council or service department policies and procedures as appropriate.
27. To implement the East Ayrshire FACE Time process with all team members annually in accordance with the Council's guidelines.
28. Manage effectively all resources such as buildings, equipment and other assets.
29. Ensure that the Council's Customer Service Commitment is followed in all dealings with the people we serve.
30. Adhere to Council policies and procedures for good records management, ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.
31. Represent the Council at appropriate external events and meetings in accordance with the remit and status of the post.
32. Develop and foster good working relationships including liaising with Elected Members, other Chief Officers, employees, external bodies and agencies.
33. Attend and where appropriate report to the Council, Cabinet, Committees, Sub-Committees and working groups etc as appropriate.
34. Where appropriate deputise for the Depute Chief Executive (Communities & Economy)

This description is indicative of the nature and level of responsibilities associated with this job. It is not exhaustive, and the job holder will be required to undertake other duties and responsibilities commensurate with the grade.

Person Specification

Designation: Strategic Manager – Improvement, Planning & Performance (Depute Chief Executive Communities & Economy Services)	Post No:
Service: Depute Chief Executive's Office	Section: Communities & Economy

Attributes:	Essential Criteria	Desirable
Qualifications	SVQ Level 5 Business Management or equivalent qualification or equivalent demonstrable experience.	
Knowledge & Skills	- Extensive experience in Local Authority environment. - Experience of working at a strategic level. - Successful proven track record in developing structures and systems to support the attainment of organisational goals. - Track record in collaborative working that produces results within dynamic, political environments. - Working knowledge of Local Government sector services. - Working knowledge of customer care, complaints procedures and information governance arrangements. - Analytical approach to problem solving complex issues. - Ability to design and implement effective monitoring, review and control systems. - Ability to plan and project manage work at a strategic level. - Demonstrate a high degree of people management skills.	- Knowledge of Council policies and Best Value arrangements. - Application of research to support strategic decision making. - Effective budget/financial management skills. - Effective presentation skills.

	• Demonstrate capacity to coordinate internal and external inspection, accreditation and evaluation activity. • Ability to engage with senior officers in-house and external partners. • Ability to communicate effectively with all employees including managers with a service delivery responsibility. • Ability to convey information in a non-technical way. • Effective communication and report writing skills. • Effective negotiation and influencing skills. • Good planning and organisational skills. • Effective ICT skills.	
Experience	• Provided professional support to the Depute Chief Executive and management within a large, regulated organisation. • Secured continuous improvement in service delivery. • Managed customer expectations and delivered the best possible outcomes to customers. • Supervised or managed employees. • Experience in financial and budgetary management. • Experience in managing organisational and cultural change and securing the support of others in the process. • Worked with Senior Council Officers and/or Elected Members. • Engaged with and worked collaboratively with other public sector organisations including the voluntary sector. • Reported statistical information related to Service delivery. • Prepared and presented reports to management. • Used specialist/bespoke software packages capable of	• Engaged effectively and worked collaboratively with partner agencies in a multi-agency setting.

	supporting integrated service development. • Used Microsoft Office, specifically Outlook, Word, Excel and PowerPoint. • Programme and project management.	
Employees are the FACE of East Ayrshire and are expected to demonstrate our FACE qualities and behaviours		
Quality	Behaviour	
Flexible	• Have an open mind and look for better ways of doing things. • Embrace new technologies to improve services for the people we serve. • Welcome opportunities to learn and grow.	
Approachable	• Develop positive and productive relationships with everyone. • Listen, notice, respond and engage. • Manage our reactions and think about how our behaviour affects others.	
Caring	• Embrace working in a team and working with others. • Take pride in your role, serving our community and strive to be the best we can be. • Be kind to others and to ourselves.	
Empowered	• Have the courage to try new things. • Work with others to find the best solutions. • Help everyone to realise their full potential.	