ORKNEY ISLANDS COUNCIL

Service Manager (Enterprise)

Council Offices, Kirkwall

At a glance:

Grade: M
Salary: As per advert

Allowances:

- Distant Islands Allowance, where applicable

Job Purpose:

Leading, managing and developing core service delivery, high standards, continual improvement and the delivery of a culture of high performance and supporting the Head of Service in the strategic direction of the Enterprise Service.

For application support contact **hrsupport@orkney.gov.uk** or call **01856 873535 ext.2250**

Benefits and Support

34 days annual leave, increasing to 39 days over 5 years, inclusive of Public Holidays (pro-rata)	Supported to work and earn whilst achieving qualification
Local Government Pension Scheme	Maternity, Paternity and Sick Pay
Comprehensive induction process	Employee Assistance Programme

Job Overview

Service Managers are high value, organisational leaders at the forefront of core service delivery, professional standards, and improvement. Service Managers will be subject matter experts in their professional discipline and engage with the extended Corporate Leadership Team on performance, key service developments, opportunities for improvement and support a high-performance culture.

Service Managers will collaborate with each other and the wider leadership team to ensure the development of integrated, progressive service models that minimise waste and maximise impact, exploit the potential of partnership and provide best value for customers/service users.

Service Managers will be responsible for designing services, informed by customer insight, and deploying available resources to deliver outstanding customer service to communities across Orkney consistent within the Councils strategic priorities and ambitions.

Service Managers will drive the continuous improvement of services and enhancing service performance through the design and deployment of new systems of work, processes, developing skills and new technologies.

Service Managers will be confident in their own ability and ambitious to find the best solution and put customers/service users first with every interaction, every task, every transaction, every time.

Service Managers will enable staff to deliver for customers/service users by building capacity, capability, and confidence of the team to deliver outstanding services that are valued by those customers/service users.

Service Managers are people managers and will create an environment where staff are highly engaged and energised and so able to give their best; supporting staff to appreciate their personal contribution to the team and wider organisational performance enabling every individual respond to the changing demands of their role as customer needs and service models evolve.

Service Managers will encourage a work culture of continuous learning, information sharing, and professional development

Core Service Manager Duties and Responsibilities

Provide high quality, effective management and Service leadership.

Promote change and innovation in accordance with the Council’s vision and direction.

Place customer needs at the centre of all decision making.

Demonstrate resilience and integrity and lead through challenging circumstances.

Take initiative and accept responsibility to ensure that effective outcomes are achieved.
Develop new ways of working to support continuous improvement.
Maintain and promote the core values and goals of the Council/Service and ensure they are communicated effectively to employees.
Actively establish support and implement Council/Service objectives and be accountable for their delivery in accordance with Best Value.
Ensure compliance with all requirements in terms of internal and external audit, inspection and accreditation as relevant to your areas of responsibility.
Ensure that employees within your area of management responsibility are consulted, engaged and kept well informed about Council/Service objectives and priorities and matters that impact on their employment and the service they provide.
Ensure that employees are enabled to contribute their ideas and views in the pursuit of Service objectives.
Effective direction and line management of a team of staff. You are responsible for both ensuring the fair and effective implementation and direct implementation of Council Human Resources policies and procedures across their area of responsibility.
Develop service plans and policies, to which you will follow due governance by presenting to relevant Council Committees.
Continually review performance within your specific Service areas to ensure the highest quality service. You will support colleagues in achieving this within their own Service areas.
Work co-operatively with others (including external organisations where appropriate) to meet Council and Service objectives.
Actively promote and deliver equality of opportunity to employees and service users.
Actively contribute to a flexible, agile and learning organisation to ensure long-term sustainable services.
Management, direction, co-ordination, development and effective deployment of employees or others.
Determining service/functional priorities and targets and reviewing activities and working methods
Value others by delegating responsibility and demonstrating trust within agreed boundaries.
Contribute to creating, sustaining and enhancing a culture where innovation and managed risk-taking are encouraged.
Ensure compliance with, and best practice in; legislation, regulation, government and Council Standing Orders, regulations and policies to secure organisational performance improvement and increased customer satisfaction.
Contribute to a corporate and integrated, consistent approach to the development and implementation of the Council and Service policies and strategic initiatives.
Represent the Service at a local, regional or national level as relevant to your areas of responsibility.
As required, act as Lead Professional Adviser to the Council and provide relevant professional, specialist and/or technical advice and guidance to CLT/Council.

You will hold budget responsibility and are accountable for ensuring the effective management of the budgets within the scope of the role and must balance this budget at year end. The overall budget responsibility is over £2.5m and up to £10m.

You will participate in the budget setting process for the Service and to monitor the delegated budgets ensuring that value for money is achieved and that spending is allocated in accordance with agreed priorities, as stated in your council approved improvement plan and budget profile.

You will implement financial prudence and management in line with Finance Service Policy to ensure that budgets are not overspent, that any expenditure is justifiable and takes due recognition of the Council's needs and the public pound.

Use resources appropriately to achieve Best Value results for the organisation and the wider community, keeping an appropriate balance between cost, quality and price.

You are required to engage with a wide range of people including, members of the public, service users, external agencies, elected members, senior management, Scottish Government, CoSLA and other statutory bodies.

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Role Specific Duties and Responsibilities

Leading, managing and developing core service delivery, high standards, continual improvement and the delivery of a culture of high performance and supporting the Head of Service in the strategic direction of the following areas of service:

- Economic Development
- Business Gateway
- Sustainable Tourism
- Community Led Local Development
- Arts funding
- Regeneration and investment programmes

In addition the Service Manager will:

- Procure and manage the work of consultants to provide a range of professional services in support of specific programmes or projects.
- Establish and maintain positive relationships with key stakeholders including local service providers and other partners in the public, private and third sector.
- Work with local communities and partners and participate in public meetings in order to provide appropriate community engagement.
- Produce and implement a range of strategic documents.
- Prepare financial returns where additional money has been awarded to the authority in respect of specific initiatives in accordance with the Council's Financial Regulations.

- Develop and/or co-ordinate, as required, service and/or Corporate input in respect of relevant government consultations.
- Secure and manage internal and external funding sources to ensure appropriate levels of funding are available to service areas and projects. This includes monitoring available funding streams, submitting appropriate applications, or assisting others in submitting appropriate applications, and ensuring appropriate financial processes, reporting, and governance is in place at all times.

Responsibilities for All

Embody the Council Values of Accountable, Reliable, Considerate and Collaborative.	Participate in team meetings, 1 to 1s, supervision and good conversations process
Handle all information in confidence and in line with Data Protection requirements	Comply with the Council Employee Code of Conduct
Work safely to prevent risk to yourself and others	Comply with relevant professional body codes of practice/conduct
Ensure Equality, Diversity and Inclusion	Any other duties appropriate to your grade
Undertake mandatory and relevant training and development	Where required Support the Council's emergency response

Skills and Requirements

Must have

The minimum knowledge required for this role can be evidenced by:
Holding a qualification at SCQF 8/9 i.e. SVQ4, HND, General Degree, Higher Apprenticeship, Technical Apprenticeship, **or** having a minimum of 5 years previous relevant experience, as detailed in the experience section of this person specification.
Significant and relevant experience in budgeting.
Significant and relevant management experience.
Experience of leading and delivering change.
Proven track record of achievement.

Requirements of the Role

Disclosure/PVG:	Level 1 Disclosure check	Convictions to Declare:	Current
Politically Restricted Post:	Yes	Sponsorship:	Possibly
Work Additional Hours:	Yes		