

Role Profile

Date	7 November 2008
Family	Business & Service Support
Role Profile Level	7A

PURPOSE

To assist in the development, planning and delivery of a professional service to meet the objectives of agreed business plans.

ROLE ACCOUNTABILITY	END RESULT
Planning	
Assist in the development of, proposal, & securing agreement to business plans and budgets for the specific service area(s).	- Completed business plans - Planning process / timescale met - Clear service aims & objectives
Work – organisation	
Organise, monitor and control the work of the service area to deliver sound advice and support to the Council & meet the business plan.	- Business plan objectives met - Professional & regulatory standards met
Policy	
Develop, and implement agreed, policies, procedures and standards for the service and contribute to wider strategy and plans.	- Service policies set - Policies adhered to - Contribution to SBC strategy & plans
Customer service	
Provide professional advice & support to SBC, & external bodies as appropriate, and identify options for action. Manage the quality of services provided.	- Appropriate advice given - Options identified to SBC benefit - Recommendations taken forward
Compliance	
Identify professional & regulatory requirements and best practice in specific area. Contribute to the development & implementation of appropriate compliance standards	- Professional & regulatory standards met - Trends etc identified - Implications assessed & advice given - Proposals to take advantage of changes - Plans laid to protect SBC position
Representation	
Put SBC case from a service / corporate view and influence the outcome of opinions & actions both internally & externally.	- Key issues stated, SBC view well put - Effective lobbying / influencing - Beneficial outcomes negotiated - SBC case understood & accepted
Performance management	
Report on developments, conclusions, & monitoring outcomes internally & externally at a senior level.	- Quality reports, on time - Key issues identified - Corrective actions put forward
Resources	
Assist in identifying and deploying resources for the service area to be able to meet its objectives. Procure and deploy of a range of supplies or services.	- Adequate resources made available - All resources effectively employed - Contracts established and monitored

Financial Management	
Contribute to the setting, monitoring and control of service budgets. Support, and advise managers on, the preparation and monitoring of budgets for service/corporate areas	• Corporate financial probity is maintained. • Effective financial management • Budget holders supported in developing and monitoring the budget
People management	
Provide professional support and guidance to colleagues. May contribute to organising the work of others	• Positive climate • Achievement of work objectives • Develop and coach colleagues

WORKING CONTEXT
Nature of contacts and relationship (who and the nature of the communications)
Communicate with wide range of groups & senior individuals internally & externally to explain situations, give advice and influence their approach and decisions. Colleagues, management and Members – deliver reports, present options and influence decision making Customers – engage & interact with, provide response to complex/sensitive queries, give advice and influence decisions. May have to deal with challenging customers. External suppliers – select and manage
Working Environment Context (physical, disagreeable, health and safety aspects)
Mainly office based with travel to various locations for external meetings.
Creativity; discretion; impact: concentration
Work within the context of regulatory and legislative frameworks to develop plans, policies and systems. Recognise external developments and interpret them in SBC context. Impact will be on service issues and may also extend to influence on matters of corporate or national concern. Undertakes critical analysis, negotiates results and influences decisions in SBC and external forums.
Planning requirement
Longer term planning, a 3 year horizon typically. Involved in the planning process for business planning, budgets, resources and development of policies and procedures. Systems development.
Key facts and figure ranges (include likely size of any team managed)
No formal team management responsibilities. Contribute to budget planning and control for service area – budget typically up to £3m May monitor service/corporate budgets in excess of £12m
Knowledge and qualifications (Education, vocational training and relevant work experience/knowledge and skills typically required. Where formal/vocational qualifications are specified, an equivalent level of general education and/or experience may be appropriate for some jobs.)
Degree level education and professional qualification with relevant work experience, including project / programme management as required. Thorough understanding of the SBC and National context to develop and implement policies and standards. Ability to provide specialist advice and influence outcomes.
Equipment operated and essential skills
Computer. Office equipment. IT literate in standard office software.