

Glasgow City Council

Role Profile Description

Date	May 2006
Family	People care and support
Role profile Level Number	7
Reporting line (general)	Manager
Purpose	
To represent, organise and control a service area to deliver the services efficiently to standard and budgets.	
Work area statement	
Action	End Result
Service Delivery	
Organise and control the performance of staff and contractors to meet Service Level Agreements.	• Delivery of services to required internal standards • Meeting of quality, national and legislative standards • Take action on deficiencies assessed • Council receives value for money from outsourced services • Customer satisfaction with services provided
Organise and authorise deployment of staff.	• Delivery of appropriate support for service users • Realistic work distribution for staff • Interventions are delivered by appropriately qualified individuals in line with legislative requirements
People Management	
Organise, develop and motivate a team of staff.	• Ensure that the team is capable of achieving the required outputs • Discipline, grievance and absence management procedures meet Council requirements
Development	
Organise the training and development needs of subordinates.	• Improvement of individual performance • Facilitation of career progression within the service • Increased pool of experienced and qualified resource within the service
Client Risk Management	
Conduct assessments in particularly complex or high risk circumstances.	• Determine any hazards that exist or that may develop • Take proper action to mitigate to immediate risk and control future risk potential. • Reduction of risk to the health and safety of staff and service users • Provision of appropriate intervention to support service users • Protection of vulnerable individuals

Case management	
Determine progression of complex and high risk cases against a given range of options and monitor case advancement.	• Complex and high risk cases are progressed in line with quality, national and legislative standards • Assure the proper actions have been taken and take corrective action where necessary
Reports	
Prepare reports and oversee the quality of service area's reports for senior management and the public domain.	• Clear record of actions, circumstances and decisions • Accurate analysis and evidence for further action
Service development	
Contribute to the development of strategy and planning within the service.	• Informed strategic planning • Optimum use of available resources • Improved quality of service and efficiency
Budget	
Plan and control delegated budget for specific areas.	• Provision of essential internal resources • Achievement of services within agreed resources
Relationships	
Represent the service at public meetings as delegated and in line with Service Level Agreements; deal with some contentious issues.	• Raise awareness of other agencies around resource demands and customer needs • Provision of support to customers where necessary by resources in own service • Public Relations of service represented
Represent the service in liaison with other agencies and disciplines in order to reach decisions.	• Integrated approach between agencies • Improved efficiency in service delivery
Guidance	
Provide or facilitate the provision of expert advice and guidance to qualified practitioners	• Proper conduct and application of good practice in service area • Objective and accurate legal evidence to assist in the protection of vulnerable service users and the community • Provision of information concerning conduct and actions of the service provider
Premises management	
Assess and escalate requirements for premises alterations and maintenance.	• Realistic appraisal of users requirements • Maintenance of premises that are fit-for-purpose • Health and safety of service users and staff

Nature of contacts and relationship (who and the nature of the communications)		
Manage the performance of staff and contractors. Represent the service in liaison with other agencies and disciplines in order to reach decisions (operational issues). Represent the service at public meetings as delegated.		
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)		
Typically office based.		
Procedural Context (creativity, discretion, impact)		
Authorise deployment of staff. Sign off decisions relating to high-risk issues. Plan spending of delegated budget. Operation decisions.		
Key facts and figure ranges (include likely size of any team managed)		
Typically manage 7 professional staff (levels 4,5 & 6) as direct reports. May manage up to 80 staff (levels 1, 2 and 3). May plan budget of between 10,000 – 200,000.		
Skills, knowledge and qualifications		
Formal qualifications required. Essential and generally preferred		
Degree plus post graduate professional qualification in practice or SVQ L4 + Registered Managers Award.		
Work knowledge		
Experience of management and supervisions. Expert knowledge of service area. Working knowledge of relevant legislation.		
Work skills and equipment operated		
Presentation skills. Professional development of subordinates.		
Key Competency Requirement		
	Competency	Level
1	Influencing	2
2	Communication	2
3	Customer Orientation	2
4	Collaboration	2
5	Planning & Delivering Change	2
6	Initiative	2
7		
8		