Role Profile

Date	**1 June 2007**
Family	**Business & Service Support**
Role Profile Level	**6S**

PURPOSE
To provide business support, advice and guidance managing work packages such as cases and projects through managing a team or part of a service.

ROLE ACCOUNTABILITY	**END RESULT**
Planning	
Plan and organise the work of self and team(s) within the context of the business plan priorities and milestones.	• Business plan priorities met • Timescales achieved
Work	
Organise the provision of business support and advice based on research, analysis and interpretation of policies and relevant legislation.	• Quality support & advice given • Sound interpretation of policies in SBC context • Threats / opportunities addressed • Service improvements developed & introduced
Policy	
Develop, recommend & translate policies into procedures, encourage their implementation and lead the adoption of best practice and continuous improvement.	• Policies & procedures written & recommendations made. • Procedures compliant with policy • Procedures properly implemented • Best practice / improvements adopted
Customer service	
Provide specialist advice in an area of expertise in support of SBC operations & developments and in response to external initiatives.	• Quality, expert advice • Recommendations made • Consultation responses formulated • Customer satisfaction
Financial Management	
Support, and advise managers on, preparation and monitoring of budgets for service/corporate areas	• Budget holders supported in developing and monitoring budgets • Variances flagged and addressed • Service delivered within budget
Compliance	
Monitor & review the implementation of legislation, regulations & Council guidelines recognising external developments & professional standards, to maintain good governance and improve service quality.	• Corporate procedures & standards properly implemented • External changes & implications identified & addressed • Service/corporate response formulated • Professional & regulatory standards met
Representation	
Put the view of the service on issues to internal & external bodies under senior management guidance.	• Service view clearly put & understood • Acceptable outcomes negotiated • External views understood

Performance Management	
Report on investigations, conclusions, & monitoring outcomes internally & externally at senior level.	• Quality reports, on time • Consultation responses prepared • Key issues & actions identified
People management	
Organise, develop and motivate the team(s), including any staff from other services and external resources.	• Positive climate • Capable & knowledgeable staff • Achievement of work objectives • Compliance with personnel policies • Recruit, develop, coach

WORKING CONTEXT
Nature of contacts and relationship (who and the nature of the communications)
Communicate with range of groups & individuals internally & externally to explain situations, give advice and influence their approach and decisions. Colleagues and management – deliver reports, present information and options, and influence decision making Members – present information in a suitable format and advise on matters within own area of expertise Customers – engage & interact with, provide response to queries and give advice on complex and sensitive areas, influence decisions, and may have to deal with challenging customers. Carry out staff briefings, motivate, develop and encourage staff. External suppliers – exchange information and monitor and review work
Working Environment Context (physical, disagreeable, health and safety aspects)
Largely office based, may travel between locations
Creativity; discretion; impact: concentration
Seek out information and research issues on own initiative from a variety of sources and develop solutions and proposals, identifying opportunities and risks, and referring issues which may create significant precedent. Impact is on the service and the implications for the Council, not just own section. May be interrupted by urgent requests.
Planning requirement
Planning typically over an annual timescale, but projects/programmes may involve a 3 year horizon. May contribute to planning process for business planning, budgets, resources and development of policies and procedures. Concerned with monitoring and reporting on business performance, PIs and annual reviews.
Key facts and figure ranges (include likely size of any team managed)
Team typically up to 10 May monitor delegated budget typically up to £500k and/or 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 management experience including project / programme management. In depth technical, professional and legislative knowledge within specific function, and in depth knowledge of systems, policies and procedures within the Council. Basic understanding of the SBC and National context. Ability to provide specialist advice and influence decisions.
Equipment operated and essential skills
Computer. Office equipment. IT literate in standard office software. Full operating knowledge of relevant SBC computer systems.