JOB OUTLINE		
JOB TITLE:	**Service Manager – Education Operations**	**JET CODE: 6911**
DIVISION:	**Education & Children's Services**	
SERVICE/BUSINESS UNIT: Education Operations		
REPORTING TO: Head of Education		
RESPONSIBLE FOR: Education Operations Service		

JOB PURPOSE:

To ensure the coordinated management and delivery of the Education Service's Operational Unit.

Key Result Areas:

1. To develop the workforce enabling staff to have the resilience to operate in a continually changing environment and maintain high standards of performance.

2. To contribute and/or lead on Council wide projects resulting in successful implementation.

3. To be accountable for effective change management within the Service.

4. East Lothian Way – reinforce the behaviours we expect from our managers to;

    - Be Person Centred
    - Work Together
    - Be The Best We Can Be
    - Embrace and Initiate Change
    - Make Things Happen

5. As part of the Senior Leadership Team, responsible for effectively and successfully implementing key Council objectives, as set out in the Council Plan and Education Progress and improvement Plan.

6. To display exceptional leadership qualities in leading, managing and planning operations of the service ensuring high performing teams and delivery of high-quality services.

7. To ensure that a culture of performance management and continuous improvement is embedded within the Service and throughout East Lothian Council.

8. To be accountable for effective budget planning, implementation and management in assisting not only the Service, but the Council in ensuring the most cost-effective delivery of services within the statutory duties and policies of the Council.

9. Work effectively within the political dimension, advising and responding to Elected Members as appropriate.

10. Maintain awareness in national policy, best practices and new techniques and to be conversant with all relevant legislation in order to ensure that the Council's policies and practices conform to statutory provisions.

11. Develop and sustain effective external relationships, appropriate partnerships and strategic alliances in pursuit of the Council's interests.

12. Promote equality and diversity in employment and in access to services.

13. Promote the transfer of skills, knowledge and understanding to staff, internal customers and suppliers wherever possible.

Principal Responsibilities:

14. To provide leadership, support and line management to staff within the Operational Unit, covering Education Service and individual service specific budgets, pupil placement, nursery admissions, workforce planning and school recruitment advice and support, business support, risk, health and safety, business continuity, IT support for ASN, management of information, learning estate strategy including roll projections, developer contributions and grants, FOI/EIR/complaints.

15. To produce annual Unit Business Plan(s).

16. In accordance with the Council's Human Resource policies and procedures, direct and control recruitment, selection, training, development, management and motivation of all employees to ensure the highest possible level of performance.

17. As a member of the Education Leadership Team, contribute to the development of the Education Service in order to deliver the team's agreed objectives, plans and targets.

18. To lead Education's Operational Unit effectively to ensure successful delivery of the objectives as set out in the Service Plan, building good quality relationships with key stakeholders, including parents/carers, teachers, trades unions, local Elected Members and other key Council Departments.

19. Ensure collection and retention of accurate management information necessary for corporate and statutory reporting.

20. To ensure the operation and maintenance of relevant information management systems.

21. To ensure compliance with the Council's Standing Orders, Financial Regulations and Education policies and procedures.

22. To lead in the development of networks and partnerships with other statutory voluntary and private sector agencies and organisations in relation to the functions of the Education Service.

23. To attend regular Education Management Team meetings and ensure clear communication and consistent dissemination of information to staff.

24. To ensure the optimum utilisation of Education Service resources with regard to services provided as a whole, including the periodic review of resources in comparison with future workload planning and performance standards.

25. To lead in the co-ordination and development of new policy, practice and procedure throughout the Education Service.

26. To be responsible for advising the Cabinet Spokesperson for Education on matters across the Education's Operational Unit.

27. To ensure Business Continuity Plans are up to date for Education's Operational Unit and respond to any emergency situation to enable service delivery to continue.

28. To deal with customer correspondence and complaints of a serious nature, together with MP/MSP/Elected Member enquiries, liaising with the Customer Feedback Manager as necessary.

29. As a member of the Education Senior Leadership Team, to contribute to the strategic direction and general development of the service.

30. To develop and implement a Communications Strategy in respect of service delivery to internal and external stakeholders.

31. Represent the Head of Service or Depute Chief Executive at relevant meetings, both internally and externally.

32. Undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the job.

33. To maintain effective systems to ensure the health, safety and welfare of all Council employees and any members of the public who may be affected by Council activities.

Other:

34. Undertake such other duties and responsibilities that may be reasonably required by the service.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

Educated to degree level or equivalent **and/or** substantial level of relevant knowledge / training / experience.

Disclosure Scotland:

This role requires **Level 1 Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be **required prior to commencement.**

Scottish Social Services Council:

None.

PERSON SPECIFICATION		
Attributes	**Essential**	**Desirable**
Education, Registration & Training	Educated to degree level or equivalent and/or substantial level of relevant knowledge/training/experience. This role requires **Level 1 Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be **required prior to commencement.**	Business Management Qualification, eg. CMI5.
Previous Experience (Paid & Voluntary Work)	Successful track record in management of Education services that align with and address the business needs of the organisation. Fully conversant on all aspects of Education strategy and operations and Education best practice. Strong background in Education with a successful track record at a senior level with recent experience of working in a large and complex organisation. Broad ranging senior professional and leadership/ management experience. Shaping services to meet changing customer needs on an ongoing basis. Strategic planning; creating a compelling strategic vision for everyone to work towards. Complex service development and delivery. Project development and successful completion. Partnership working with external agencies. Complex resource management; people/finance/business resources.	Local Government experience.

Knowledge/ Skills /Competencies	Knows and understands:- Local and central government policy. Acute political and conflict management skills. The roles within Early Learning and Childcare, Primary and Secondary settings Is an effective:- Communicator, including influencing/negotiating and encouraging a culture of open communication. Manager of performance; setting high standards and keeping self and other focused on outcomes. Leader and strategic planner; leading, engaging and motivating people. Change manager and developer of organisational culture; driving effective, collaborative working. Partnership worker. Problem solver and decision maker. Is able to:- Think and lead both strategically and operationally. Challenge existing systems, practices and processes. Bring people together and build consensus. Translate strategy into action. IT skills: Word, Outlook, PowerPoint, Excel, MS Teams.	

Personal Qualities	Strategic thinker Transformational leader Adaptable Self-disciplined Team player Integrity Resilient Self-awareness Perceptive and intuitive Diplomatic Creative Open-minded Objective Confident (and therefore credible)	
Council Behaviours	We are Person Centred We Initiate and Embrace Change We Strive to be the Best we can be We make things Happen We work Together	