

ROLE PROFILE

Role Title:	Manager 5	
Role Ref:	M5	
Overall Purpose of Role:	Responsible for the supervision of a work group in the delivery of its objectives.	

Key Areas	Key Accountabilities
<p>Delivering Results Delivering high quality services to the community/customer</p>	<ul style="list-style-type: none"> • Provide the supervision that enables a work group to deliver its objectives. • Monitor, evaluate and provide feedback on the performance of a workgroup and take the actions necessary for continuous improvement. • Monitor own output against performance agreement, take corrective action and/or inform Manager as necessary. • Produce work of consistently high standard. • Provide specific technical advice to ensure the work group complies with legislation, statutory duties, etc. • May provide information to others on role-related Council procedures/processes to facilitate service delivery. • Apply specific technical expertise to support the work group's decision making. • Deliver the tasks agreed annually in your performance agreement.
<p>Managing Relationships Creating a climate that enables people to achieve business objectives</p>	<ul style="list-style-type: none"> • Promote and market the workgroup and its services so that it is perceived in a positive way. • Work with external individuals and groups to facilitate the delivery of own work group's objectives. • Manage relationships with own staff/manager/customers/suppliers for the achievement of service delivery. • Use internal/external relationships to get feedback on effectiveness of service delivered by work group.
<p>Managing Resources Utilising resources effectively</p>	<ul style="list-style-type: none"> • Ensure that the resources allocated to own workgroup are utilised in the most efficient manner. • Supervise all employees within a work group making the most efficient/effective use of available time and skills. • Make most effective use of own available time. • Share knowledge with others to enable the objectives of the service to be achieved. • Ensure own technical knowledge is up-to-date. • Use other sources of information/knowledge as required to maintain service delivery. • May manage the delivery of specified services within a defined budget. • Manage the efficient use of resources allocated to the workgroup for the delivery of services including plant/equipment / machinery and possibly the safe and secure handling of monies. • Make best use of available technology. • Monitor and review the performance of suppliers and contractors.

Managing Processes Ensuring high standards, best practice and business improvement	<ul style="list-style-type: none"> • Work within a range of defined procedures, processes and statutory instruments, covering service delivery, resource and relationship management. • Required to use discretion, which may vary the way the service is delivered. • Ensure within own workgroup that all the Council policies, processes, practices and systems are operated / implemented in accordance with Council requirements. • Collect, record, process and present a range of information for use by others.
Future Focus Providing a sustainable future	<ul style="list-style-type: none"> • Actively solicit customer views on the nature and quality of the service provided. • Contribute to and/or initiate the development and improvement of methods of service delivery.

Competencies required at trained and proficient level					
Core Competencies		Level	Role Specific Competencies		Level
Self-Motivation		1	Interpersonal Skills		1
Adaptability		1(O)	Influencing & Communication		1
Quality Focus		1	Teamwork		1 (O)
Customer Care		1	Planning & Project Management		1

(O): Outstanding

ROLE HOLDER PROFILES

Necessary role-related knowledge, skills and experience at selection	
<p style="text-align: center;">ESSENTIAL</p> <ul style="list-style-type: none"> • Likely to require a role related qualification or evidence of accredited training • Considerable work related experience • Previous role related team leadership experience • Good standard of numeracy and literacy • Basic clerical skills • Specific roles will need to have the ability to travel between sites and to any role-related contacts that may include customers, clients, suppliers and external organisations • Able to meet the criteria specified in the Core and Role-Specific Competencies 	<p style="text-align: center;">PREFERRED</p> <ul style="list-style-type: none"> • Recognised supervisory qualification • Able to use word processing and spreadsheet software packages and Email communication

Progression in Role

Inductee:			
Estimated time to get up to speed: <input type="text"/>			
<ul style="list-style-type: none"> Has acquired role-related knowledge/training in line training matrix 			
Proficient: What characteristics will the proficient role holder display?			
<ul style="list-style-type: none"> Able to supervise a workgroup proficiently to deliver its objectives Able to perform day to day duties confidently and with care and attention, particularly in dealings with customers and clients Quality of output is at a consistently high standard Demonstrate accuracy and an organised approach to work Demonstrate understanding of service area procedures and standards of service and ensures they are operated in line with Council requirements Strive to get it right first time Is clear, straightforward and uses plain language when speaking Operate in a safe manner and ensures safe working of own group Evidence that “tools for the job” are used in an efficient and safe manner Evidence that “tools for the job” are maintained in good working order Use technology effectively Able to collect, accurately record, process and present information manually and/or electronically Is flexible and willing to adapt to changes in role requirements Evidence of applying technical expertise to support workgroup’s decision making and provision of advice to ensure compliance with legislation, statutory duties, etc Ensure proper induction of new members of the work group Show financial awareness of the service being provided 			
Advancing: What characteristics will the advancing role holder display?			
<ul style="list-style-type: none"> Show awareness of public perception of workgroup’s output Able to deliver an excellent service within budget consistently Take personal responsibility for correcting ‘customer’ service issues and instill in others a similar philosophy Use discretion on whether to refer any questionable matters upwards, have confidence to work on own initiative as necessary without continual referral upwards Suggest and makes improvements to service delivery/processes continually Able to develop and devise own work programme and that of the group to achieve objectives Make recommendations to manager on resource allocation for work group, using reasoned argument / justification for improved and/or more cost effective service delivery and/or income Able to use resources at disposal in a cost effective way Act as a representative of workgroup with outside bodies/organisations Able to anticipate future customer needs and advise on changes that may be required Is recognised as a source of advice, guidance and information within the role Able to achieve results with minimum disruption to the operation Encourage ideas for improving the efficiency of the Service Unit from within own workgroup Ensure that customers and/or the general public are informed about services or any changes to services wherever possible Carry out appraisals and/or staff performance assessments 			
Additional Competencies at this level:			
<ul style="list-style-type: none"> Quality Focus Customer Care Financial/Commercial Awareness 	<ul style="list-style-type: none"> Level 1 (outstanding) Level 1 (outstanding) Level 1 	<ul style="list-style-type: none"> People Management Problem Solving 	<ul style="list-style-type: none"> Level 1 Level 1

Advanced: What characteristics will the advanced role holder display?

Estimated time to get to advanced:

- Able to regularly and demonstrably exceed standards and objectives
- Continually encourage own staff to suggest potential improvements to service delivery
- Be less reliant on manager for direction and works confidently on day to day organisation of workload for self and others
- Acquire technical knowledge in own area of working
- Able to provide technical advice, within own area of expertise, to other Units within the Council
- Look critically at operations and pro-actively implement improvements to service delivery
- Is willing to take on new skills/develop as required
- Is fully conversant with role related systems and procedures
- Able to take a more pro-active and effective role in budgeting/monitoring expenditure
- Achieve results with minimum disruption to the operation

Additional Competencies at this level:

• Self Motivation	Level 1 (outstanding)	• Influencing & Comm	Level 1 (outstanding)
• Adaptability	Level 2	• Teamwork	Level 2
• Interpersonal Skills	Level 1 (outstanding)	• Decision Making	Level 1