



ROLE PROFILE

Role Title: Service Development Manager

Service: Corporate and Customer Services, Business Development and Intelligence

Directorate: Transformation and Resources

Accountable to: Business Development and Intelligence Manager

Grade: PO3

Car Category: Casual

Purpose of role

- To develop and deliver a programme of improvements and efficiencies that deliver value for money. Lead the Service Development team as they co-design and implement innovative and effective ways of working across the services. Identify and evaluate emerging technical improvements across the market place and advise on the potential benefits to the organisation.

Key Objectives

1	Manage and lead a programme of service improvement projects across the service.
2	Manage a team of Service Development Project Managers as they deliver key transformational projects.
3	Take overall responsibility for the support and development of the QL Housing System.
4	To be the key point of contact for all third party supplier and consultant relationships.





5	Responsible for the effective management and control of the ICT Development Budget.
6	Oversee the research of emerging policy and best practice and advise internal stakeholders of potential solutions to emerging challenges.
7	Manage the development and delivery of the improvement plan achieving all agreed outcomes.
8	Represent the Service's interests at local and national user groups and conferences.
9	Oversee the development of a performance and monitoring report framework.
10	Contribute to the Service Action Planning process and own, manage and develop their own areas of responsibility.



Scope

This post will lead a small team in working with service managers and team members from across the organisation on both new income-generating opportunities and service improvement work. They may also work with external partners and Elected Members on particular projects. They will need to work with people during change projects and to build enthusiasm for new ways of working, so good interpersonal skills and the ability to see the bigger picture, is key.

Work Profile

1. Strategy

The post holder will have a contributory role in terms of the Council's income generating strategies and plans. They will also contribute to the service plan for Business Intelligence and Development, service improvement plans across the organisation plus relevant project documents.

2. Performance

The post holder will be a key part of the organisation's continuous improvement journey. Through their role, they will be expected to ensure that appropriate baseline information is gathered to inform income-generating or service improvement activity. They will also need to support the development of effective measures of success for the projects upon which they work.

The post holder will support the Business Intelligence and Development Manager in ensuring that the highest standards of service improvement are achieved and maintained particularly when there are service pressures or time constraints. They will take a leading role in the delivery of key objectives, priorities and targets associated with continuous improvement and in developing a more evidence/ intelligence-led approach. They will monitor and communicate performance against a series of key performance measures, developing new indicators and targets as needed.

They will recognise, communicate and mitigate any risks to the delivery of high performance standards.

They are accountable to the Business Intelligence and Development Manager for the delivery of their own personal objectives.





3. Service Quality

The post holder will have a leading support role in ensuring that the Council maximises income and business development opportunities and continues on the journey of continuous improvement, through the delivery of a newly focused Business Intelligence and Development function that upholds rigorous standards and adds value.

They will develop and monitor appropriate service improvement and project performance indicators.

They will develop and support the implementation of excellent standards in terms of service delivery performance and professionalism.

4. Resource Management

The post holder has direct line management responsibility for posts within the organisation, and budgetary responsibility.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to the individual in order to undertake their role.

5. Supervision and Management

The post holder has direct line management responsibility for posts.

6. Culture

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.





7. Communications

The post holder will closely liaise with other services and partners as appropriate, to ensure that the Council is able to respond effectively and efficiently to customers.

They will promote the service through demonstrable commitment to a high quality, excellent standards.

They will provide progress reports at agreed intervals, to the Business Intelligence and Development Manager, Head of Service, and Corporate Director as appropriate, detailing progress, risks to success and next steps.

8. Main Contacts Associated with Principal Duties

The post holder will be in regular contact with Heads of Service, Service Managers and their teams, the Customer Experience team and partner agencies in order to develop, agree and implement service improvements and to take forward business development opportunities.

Less regularly, they will be in contact with Corporate Directors, the Chief Operating Officer and Elected Members.

9. Commitment

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Councils operates a standard working week of 36 hours.

10. Risk Management

The post holder will be responsible for clearly identifying risks relating to service standards and projects that they are working on and where possible or reasonable, to provide recommendations for mitigating action. They may be asked to lead on implementing the actions required to manage the risk effectively.

11. Working conditions

The post holder may be in contact with members of the public or cases that are difficult and require sensitivity, confidentiality and discretion. They may also be in receipt of sensitive data and information in the course of carrying





out their duties and will be expected to fully comply with legal requirements and Council policy, in the handling of this.

12. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

13. Customer Focus

The post holder is expected to meet the Council's Standards of Customer Care at all times. To champion Customer Excellence and service improvements that are needed to enhance the customer experience.

14. Core Tasks

The post holder will be expected to undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

15. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

16. Legislation

To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

17. Training & Development

To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.





18. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

19. Creativity

The post holder is expected to generate ideas and concepts relating to service improvements to enhance service delivery and also in relation to business development opportunities. They will be solutions-focused and able to work with services, constructively challenging historic practices whilst keeping them engaged in change. They will be expected to refer to the Business Intelligence and Development Manager routinely and certainly prior to implementing key changes.

20. Decisions and Consequences

The post holder will generate ideas and suggestions for consideration by the Business Intelligence and Development Manager and the Head of Service. They will be at the forefront of organisational change in relation to service improvement and will need to exercise diplomacy, sensitivity and discretion to avoid reputational damage to the Council, or breaches of confidential data.

21. Work Context

This post will lead a small team in working with service managers and team members from across the organisation on both new income-generating opportunities and service improvement work. They may also work with external partners and Elected Members on particular projects. They will need to work with people during change projects and to build enthusiasm for new ways of working, so good interpersonal skills and the ability to see the bigger picture, is key.

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.





22. Physical Demands

It is not anticipated that there would be any physical demands of the job over and above those expected for office-based work.

PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application(A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	Foundation Degree/ Diploma/ Level 4 qualification or suitable relevant experience together with an excellent standard of English (written and spoken)	X		A
	Proven experience of leading and inspiring multi-disciplinary teams to achieve agreed outcomes	X		A, I
	Experience in the support and development of Housing Management systems	X		A, I
	Experience of managing a dynamic work programme in line with business priorities	X		A, I
	Experience of developing training programmes		X	A, I
	Experience in successfully managing a programme of complex and diverse projects using recognised Project Management methodologies	X		A, I





	Experience of delivering service improvements that can demonstrate value for money outcomes	X		A, I
	Comprehensive knowledge of risk management	X		A, I
	Committed to the provision of customer excellence	X		A, I
	Able to thrive in a dynamic working environment	X		A, I
Planning and organising work	High degree of initiative, creativity and enthusiasm with the ability to work efficiently on numerous activities simultaneously	X		A, I
	Good analytical skills with a focus on improving business outcomes	X		A, I
	Ability to work to tight deadlines on a wide variety of tasks	X		A, I
	Methodical and well organised, with a commitment to providing a quality service and attention to detail	X		A, I
Planning capacity and resources	Delivery of results under pressure	X		A, I
	Planning for long-term projects & deliverables	X		A, I
Influencing and interpersonal skills	Ability to communicate effectively at all levels of the organisation and with external stakeholders	X		A, I
	A problem solver with the ability to negotiate and influence others	X		A, I



	Able to successfully demonstrate strong interpersonal and project management skills	X		A, I
	Able to engage with colleagues and elected members effectively to ensure that issues are prioritised and resolved and queries answered	X		A, I
	An innovative thinker with the ability to constantly challenge existing working practices to drive efficiency	X		A, I
PROBLEM-SOLVING	Ability to identify a range of innovate and appropriate solutions to issues and problems.	X		A, I
Using initiative to overcome problems	Ability identify and implement solutions to issues and be a champion of change.	X		A, I
Managing risk	Ability to identify mitigating measures that may be implemented to minimise risk	X		A, I
Managing change	Able to use performance measure to effectively track and monitor service performance	X		A, I
	Ability to review individual service's performance and seek to continuously improve through implementation of changes on a regular basis.	X		A, I
	Ability to promote change in a positive manner to others	X		A, I



ACCOUNTABILITY and RESPONSIBILITY	Ability to work independently and take ownership of key responsibilities of the post	X		A, I
Undertakes tasks without supervision	Able to demonstrate resilience in the performance of the role.	X		A, I
Other	Commitment to Equality	X		I
	Commitment to Health & Safety	X		I
	Satisfactory Baseline Personnel Security Standard Check	X		Document Checks (includes Basic DBS)
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X		A, I
	Full driving licence and ability to provide a suitable vehicle for use in connection with the job, or equivalent mobility		X	A

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:

- Putting customers first;
- Being positive and adaptable;
- Taking responsibility and achieving results;
- Working together.

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- Service delivery and change management;
- Financial and resource management;
- Leading, motivating and developing.

Other information

- able to travel to meet service delivery requirements





- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date