

Job Description



Social Services Directorate

Post Title	Team Manager Performance, I.T. and Information		
Post Number	BG03589	Grade	10
Base	Anvil Court	Hours of Work	37 per week
Car User Allowance	Casual	Disclosure	Enhanced
Contact	Andrew Day	Updated	October 2014

Principal Job Purpose

Responsible to: Service Manager – Business Management

Responsible for: Leading on Social Services improvement agenda, including business planning, performance management, information technology, project management and data management.

Principal Accountabilities

1. To lead on the Department's service improvement and performance agenda, by providing a quality assurance role that drives improvement and raises standards/performance levels across the Directorate.
2. To lead and manage the service improvement and performance management for Social Services by;
 - Representing the Directorate on the Corporate Improvement Network (C.I.N.);
 - Ensuring quality assurance and compliancy with the requirements of external regulation and internal corporate service improvement and performance requirements;
 - Ensuring a consistency in approach to self-evaluation across the Directorate's services; and,
 - Supporting staff/teams to create a culture of continual service improvement, and where appropriate, challenging under-performance with managers.

3. To lead on the development and implementation of the Directorate's Information Technology requirements, in line with the Council's I.C.T. strategy.
4. Management and co-ordination of all I.T. requirements, which includes hardware, software and meeting training needs.
5. To lead and manage the Service Improvement and Performance team.
6. Management of all performance information systems for the development including service user database. (currently DRAIG)
7. To lead in the co-ordination, presentation, monitoring and validation of all performance information, to include mandatory statistical returns to CSSIW, Balanced Scorecards and Position Statements.
8. Management of delegated budgets.
9. To represent the Directorate at both internal meetings (e.g. Scrutiny/Executive) and external meetings as required by the Director of Social Services.
10. To offer advice, support and guidance to the Directorate's Senior Management Team, Elected Members, Corporate Management team.
11. To represent and deputise for the Heads of Service when required.
12. Such other duties as may be required by the Heads of Service.
13. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
14. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

Person Specification – Team Manager

1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Educated to Degree level or equivalent in a relevant field	Essential	✓			
Management / Professional Qualification	Desirable	✓			
Other experience					
Proven track record of managing and motivating staff within a change environment	Essential	✓	✓		
Experience of working at a management level in an Public Sector environment	Essential	✓	✓		
Experience in managing and delivering projects	Essential	✓	✓		
Proven experience of working with performance management systems and methodologies, including benchmarking and an appreciation of business process analysis.	Essential	✓	✓		
Knowledge/Skills					
A comprehensive understanding of Performance Management principles.	Essential	✓			
A detailed understanding of Project Management techniques	Desirable	✓			
High Level of interpersonal skills	Essential		✓		
Ability to work closely and advise Elected Members and Senior Managers	Essential		✓		
Competent IT user	Essential	✓			
An approach to work that focuses on actions and outcomes	Essential		✓		
Effective influencing skills at a senior level	Essential		✓		
Strong attention to detail	Essential	✓			

2. Special Requirements

2. Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Full current driving licence	Essential	✓			

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Leading People	Provides inspirational leadership & is a role model to others				✓
	Takes direct responsibility and is accountable for actions		✓		✓
	Respects and values the contribution and ambition of others				✓
	Actively promotes equality and diversity				✓
	Challenges unacceptable behaviour/attitudes				✓
	Recognises and celebrates achievements				✓
	Defends colleagues against inappropriate criticism				✓
	Demonstrates and is an example of good work-life balance				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering the Vision	Communicates a compelling view of the future				✓
	Ensures the vision is meaningful to all				✓
	Challenges the vision appropriately				✓
	Proactively promotes the vision to others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Setting & Achieving Ambitious Targets	Is committed to continually improving performance of self and others				✓
	Agrees ambitious performance targets and priorities for self and others				✓
	Sets high standards and keeps self and others focused on outcomes				✓
	Gives regular, constructive feedback on service /team/ individual performance				✓
	Recognises and celebrates success				✓
	Challenges poor performance appropriately				✓
	Seeks learning opportunities from results				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Empowering Our People	Encourages and develops personal accountability in others				✓
	Works to identify training and development needs in others				✓
	Encourages others to think for themselves				✓
	Promotes risk-taking and supports appropriately				✓
	Utilises and respects the skills, experience, and ambition of others at all levels				✓
	Promotes and demonstrates personal and professional learning and development in self and others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Creates and encourages two-way communication inside and outside the organisation				✓
	Uses appropriate and precise methods of communication				✓
	Has personal credibility with a variety of different groups and uses networks effectively				✓
	Communicates positively and respectfully				✓
	Actively listens and respects others' points of view				✓
	Checks own and others' understanding				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Making Informed Decisions	Is prepared to take action and be accountable				✓
	Regards problem solving as an improvement opportunity				✓
	Involves others in decision making				✓
	Steps back and takes a wider view				✓
	Uses evidence to challenge or support point of view				✓
	Considers implications of proposed decisions				✓
	Ensures decisions link to continually improving performance				✓
	Has the confidence to make ambitious, difficult, or unpopular decisions				✓
	Is able to justify and explain decisions				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working in Partnership	Understands partnerships in the context of the “big picture”				✓
	Promotes and is actively involved in multi-agency partnerships to continually improve services for the citizen				✓
	Networks effectively internally and externally				✓
	Recognises, respects, and utilises the expertise of others				✓
	Proactively shares knowledge and information				✓
	Seeks out the most appropriate people to contribute to partnership working				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Managing the Political Interface	Understands the political environment locally, regionally, and nationally				✓
	Positively respects and abides by the professional code of conduct and adheres to the principles of political restriction				✓
	Establishes and continually improves positive and appropriate interaction with all Councillors				✓
	Raises issues and constructively challenges in an appropriate and sensitive manner				✓
	Ensures others understand the political dimension of their work				✓
	Provides timely, constructive, high quality professional advice to assist the political decision making process				✓

Topic	Competencies	Assessment Method			
		App.Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Pushing the Boundaries	Regularly and constructively challenges the status quo				✓
	Is positive about change and identifies potential benefits to the citizen				✓
	Taps into the innovative and creative potential of others				✓
	Considers different methods/approaches				✓
	Encourages others to suggest new ideas				✓
	Supports and develops others' ideas				✓
	Looks creatively inside and outside the organisation for new ideas and actively shares good practice				✓