

Role Profile

| Service Manager (Performance Management & Quality Assurance) | | | |
|---|------------------------------|-------|------------|
| Reference No. | A4848 | Type | Individual |
| Service | Justice Social Work Services | | |
| Job Family | Service Manager 1 | Grade | FC11 |

| Purpose |
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| Leading, managing and co-ordinating all Justice Social Work Service activities relating to the ongoing improvement agenda, working both strategically and operationally in the Council, with partners, stakeholders and across the wider Community Safety Partnership to embed clear standards of performance, quality assurance and strive for excellence in that field. |

| Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken: | Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility | E | D |
|--|--|----------------------------|----------|
| <p>Functions include but are not restricted to:</p> <ul style="list-style-type: none"> • Key Performance Indicators • Internal Audit Processes • Performance Analysis • Adherence to National Standards • Performance Improvement Framework • Significant Incident Reviews • Staff Training and Development | <p>Ability to develop and deliver ongoing improvement and robust performance monitoring measures in a large, public sector organisation.</p> <p>Proven strategic thinking with experience of developing strategies and/or translating these into deliverable plans (Deliver results – See ‘How We Work Matters’ Framework)</p> <p>Graduate calibre with supporting professional qualification (Diploma/Degree in Social Work)</p> <p>Working knowledge of all aspects of Criminal Justice Social Work.</p> | <p>✓</p> <p>✓</p> <p>✓</p> | <p>✓</p> |

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| Contributing to the Service Plan. Delivering performance outcomes that meet Directorate, Service, Partnership and relevant national targets. Providing consistent, high quality and customer focussed services to the Service and the Council, its customers, its partners and its stakeholders. | High level of political awareness and requirements for public accountability in a public sector context Customer service skills (Focus on customers) | ✓ ✓ | |
| Leading a co-ordinated business focussed approach to Service provision. Analysing data and implementing solution-focussed plans for improvement across all aspects of the Justice Social Work Service. Provide responses to a range of complex problems, while delivering and maximising the efficient use of physical, financial and staff resources available. | Proven management of professional staff Ability to optimise technology for continuous improvement (Embrace technology and information) Initiating and promoting continuous improvement | ✓ ✓ ✓ | |
| Providing professional leadership, guidance, direction and support to staff across a range of areas of service delivery, through personal and team development, coaching, managing attendance, performance and conduct and promoting knowledge sharing. | Proven leadership skills Team building skills Evidence of supporting staff development | ✓ ✓ ✓ | |
| Building strong internal/external relationships with colleagues and partners so that work is joined up, integrated and in accordance with other related work in the Council and beyond. Developing opportunities to work more effectively with partners. | Track record of collaborative working, developing and maintaining effective relationships Evidence of working with partners in both public and private sector (Work together) | ✓ | ✓ |
| Managing and analysing performance levels, quality standards and targets for the function. Including articulating and measuring the impact of the work of the team in relation to Council priorities. | Analytical skills Evidence of driving change in designated area (Take ownership) | ✓ ✓ | |

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| | Communication Skills | ✓ | |
| Contributing to and representing the Service and the Council on relevant national, public and private sector bodies, which develop and share policies, standards and best practice and ensure alignment with Government priorities e.g. Scottish Government and court proceedings. | Experience of actively working in the national arena and sharing best practice with partners | | ✓ |
| Providing effective advice and guidance based on sound understanding of legislation, statutory regulations and best practice within the functional area. | Experience of delivering Services at a senior level | ✓ | |
| Working regularly with Councillors and senior representatives of other Community Safety Partnerships responding to queries, supporting policy development and improving the customer experience and reputation of the Council. | Political acumen in dealing with a range of stakeholders | ✓ | |
| Contributing to the wider development of the Service and Directorate as a member of the Service management team and the extended Directorate management team. Deputising as appropriate | Track record of contributing to a continuous improvement agenda and efficiencies broader than the immediate area of responsibility | ✓ | |
| Managing budgets and delivering, where necessary, agreed savings and efficiencies. Ensuring compliance with financial regulations and policies. | Proven financial management skills Ability to develop strategies to deliver efficiencies and savings (Deliver results) | ✓ ✓ | |
| Ensuring compliance with all statutory, regulatory and other governance requirements, reporting to senior groups as part of the Council's governance framework. | Excellent report writing and presentation skills | ✓ | |

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| Contributing to, and where appropriate leading and chairing cross Service /Cross – partnership projects, ensuring delivery of corporate priorities as outlined in budget savings, service plans etc. | Organisational skills Demonstrable experience of delivering complex projects (Take ownership) | ✓ ✓ | |
| Developing creative solutions to drive change and helping achieve the Council’s vision, values and behaviours. | Ability to manage conflicting demands Ability to grasp both ‘big picture’ and related processes | ✓ ✓ | |
| Managing and ensuring the Health and Safety of Council and other staff working in premises across Fife. | Knowledge, understanding and experience of health and safety obligations. | ✓ | |
| | | | |
| Undertaking all other duties as required for the role. Duties will be in line with the grade. | | | |
| Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following: | | | |
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| JOB TITLE (of Specialist tasks) | | | |
| Manage strategic priorities relating to Justice Social Work and provide professional leadership, guidance, direction and support to staff who may be involved in the operational delivery of those priorities. | Proven staff management experience. Awareness of strategic developments related to Justice Social Work | ✓. . ✓ | |

| Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required | |
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| <p>Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.</p> | |
| Additional Information – the following information is available: | Expected Behaviours |
| <ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters | <p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p> |