

Job description

Job title:	Service Manager
Grade:	Level 1 – Grade 15
	Level 2 – Grade 16
Job evaluation reference:	BA2005ab
Job family:	Business, Policy and Administration

This post will be established at either Grade 15 (Level 1) or Grade 16 (Level 2) depending on the needs of the Service/Directorate. Posts established at Level 2 will satisfy the criteria set out in both this job description and the accompanying person specification

Purpose and impact

Level 1:

Assist the appropriate Head of Service or other Senior Manager(s) in the operational management of services, including implementation of policies, strategies and projects in aiming to achieve service specific outcomes.

- Lead, manage and be accountable for the work of a designated team or teams in accordance with council policies and procedures within the range of delegated duties.
- Lead on the development of appropriate strategies, policies and plans relating to service and team specific issues.
- Represent the service at internal and external groups, lead project groups, and be responsible for maintaining a wide range of contacts to ensure the effective delivery and provision of the service.
- Take decisions leading to the setting of work standards for others leading to changes in procedures or practice, and with a major impact on the service.

Additionally at Level 2:

Provide professional/technical leadership and direction for the Directorate regarding a defined specialist discipline or function, including the provision of expert guidance to the Directorate Management Team, other managerial and professional staff teams and input into the review, assessment and development of whole Directorate/partnership strategic aims and objectives.

- Act as lead Directorate specialist in providing professional advice, guidance and direction to the Director, Heads of Service and senior professionals on matters related to the statutory and regulatory provision of services provided by the Directorate; and
- Act as lead Directorate specialist for technical working groups in the review, assessment, formulation, adoption and dissemination of best practice within the related discipline across areas of the Directorate including those resulting from the interpretation/adoption of legislation/policy.

Key responsibilities

Depending on the location of the role and the service group, the duties may include any of the following:

1. Ensure that services are efficiently and effectively managed and that high standards of professional practice and delivery are promoted, understood, applied and maintained within the designated service/function.



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2. Ensure proper and full records of service are maintained and performance reporting by staff and the service/function is timely and appropriate and that performance targets specific to the service area are understood, monitored, evaluated and met.
3. Provide leadership, direction and management to service specific groups, teams and individual staff, including leading project groups covering the full range of people management activities.
4. Contribute to the preparation and implementation of service plans and assist, advise and support in the review and commissioning of services locally.
5. Prepare reports for committees, sub-committees and other internal/external groups and attend meetings as required as a representative of the service.
6. Manage delegated budgets, which may include external grants and funding streams, in accordance with council policies.
7. Deputise for and represent the Head of Service as required.
8. Promote and secure beneficial close working relationships at an appropriate level with agencies and partners.
9. Promote and exploit opportunities for multi-agency integrated working across field work settings.
10. Where the post is based within either the People – Adults Directorate or People – Children's Directorate, responsibility for promoting and safeguarding the welfare of children and young people and/or vulnerable adults.
11. Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.
12. Act as Information Asset Owner for the service, in accordance with the Information Governance Framework to embed a strong culture that values, protects and uses information for the public good.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Head of Service (as specified on the context statement)

Responsibility for: Management of a team or teams of designated staff and to direct senior professional, technical and managerial staff as required (as specified on the context statement)

In addition to the key responsibilities, as a people manager you will also:

- Lead and manage team dynamics and performance by setting clear expectations, providing regular feedback, and ensuring high-quality delivery through effective quality assurance practices.
- Create an inclusive and supportive team environment that ensures continuous learning, professional development and good wellbeing, aligning to the council plan priorities, people and culture strategy, and responsibilities set out within our people management policies and requirements.
- Lead and champion opportunities for service improvement, innovation and change by taking accountability for its successful implementation, ensuring team members are engaged, motivated, and supported throughout transitions, whilst role modelling new ways of thinking and working.

Other factors

13. Be responsible for the outcome of relationships with a wide range of internal and external contacts to ensure statutory and regulatory compliance and the effective delivery/provision of the service.
14. Contacts are likely to involve partnership working and be complex and/or contentious with a direct and measurable effect on the service and the work of the Directorate/council.
15. Work within frequently changing circumstances and conflicting priorities with responsibility to change the priorities of others.
16. Conflicting demands and tight deadlines are a feature of this post.

Where Level 2 is established in a service, appointment to Level 2 will be subject to the post-holder undertaking all of the following duties (see also main job role section and person specification):

17. Provide professional leadership, advice and guidance, in a defined specialist discipline or function to the Director, Directorate Management Team, Project Groups, senior managers and other staff groups regarding statutory and regulatory compliance, the development of best practice and changes to standards and codes of practice within the service/Directorate, as applicable; and
18. Have continuous oversight of and lead the timely development, adoption and application of contemporary best practice, policy and procedures and ensure senior professional, technical and managerial staff understand, are trained and/or able to apply the standards of professional practice as required; and
19. Provide expert and specialist professional guidance and direction to the Director, Heads of Service and senior professionals; and
20. Lead and/or provide expert contribution to specialist and technical working groups, including cross directorate and multi-agency groups.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. Professional qualification or relevant degree as specified in the Context Statement	Application form
2. Post qualification professional training or award	Application form
Experience	
3. Substantial post-qualification experience in a related field of work	Application form
4. Care or service planning (including complex cases) and professional supervision	Application form
5. Managing meetings and presenting to different groups	Application form
6. Writing management reports on complex matters	Application form
7. Multi-agency working	Application form
8. Risk assessment and management	Application form
9. Working with the relevant, or similar, service user group	Application form
10. Proven experience of staff management and performance management	Application form
11. Significant experience of implementing policies and strategies in a similar or related setting	Application form
Additionally at Level 2:	
12. Evidence of consolidated and sustained performance in related complex casework and/or service delivery, the successful application of intervention, care or other services strategies informed from an expert knowledge in the related field of work	Application form
13. Leading and contributing to the development of best practice	Application form
14. Leading project/working groups and/or providing expert contribution to specialist and technical working groups, including cross directorate and multi-agency groups	Application form
15. Supervision, management and direction of senior professionals	Application form
Knowledge	
16. Detailed, comprehensive and up to date knowledge of all relevant legislation relevant to the service specific area	Application form Interview Assessment
17. Detailed knowledge of social policy relating to the service user group	Application form Interview Assessment
18. Detailed and consolidated knowledge of current practices and processes for managing the needs of the service user group	Application form Interview Assessment

19. Understanding of joint working practices with other agencies	Application form Interview Assessment
20. Knowledge of budget management processes	Application form Interview Assessment
21. Health & safety	Application form Interview Assessment
22. Anti-discriminatory practice	Application form Interview Assessment
23. Good knowledge of directorate policies, practice and procedures, e.g. primary care groups and trusts and other relevant agencies	Application form Interview Assessment
Additionally at Level 2:	
24. Expert knowledge of statutory and regulatory compliance, best practice, policy development e.g. processes for safeguarding and managing the needs of the service user group to secure the best outcomes for the service user	Application form Interview Assessment
Skills and abilities	
25. Excellent communicator at all levels	Interview Assessment
26. Excellent people management skills	Interview Assessment
27. Ability to take initiative and work under pressure	Interview Assessment
28. Budget management skills	Interview Assessment
29. Ability to prioritise and meet conflicting/tight deadlines	Interview Assessment
30. Ability to deal with complaints	Interview Assessment
31. Ability to respond to, and work with various agendas to reach successful outcomes	Interview Assessment
Additionally at Level 2:	
32. Ability to lead, influence and shape the strategic direction and focus of specialist service provision within a broad setting – i.e. Directorate – from an expert position	Interview Assessment
33. Strategic management of change	Interview Assessment
Our values	
34. Respect	Interview Assessment
35. Together	Interview Assessment
36. Accountability	Interview Assessment
37. Openness	Interview Assessment
38. Curiosity	Interview Assessment
Other	
39. Ability to fulfil the travel requirements of the post	Application form
40. Ability to work flexibly according to the demands of the post	Application form

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
41. Management qualification	Application form
Experience	
42. Direct experience of working in a local authority team providing services to a similar, or related, service group	Application form
43. Maintaining a delegated budget	Application form

Approval

Manager's job title:

Date: February 2025

