

# Job description

**Job title:** Service Manager

**Grade:** Level 1 – Dorset Grade 13, Level 2 – Dorset Grade 14

**Job evaluation reference:** BA2011a, b

**Job family:** Business, Policy and Administration

## Purpose and impact

Your leadership will shape the effectiveness and direction of designated teams, ensuring alignment with Dorset Council's policies while driving high standards of service. Through strategic development and special projects, you will enhance business efficiency and contribute to the continuous improvement of the service area. Representing the council in key internal and external partnerships, you will foster strong relationships to maintain quality and impact. Your decision-making will directly influence operational standards, leading to positive changes in practices. By providing expertise and championing innovative tools and techniques, you will empower teams and drive sustainable service improvements.

## Key responsibilities

1. Lead on business improvement developments and projects to ensure effective processes and systems in accordance with corporate strategic policy, service objectives and relevant legislation.
2. Lead on the development and provision of specialist functions within the designated service area as required e.g. ICT, Emergency Planning, communications, Service Level Agreements, income generation.
3. Take the lead on the financial management of the function, including budget holding and monitoring.
4. Represent the function/service and initiate and lead any relevant project work and/or process improvements which may arise as a result and act as the nominated service representative for various council initiatives as required and as relevant to the role.
5. Analyse and advise on the formulation of directorate strategy and policy in response to legislation and initiatives, leading to the production of processes and systems procedures and to support staff in their implementation.
6. Take responsibility for ensuring a consistent approach to service delivery by liaising with other appropriate managers and by keeping up to date with relevant Council policy development and external legislation/guidelines appropriate to the function.
7. Undertake research as required in order to inform project work and/or reviews of policies and procedures relating to the function.
8. Manage the provision of statistical data and management information as required, ensuring timely and accurate provision of information.
9. Establish and maintain good working relationships both internally and externally including partnering and networking to ensure corporate and strategic aims and objectives are achieved.
10. Present and recommend business cases to various audiences.
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. Where the post is based within the Children's Services Directorate, responsibility for promoting and safeguarding the welfare of children and young people.
13. 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.
14. Undertake the management and strategic development of a designated function providing services within a defined discipline/area of work
15. Manage a team or teams in the designated service area as described above.

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.

### **Other factors**

Progression to Level 2 will be dependent upon the need to be responsible for the outcome of relationships with a wide range of internal and external contacts to ensure the effective delivery/provision of the service. Contacts will involve partnership working and will be complex and/or contentious with significant implications for the quality and effectiveness of the service and the work of the Council.

### **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, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

<b>Qualifications, training or registrations</b> Required by law or essential to the performance of the role or both	<b>Assessed through:</b>
1. NVQ 4 qualification in a relevant discipline	Application form
2. Management or supervisory qualification e.g. NVQ3/4 or equivalent or significant experience of working at this level.	Application form
<b>Experience</b>	
3. Significant demonstrable experience in a relevant business development and/or support role.	Application form
4. Proven experience of managing staff including performance review	Application form
5. Proven experience of financial/budget administration and planning	Application form
6. Proven experience of customer care	Application form
7. Previous experience of working in a large organisation or local authority	Application form
<b>Knowledge, skills and abilities</b>	
8. Expert knowledge of business management practices and procedures, including financial and resource management, people management, and other functions relevant to the field of work	Interview Assessment
9. Extensive knowledge and understanding of project management	Interview Assessment
10. Detailed knowledge of IT systems and their application within a large organisation	Interview Assessment
11. Detailed knowledge of policy, legislation and strategic development relevant to the field of work	Interview Assessment
12. Good understanding of the work of local authorities	Interview Assessment
13. Knowledge of best practice in relation to customer care.	Interview Assessment
14. Ability to manage, motivate and co-ordinate the workload of a team or teams	Interview Assessment
15. Ability to develop and/or contribute to appropriate strategic policies and special projects	Interview Assessment
16. Project management skills	Interview Assessment
17. Ability to build and sustain good working relationships with people at all levels both internal and external	Interview Assessment
18. Ability to collect, analyse and report on complex statistical and management information	Interview Assessment
19. Excellent oral and written communication and presentation skills	Interview Assessment
20. Ability to apply confidentiality to all information handled	Interview Assessment



21. Customer care skills	Interview Assessment
22. Ability to build up a good knowledge of policy, legislation and developments in the field of work relevant to the function	Interview Assessment
23. To be flexible with an adaptable approach to work and conflicting demands and deadlines.	Interview Assessment
24. Provide a supportive working environment to colleagues	Interview Assessment
<b>Our values</b>	
25. Respect	Interview Assessment
26. Together	Interview Assessment
27. Accountability	Interview Assessment
28. Openness	Interview Assessment
29. Curiosity	Interview Assessment
<b>Other</b>	
30. To undertake training as required	Application form
31. Able to fulfil the travel requirements 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, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

<b>Qualifications, training or registrations</b>	<b>Assessed through:</b>
32. NVQ 5/Diploma in Management Studies	Application form
33. ECDL or equivalent IT qualification	Application form
<b>Experience</b>	
34. Previous experience of delivering training	Application form Interview Assessment
35. Previous marketing experience	Application form Interview Assessment
<b>Knowledge, skills and abilities</b>	
36. Knowledge of health and safety legislation	Application form Interview Assessment

## Approval

Manager's job title:  
Date: February 2025



**Dorset**  
Council

