

JOB PROFILE

Job title:	Z204 Service Manager – Business and Customer Support
Directorate:	Resources
Accountable to:	Assistant Director
Politically restricted post	Yes
Salary Band	HAY Band Tier 3C

Part A - Generic job purpose and capabilities

You will play an active role as part of our senior leadership team working in partnership with our Strategy and Commissioning Managers to innovate our service delivery capabilities. You will support the Assistant Director and Service Managers in achieving Warwickshire County Council's (WCC's) vision and outcomes through integrated planning and flexible use of resources. Report on delivery of outcomes to stakeholders including elected members and other council officers.

You will have direct operational responsibility for Business and Customer Support Services ensuring that these are delivered proportionate to need, building and strengthening our community capacity to enable a stronger resilience base. You will maximise commercial opportunities and income streams to enable the financial stability of WCC. You will develop and maintain good working relationships with our range of partners including the voluntary sector.

Strategy... the direction we will take to achieve our outcomes



Plan... what we will do to achieve the strategy



Commissioning... the process of how we will plan, purchase and monitor our services



Strategic Commissioning... the process for understanding, planning and delivering services to achieve the best outcomes



Operational Commissioning... the process for meeting need at an individual level or to a specific group



Delivery... providing services to our customers



Generic competencies for Service Manager

Generic Capability	Descriptor
Business Acumen	<ul style="list-style-type: none"> Define the medium term (1-3 years) delivery objectives and plans Manage costs down Deliver savings plans Deliver on income targets

- Contribute to the strategic operational longer term vision of the service.
- Define the delivery plans (1-3 years) and align with strategic objectives and outcomes.
- Deliver the income targets specified (1-3 years).
- Deliver the 1-3 year savings targets allocated to the service.
- Contribute to policy and procedure development to maximise effectiveness and efficiencies.

Generic Capability	Descriptor
Performance & standards	<ul style="list-style-type: none"> Statutory compliance Professional practice Procedure compliance Dealing with performance

- Ensure statutory or regulatory duties are in place and delivered across the service.
- Ensure the safe operation of the business and compliance with appropriate regulations and legislation.
- Ensuring the service meets any contractual targets and performance measures.
- Contribute to the overall delivery framework for contract and quality management.
- Set and maintain the right policies, procedures and effective and efficient processes to achieve the service objectives.

Generic Capability	Descriptor
Operational leadership	<ul style="list-style-type: none"> Contract and supplier management Deliver operational excellence through others Workforce demand forecasting and planning Focus on operational continuous improvement Focus on the voice of the customer Managing operational complexity

- Ensure the service delivers against its key business objectives.
- Set and review operational budgets to manage costs down.
- Ensure effective quality assurance, performance management and use of data and quality to maximise performance of the service.
- Build and maintain effective relationships with key stakeholder groups e.g. Senior Leadership, Strategy and Commissioning Managers, Service Managers, Members, Partners and Commercial providers.

- Responsible for the workforce capacity and continuity planning.
- Drive operational improvement across the team managers to improve service outcomes.
- Ensure that customer pathways are working to their optimum efficiency.
- Ensure the voice of the customer is embedded in any service improvement plans.
- Lead on the service redesign transformation plans in line with WCC's new operating model.
- Research new technologies and alternative delivery methods to maximise efficiency.
- Maintain and/or improve customer experience scores.
- Ability to identify staff development and training needs.
- Provide guidance, training, development and support to team managers.
- Lead and support teams through organisational change.

Generic leadership competencies

Capability	Descriptor
People leadership	<ul style="list-style-type: none"> • Drives and motivates to maintain high performance • Deals with performance issues

- Enable a high performance culture where innovation and creativity is encouraged and rewarded.
- Address performance issues within the service.
- Identify and develop the required capabilities of the team through effective talent management planning.

Capability	Descriptor
Management of resources & planning	<ul style="list-style-type: none"> • Effective budget management • Monitors quality performance framework • Works across organisational boundaries • Effective service design

- Effective management of service budget and associated savings.
- Develop and manage a highly effective delivery team/function.
- Identify the capacity of the delivery team through effective workforce planning.
- Contribute to the WCC's 1-3 year medium term financial plan, including income targets where applicable.
- Manage the quality assurance framework for the service/business unit.
- Develop and implement integrated working across services of WCC.

Capability	Descriptor
Organisational leadership & resilience	<ul style="list-style-type: none"> • Implements organisational wide change • Role model of modern working principles • Focus on continuous improvement

- Communicate a clear vision of strategy and commissioning and its objectives to enable key stakeholders to understand and contribute to the context and direction of the service.

- Provide visible leadership and support teams through organisational change.
- Role model of modern ways of working.
- Act and operate corporately across WCC adopting a one council approach.
- Act as a positive role model for WCC's values and behaviours at all times.
- Represent the interests of the Council on external bodies and networks.
- Maintaining business continuity in the event of service disruption.

Part B - Portfolio requirements

Delivery responsibilities	Deliver the Business and Customer Support Functional Operating Model Deliver Savings Deliver the Talent Management Programme
Statutory responsibilities <i>(if applicable)</i>	Not applicable
Specific experience	Experience of leading and managing a team of staff Experience of managing change Delivering successful outcomes Budget management
Specific qualifications/registration	Not applicable
Budget responsibility	£8.6m
FTE responsibility (line management)	312 FTE across Business and Customer Support Line management of 5 Delivery Lead posts
Key stakeholder relationships	CEO, Strategic Directors, Assistant Directors (Strategy, Commissioning and Delivery), Elected Members, all staff, customers and partners

WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

Our Values - The Warwickshire DNA



Our Behaviours

