OS12

Organisational Support

Role Profile Description

Date	January 2015
Purpose	To supervise teams delivering recommendations and advice on policy, business services or process development.

Your responsibilities:

Leadership (Self and Team)

Accountable For:-	End Result
• Planning and organising own work and assisting with forward planning for delegated areas.	• Tasks and duties are completed and delivered on time and to the required quality. • Forward plans are developed.
• Supervising the delivery of service by staff in own service area. • Providing advice and guidance on issues within own service area. • Implementing Human Resources procedures in the area. Involved in recruitment, discipline, performance and attendance management and appraisal.	• Teamwork is well organised. • Service delivery is effective. • Human Resources issues are effectively dealt with or escalated. • Time is managed effectively. • Tasks are completed on time and to the required standard. • The quality of team outputs is maintained.
• Carrying out or leading as directed, on allocated tasks on behalf of the Service. • Participating in working groups of internal and external stakeholders.	• The partnership team operates effectively.
Competency measurements	
Actively develop relationships through regular communication and promote effective team working. Promote council goals.	

Making things happen / Delivering results

Accountable For:-	End Result
• Implementing Services policies and ensuring appropriate compliance across the Services and in partnership arrangements.	• Policy is applied consistently, accurately and appropriately. • Potential problems are flagged up.
• Providing advice and guidance on complex issues within own service area • Working within recognised procedures, choosing options based on experience/precedent.	• Work is carried out and completed effectively

• Working to set objectives, reporting on an exception basis and evaluating progress	
Competency measurements	
Use sound judgement by weighing up different options to arrive at the best solution based on time, cost and quality. Use direct persuasion.	

Service Improvement and innovation

Accountable For:-	End Result
• Contributing pro-actively to the development of policy in designated areas.	• New policies are developed.
• Monitoring service delivery and making recommendations on improvements to existing procedures.	• Service standards are improved. • Customer expectations are met or exceeded. • Improvement plans are put forward for action.
• Making recommendations for improvements to meet planned or expected changes in service demands. • Cooperating with change, identifying service improvements where appropriate.	• Improvements are implemented
Competency measurements	
Look ahead - anticipate obstacles and take action to avoid crisis. Think ahead to identify opportunities to achieve better outcomes.	

Managing resources

Accountable For:-	End Result
• Managing self and allocated resources, to deliver services and programmes against plans and budgets. • Contributing to deciding or planning expenditure within the budget for their area. • Monitoring and controlling elements of delegated budgets and assisting in accessing funds from other Bodies, if required.	• Work is completed on time and to the required standard. • Programme and/or services are achieved. • Statutory obligations are fulfilled. • Customer expectations are met.
• Using allocated resources to optimum efficiency.	• Resources are used effectively. • Tasks are achieved on time and to the required standards. • New projects are adequately resourced.
Competency measurements	
Deliver and contribute to realistic estimates and plans, monitor resources against key targets and hold their team to account. Prioritises own and teams day to day work.	

Customer and Community focused

Accountable For:-	End Result
• Liaising with stakeholders to deliver service outcomes within a delegated area of responsibility.	• Appropriate levels of customer service are provided. • There is optimum and effective provision of resources. • Stakeholders are kept informed. • Mutually-agreed plans are achieved. • Activities within the service area comply with legislation and procedures.
• Acting as the Service's representative, with authority to act on its behalf within nominated	• The Service's reputation is maintained or enhanced.

area/task. • Respecting other organisations' cultures and standards so the partnership is facilitated / encouraged.	• Team objectives are achieved.
Competency measurements	
Work to exceed customer expectations and take full ownership of customer enquiries.	

Qualifications, knowledge, experience and expertise

- Technical, vocational or part-professional qualification at vocational degree level or equivalent experience (NVQ 4).
- In some areas, a registered qualification is a requirement.
- Experience of managing/supervising staff and work allocation.
- Breadth and depth of knowledge regarding the service and relevant legislation.
- Knowledge Health and Safety and related procedures and policies and how they apply to the work area.
- Understanding of budget processes and organisational priorities.
- Knowledge of inward- and outward-facing Council issues.
- Good interpersonal skills, including negotiating, conciliating, people management and motivational skills.
- Experience of implementing change.
- Political awareness.
- Technical proficiency in advanced software applications.
- ICT competent with skills relevant to the work area

Cumbria County Council behaviours

The county councils behaviours explain how we need to perform our roles, rather than what we need to deliver. They explain what behaviours are needed to move the council in the right direction for success.

For further information please see:-
www.cumbria.

Cumbria County Council competencies

The competencies shown in the role profile are for your level. They are cumulative so it is assumed that those at a higher level demonstrate the competencies from the lower levels.

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