

Job Description

Job Title: Service Development Manager

POSCODE: CCC2719

Grade: P2

Overall purpose of the job

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

As part of the Council's strategic ambition to 'help people out of poverty and income inequality', this role will report to the Anti-Poverty Strategic lead and will be responsible for the delivery of the redesign and development of the hub supporting the delivery of this ambition.

In addition to supporting in the delivery of the Government funded Household Support Fund, the team will go through a high level of change, transitioning into a sustainable service beyond the current Government grant. Therefore this role will plan, lead and deliver on this activity over the next 8 months working closely with the team leader and anti-poverty strategic lead.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

Main accountabilities
<ol style="list-style-type: none">1. Project Management<ul style="list-style-type: none">• Support in the development and delivery of a service delivery action plan that will transition the hub into a more sustainable long-term service• Drive innovation, creative thinking and alternative ways of delivery outcomes - using appropriate diagnostic tools to identify opportunities to deliver improvements to either the service, cost of quality of service to residents• Plan and manage the implementation of the hub redesign, holding oversight of the plan, required resources and monitoring progress• Responsible for the management of the risks and issues, ensuring these are recorded accurately and reviewed on a timely basis• Produce and provide regular progress and impact reports on the work of the team to the anti-poverty strategic lead
<ol style="list-style-type: none">2. Service Delivery<ul style="list-style-type: none">• Support in the delivery of the Household Support Fund, managing MI returns, monitoring budgets and preparing for an exit strategy for the end of the grant – acting as a centre of expertise on the Household Support Fund• Inspire and motivate staff to ensure that they achieve their maximum potential, providing flexible use of resource across the team.• Work closely with hub team leader to ensure the effective delivery the hub offer – identifying opportunities for service reform• Provide regular reporting and risks of the progress of the service – looking ahead to future opportunities
<ol style="list-style-type: none">3. Strategic Oversight<ul style="list-style-type: none">• Support Strategic Lead in the development and delivery of wider strategic work, collaborating and influencing in the design and delivery of strategic ambition• Use a broad range of information and insight to develop evidenced based recommendations that challenge and inform strategic decisions to support the service

<p>4. Partnership Working</p> <ul style="list-style-type: none"> • Key point of contact for internal and external stakeholders on the Household Support Fund • Promote, develop and maintain effective internal and external partnerships with key stakeholders on the delivery of the service development plan & HSF grant • Ensure the service continues to meet the needs of users and the local community. By actively seeking input from service users and key partners throughout the development and delivery of work, aligning fully with Council expectations
<p>5. Grant & Finance Management</p> <ul style="list-style-type: none"> • Oversight of the HSF grant budget, fund allocation ensuring appropriate and timely use of monies. • Take active responsibility with the Service Manager for the control and monitoring of the HSF by producing monthly progress reports on actual and forecast expenditure
<p>6. Equality & Diversity</p> <ul style="list-style-type: none"> • Demonstrate an awareness and understanding of equality, diversity and inclusion. • Support hub team leader and Strategic lead in creating a culture of empowerment, collaboration, openness and transparency
<p>7. Representative</p> <ul style="list-style-type: none"> • Represent the County Council on local, regional, and national meetings on the delivery of the Household Support Fund
<p>8. Process & Procedure</p> <ul style="list-style-type: none"> • Ensure that processes are adapted in responses to changing need and as a result of changes to national grant guidance • Ensure that any new policies, processes or System functionality are appropriately embedded throughout the team and that compliance and understanding is evidenced •

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Degree or equivalent experience in project management	Business, management, degree or demonstratable experience of project, programme or change management	E
Relevant professional qualification or significant experience	Any relevant subject i.e. project management, business process reengineering, business change, grant management	E

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
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Knowledge		
People management	Strong understanding of management styles. Ability to work independently, manage and prioritise own and team workload and cope with competing demands in a remote and online way.	E
A comprehensive understanding of the political and economic environment in which local government operates	Knowledge of the roles of members and an understanding of political policy in the context of poverty	E
Detailed knowledge of project and programme management tools and approaches	Knowledge and understanding of how to develop and deliver a complex project plan – understanding interdependencies & risk management etc. Ability to apply agile methodology to the work ensuring change is delivered at pace	E
Understanding of the workings of large, complex organisations and the challenges they raise in respect of the financial, legal and political arenas	Ensuring those in the service have an understanding of the work in the context of the wider organisation and the financial pressures	E
Understanding of delivery of grants & management of supporting MI	Understanding of how to manage a grant and comply with the requirements of national MI returns	D
Budget management	Understanding of how to have oversight of a budget and associated forecasting	
Skills		
Partnership working	Think creatively about opportunities to work together, building rapport	E
Communication	Excellent communication skills including strong report writing and presentation skills Ability to persuade and negotiate at all levels and across different agencies, services and groups. Strong and effective interpersonal skills in groups, teams and one-to-one situations	E
Leadership	Ability to lead, develop and motivate colleagues and partners in to relation to service delivery Ability to lead by example through demonstrating motivation, commitment, perseverance and conscientiousness	E

	Taking personal responsibility for making things happen and achieving desired results	
Financial management	Understanding of budget management and the ability to make financial decisions considering multiple and conflicting issues	E
Organisation	Ability to develop and manage a plan, work independently, prioritise, organise, timetable and lead key outputs in a fast paced environment.	E
Problem Solving	Ability to assimilate and analyse information quickly, identifying issues, priorities and implementing solutions	D
Experience		
Change management	Knowledge and experience of successful service change and organisational development Knowledge and experience of how to effect cultural and behavioural change Knowledge and experience of leading wide ranging service change projects Excellent business and service planning knowledge and experience	E
Financial	Successful management of budgets	D
Equality, Diversity and Inclusion (applies to all roles.	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	
Safeguarding (include for roles working with children/vulnerable adults)	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	Hybrid	Field	Remote	Mobile
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