

Job Family	Service Delivery
Pay Range	Grade 10
Reference	SD10
Purpose	
To directly provide a professional and specialist front line service to customers, clients, or colleagues.	
Service to Customers	
<i>Accountability</i>	<i>End Result</i>
Provide professional authoritative advice, guidance and challenge to customers, clients, and stakeholders. Proactively identify areas of potential concern and recommend options / solutions.	Professional information, advice and interpretation is provided on procedures, policy, legislation, systems, methods etc. in an accurate and timely manner
	Problems are identified and solutions are successfully negotiated; cases are escalated as appropriate.
	Customers /stakeholders are satisfied or made aware of the escalation procedure that has been instigated.
	Where appropriate, customers are supported in achieving compliance and improving practice.
Research and evaluate current issues, developments, good practice and legislation changes in work area. Work with partner organisations as required.	Appropriate information sources are identified and used.
	Information is accurate and relevant. Decisions taken are informed by up to date, accurate information and legislation.
	Legal / regulatory best practice / precedent are clarified.
Prepare and distribute reports / recommendations / responses / other information / documentation as required. Act as witness and/or Officer of the Court when required.	All documentation / information is produced to the required standards and timescales.
	Issues are clearly summarised, progress, implications and outcomes are reported.
	Customers, colleagues, stakeholders are kept informed of progress / outcomes.
	Authorised documents are issued according to procedure.
Assess situations/ information / cases. Develop and recommend solutions which ensure compliance with appropriate regulations / legislation. Assess and mitigate any risks associated with the recommendations made.	Situations are assessed from a professional standpoint. Information, advice and support are accurate, timely and constructive.
	Potential issues are identified. Possible solutions are offered.
	Customer/service users understand the advice /action which needs to be taken.
	Where appropriate, customers are supported in achieving compliance and improving practice.
Ensure all required records and information are maintained correctly. Use	Risks are identified and minimised.
	Information is managed efficiently and accurately. Trends and issues are identified and prioritised.

technical knowledge and expertise to analyse information, identify areas of potential concern and recommend options / solutions.	Recommendations are made.
	Accurate and meaningful reports / documentation are produced.
	Reports and plans are reviewed / updated regularly as required.
Manage and review the progress of complex and high risk activity. Critical advisory role in activity management and determining interventions. Plan, deliver and monitor the appropriate interventions.	Provision of agreed intervention is effectively delivered / co-ordinated to support clients to the required standards.
	Third sector organisations are utilised where appropriate.
	Activity is managed in line with quality, national and legislative standards.
	Actions taken are appropriate to the known circumstances
	Clients are supported to achieve their identified outcomes.
	Clients assessed needs continue to be evaluated. Action is taken on any risks identified.
	Advice, guidance, therapeutic interventions, and / or direct support to clients are provided.
	Implementation of statutory duties where required. Professional advice and guidance is sought when required.
Where appropriate ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained within the area of responsibility. Manage and update the standards as appropriate to the role.	Safeguarding standards are monitored and maintained in compliance with organisational policy.
	Appropriate safeguarding training is provided.
	Safeguarding standards are reviewed and updated as required.
Business Improvement	
Support improvements in own area through recommending improvements in procedures/ process. Support the delivery of improvements in own area.	Improvement opportunities and plans to achieve them are identified and recommended.
	Agreed improvements are developed, delivered and evaluated.
	Changes are effectively communicated to others.
Contribute to the planning and delivery of projects / specialist initiatives as part of a project team.	Projects are delivered to agreed specification, timescales and budgets.
	All project documentation and reports are completed correctly.
Colleagues, Self and Partners	
Participate in self-development, to improve performance at work.	Participate in the Performance Development Review process.
	Keep record of achievements.
	Undertake learning activities as required.
Support others in their development including volunteers, and provide guidance and support to colleagues,	Contribute to the development of others (e.g. through sharing knowledge, skills and experience acting as a coach or mentor, or providing feedback).

partners and stakeholders.	Teaching and training is effectively developed / delivered /evaluated as required.
	Technical and procedural advice and support are given.
	Volunteers are supported and developed and are effectively engaged with the service.
Represent specialist area internally and / or externally to put Council view and respond to enquiries. Liaise with other organisations / stakeholders to share information.	Work area reputation is maintained or enhanced.
	Positive feedback is received from stakeholders
	Clear, accurate information is provided via the most appropriate channel.
	Best practice is shared.
Support partnership working within area of responsibility.	Partnership teams operate effectively.
Provide support to a corporate emergency response in exceptional circumstances.	Support is provided in response to a management request which is reasonable with regard to both the job and the job holder's circumstances.
Managing Resources	
Consider cost effectiveness in the development of solutions, assist with locating, evaluating and acquiring resources	Value for money is achieved.
	Resources are available, organised and accounted for.
Review own work to check for accuracy and completeness.	All work meets the required standards.
Monitor and report on service standards / performance indicators /expenditure as required.	Quality, performance and / or management information is provided accurately to the required timescales.
	Supplier / delivery partner / contractor performance is monitored.
	Appropriate action is taken to address issues or escalate as necessary.
	Finance / budget are appropriately and efficiently monitored.
Carry out all duties and responsibilities with reasonable care for the health and safety of ourselves and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Co-ordinate the day to day allocation of tasks to others, including where appropriate supporting and managing volunteers	Work is allocated and scheduled appropriately.
	Induction, training and mentoring of others are supported effectively.
	Allocated work is carried out to deadlines and to the

	required standards.
Assist with the preparation and submission of bids for short and long term funding.	Funds are identified and sourced
	All documentation is completed correctly.
Monitor and report on service standards / performance indicators /expenditure as required.	Quality, performance and / or management information is provided accurately to the required timescales.
	Supplier / delivery partner / contractor performance is monitored.
	Appropriate action is taken to address issues or escalate as necessary.
Follow all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Monitor or process financial or budgetary information. Contribute to budget planning as required.	Finances / budgets are appropriately and efficiently monitored.

Required Behaviours	Required Management and Leadership Behaviours
Customer and Community Focused	
<ul style="list-style-type: none"> • Being clear, honest and unambiguous. • Understanding the needs and managing the expectations of your 'customers'/the people you serve, both internal and external. • Doing what you say you will do, when you say you will do it and communicating the outcome. • Responding to colleagues and customers appropriately; acting courteously, respectfully and positively. • Listening to people and give correct, timely responses; knowing and understanding appropriate methods of communication. 	<ul style="list-style-type: none"> • Using customer focused outcomes to define tasks and plan service delivery. • Engaging in co-production of services – ensuring the voice of the person is heard and understood in service improvements. • Communicating the rationale and impact of decisions made to those affected. • Giving consistent, timely messages to staff to enable them to relay these onto teams/customers. • Understanding and responding appropriately to the political environment; being aware of how services can support the priorities of the administration.
Effective and Efficient	
<ul style="list-style-type: none"> • Using your initiative and innovation to solve everyday problems. • Being conscious of resources including physical resources and budgets and understanding how commercial principles can be applied to your role. • Working in an agile way – working where and how it works best for the service and, as importantly, for our customers. • Engaging with the council's priorities and ensuring your service is helping to achieve them. • Prioritising and co-ordinating work for self and others (where appropriate). • Taking responsibility for your own continuous personal and professional development. 	<ul style="list-style-type: none"> • Encouraging staff to innovate and use their initiative; actively seeking out opportunities for service improvement and efficiencies. • Ensuring services operate within financial limits and applying commercial thinking to all decisions and activities. • Communicating and challenging all staff to think and act commercially. • Enabling and encouraging teams to work in an agile way as defined by the business need. • Ensuring staff can see the 'golden thread' from the corporate plan through the service plan to their own personal objectives and have protected time for their development. • Managing risk and balancing risk against the need to secure positive long-term outcomes.

	<ul style="list-style-type: none"> • Taking responsibility for the continuous personal and professional development of your team.
Working Together	
<ul style="list-style-type: none"> • Respecting others' points of view, taking time to listen and being open to change. • Being collaborative and working well with others in a spirit of trust. • Taking responsibility for your own actions and the impact they may have on others. • Putting forward your ideas to colleagues and managers. • Understanding the other service areas of the council and partners that may have an impact/influence on your work. 	<ul style="list-style-type: none"> • Being a role model for open honest relationships; providing an open environment where individuals know that their ideas and opinions matter and are appreciated. • Enabling, empowering, motivating and inspiring your team to develop productive relationships and connect with other people. • Managing the performance of staff and support their health and well-being. • Using a coaching methodology when managing staff/teams; creating opportunities for learning and development appropriate to their needs. • Using systems thinking approaches to service improvement.
Fair and Transparent	
<ul style="list-style-type: none"> • Following guidelines and processes appropriate to your role and service area and check you are using the most recent versions. • Using and sharing your knowledge and expertise to provide solutions; looking to improve everyday tasks. • Keeping up to date with service and wider Council developments. • Checking that your decisions are based on accurate and current evidence and that records of decisions are kept. 	<ul style="list-style-type: none"> • Defining and communicating what 'Good' looks like in your context/service area and then striving for continuous quality improvement. • Using and sharing data and intelligence to prioritise and plan. • Considering the political implications of your decisions and engage appropriately with councillors. • Promoting and understanding performance management and governance frameworks.

Nature of Contacts
Ability to build trust and confidence. May need to manage challenging behaviour and situations.
Liaise with external and internal partners and other agencies on day-to-day service issues and to co-ordinate actions. Works with a range of agencies and extended services, to support client and customers and promote good practice.
Build and maintain effective working relationships at all levels with customers, clients and partners, participating in working groups of internal and external stakeholders where appropriate.
Communicate with others in the same field to keep up to date with developments and best practice. Communicate changes in policy and working practice to contacts.
May have to appear in court / inquiries to present evidence.
Deal with people at all levels confidently, sensitively and diplomatically.
Procedural Context
Plan and organise work and priorities, co-ordinating with others (internal or external delivery partners) to ensure that timescales and targets are achieved. Advice and guidance are available from senior colleagues / managers, but the majority of work can be done independently. Contribute to long term planning.
Exercise judgement in assessing risk to clients or others and quality assurance of the service provided. Requires the ability to identify and select solutions through the application of acquired knowledge.

Manage a complex and varied caseload within a framework of policy and procedures – flexibility to deal with the immediate situation and with access to professional supervision or line management for guidance. Subject to managerial control and review of results.

Able to determine how issues should be approached within area of responsibility. It is clear what the problem is, and to an extent how it should be resolved. Differing situations require solution by a choice of learned / experienced knowledge, though some may require analysis to identify an alternative solution. Recommend new procedures / improvements within work area.

In depth knowledge of relevant policies, procedures, regulations, codes of practice, required outputs and a working knowledge of other relevant Council areas including understanding of health and safety requirements relevant to the service area and must react suitably to any safety situations.

Provided with a clear framework of objectives, targets and standards to meet, working on own initiative within a policy framework and regulatory guidelines.

Key Facts and Figures

Enhanced DBS disclosure may be required.

Ensure correct use of tools / operate equipment.

May be a key holder.

Responsible for own and others safety and security. Typically for one-to-one or small group interaction.

May involve managing, mentoring and supporting others.

May have responsibility for financial transactions and/or equipment/resources.

Knowledge, Skills and Experience

Proven ability to influence based on facts and evidence, a range of audiences with differing competence and abilities. Ability to communicate one to one and with specific client groups.

Substantial practical experience demonstrating development through a series of progressively more demanding and relevant work roles. Relevant experience within the service area, working as part of team to meet service standards, targets and deadlines.

Good communication, interpersonal and presentation skills, able to explain technical / legal issues clearly. Proven ability to negotiate with, persuade and influence others.

Good ICT skills including use of Microsoft applications and specialist systems.

Authoritative knowledge of the specialist work area and relevant legislation, regulations, processes, systems, procedures and standards. Good knowledge of other areas of the authority relevant to the service and of wider sector / external influences.

Good planning and organisational skills, with proven ability to prioritise and co-ordinate workload, monitor and evaluate work, to ensure deadlines are achieved.

Research, investigation and analysis skills.

Knowledge of relevant financial processes and experience or training sufficient to ensure financial processing and / or budget monitoring is completed accurately.

Indicative Qualifications

May require relevant certifications including evidence of fluency in English language.

Educated to A level standard or equivalent or equivalent experience.

Relevant vocational / professional qualification.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.