

Team Manager/Principal Professional – Service Unit

Role Profile:	Team Manager/Principal Professional
Grade:	Hay A
Accountable to:	Senior Manager / Principal Manager
Accountable for:	Usually direct line management of staff in team (approx 4 – 10 staff) and/or indirect responsibility for others within assigned groups.

Role Context & Purpose

Recruitment / Manager to include up-to-date context information.

To deliver the effective operation of a service through the management of a team or of an activity across teams, also operating as the principal professional in regard to that activity or team service. This will include the performance management of the team or the service activity and the co-ordination, planning and delivery of agreed activities and objectives. To contribute to the development and shape of future team or group service provision. To build and maintain relationships and influence activities including working across and outside of the organisation.

Key Accountabilities

The specific accountabilities of this flexible role may alter from time to time in order to meet the needs of the business/client, but accountabilities will include (or be equivalent in nature to) those listed below:

- Delivery of an effective, customer focused service through managing a team or an activity across teams to meet defined performance indicators and business strategies.
- Providing professional advice and support across a department, supporting policy development and tackling difficult problems of a technical, professional, resource or people related nature as a principal professional within the service specialism.
- Analysis and evaluation of service provision and technical or service specialist information; identifying solutions (according to existing policies and procedures) which shape service delivery. Also, advising/supporting agreed programmes of work through the application of detailed technical knowledge.
- Direct responsibility for a small budget (typically around £750,000), and/or advisory impact on projects/other externalised expenditure (typically around £4m); including short term, tactical resource planning and allocation.
- Managing the shape of the current and future team service (or activity across teams) and contributing to the development of future service provision, including reviewing and recommending changes to systems, processes, procedures and practices, typically planning on a time horizon over a number of months.
- Effective and efficient management of resources, including staff where applicable.
- Effective communication of technical/specialist information to a range of audiences.

- Management of, or contribution to, specific projects and reviews on service provision.
- The development of effective relationships with managers or partners in connection with the specialist business area and management of the links and relationships influencing other parts of the organisation and partner organisations.
- Supports equality and diversity and respects customers, clients and other members of staff regardless of gender, age, disability, sexual orientation, religion or ethnic origin.
- Remains up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.

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Person Specification

This section outlines the key criteria that must be addressed when submitting an application for employment or registering with West Sussex Futures as shortlisting for interview will be based on information supplied here.

Level of Knowledge

- Authoritative, applied knowledge of the specialist or professional discipline including technical theories and related principles.
- Detailed knowledge of practices and procedures relating to management of discipline.
- Sound and accurate IT knowledge eg Microsoft Office.

Qualifications and Professional Membership

- Post graduate professional qualification relevant either to management or to the professional service specialism (recruitment to insert what the specialism is); or equivalent level of significant experience demonstrating applied application of the above levels of knowledge in a relevant setting.
- Relevant chartered status of a professional body xxx or equivalent high level experience of involved practices.

Experience

- Demonstrable experience of delivering or co-ordinating a quality customer focused service to others.
- Significant post qualification experience in dealing with significant and diverse issues.
- Experience of managing/leading staff in/out if applicable.

- Experience of managing a small budget and/or contributing to financially related decisions on larger spends.
- Experience of supporting initiatives in a political environment – ***desirable***.

Skills

Key Skill 1

Ability to make sound pragmatic problem solving decisions, which will have a wider service impact. The ability to provide comprehensive professional advice and support within the service specialism, including tackling difficult problems of a technical, professional, resource or people related nature.

Key Skill 2

Excellent communication skills with ability to influence actions by others and negotiate effective business solutions.

Key Skill 3

Research and knowledge management skills.

Key Skill 4

Able to analyse and make judgements based on understanding of principles.

Key Skill 5

Ability to challenge existing practices and identify innovative solutions within the required framework.

Ability to set timescales and review effectiveness of service delivery.

Effective people management and performance management skills and the ability to provide direction and support to individuals and teams.

Ability to apply project management principles and practices.

Sound and accurate IT and keyboard skills, for general office duties for example producing reports and undertaking research

WSCC Management Capabilities

All managers need a comprehensive range of skills and knowledge, but seven capabilities have been identified as critical for WSCC moving forward. They are detailed below and apply to all managers (NJC 10 to Chief Officer C).

Capabilities will be considered when a candidate is successful at securing an interview, and for continued development at Performance and Development Reviews.

The seven Management Capabilities are:

- **Customer, partnerships and stakeholder engagement**
- **Financial management**
- **Political awareness and governance**
- **Business planning and performance management**

- **Creativity and innovation**
- **Employee engagement**
- **Managing and leading change**

WSCC Living the Promise Behaviours

We expect *everyone* in the Council to demonstrate the Living the Promise Behaviours, regardless of grade, level or role. They describe *how* we work with our customers, colleagues and partners.

Evidencing of these behaviours will be required by candidates successful at securing an interview, and for continued development at Performance and Development Reviews. (The Living the Promise Behaviours are not required to be addressed at application.)

Further information on the [Living the Promise Behaviours](#) and the [Management Capabilities](#) is on the WSCC intranet.