

**Post Title:** Service Manager

**Grade:** Service Manager Grade

**Responsible to:** Director, Assistant Director or Head of Service

**Responsible for:** Staff of the service

### **Job Dimension**

To be responsible for the operational and/or professional management of a service with defined service management responsibilities.

### **Job Purpose:**

- To ensure the Cabinet's political vision and priorities are translated into delivery and its values are embedded at all levels of the service.
- To manage the planning and direction of the service area.

### **Principal Accountabilities**

1. To be accountable for the service performance and/or professional management of a service with defined management responsibilities and to establish clear business goals whilst ensuring it is delivering value for money and positive outcomes for people.
2. To contribute to meeting the Council's priorities by ensuring the delivery of quality, consistent and value for money services through effective service and business planning, partnership working and budget/performance management.
3. To contribute to meeting political and financial objectives by leading and encouraging the innovation of service delivery methods and improvements through active engagement with councillors, staff, trade unions, service users, communities, schools, partners, providers and businesses to improve outcomes.
4. To lead, develop and empower staff to support their personal achievement and contribution to the delivery of the Council's and service objectives.
5. To contribute or assist in fulfilling the statutory functions of the service.
6. To represent and promote the Council in relation to key aspects of strategy, policy and desired business outcomes.

7. To carry out specific corporate roles and assignments and such other duties as appropriate to the role, including the role of statutory officer
8. To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.