



## **Wolverhampton City Council**

### **Role Profile Description**

<b>Date</b>	<b>March 2015</b>
<b>Family</b>	<b>Business and Partnership Support</b>
<b>Role Profile Level Number</b>	<b>63</b>
<b>Purpose</b>	
To lead on the transformation of the organisation of a major service area or function on behalf of the council and all partners and stakeholders in the medium to long term. Lead on the development or shaping of policies and/or strategies that will have a major impact on the delivery of that area.	
<b>Role Accountability</b>	<b>End Result</b>
<b>Planning - Strategy and Policy</b>	
Develop, transform, implement, guide, promote and evaluate the strategies and policies and contribute to overarching strategies for the organisation and its partners.	<ul style="list-style-type: none"> <li>• Service policy informed and improved</li> <li>• Contribution to organisation and partners' strategies</li> <li>• Improved outcomes for customers and stakeholders</li> </ul>
<b>Planning - Service/Department Plans</b>	
Develop, propose and implement approved business plans/service specifications and SLAs and budgets for the service.	<ul style="list-style-type: none"> <li>• Approved business plan, on time</li> <li>• Business plan objectives achieved</li> <li>• Service delivered to budget</li> <li>• Maximised efficiencies</li> </ul>
<b>Work - Organisation</b>	
Advise the organisation and control the work of the service to deliver sound advice and support to the organisation through both projects/schemes and individual advice.	<ul style="list-style-type: none"> <li>• Projects controlled to plan</li> <li>• Sound advice given to quality standards</li> <li>• Targets achieved</li> <li>• Compliance with professional and regulatory standards</li> <li>• Better services for citizens</li> </ul>
Consult with and influence partners to deliver and commission consistent and joined up services.	<ul style="list-style-type: none"> <li>• Services are joined up</li> </ul>
<b>Work - Advice</b>	
Provide authoritative advice on a range of issues to the organisation and its partners and draft Council and/or organisations' policies and procedures in own specialist area.	<ul style="list-style-type: none"> <li>• Sound advice given to senior management/partners/stakeholders</li> <li>• Policies/procedures drafted as needed</li> <li>• Complex issues resolved</li> </ul>
<b>Resources</b>	
Identify, analyse and plan for the deployment of suitable resources for the service(s) to deliver its objectives.	<ul style="list-style-type: none"> <li>• Adequate internal and external resources available</li> <li>• Effective use of resources</li> <li>• Staff effectively employed</li> <li>• Maximised investments</li> <li>• Plans in place to maximise resources</li> <li>• Sustainable use of resources</li> </ul>



<b>Customer Service - Representation</b>	
Represent the organisation and service at internal and external meetings and events to influence on behalf of the organisation; and negotiate decisions, and gather information on external developments affecting the organisation.	<ul style="list-style-type: none"> <li>• Organisation's view and position represented</li> <li>• Other stakeholders understand and appreciate organisation's position</li> <li>• Understand and appreciate stakeholders' position by organisation</li> <li>• Agreed decisions with outcome that balances the organisation's position and outcomes for citizens</li> </ul>
<b>Improvements/Developments</b>	
Keep up to date with best practice, trends, changes and developments in department areas including Government initiatives/legislation and advise the organisation on their implications.	<ul style="list-style-type: none"> <li>• Trends etc identified and anticipated</li> <li>• Advice given on implications</li> <li>• Plans proposed to address/allow for changes</li> </ul>

<b>Nature of Contacts and Relationship (who and the nature of the communications)</b>
<ul style="list-style-type: none"> <li>• Internal – Influencing policy development and transformation in the organisation</li> <li>• External – consulting and working with a variety of stakeholders and partners to advise and influence decision making</li> </ul>
<b>Working Environment Context (disruption, physical, disagreeable, health and safety aspects)</b>
<ul style="list-style-type: none"> <li>• Typically office based</li> <li>• May involve limited exposure to challenging circumstances</li> </ul>
<b>Procedural Context (creativity, discretion, impact)</b>
<ul style="list-style-type: none"> <li>• Makes decisions on policy and procedures to apply in own function and/or across the organisation, and on resource utilisation. Influence on formation of organisation's and partners/ policy.</li> <li>• Forward and strategic thinking</li> </ul>
<b>Planning Requirement</b>
<ul style="list-style-type: none"> <li>• Develops the business plans for the service identifying contingencies so the business plan objectives can be met</li> <li>• Develop, contribute and implement longer term and strategic plans over the medium to longer term</li> </ul>
<b>Key Facts and Figure Ranges (include likely size of any team managed)</b>
<ul style="list-style-type: none"> <li>• Typically influencing policies and procedures for significant numbers of staff</li> <li>• Associated budget</li> </ul>
<b>Skills, Knowledge and Qualifications</b>
<ul style="list-style-type: none"> <li>• Professional and management qualifications or equivalent experience</li> <li>• Considerable management experience and project management skills. In depth understanding of service area and its environment</li> </ul>
<b>Equipment Operated and Essential Skills</b>
<ul style="list-style-type: none"> <li>• ICT skills and relevant software</li> <li>• High level of influencing, negotiation and interpersonal skills</li> </ul>