

# Job Profile

<b>Job Title:</b>	Executive Service Delivery Team Manager
<b>Directorate</b>	Resources
<b>Service/Section:</b>	Executive Support Service
<b>Post Number(s)</b>	
<b>Job Evaluation Number</b>	3332
<b>Grade:</b>	G8
<b>DBS (Disclosure and Barring Scheme) required</b>	No
<b>Date last revised</b>	03 May 2023

## Reporting staff:

The postholder has direct line management responsibility for the Leadership & Member Executive Officer, Executive Assistant and Civic Duty Driver but will also matrix manage an agreed team of resources pulled together to deliver the objectives of the relevant service area.

The post line manages up to 10 FTE.

## Purpose of Role

The Executive Service Delivery Manager is responsible for ensuring that the collective support services are being consistently and seamlessly delivered across the entire Senior Executive Team including Lead Members, Cabinet Members, The Mayor, Senior Executives, CEO and the Leader of the Council. The Service Delivery manager plays a vital role in underpinning the smooth operations of the Senior Executive delivering dedicated and tailored services that meet and exceed demands and expectations.

You will implement systems and procedures designed to promote positive outcomes for people, departments, and teams within the service area, responsible for delivering a flexible, proactive approach whilst meeting the desired outcomes of the people we support. The Executive Service Delivery Managers, working as a team will drive a consistency and efficiency across the service ensuring that best practice is adopted throughout the service to support a uniformed approach to tasks and activities that support all members of the Senior Executive. They will be able to adapt and change the composition of matrix managed teams to work flexibly to meet the changing needs of the business.

Demonstrating excellent leadership skills the Service Delivery Manager will manage the recruitment, selection and on-going training, development and performance of staff in the service, will be adept at managing remote and hybrid teams and will use an outcome focussed approach to ensure that the service achieves the results it commits to delivering.

As well as ensuring the successful design and delivery of the service they will oversee a variety of tasks including leading change and improvements, overseeing projects, rectifying issues, monitoring progress, tracking service deliverables and managing budgets. They will have a good working knowledge of the supporting governance and constitutional processes that the Council must work within, they will have a commercial awareness and will have experience of building and maintaining relationships with senior executives.

## Duties and Responsibilities

- Responsible for effective Service Delivery and collaborative Customer Relationship Management will lead and engage key stakeholders to establish a trusted advisor relationship with business decision makers.
- Delivering on the overall vision and strategy for the agreed business area and supporting the team to work effectively to deliver this.
- Managing the team's operations including finances, operational risks and continuous improvement activities.
- Maintain high performance levels for service-related processes and implement improvement activities wherever necessary.
- Taking ownership of critical incidents, coordinating with resolution parties, and ensuring effective communication between all parties.
- Ensure systems, procedures and methodologies are in place to support service delivery excellence.
- Provide accurate and regular reporting, commentary and information to senior management on the performance of service delivery.
- Build strong relationships with team members and stakeholders to facilitate effective communication between various departments.
- Identify issues and business needs by maintaining excellent relationships with key stakeholders.
- To identify and propose new and innovative solutions to deal with the work of the team to improve the service to customers and stakeholders and to improve the reputation of the Council.

### Additional Requirements:

- Comply with all legislation and good practice appropriate to the work you undertake, and particularly that related to:
  - \* Safeguarding.
  - \* Information security and confidentiality.
  - \* Equality, diversity, and inclusion.
  - \* Health and safety.
- This is an unprecedented time of social, technological, and financial change. The Council needs all staff to embrace change by demonstrating a flexible attitude to work, understanding that for us to provide excellent services to the people of Havering, you may be required to undertake other duties in line with the overarching nature of this role and your level of skills and responsibility.
- Embrace the Council's ICARE values and behaviours in all aspects of work and service delivery.

## Person Specification

### Qualifications

- 5 GCSEs (grade C or above) or equivalent.
- Appropriate Executive Support qualification or relevant experience.

### Experience

- Evidence of continuing professional development; knowledge in a political or regulated environment and Local Government experience is desirable, but experience in managing conflict in any sector is relevant.
- Proven experience of working effectively with internal and external partners, the community, and senior leaders. Evidence of understanding and responding to differing viewpoints from a cross organisational perspective.
- Excellent interpersonal and organisational skills, with the ability to work to tight statutory deadlines and targets under pressure, prioritising own and team's workload.
- Experience of line management and mentoring staff.
- A solid understanding of the principles of safeguarding, consent to share information and GDPR (General Data Protection Regulations).
- Experience of complex stakeholder management techniques, systematically identifying stakeholders; analysing their needs and expectations; and planning and implementing various tasks to engage with them.
- Experience of team and performance management including outlining performance objectives, monitoring performance and working with feedback to develop action plans for improvement. Working with individuals and teams to ensure that they are rewarded and recognised whilst also ensuring poor performance is monitored, improved or dealt with appropriately.
- Working knowledge of:
  - Freedom of Information Act 2000.
  - Data Protection Act 2018.
  - Environmental Information Regulations 2004.
  - Re-Use of Public Sector Information 2015 (RPSI).

### Skills and Attributes

- Ability to understand and advise on the Council's Constitution. The ability to analyse issues and set them down in a variety of written forms in a clear and concise manner dependent upon the recipient, to include recommendations for action where appropriate.
- Good problem solving and evaluation skills.
- Elevated level of interpersonal and networking skills.
- Ability to lead and motivate and performance manage staff.
- Ability to think laterally and to develop creative and innovative solutions allied with an ability to respond to change.
- Outstanding oral, written and presentation skills.
- Able to present at and represent the Service Manager at key at meetings with partners, external agencies, members and senior directors or heads of service.
- Ability to understand and translate complex information.
- Has a high degree of integrity.
- Ability to use political judgement, sensitivity and remain impartial.
- Able to work as part of a team, building and maintaining effective working relationships at all levels and with a wide range of individuals and agencies.
- Ability to respond quickly and effectively to changing service needs.
- Can work under pressure.
- Strong IT skills, including a good working knowledge of Microsoft Office applications, e.g., Word, Excel, Teams, use of other IT case management systems.