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**JOB DESCRIPTION**

**Job Title:** Service Implementation Manager (2 year fixed term)

**Directorate & Section/Unit:** Adults and Communities - Strengthening Communities team

**Reporting to:** Service Development Manager

**Responsibility for:** Development Officer

**Salary Grade: PO2 (30 hrs)**

**WCC Management Level:** Level 1

**Number of Direct Reports:** Between 1-5

**Our People Values:**

To uphold and act in accordance with Worcestershire County Council's values;

* ***Customer Focus –*** Ensure delivery of a high quality service which meet the needs of customers.
* ***Can Do Culture –*** Be proactive to achieve excellence, finding solutions and creative ways of working.
* ***Freedom within Boundaries -*** Make constructive change through cohesive decision making, ensuring services are responsive.

**Purpose of job:**

* To be responsible for the delivery and embedding of services and projects across the council and wider external system partners.
* To be responsible for the co-ordination and delivery of the communication and engagement requirements of the service area, with specific leadership around digital solutions and services and the Armed Forces Covenant
* To manage a wide range of stakeholder relationships for the successful delivery of the service area plan and wider directorate and corporate strategies.
* To regularly represent the service area/directorate and contribute to wider internal and external partnerships
* Explore and secure new funding opportunities and income streams, to create a more sustainable service which is responsive to needs of the council, local communities and the VCSE.

**Main activities and responsibilities:**

* To project manage the embedding of a range of projects and services as relevant to the delivery of the service plan and wider directorate and corporate strategies.
* To provide day to day management of the online services and information provision within the service area, with a focus on embedding across the wider health and care system, including demonstrating the impact of the online offer
* To work alongside the Business Development and Programmes Manager to deliver an enhanced communication offer across of the service area including; webpages, printed literature, social media and press releases, outreach and engagement and work alongside other communications leads within the directorate and wider council as relevant
* To lead on the delivery and co-ordinator of the Armed Forces Covenant work for Worcestershire
* To lead the development and design of strategy and policy documents as required within the service area.
* To provide management, supervision and support to temporary posts and/or staff seconded to or providing support to individual projects ensuring their continued personal and professional development, as appropriate.
* To report regularly to the Service Development Manager, Assistant Director, Cabinet Member and other key stakeholders as required, informing them of progress made and any problems or issues that arise.
* To provide leadership and professional guidance to wider project teams, including suppliers, on a range of subjects including commissioning, project management, programme delivery. Ensuring that work is undertaken to appropriate time scales, budgets and identified quality standards.
* To oversee contracted staff, assisting with the specification of projects ensuring that work is undertaken to appropriate time scales, budgets and identified quality standards.
* To develop partnerships with relevant organisations to facilitate the delivery of the service plan and wider directorate strategies
* To produce cover reports, options papers, business cases, business plans, project deliver plans and evaluation for projects as required
* To ensure the projects/programmes being delivered are compliant in terms of procurement, commissioning, contracting and monitoring requirements.
* To report on progress and achievements as well as ensuring risks associated with the range of projects are managed
* To negotiate contracts with new and existing suppliers to ensure maximum outcomes, Social Value for Worcestershire and value for money for the Council.
* To contribute to strategy development and implementation in relation to; the information and advice strategy, early intervention and prevention and adult social care strategies
* To work alongside the VCSE Alliance to identify joint working and funding opportunities to invest in strengthening the VCSE sector and contributing to directorate strategy aims and objectives
* To monitor the service area to ensure it meets the information and advice requirements of the Care Act 2014 that it is responsible for.
* To organise and facilitate a Gateway Review process on project(s) as required.
* To manage the budget allocated to individual projects or phases ensuring it is cost efficient, maximises resources and regular analysis is provided against forecast of spend.
* To work alongside commissioning and procurement service areas in relation to the ongoing development and embedding of social value throughout council commissioned services, and wider links to corporate social responsibility of the council and wider business sector
* To ensure that Health and Safety, Equality, GDPR and other relevant legislation, procedures and regulations are observed as they relate to the post’s area of responsibility.
* To attend training courses for staff development programmes relevant to professional growth as a manager, new statutes and departmental initiatives.
* To co-ordinate or attend such council committees, partnership meetings, district council or collaborative meetings and officer groups as required.

**Generic Accountabilities:**

* To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
* In all aspects of the job, seek to use initiative and problem-solving skills to ensure improvements are continuously made to systems and processes
* To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
* To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate’s Health and Safety Policy
* To undertake Joint Impact Assessments for projects and programmes as required, including data protection, equality, health and environmental screening
* The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council’s Equality and Diversity Policy
* The Code of Practice on the English Language Requirement for Public Sector Workers (the fluency duty) applies to this post. Therefore, an ability to fulfil all spoken aspects of the role with confidence through the medium of English is essential for the post.

**Contacts:**

 In all contacts the post holder will be required to present a good image of the Directorate and the council as well as building and maintaining constructive relationships.

**Internal:** Elected Members, directors, heads of service, senior managers, management teams, managers and Staff across all directorates, Project Staff, Governors, Head Teachers, Teachers, Support and other school-based staff

**External:** ICB and otherNHS organisations, health and social care professionals, district councils, VCSE organisations, government agencies and departments, police, fire, probation service, educational settings, suppliers, contractors, service providers, customers, members of the public, volunteers

**Additional Information:**

* The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
* Reasonable adjustments will be considered as required by the Equality Act
* The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council’s Equal Opportunities Policy.

Author: Lisa Bedford Date: 15th November 2024

 Date of grading confirmation:

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**PERSON SPECIFICATION**

**Job Title:** Service Implementation Manager

**Directorate & Section/Unit:** Adults and Communities – Strengthening Communities

**Salary Grade:** PO2

**EXPERIENCE**

It is **essential** that the post holder has:

* Substantial relevant experience of large project management activity within a complex organisation.
* Significant experience of developing and managing all forms of communication on behalf of diverse teams/organisations including public awareness campaigns.
* Substantial experience of successfully promoting and developing partnership activity within public and private sector
* Substantial experience of developing effective networking relationships with staff at all levels, partner organisations including the voluntary and community sector.
* Significant experience of project appraisal – for budget, risk, feasibility etc.
* Significant experience in identifying and successfully applying for external funding.
* Significant experience of developing business cases
* Significant experience of target setting and performance/financial management.
* Significant relevant experience in strategy development and implementation within local government or associated fields.
* Significant period of working/managing within local government or large private/voluntary sector organisations.
* Significant experience of managing project staff
* Significant experience of managing people through working with a wide range of stakeholders
* Significant experience of Microsoft Office including internet usage
* Significant experience of budget management
* Substantial experience of working with the partner organisations
* Practical experience of formal presentations at senior level
* Significant experience of commissioning work from consultants
* Significant experience and understanding of procurement in the public sector
* Substantial experience of managing externally funded projects
* Significant experience and understanding of the VCSE

It is **desirable** that the postholder has:

* Experience of change management techniques
* Substantial experience of programme evaluation
* Good working knowledge of a two-tier local government system, its networks, partners and political sensitivities

**KNOWLEDGE, SKILLS AND ABILITIES:**

It is **essential** that the post holder has:

* Expert knowledge of external funding opportunities related to the service area
* Specialist knowledge and understanding of national and regional bodies linked to the work of the service area, including the VCSE
* Expert knowledge of resource issues and implications of managing a multi-faceted project
* Expert knowledge of procurement regulations and procedures
* Expert at coordination and delivering a range of complex and multi stakeholder projects
* Expert at working within and leading partnership programmes, understanding of how resources can be brought together from multiple organisations to maximise impacts
* Strong contract negotiation and management skills
* Proven people influencing and networking skills.
* Excellent communication skills - oral and written with the ability to communicate ideas, issues, systems and procedures successfully at all levels to a variety of audiences including Director level.
* Concise and plain English report writing style
* Excellent organisational skills
* Excellent IT skills including the use of Microsoft office
* Excellent numeracy skills including Excel
* Pragmatic and analytical approach to problem solving
* Ability to deliver projects to resource targets.
* Ability to work in a corporate environment.
* Ability to plan and deliver work at a strategic level
* Ability to work well under pressure and to deliver a project to strict deadlines
* Proven ability to work co-operatively with multi-disciplinary groups/teams
* Proven ability to work on own initiative and to develop own agenda
* Ability to motivate and time manage self and others
* The ability to influence, negotiate and persuade at senior levels
* Ability to influence and implement change
* The ability to network with representatives from both the public and private sector
* Recognises, and has regard to, the need for confidentiality
* Ability to keep up to date on changing political environment and conduct research independently and sensitively on politically sensitive areas.
* Excellent interpersonal and networking skills, with proven ability to quickly develop and foster positive relationships with a broad range of contacts
* Demonstrable ability to maximise the use of Information Technology systems for monitoring and managing progress, and to develop and improve systems to add value and improve efficient and service user experience
* Demonstrable Project management skills – knowledge of methods and techniques
* Ability to learn new software as utilised by the council and appropriate

**QUALIFICATIONS/TRAINING & DEVELOPMENT:**

It is **essential** that the post holder has:

* A level 6 or equivalent compensatory experience
* Demonstrable commitment to Continuous Professional Development (CPD)

It is **desirable** that the postholder has:

* A recognised project management qualification and/or relevant project management experience.
* Post graduate qualification in a relevant subject or equivalent experience

**ADDITIONAL INFORMATION**

It is **essential** that the post holder has~~:~~

* An absolute commitment to providing a consistently high standard of customer service
* A positive and pro-active attitude to the provision of the service whilst consistently being initiative driven
* A professional, friendly, enthusiastic, positive and can-do attitude
* Excellent management, time-management, and problem-solving skills, able to work under pressure
* Flexible team player willing to do what it takes to get the job done; adaptable and enjoys a challenge
* The flexibility to work additional/out of hours as necessary to fulfil the requirements of the role and meet the business needs.
* The ability to travel throughout Worcestershire at short notice and where public transport may be limited
* The flexibility to work in different parts of Worcestershire

Author: Lisa Bedford Date: 15th November 2024