

## JOB DESCRIPTION

**POST TITLE** : **Service Manager SM2**

**GRADE** : **Hay**

**SALARY** : **£70,510 - £80,610**

**RESPONSIBLE TO** : **Executive Director – Resources**

### **Job Purpose**

The Service Manager will have overall responsibility for a specific service area or function. Day to day operational control and development of the service in accordance with Council Policy and as directed by the senior management team. High level professional advice to the Council and cabinet members on the service or function,

### **Corporate Responsibilities**

- To promote and maintain the highest levels of management through the introduction of performance management which ensures accountability and responsibility are pushed down the organization to encourage commitment and enhance job satisfaction.
- To actively participate in corporate working groups bringing individual expertise and a commitment to work with other services to achieve targets set within the Councils performance plan or set by the Council Executive.

- To manage the budgets allocated to the post in accordance with the Councils agreed priorities ,financial regulations and accounting instructions.
- To act as an exemplar of Sandwell Council's Values.

### **Specific Responsibilities.**

- To be an advisor to the Council, the Council Executive, and Cabinet Members on all matters relating to service provision within the area of responsibility including the preparation and presentation of reports.
- To work closely with the Area/ Service Director in establishing, agreeing, and monitoring operational targets for service delivery and management performance for the service and the employees for whom the post holder is responsible.
- Undertake employee relations/ supervisory responsibilities as set out in the Council's HR Policy documentation.
- To be responsible for the delivery of services within a Best Value regime which demonstrates continuous improvement and excellence of service.
- To develop service policies which actively communicate and consult service users ,clients, and employees .
- To be responsible for the efficient utilisation of staffing resources within the service, to include the implementation of the Council's policies and procedures relating to employment and relevant legislation.
- To ensure financial control of all sections of the service under the control of the postholder.
- To represent the Council on external bodies, agencies, and other

working groups.

- To maintain reasonable outside professional and institutional contacts so that the Council may benefit from exchange of knowledge / experience and to facilitate bench marking of services.
- To actively monitor and promote Health and Safety across the area of responsibility.
- To undertake such other duties as may be appropriate to achieve the objectives of the post or to assist the Council in the fulfilment of its objectives commensurate with the postholder's salary, grade, abilities, and aptitudes.