

Personnel Specification – Service Manager SM2

Physical

- Communication skills
verbal – to be able to liaise effectively face to face and by telephone.
written – to be able to produce accurate and concise documents, reports, letters and general correspondence.
- Able to make clear and effective presentations to public meetings, multi-agency groups and committees.
- A good attendance records – candidates should have less than 3 absences or not more than 6 working days absence in the previous 6 months. (any absences relating to a disability or any other incapacity will be viewed sympathetically and will be considered if fully explained. Should the candidate meet these criteria and choose to include an explanation, then this will be considered.

Qualification

- Final professional qualification in a relevant discipline
- Evidence of management competencies.

Experience

- Five years proven management experience to include: project management, people management, budget management, performance management and best value.
- Effective skills to enable management of a varied team with differing skills and abilities.
- Extensive knowledge of issues affecting the service area.
- Experience in effectively managing change.

Training

- Ability to demonstrate continuing professional development beyond final professional qualification.
- Willingness to undertake any training considered appropriate for this post.

Special knowledge

- Practical, in depth knowledge of current developments in the relevant area of service.
- Awareness of issues in local government that may impact on the service.
- Awareness of the importance of public accountability, media relations and quality customer care.

- Corporate priorities of Sandwell MBC.
- Knowledge of relevant legislation.

Circumstances (Personal)

- Available for evening and weekend meetings as necessary.
- Be able to travel around the Borough.

Disposition

- A team player with a concern for the personal development and support of his/her staff.
- Commitment to working corporately and with other services and in partnership with other agencies and local people in order to deliver the Council's priorities.
- Ability to lead projects/project groups
- Ability to lead, motivate, delegate and ensure targets are met.
- Ability to prioritise workload and meet tight deadlines.
- Ability to communicate positively and persuasively to gain support on key issues.
- Excellent forward planning skills.
- Excellent interpersonal skills.

Practical and intellectual skills

- Leadership and people management.
- Ability to work with local communities, the private sector and other officers at the highest level in other public bodies.
- Ability to communicate positively and persuasively to gain support on key issues.
- Ability to organise oneself in the face of conflicting demands and priorities and working effectively under pressure.
- Ability to develop new initiatives, policies and practices in anticipation of, or in response to change.
- Ability to produce and interpret complex reports.
- Strong organizational skills.

Legal requirements

none