

Corporate Services

Roles that facilitate the operation of the organisation and enable the organisation to deliver services

- Roles within this family will provide corporate support service across the council to enable, develop and support other Council services. These services will include the professional services such as legal, finance, HR and ICT. The roles are predominantly responsible for the provision of professional advice across these areas and will therefore ensure that the Council is legally compliant, solvent and functioning – as well as ensuring Council performance and capability.
- The work of this family will be heavily influenced by existing areas of legislation, statute, regulation, guidance and procedure. The family will liaise closely with staff and teams across the Council. Members of this family will work both in their resource teams and across the Council close to service delivery but will have a professional qualification in finance, IT, HR or a similar specialism.





Roles at this level are highly competent professionals providing expert professional services and advice to customers within a broad specialist area. They may also be accountable for the quality and professionalism of others, such as a team of professionals. Roles apply their professional discipline to the analysis and resolution of problems. Focus is on the interpretation and tactical application of policy to suit local needs.

Scope of Work

Role holders will be concerned with the provision of professional services across parts of the Council, using expertise and experience to interpret and tactically apply core professional policy to support departmental needs, and to ensure that policies are satisfactorily applied to a particular area or group of clients/customers. Thinking is often focused on providing expert support to specific parts of the organisation, and in order to contribute to wider policy decisions, role holders will appreciate how policies impact locally. Recommendations for development of the service will be required and focussed on identifying emerging trends so that improvements can be made. Thinking at this level takes place within an existing professional/policy framework but these are guidelines rather than rules and leave scope for discriminating application.

Excellent communication skills are needed to work as a partner to areas of the organisation, to understand local requirements and to translate these into reality. This will involve persuasion, influence and motivating others to behave in new ways and enact change.

Accountabilities/Responsibilities

- Act as technical/professional lead, monitoring and providing guidance on the most complex areas of the service within their focused area, and partnering with critical parts of the organisation.
- Reviews and analyses specified issues, offering support to identify the best technical/professional solution to issues. recommendations to improve the delivery of the professional service.
- Undertake high level, complex analysis to interpret trends and develop recommendations for improvements to ways of working that will enhance the effectiveness and efficiency of the discipline.
- Represents the Council as a subject matter expert with suppliers, customers and external agencies.



Accountabilities/Responsibilities continued...

- Where appropriate, deliver specific projects under appropriate direction to help ensure the continued development of their respective professional service and the wider organisation.

Managerial

- Determines work plans for a team of professionals and co-ordinates input from others within a professional support service to meet specific objectives.
- Develop, manage and motivate a team of corporate service professionals so that they can deliver high standards of partnering and services to other areas of the Council, monitoring performance and employing coaching and training.
- Manage the control of budgets to deliver service priorities.

Professional

- Makes technical/professional recommendations which have noticeable impact on local organisational performance.
- Provide expert level advice dealing with counterparts and senior colleagues to support effective operational delivery and ensure due consideration is given to service implications.

Skills, knowledge and experience

- Typically professionally qualified/relevant degree (or equivalent), plus substantial experience. Management qualification (if required).
- Up to date and authoritative knowledge of the work practices, systems, processes and procedures relevant to the role, and able to apply this knowledge in new and varied circumstances.
- An awareness of broader developments and emerging trends in their field and the wider public sector.
- Organisational and political acumen and the ability to understand the political implications for certain decisions and provide advice and guidance for political representatives.
- Experience of leading others, with the ability to coach and direct manage a team.
- Financial and budgetary planning and management skills.



Skills, knowledge and experience continued...

- Ability to organise own work and plan ahead for others, taking account of priorities and the impact on other people.
- Strong analysis skills and the ability seek out and examine a range of information to identify patterns, trends and options, to solve multifaceted and complex problems.
- Ability to build and maintain effective networks and relationships and influence others.