Role profile description

Date	August 2020
Family	Organisational Support
Role profile level number	60S
Purpose	
To plan, organise and commission the delivery of a service to and on behalf of the organisation and all partners and stakeholders in the medium to long term.	
Role accountability	**End result**
Planning – strategy and policy	
Develop, implement and promote and evaluate the strategies and policies and contribute to overarching strategies for the trust and its partners.	• Service policy established • Contribution to organisation and partners' strategies • Improved outcomes for customers and stakeholders
Planning – service/department plans	
Develop, propose and implement approved business plans/service specifications and SLAs and budgets for the service.	• Approved business plan, on time • Business plan objectives achieved • Service delivered to budget • Maximised efficiencies
Work - organisation	
Organise and control the work of the service to deliver sound advice and support to the trust through both projects/schemes and individual advice	• Projects controlled to plan • Sound advice given to quality standards • Targets achieved • Compliance with professional and regulatory standards • Better services for customers and service users
Consult with and influence partners to deliver and commission consistent and joined up services.	• Services are joined up

Work - advice	
Provide commanding advice on a range of complex issues to the trust and its partners and draft corporate and/or services' policies and procedures in own specialist area.	• Sound advice given to senior management/partners/stakeholders • Policies/procedures drafted as needed • Complex issues resolved
Resources	
Identify, seek approval for and deploy suitable resources for the service to deliver its objectives.	• Adequate internal and external resources available • Effective use of resources • Staff effectively employed • Maximised investments • Workforce plan in place to maximise resources • Sustainable use of resources
Customer service - representation	
Represent the trust and service at internal and external meetings and events to influence on behalf of the trust; and negotiate decisions, and gather information on external developments affecting the trust.	• Trust's view and position represented • Other stakeholders understand and appreciate trust's position • Understand and appreciate stakeholders' position by trust • Agreed decisions with outcome that balances the organisation's position and outcomes for customers and service users
Improvements/developments	
Keep up to date with best practice, trends, changes and developments in department areas including Government initiatives/legislation and advise the organisation on their implications.	• Trends etc identified and anticipated • Advice given on implications • Plans proposed to address/allow for changes
Deputise	
Deputise as appropriate.	• Personal career development • Service continuity • Statutory duties fulfilled

People management	
Lead, motivate and develop the service/department.	• Able and committed staff • Staff performance objectives achieved • Development plans set and actioned • Appraisal and Review of Performance and Corporate procedures implemented

Nature of contacts and relationship (who and the nature of the communications)
• Internal – leading, motivating and developing own teams; influencing policy development in the organisation • External – consulting and working with a variety of stakeholders and partners to advise and influence decision making
Working environment context (disruption, physical, disagreeable, health and safety aspects)
• Typically office based • May involve limited exposure to challenging circumstances
Procedural context (creativity, discretion and impact)
• Makes decisions on policy and procedures to apply in own function and/or across the trust, and on resource utilisation. Influence on formation of trust's and partners/ policy Forward and strategic thinking
Planning requirement
• Develops the business plans for the service identifying contingencies so the business plan objectives can be met • Develop, contribute and implement longer term and strategic plans over the medium to longer term
Key facts and figure ranges (include likely size of any team managed)
• Typically staff numbers of up to 10 • Associated budget
Skills, knowledge and qualifications
• Professional and management qualifications or equivalent experience • Considerable management experience and project management skills. In depth understanding of service area and its environment

Equipment operated and essential skills

- ICT skills and relevant software
- High level of influencing, negotiation and interpersonal skills

Role profile specific behaviours

Introduction
Our behaviours framework describes the actions we believe are at the heart of bringing our values to life at Together Trust. They explain how we should approach our behaviours at work. This is a generic framework designed to introduce the concept of behavioural competencies in a flexible format in the first instance. The behaviours are split into several levels to reflect the different expectations we should have of ourselves and colleagues whatever their role in the organisation.
Positive: **We take pride in celebrating the difference we make**
Purpose: Taking a positive approach which delivers high quality people focused service
• I take time to create and communicate a clear vision of the future for my function, reinforcing a sense of purpose and direction in the Trust • I facilitate high performance by creating a culture of constructive feedback, clear direction, focus and recognition. • I identify and develop a pipeline of talent for the future across the Trust • I create opportunities to share the successes of the Trust externally
Professional: **We act in a fair and respectable way that recognises our collective expertise**
Purpose: Taking a professional approach; building trust, working in partnership, and having a strong focus on delivering the best outcomes for all

- I show alignment with the leadership team, speaking with one voice to deliver organisational clarity.
- I value all areas of the organisation, including the unfamiliar, and build strong cross-functional relationships
- I work in participation with others across services and functions, and develop synergies to improve the service to my key stakeholders
- I role model my commitment to values at all times, even when I am under pressure

Passionate:

We encourage creative ideas and inspire one another

Purpose:

Being passionate about continuous improvement in the Trust; bringing new and imaginative ideas, taking calculated risks, and learning from experience

- I seek opportunities to learn from innovative practice elsewhere, benchmarking performance internally and externally
- I actively build new partnerships to improve our delivery and ways of working
- I identify the need for strategic change, identifying risk, engaging stakeholders effectively, managing conflicting views and ensuring alignment
- I use inspirational leadership to motivate people across the Trust

Supportive:

We are considerate and caring towards one another

Purpose:

Working in a supportive way with others in the pursuit of collective goals, and valuing diversity in the workplace.

- I build a culture of learning and improvement rather than blame
- I understand the impact of my emotions and those of others
- I take time to break down barriers and promote inter-departmental working and understanding
- I coach and mentor senior and aspiring leaders