

Role profile description

Date	August 2020
Family	Organisational Support
Role profile level number	50S
Purpose	
To manage a team or function to provide business support, advice and guidance.	
Role accountability	End result
Planning – Trust Policy	
Identify and assess implications of external changes and initiatives so as to provide advice on trust's policy development (or imposed change) from own area of expertise.	<ul style="list-style-type: none"> • Sound and timely advice given on policy development • Implications identified and assessed
Planning – Plans and Budgets	
Contribute to longer term plans prepare, put forward and implement agreed annual plans/budgets	<ul style="list-style-type: none"> • Contribution to longer term plans • Annual plans and budgets ready on time • Plan and budget targets met
Work Projects	
Plan and control and lead a portfolio of or a large project(s)/schemes to meet given objectives and standards.	<ul style="list-style-type: none"> • Project objectives met • Timescales, deadlines achieved • Standards met
Work – Advice	
Be aware of external influences and potential risks to the trust and provide expert advice to partners, customers in/outside trust; define scope and degree of risk of situation.	<ul style="list-style-type: none"> • Aware of internal/external influences and developments • Sound advice given • Risk identified, flagged and defined • Action initiated to mitigate risks

Customer Service - Representation	
Represent trust in external forum etc to influence decision making to take account of trust's views and circumstances.	<ul style="list-style-type: none"> Trust's view explained and understood Decisions taken with due regard to trust's needs
Service Improvements	
Identify and propose developments and improvements to the service for the mutual benefit of the trust and customers.	<ul style="list-style-type: none"> Improvements proposed for service
Compliance – Policy Implementation	
Monitor and report on policy implementation within function to ensure compliance and identify issues/problems.	<ul style="list-style-type: none"> Concerns identified and actioned Compliance with relevant regulations
People Management	
Lead, motivate, develop and manage the performance of the team/function.	<ul style="list-style-type: none"> Capable and committed team Appraisal and Review of Performance carried out Trust policies and procedures adhered to
Nature of contacts and relationship (who and the nature of the communications)	
<ul style="list-style-type: none"> Internal – provide advice, motivation and support the development of others in service; influence and persuasion of groups within the trust External – give expert advice and influence decisions in variety of forums; working with peers and senior representatives in external organisations 	
Working environment context (disruption, physical, disagreeable, health and safety aspects)	
<ul style="list-style-type: none"> Office based, working at desk May involve field work, travel to various sites May include attending meetings out of normal working hours 	
Procedural context (creativity, discretion and impact)	
<ul style="list-style-type: none"> Makes decisions within delegated powers Gives advice and instigates changes and improvements to the function/service 	

- Influences direction of trust's policies, rules and guidelines

Planning requirement

- Identify, prioritise and deliver project programme within annual business plan framework
- Contribution to longer term work force and project planning within the scope of the service

Key facts and figure ranges (include likely size of any team managed)

- Typically from 5 – 20 staff

Skills, knowledge and qualifications

- Professional qualification and recognised management qualification, or equivalent. In depth understanding of service area

Equipment operated and essential skills

- Computer – good ICT skills to use appropriate software
- Analytical skills
- Influencing, negotiation and interpersonal skills

Role profile specific behaviours

Introduction
<p>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.</p>
Positive: We take pride in celebrating the difference we make
<p>Purpose: Taking a positive approach which delivers high quality people focused service</p>
<ul style="list-style-type: none">• I build a shared vision and communicate it effectively to allow teams to work well together• I give and seek constructive feedback proactively and recognise great performance across services, using reward to celebrate and motivate individuals and teams• I use coaching skills to ensure that all staff are able to deliver confidently and to the best of their ability.• I take action to improve quality and positivity across the Trust
Professional: We act in a fair and respectable way that recognises our collective expertise
<p>Purpose: Taking a professional approach; building trust, working in partnership, and having a strong focus on delivering the best outcomes for all</p>
<ul style="list-style-type: none">• I role model values and standards, giving constructive feedback to others when their actions are not in line• I proactively identify key stakeholders' changing requirements• I facilitate effective working between teams to deliver results, recognising the expertise and knowledge of others• I understand people's expertise, strengths and weaknesses and develop them to meet Trust goals

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
<ul style="list-style-type: none"> • I seek best practice inside and outside of the Trust to benchmark and improve processes • I give permission to others to think differently and challenge the status quo • I prepare people and the organisation for major change initiatives • I role model good leadership to inspire great performance
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.
<ul style="list-style-type: none"> • I take time to know my own team as individuals as well as understanding other departments and services • I understand my personal impact and know when it is appropriate to amend my behaviour • I show empathy in my interactions with others • I empower, encourage and enable people to make them feel that they matter