

Role Profile

Part A - Grade & Structure Information

Job Family Code	13BF	Role Title	Service Manager Place Planning and Commissioning
Grade	PS13	Reports to (role title)	Assistant Director Education
		Directorate	Children's, Families, Learning and Communities
JE Band	614-734	Service	Education, Lifelong learning and Culture
		Team	Education
		Date Role Profile was created	Oct-18

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To manage and lead the place planning team responsible for commissioning and organising the provision of sufficient good quality school and educational places across the County now and in the future. This should include commissioning of our maintained nursery provision in conjunction with the Directorate Commissioning Team, all maintained schools including special schools, sixth form and further education.</p> <p>To take the lead on wider cross directorate planning issues working with external stakeholders including the Department for Education and other departments as appropriate to include planning for cultural services.</p> <p>To make recommendations to Cabinet, Cabinet Members, Schools and Learning Select Committee and other decision making bodies on school/FE organisation and commissioning within Surrey on the basis of relevant statistical data.</p> <p>To consult on, negotiate, commission and co-ordinate appropriate changes in school and FE provision in Surrey to meet the changing needs of local populations.</p> <p>To initiate, plan, promote and deliver reviews of school organisation to satisfy local parental demands and needs and meet the key statutory objective of providing sufficient school places. Secure education infrastructure funding from local developments/developers.</p> <p>To work with colleagues to develop and maintain the Surrey educational estate and ensure the provision of high quality schools and other educational buildings.</p> <p>To develop curriculum and provision models for the primary and secondary phases that inform spatial organisation and subsequent capital investment programmes. This to include Active Surrey and Public Health objectives.</p> <p>To work with elected Members and Local Area Committees on policy matters and strategic issues concerning provision and contribute to projects and manage, as appropriate specific developments that would deliver the strategic objectives of Surrey County Council.</p>
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Work Context	<p>The Local Authority retains statutory responsibility for many aspects of education and safeguarding. Whilst the education systems are more diverse and there is a strong movement towards a schools led system the LA remains the champion for all children, helping them to reach their potential. Ensuring that Surrey's schools are welcoming to all children and provides inclusive education is a key role for the LA. In order to be successful this must be achieved through proactive and productive partnerships that offer both challenge and support.</p> <p>Service Managers instil in all of their services an ethos of personal accountability in providing high quality services and improving the lives of children and young people. They forge positive and beneficial relationships with partners (such as parents/carers, foster carers, schools, health services, police, voluntary organisations and districts and boroughs) to ensure the integrated delivery of services and work innovatively to create efficiencies of scale and pool resources in order to maximise the use of public funds.</p> <p>In most situations, the Service Manager delegates front-line operational management to Team Managers. The Service Manager supports Assistant Directors and Directors in implementing their portfolio of responsibilities by leading on project work and deputising for the Assistant Director where required.</p>
Line management responsibility if applicable	Manages a team of commissioning staff up to 6 direct reports.
Budget responsibility if applicable	TBC
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Identify issues and trends that may have an impact in their area of responsibility to enable appropriate action to be taken. • Lead the development of policy in own area of specialism, contributing to the delivery of organisational objectives. <p>Service Delivery</p> <ul style="list-style-type: none"> • Evaluate existing service provision taking account of feedback and broader external developments, to ensure innovative solutions are proposed to maximise service quality, efficiency and continuity. • Apply specialist expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards. • Drive change and embed new ways of working to ensure high quality service delivery and value for money. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Develop and ensure implementation of operational plans and play a key role in the formulation of strategic longer term plans for a broader functional area to fit broader functional and organisational strategy. • Lead major programmes and reviews and represent the business area in internal and/or external initiatives to enhance reputation and service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Manage allocated budget/resources/funding effectively and flexibly and control all related expenditure to ensure delivery of targets/objectives within budget. • Contribute to resource and budget planning within own area.

	<p>Work with others</p> <ul style="list-style-type: none">• Liaise internally and externally at senior levels to ensure the department/service issues are appropriately represented and acted upon.• Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. <p>People Management</p> <ul style="list-style-type: none">• Manage a group of staff across a function/service, or as a significant part of a multi-disciplined function to ensure all relevant annual organisational targets and goals are delivered within budgetary/resource constraints.• Lead, motivate and develop individuals using a coaching approach, to better meet current and future requirements. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none">• Degree or equivalent professional qualification plus substantial experience at a senior management level in a specialist area in a demanding business environment.• Extensive knowledge of the principles of change management, project management and continuous improvement, and their practical application.• Authoritative knowledge of the work practices, processes and procedures relevant to the role including broader sector/commercial awareness.• Proven ability to manage budgets and available resources to deliver effective support to their area of responsibility.• Strong written and oral communication and interpersonal skills with high level negotiation and influencing skills, and the ability to work collaboratively with internal and external partners/professionals.• Comprehensive knowledge of computerised business systems.• Proven ability to inspire and motivate others.• Advanced problem solving and analytical skills with the capacity to devise and implement innovative solutions for strategic change.• Proven ability to assess risks and benefits in a complex environment and respond appropriately.• Substantial experience in successful leading, motivating, coaching, mentoring and developing staff.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Knowledge of education legislation including current legislation regarding school organisation.</p> <p>Experience of negotiating with parents, schools, governing bodies and other relevant parties on school organisation work and of managing capital expenditure.</p> <p>Substantial previous experience in the field of education</p> <p>Practical experience of school organisation, planning and building issues.</p> <p>Ability to travel throughout the county to work with geographically dispersed teams</p>

Role Summary	<p>Roles at this level are substantial management roles, they are either managing a multi functional support service within one of the organisation's service areas, or coordinating a specific business development or advisory area. This may involve significant coordination of complex or diverse services, e.g. leading business support services to professional teams, or coordinating teams carrying out specialist advisory or administrative services. More specialised roles will require a full understanding of a professional or specialised field and will work with those both inside and outside the organisation, to influence the development of services or delivery of specific projects or organisational objectives. Their work includes developing and implementing operational plans and contributing to the longer term plans for the area in line with organisational strategy. They will provide overall guidance to more junior managers in terms of planning, service standards and resources which underpin service level agreements. They work closely with customers, staff, agencies and/or contractors to ensure that the services meet and exceed expectations. Roles at this level require extensive management experience and high level expertise. They exercise a significant degree of flexibility and independence for decision making within their particular functional area, working to broad parameters and policy guidance. Roles at this level are accountable for the professionalism of service delivery under their remit.</p>
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