

 St Albans City & District Council	Job Description and Person Specification	
Job Title:	Principal Officer - Operational	
Post Number:		JE Ref: GT
Grade:		
Other payments:		
Service:		
Progression:	Progression through the grade is dependent on satisfactory performance	
Hours per week:	37 hours	
Accountable to:		
Date created/ reviewed:		

OVERALL PURPOSE OF THE ROLE

The overall purpose is to lead on, or to co-ordinate, the delivery of a range of specific effective and efficient services to the people, businesses and community of St Albans or internally to the Council through the provision and application of specialist skills, knowledge and expertise, which supports the Council in the delivery of services ensuring compliance with statutory provisions and corporate policy.

GENERIC ACCOUNTABILITIES FOR OPERATIONAL PRINCIPAL OFFICER

Strategic Management

1. Contribute to the development of strategic objectives and agreed priorities for work area to ensure the long term improvement and sustainable development of the service

Service Management

1. Recruit, supervise, coach, mentor and develop team members to ensure individuals' and work area's objectives are achieved to agreed standards
2. Contribute to the development and implementation of the service business plan for the work area to ensure that high performing services are achieved and the Council

complies with relevant standards and regulations

3. Programme, manage and monitor the delivery of service area objectives to ensure a high performing service is being delivered and ensures the Council complies with relevant standards and regulations
4. Lead on project work, promotions and initiatives, engaging with colleagues, customers, councillors, external agencies and partnerships, ensuring that deliverables are within agreed timescales and resources, to meet service plan objectives
5. Develop and implement robust management systems, processes and infrastructures to ensure that it provides a quality service that meets the needs of the community and fulfils its statutory duties
6. Develop, implement, monitor and review service area policies and guidelines to meet statutory and Council's standards and support the delivery of services
7. Ensure complex situations and activities are effectively investigated, researched and assessed and appropriate actions and recommendations are made to meet the needs of customers and comply with relevant standards and regulations
8. Provide high level, expert professional or technical advice, guidance, consultation and solutions in an intelligible and timely fashion to customers, colleagues and external agencies within specialist or specific service area on a wide range of issues and / or in highly complex situations to meet service delivery requirements
9. Design, develop, plan and deliver solutions, including enforcement and court action, to resolve issues, sometimes significantly complex and challenging, for internal and external customers and external agencies and partnerships, to meet service area objectives and ensuring that the Council's statutory and regulatory obligations and guidelines are met
10. Lead and manage change and continuous improvement initiatives within own service area / team, finding affordable and sustainable solutions to situations to enhance and improve the Council's performance
11. Support and embed a performance improvement culture within own service area that delivers results through rigorous challenge, disciplined implementation and continual improvement
12. Research, analyse, diagnose, interpret and evaluate complex data/ information (using specialist software and interrogation techniques where appropriate) and take action or make recommendations to enable users to make informed decisions
13. Evaluate work area or team(s) performance and management information and prepare accurate and timely reports, including recommendations, to enable assessments of the business area to be undertaken
14. Ensure compliance and implementation of agreed policy and quality systems and procedures within specific work area to minimise risk to the Council and its partners and uphold excellent standards of governance

15. Manage and monitor business continuity arrangements in the event of emergencies and local critical incidents, including participating in out-of-hours call out and management cover, in accordance with the Council's emergency plans
16. Develop and maintain effective working relationships with councillors, colleagues, customers, partners and external agencies to ensure that service objectives are effectively delivered
17. Proactively demonstrate cross-organisational team working and cross-boundary working with partners and agencies to deliver improved, cost-effective and value-added services
18. Keep abreast of the Council's changing legal and statutory obligations, promptly updating management systems, policies, processes and infrastructures as required, to ensure compliance
19. Demonstrate the Council's Managing Effectively competencies – leadership, managing performance, developing talent, managing resources, communicating with the team, managing change, acting with integrity and customer focus – to ensure that leadership is provided in a purposeful and positive way
20. Ensure that effective arrangements are in place to secure the overall well-being and health and safety of all employees and people delivering services for the Council
21. Ensure that all activities and ways of working build upon the Council's positive approach to equal opportunities and comply with the relevant statutory duties
22. Provide cover, where required, and general assistance to line manager to ensure effective delivery of objectives

Resource Management

Depending on the nature of the specific role some of these accountabilities may not be directly applicable

1. Monitor and control the allocated budget for the work area, within agreed budgetary, service performance and risk parameters
2. Prepare and submit grant funding bids to external organisations and bodies for financial assistance so that service objectives can be efficiently delivered
3. Monitor and evaluate contractor performance to ensure that specified delivery requirements and standards are met
4. Monitor specific team / service resources and contribute to the procurement of external resources to ensure the work area has the capability and capacity to deliver high performing services
5. Plan, monitor and evaluate significant physical resources to meet the needs of internal and external customers and comply with statutory provisions and/or Council policy

The job holder will be required to be flexible and undertake any other duties according to the needs of the organisation. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. Any reasonable changes will be discussed and agreed with the job holder before any variations to the job description are made.

Person Specification for Operational Principal Officer

Qualifications

Essential

- Educated to degree or equivalent level
- Membership of appropriate professional body or equivalent experience
- Evidence of continuous professional development
- Mandatory practising certificates, where appropriate

Desirable

If any

Essential

Knowledge

- Up to date and specific detailed knowledge of legislation, regulations, standards and core disciplines of work area
- Knowledge and understanding of:
 - developments and challenges facing local government
 - best practice in service delivery
 - performance management and target setting
 - project management
 - partnership working
 - and stakeholder engagement
 - procurement and contract management
- Commitment to and clear understanding of equal opportunities
- Understanding of health and safety issues relevant to work area
- Knowledge of Microsoft Office Suite and work specific software packages

Essential

Experience

- Experience of working at Senior Officer level or equivalent in a relevant role
- Experience of delivering service objectives for a work area, including successful completion of projects and programmes of work
- Evidence of dealing effectively with change and commitment to continuous improvement
- Experience of successfully leading a team

- Experience of developing and implementing policies, practices and service improvements
- Experience of managing complex budgets
- Experience of preparing and competing for funding from external sources

Desirable

If any

Competencies

All Business Support Managers at this level are expected to be fully competent in all aspects of the Council's Competency Framework:

- | | |
|---|--|
| <ul style="list-style-type: none"> ▪ Managing Effectively at 'Operational Level' <ul style="list-style-type: none"> – Leadership – Managing Change – Acting with Integrity – Communicating with the Team – Managing Performance – Developing Talent – Managing Resources | <ul style="list-style-type: none"> ▪ Personal Effectiveness <ul style="list-style-type: none"> – Communicating with others – Team working – Respecting others – Managing work – Striving for excellence – Responding to change – Customer focus |
|---|--|