

 St Albans City & District Council	Job Description and Person Specification	
Job Title:	Principal Officer – Team	
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 deliver 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 TEAM PRINCIPAL OFFICER

Service Management

1. Supervise, coach, mentor and be involved in the recruitment of team members and assist them in their development to ensure individuals' and team's objectives are achieved to agreed standards
2. Provide input and feedback on the development and progress of the business plan to ensure that work area objectives are achieved and the Council continues to comply with relevant standards and regulations

3. Manage and monitor the delivery of work area objectives to ensure a high performing service is being delivered and ensures the Council complies with relevant standards and regulations
4. Contribute to 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. Assist in the development and implementation of robust management systems, processes and infrastructures to ensure that data / information within the work area can be collected and verified to meet service delivery requirements and fulfil statutory duties
6. Contribute to the development, implementation, monitoring and review of service area policies and guidelines to meet statutory and Council's standards and support the delivery of services
7. Investigate, research and assess a range of situations and activities and provide information so that appropriate action can be taken to meet the needs of customers and comply with relevant standards and regulations
8. Provide complex technical and professional advice, guidance, consultation and solutions to customers, colleagues and external agencies within specialist or specific work area and within defined guidelines to meet service delivery requirements
9. Design, develop, plan and deliver solutions, including enforcement and court action, to resolve issues for internal and external customers and external agencies and partnerships, to meet work area objectives and ensuring that the Council's statutory and regulatory obligations and guidelines are met
10. Identify and recommend change and continuous improvement initiatives to own and/or team's activities to enhance and improve performance and service delivery
11. Contribute to embedding a performance improvement culture to further improve and enhance service delivery
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. Monitor, collate and evaluate information and produce accurate and timely factual reports to enable the monitoring of service delivery against service requirements
14. Ensure compliance to 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. Participate in business continuity arrangements in the event of emergencies and local critical incidents in accordance with the Council's emergency plans
16. Build, maintain and promote effective working relationships with councillors, colleagues, customers, partners and external agencies to ensure that work area objectives are effectively delivered

17. Work effectively with other teams across the organisation and sometimes with partners and agencies to deliver improved, cost-effective and value-added services
18. Keep abreast of the relevant 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 allocated team resources to meet budgetary and service performance requirements
2. Contribute to generating and securing funding for relevant areas of work so that work area objectives can be efficiently delivered
3. Co-ordinate and monitor contractor performance to ensure specified delivery requirements and standards are met
4. Monitor specific team / service resources and contribute to the procurement of external resources to ensure the service area has the capability and capacity to deliver high performing services
5. 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 Team Principal Officer
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Essential**Qualifications**

- 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 working knowledge of relevant legislation, regulations, standards and core disciplines of work area
- Knowledge and understanding of:
 - functions of local government
 - major issues and challenges facing specific work area
 - performance management
 - project working
 - 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 successfully achieving work area objectives in a relevant role
- Experience of successfully supervising a team
- Evidence of dealing effectively with change
- Understanding of continuous improvement
- Experience of providing input into policy development and implementing policies, practices and service improvements
- Experience of monitoring budgets

Desirable**Competencies**

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

- Managing Effectively at 'Team Leader Level'
 - Leadership
 - Managing Change
 - Acting with Integrity
 - Communicating with the Team
 - Managing Performance
 - Developing Talent
 - Managing Resources
- Personal Effectiveness
 - Communicating with others
 - Team working
 - Respecting others
 - Managing work
 - Striving for excellence
 - Responding to change
 - Customer focus