

 St Albans City & District Council	Job Description and Person Specification	
Job Title:	Principal Officer – Strategic	
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, co-ordinate and 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 STRATEGIC PRINCIPAL OFFICER

Strategic Management

1. Work collaboratively with colleagues and partners to support and deliver the Council's corporate vision, strategic objectives and agreed priorities to ensure the long-term improvement and sustainable development of the organisation
2. Support and contribute to corporate change and continuous improvement initiatives, finding innovative, affordable and sustainable solutions to complex and challenging situations to improve the Council's performance
3. Engage with and build positive relations with internal and external customers and other stakeholders to ensure that their views and requirements are fully considered when designing and delivering the Council's corporate strategy and service business plans

4. 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
5. Provide cover, where required, and general assistance to the Head of Service to ensure effective delivery of objectives

Service Management

1. Lead, support and develop a skilled and motivated large team or several smaller teams to deliver individual and service specific objectives to agreed standards
2. Develop, implement and review the business plan for the work area to ensure that high performing services are achieved and the Council complies with relevant standards and regulations
3. Plan, programme, manage, monitor and review the delivery of the service business plan to ensure high performing service that meet the Council's objectives and ensures the Council complies with relevant standards and regulations
4. Ensure that project work, promotions and initiatives are effectively delivered, colleagues, customers, councillors, external agencies and partnerships are engaged, and project deliverables are within agreed timescales and resources, to meet service plan objectives
5. Ensure that the Council follows 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. Ensure that service area policies and guidelines are developed, implemented, monitored and reviewed to meet statutory and Council's standards and support the delivery of services
7. Ensure a wide and varied range of significantly complex and challenging situations and activities are effectively investigated, researched and assessed and appropriate actions and recommendations 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, members and external agencies within specialist or specific service area on a wide range issues, sometimes significantly complex and challenging, to meet service delivery requirements
9. Ensure that the service area / team delivers solutions, including enforcement and court action, to resolve a wide range of 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. Maintain, support and embed a performance improvement culture within own service area that delivers results through rigorous challenge, disciplined implementation and continual improvement
11. Ensure that research is undertaken and data / information is analysed, diagnosed, interpreted and evaluated so that action is taken or recommendations made to enable users to make informed decisions
12. Evaluate service area or teams' performance and management performance information and prepare timely and accurate reports, including recommendations, to enable assessments of the business area to be undertaken
13. Support Council wide procedures for governance, risk and control that manages, mitigates and minimises risks to the workforce and public as well as protecting the Council and its partners and upholding excellent standards of governance
14. 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
15. Develop and maintain persuasive and influential relationships with councillors, colleagues, customers, partners and external agencies to ensure that the service business plan is effectively delivered
16. Promote managerial responsibility for cross-organisational team working and cross-boundary working with partners and agencies to deliver improved, cost-effective and value-added services
17. Keep abreast of the Council's changing legal and statutory obligations, promptly updating management systems, policies, processes and infrastructures as required, to ensure compliance
18. 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
19. Ensure that all activities and ways of working builds upon the Council's positive approach to equal opportunities and comply with the relevant statutory duties

Resource Management

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

1. Manage delivery of specific allocated budget(s) within agreed budgetary, service performance and risk parameters, including identification, assessment and implementation of service cost improvement
2. Generate and secure short, medium and some long term funding to ensure that service business plan can be efficiently delivered

3. Commission, manage and review effective and efficient services through a range of direct delivery, partnership working and commercial arrangements that meet the goals and objectives of the service business plan
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. Design, develop and/or maintain significant physical resources to ensure they 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 Strategic Principal Officer

Essential**Qualifications**

- Educated to degree or equivalent level
- Full membership of appropriate professional body or equivalent experience
- Evidence of continuous professional/ managerial development
- Management qualification or completion of a recognised management development/leadership programme would be desirable
- Willing to undertake further management education and or development as part of future Professional Development

Essential**Knowledge**

- Detailed and practical understanding of relevant legislation
- Knowledge and understanding of:
 - developments and challenges facing local government and the wider public sector
 - best practice in corporate governance and service delivery
 - performance management and target setting
 - project management
 - partnership working and stakeholder engagement
 - procurement and contract management
- Commitment to equality of opportunity plus knowledge and understanding at both a theoretical and practical level

Essential**Experience**

- Significant experience of providing effective professional advice, guidance and business solutions to internal and external customers
- Experience of effectively managing a specialist support team in a complex organisation with evidence of recent successful outcomes
- Experience of working appropriately in an environment which has a politically influenced decision-making structure
- Experience of effectively managing complex budgets and other resources
- Managing the successful delivery of a range of services, programmes of work and major projects to specified standards and in collaboration with other internal services and external partners

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 'Strategic Level'
 - Outstanding 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