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| |  | | --- | |  | | **CSS Senior Officer Grade 1**  Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role. | | **Working for Stockport Council** | | **Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg**  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/> |   green band epsStockport Council  **Job Description** | |
| Post Title: CSS Senior Officer Grade 1  **Service Area: Deployed as appropriate**  **Directorate: Corporate and Support Services**  **Team: Deployed as appropriate** | Salary Grade: SO1 |
| **Post Reports to: Operations Manager**  **Post Responsible for: Team Leaders and Business Support Officers** | |
| **Main Purpose of the Job:**   * To provide high quality, cost effective Corporate and Support Services to customers to support the management and delivery of services, taking a holistic, joined up view of service design, delivery and evaluation. * To provide supervisory support to a small team or give professional advice and guidance to the organisation in order to meet statutory requirements and mitigate risks. * To ensure that the Council manages its resources effectively, delivering value for money, exploiting opportunities to drive out inefficiencies and generating income where appropriate. | |
| **Job activities:** **Summary of Responsibilities and Key Areas:**  To contribute to the key aims and objectives of the organisation, both within the post holder’s specific remit, across the section and Council as a whole.   1. **Seeing the big picture**  * Identifying issues and trends which might affect your service and ensuring activities are aligned to service priorities. * Developing a shared understanding and knowledge of your own and other CSS service areas.  1. **Changing and improving**  * Responds to issues requiring a good understanding of work-area and policies and procedures. * Takes ownership of issues to ensure they are addressed providing explanations but seeks advice on difficult or complex matters. * Resolves difficult operational problems in a thorough and timely manner. * Encourages ideas from others to develop solutions to problems. * Identifies issues, considers risks and develops solutions through in-depth information gathering and analysis. * Prioritises work, taking into account own work area and needs of larger work area but escalates any issues concerning demand and capacity to deliver.  1. **Makes effective decisions**  * Makes objective decisions at the appropriate level guided by procedures and practices requiring some interpretation. * Makes decisions on issues and priorities for own area of responsibility and provides advice and feedback to support accurate decision making. * Analyses and interprets a range of data sources to inform decisions and ensure that resolution is achieved through reference to a variety of policies, procedures, and past practices. * Monitors and deals with confidential issues using discretion and judgment. * Makes recommendations to solve and resolve problems. * Ensures compliance with established standards.  1. **Leading and communicating**  * Provides line management and leadership of function teams as appropriate. * Communicates, interprets and trains others (where appropriate) on directorate and corporate policies or an appropriate professional specialism seeking support on unfamiliar areas. * Communicates in a succinct and engaging manner using appropriate styles, methods and timing including digital channels to maximise understanding and impact. * Recognises the contribution and achievement of others. * Conveys information to others and takes steps to ensure understanding. * Tailors communication to different audiences.  1. **Collaborating and partnering**  * Establishes relationships with a range of stakeholders to support the delivery of directorate and Council outcomes. * Generates a shared focus and understanding and shares information in a clear and concise manner at times involving others. * Deals with conflict in a prompt, calm and constructive manner. * Supports collaborative team working across the directorate and Council. * Provides impartial and objective advice where appropriate, addressing and resolving issues within a political environment.  1. **Building capability for all**  * Identifies and addresses capability and development requirements of self and others to deliver current and future work. * Supports others to achieve challenging goals. * Delegates to and follows up on work of others. Trains others regarding policies and procedures. * Provides guidance and training to less experienced staff. * Identifies and resolves issues in own workgroup. * Seeks and acts on feedback to evaluate and improve individual and team performance, facilitating ideas for change.  1. **Achieving commercial outcomes**  * Works with commercial experts to support alternative delivery models and more efficient outcomes, balancing cost and quality. * Works with colleagues and partners to improve service delivery. * Analyses and uses information to assess costs, benefits and risks of different delivery models.  1. **Delivering value for money**  * Supports effective use of resources and recommends actions to achieve value for money. * Supports an increased awareness of cost and performance management. * Follows appropriate financial and contract monitoring procedures to ensure deliverables are achieved.  1. **Managing a quality service**  * Creates and updates manuals and internal procedures. * Uses project management skills and techniques to achieve outcomes, identifying risks and mitigating actions. * Develops and maintains systems to review service standards to provide quality and value for money. * Works with teams to set priorities, goals, objectives and timescales and develops plans to improve service quality. * Ensures confidentiality and compliance on Councils procedures for data and information management.   **10. Delivering at pace**   * Supports and where appropriate supervises teams to achieve agreed goals and objectives. * Demonstrates a positive approach and maintains focus on priorities. * Takes responsibility for delivering expected outcomes, recognising the contributions of others. * Plans ahead, regularly monitors and evaluates workloads and priorities to adapt to changing situations. | |
| **Job activities:**  Range of activities to be undertaken by this role. It is not a comprehensive list of activities.   * Specialist PA for Senior Management or Single or dual hub team lead * Technical lead for hub functions * Allocating, instructing & directing daily workload of the Hub * Take responsibility for ensuring the working environment is safe and any issues reported to the appropriate team * Support Data Breaches investigations and implement all recommendations in your area of responsibility (changing Operational Procedures as appropriate) * Hub process improvements * Organise and deliver BS thematic team meetings * Update Operating Procedures * Ensure that you have adequate staff to cover council business hours. * Implementing Business Continuity Plans and Business Impact Assessments * Meet and greet all new staff members * Staff Development – Sc6 & Sc4 * Interviews – Sc6 & Sc4 * Inductions - Sc6 & Sc4 * Capability & Disciplinary - Sc6 & Sc4 * PDRS – Sc6 & Sc4 * 1st Stage Sickness - Sc6 & Sc4 * 2nd Stage Sickness - Sc6 & Sc4 * 3rd Stage Sickness – Sc4, Sc3, Apprentices * In Satellite Hub responsibility for all the above including Sc3 | |
| **Additional responsibilities:**  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account. | |

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Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

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| **Competency** | **Essential or Desirable** |
| To work to the Council’s values and behaviours:   * To keep the people of **Stockport** at the heart of what we do * To succeed as a **team**, collaborating with colleagues and partners * To drive things forward with **ambition**, creativity and confidence * To value and **respect** our colleagues, partners and customers | Essential |
| Experience of managing projects and/or a workloads, achieving objectives to time and quality. | Essential |
| Knowledge and understanding of a work area or specialised skill | Essential |
| Experience of implementing projects and processes within a political environment. | Essential |
| Experience of working with stakeholders to implement change or delivery of key projects. | Essential |
| Experience of analysing data and evaluating options to provide solutions. | Essential |
| Experience of supporting teams to achieve their goals. | Essential |
| Experience of managing service resources to achieve value for money and provide a high quality service. | Essential |
| Effective operational management, negotiating and influencing skills. | Essential |
| Effective interpersonal skills working with colleagues to negotiate and influence to achieve positive outcomes. | Essential |
| Effective organisational skills or knowledge of project management techniques. | Essential |
| Analytical skills with the ability to interpret and identify key issues. | Essential |
| Effective oral and written communication skills with a confident presentational style. | Essential |
| Demonstrable numeracy, literacy and ICT skills at Level 2 (GCSE) or above, or a willingness to undertake development in this area as appropriate. | Essential |
| Where appropriate, clean driving license | Desirable |
| The ability to converse at ease with service users/customers and provide advice in accurate spoken English. | Essential |