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| |  | | --- | |  | | **CSS Senior Officer Grade 3**  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/>  H:\Directorate Services Team\Recruitment (Annalie Burns' Team)\Recruitment\OTHER\Diversity and Inclusion\DISABILITY CONFIDENT\employer_small.png |   green band epsStockport Council  **Job Description** | |
| Post Title: CSS Senior Officer Grade 3  **Service Area: Deployed as appropriate**  **Directorate: Corporate and Support Services**  **Team: IT Financial Systems** | Salary Grade: SO3 |
| **Post Reports to: CSS Manager**  **Post Responsible for: CSS Officers and CSS 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 team managerial support, giving 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. | |
| **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**   * Proactively Identify issues and trends which might affect your service and the directorate priorities. * Ensuring activities are aligned to the Council’s and CSS directorate priorities. * Developing a shared understanding and knowledge of your own and other CSS service areas.   **2. Changing and improving**   * Responds to issues requiring a high level and in-depth understanding of work-area and policies and procedures. * Takes ownership of complex inquiries to ensure they are addressed and resolved by providing explanations and instructions. * Resolves highly complex operational problems requiring advanced knowledge in a thorough and timely manner. * Encourages ideas from a wide range of sources and stakeholders to develop solutions to problems, including developing action plans to implement them. * Identifies issues, considers risks and develops solutions through detailed in-depth information gathering and a high level of analysis. * Prioritises work, taking into account own work area and needs of larger work area, project timelines and other deadlines, problem solving competing demands to service pressures.   **3. Makes effective decisions**   * Makes objective decisions at the appropriate level guided by varied and less defined instructions and practices requiring broader interpretation and good judgement. * Makes decisions on issues and priorities for own area of responsibility and provides advice and feedback to support accurate decision making. * Analyses and interprets varying data sources to inform decisions and ensure that resolution is achieved through innovative means or by using a variety of policies, procedures, and past practices. * Monitors and deals with confidential issues using discretion and judgment. * Makes recommendations to solve and resolve highly complex problems.   Ensures that others comply with established standards.  **4. Leading and Communicating**   * Communicates, interprets and trains others (where appropriate) on directorate and corporate policies or an appropriate professional specialism. * 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 complex information to others and takes steps to ensure understanding reinforcing and supporting implementation where needed. * Tailors communication to different audiences.   **5. Collaborating and partnering**   * Establishes relationships with a wide 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 working closely with others. * Deals with conflict in a prompt, calm and constructive manner. * Encourages collaborative team working across the directorate and Council and facilitates dialogue on a regular basis. * Provides impartial and objective advice where appropriate, addressing and resolving issues within a political environment.   **6**. **Building capability for all**   * Identifies and addresses team or individual capability and development requirements and gaps to deliver current and future work. * Develop and deliver capability improvement. * Delegates to and follows up on work of others. Trains others regarding policies and procedures and ensures monitoring and compliance. * Provides guidance, training and leadership to less experienced staff. * Identifies and resolves issues in own workgroup. Assists with issues that impact other areas. * Continually seeks and acts on feedback to evaluate and improve individual and team performance whilst actively finding solutions to improve. * Coaches and supports others to set and achieve challenging goals.   **7. Achieving commercial outcomes**   * Works with commercial experts to consider and develop alternative delivery models and to identify more efficient outcomes, balancing cost and quality. * Works with commercial experts to engage effectively with partners to define or improve service delivery. * Analyses and uses information to assess costs, benefits and risks of different delivery models, developing proposals for change.   **8. Delivering value for money**   * Monitors use of resources and recommends actions to achieve value for money. * Builds and encourages an increased awareness of cost and performance management. * Follows appropriate financial and contract monitoring procedures to ensure deliverables are achieved.   **9. 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 of personal and sensitive information based on the Councils Information Governance policy and procedures and oversees the compliance of the team.   **10. Delivering at pace**   * Manages and supports teams to achieve agreed goals and objectives. * Demonstrates a positive approach and maintains focus on priorities. * Takes responsibility for delivering expected outcomes, recognising the contribution of others. * Plans ahead, regularly monitors and evaluates workloads and priorities to adapt to changing situations. | |
| **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, standards of attendance, 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. | |

## ANNEX

**CSS Senior Officer Grade 3 (Generic)**

This Annex provided a brief overview of the range of activities that may be undertaken by this role within each function. It is not a comprehensive list of activities.

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| **Function** | **Activities** |
| Business Support | No roles currently proposed to be deployed at this grade within this function |
| Estate and Asset Management | No roles currently proposed to be deployed at this grade within this function |
| Finance | No roles currently proposed to be deployed at this grade within this function |
| Information and Communication | * Lead on development and improvement projects; including reviewing business requirements, converting functional requirements into IT system specifications and delivering solutions. * Proactively identifying and implementing improved ways of working with services e.g. automating processes where possible * Line management, mentor, guide and train team members to develop new skills and improve the expertise of the wider team. * Provide expert development technical expertise and advice to customers. * Provide comprehensive analysis and design skills for users. * Project manage complex and challenging system changes. * Develop key relationships with the business and keep aware of upcoming service requirements. * Key contact for a named system. Acting as the business owner and responsible for ensuring that the system is responding to service requirements. * Engaging with all stakeholders to establish a clear road map for the system in line with business priorities * Support the prioritisation of the teams work as led by the business relationship and systems manager. * Provide expert business knowledge to support system developments. * Schedule and carry out system upgrades where appropriate * System contract and account management * Technical lead on system procurement * Develop training plans and roll out system training with support from L&D to ensure system is utilised to its full potential across services |
| Legal and Governance | No roles currently proposed to be deployed at this grade within this function |
| People and Organisational Development | With significant supervisory responsibilities and the requirement to delegate for more senior staff, these roles will require a high degree of technical expertise and in-depth knowledge it at least one of the following specialisms:   * Recruitment, Resourcing and Service Transformation * Information, Advice and Guidance and Transactional Support * Technical Payroll and Pensions * Policy, Compliance and Employee Relations * Employee wellbeing, engagement and equalities * Workforce and Organisational Development * Business Transformation, Development and Quality Assurance   These post-holders will be primarily responsible for the delivery of operational and tactical activity, linked to an overarching Business Plan. Where appropriate these staff will routinely provide pastoral management care for the people that they supervise.  Post holders will be expected to facilitate and/or project manage a range of universal, targeted and specialist interventions for staff across the whole organisation. Indicative tasks and activities likely to be undertaken by people deployed into these roles are likely to include a number of the following:   * Manage a caseload of the most complex cases in their service area * Supervise staff to ensure that income levels and customer service levels are maintained and developed where appropriate * Provide advice and guidance to senior managers on issues relating to their service area * Ensure that the quality and consistency of support given by people within their designated area remains consistent * Contribute to the development of team plans and the work programme within   their designate area   * Provide advice and guidance to senior managers on emerging issues within their designated area * Set the highest possible standards and take steps to address poor performance in their designated area * Facilitation of groups and development, delivery and evaluation of in-house development opportunities * Contribute to issues relating to Business Continuity and civic resilience as required |
| Policy, Performance and Reform | No roles currently proposed to be deployed at this grade within this function |

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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 Financial Systems support and development covering some of the following areas: Income Management, Procurement, Financial Ledger, BACS Payments and Direct Debits | Essential |
| Experience in one or more of the following systems: SAP ERP 6, Civica Pay, PECOS eProcurement, PTX BACS. | Desirable |
| Experience of managing projects and/or a diverse workload, achieving objectives to time and quality. | Essential |
| Experience of implementing new approaches and processes within a political environment. | Desirable |
| Experience of working in collaboration with stakeholders to implement change or delivery of key projects. | Essential |
| Experience of analysing data to evaluating options and provide solutions. | Essential |
| Experience of working with teams to achieve their goals, providing leadership where required. | Essential |
| Experience of managing resources to achieve value for money and provide a high quality service. | Essential |
| Effective operational management skills with well- developed negotiating and influencing skills. | Essential |
| Experience of working in a local government, public sector or similar environment. | Desirable |
| Effective interpersonal skills working with colleagues to negotiate and influence to achieve positive outcomes. | Essential |
| Project management and organisation skills. | Essential |
| Effective analytical skills with the ability to interpret and identify key issues. | Essential |
| Ability to lead others to achieve a shared goal | Essential |
| Effective oral and written communication skills with a confident presentational style. | Essential |
| Getting things done through people and helping people to maximise their contribution. | Essential |
| Making most efficient and effective use of resources available. | Essential |
| Delivering services that are focussed on customer needs. | Essential |
| Developing and Maintaining Effective Working Relationships. | Essential |
| Managing own workload effectively and taking responsibility for own development. | Essential |
| Communicating effectively in both written and face to face communication. | Essential |
| Able to make effective decisions and present arguments/facts to help others make decisions. | Essential |
| To meet Stockport Council’s standard of attendance. | Essential |
| A willingness to be flexible in a changing environment. | Essential |
| Understands and actively supports Stockport Council’s diversity & Equality Policy. | Essential |
| TO BE INCLUDED WHEN THE ROLE IS COVERED BY THE FLUENCY DUTY (SEE GUIDANCE ON ENGLISH LANGUAGE REQUIREMENT ON CONNECT)  The ability to converse at ease with service users/customers and provide advice in accurate spoken English. | Essential |