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**Person Specification – Service Manager – Planning and Growth and Planning Policy**

Attributes	Essential	Desirable
<b>Experience</b>	<p>Background in Planning or Planning Policy</p> <p>Effective management of a group of staff in a direct service or support service.</p> <p>Evidence of forming good customer relationships, internally or externally.</p> <p>Experience of providing advice to a variety of stakeholders</p> <p>Management and delivery of complex tasks including project management</p> <p>Experience of reviewing service/activities to create demonstrable improvements</p> <p>Demonstrable achievement and understanding of equality of opportunity in both employment and service delivery.</p>	<p>Managing change within a complex organisation</p> <p>Working in an integrated and corporate way</p> <p>Working effectively within a political environment, providing clear, balanced advice and guidance on operational issues that achieve corporate and service objectives</p>
<b>Skills</b> -The ability to:	<p>Listen and respond effectively to staff and colleagues</p> <p>Get the commitment of staff and colleagues to review and continuously improve services.</p> <p>Recognise potential in staff and develop and nurture it.</p> <p>Set professional standards and promote them</p> <p>Manage resources effectively including allocated budget</p> <p>Manage performance within the team or across the service and address underperformance</p>	<p>Work with people at all levels, consulting effectively and listening to others, developing, communicating and gaining ownership for a clear vision and direction. :</p> <p>Work across functional and organisational boundaries successfully delivering timely and high quality outcomes.</p>

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	<p>Make presentations verbally and using visual aids.</p> <p>Confidently communicate in a public arena with a wide audience from elected members to members of the public</p>	
<b>Knowledge</b>	<p>The principles of performance management and the ability to apply these successfully to deliver continuous improvement of customer service, staff, and processes.</p> <p>Knowledge of own personal style and impact on others</p> <p>Planning and/ or Planning policy proven knowledge to lead with experienced professionals with significant credibility</p>	<p>The role of local government, the environment in which it operates and the key issues relevant to delivering the council's key commitments to local people.</p>
<b>Qualifications</b>	<p>Evidence of own personal development</p>	<p>Management Qualification</p> <p>Professional qualification</p> <p>professional/technical qualification relevant to service area</p>
<b>Special Working Conditions</b>	<p>Requirement to be flexible in response to working requirements around key deadlines</p> <p>Requirement to attend meetings outside of normal working hours</p> <p>Requirement to be available to deputise for the Director – Development and Economic Growth</p>	

**Prepared by: Leanne Ashmore**

**Designation: Director, Development and Economic Growth**

**Date: July 2022**