

Report to: Executive Member for Environmental Services & Executive Member for Cleaner Greener Safer

Executive Member for Human Resources, Diversity and Performance

Date: 1st April 2008
9th April 2008

Report of: Director of Environmental Services
Director of Development & Regeneration

Report No: EMES/151/08
EMCGS

Contact Officer: Nick Fisher, Head of Service,
Communication & Development

Tele No: 01204 336810

Report Title: **Policy and Performance Division Structure**

Non Confidential: (**Non-Confidential**) This report does **not** contain information which warrants its consideration in the absence of the press or members of the public

Purpose: To seek approval to rationalise support services by the creation of a Performance and Improvement team within the Policy and Performance Division.

Recommendation The Executive Member is recommended to agree the proposed structure as outlined in the report and proposals for recruitment.

Decision:

Background Doc(s):

Signed:

Leader / Executive Member

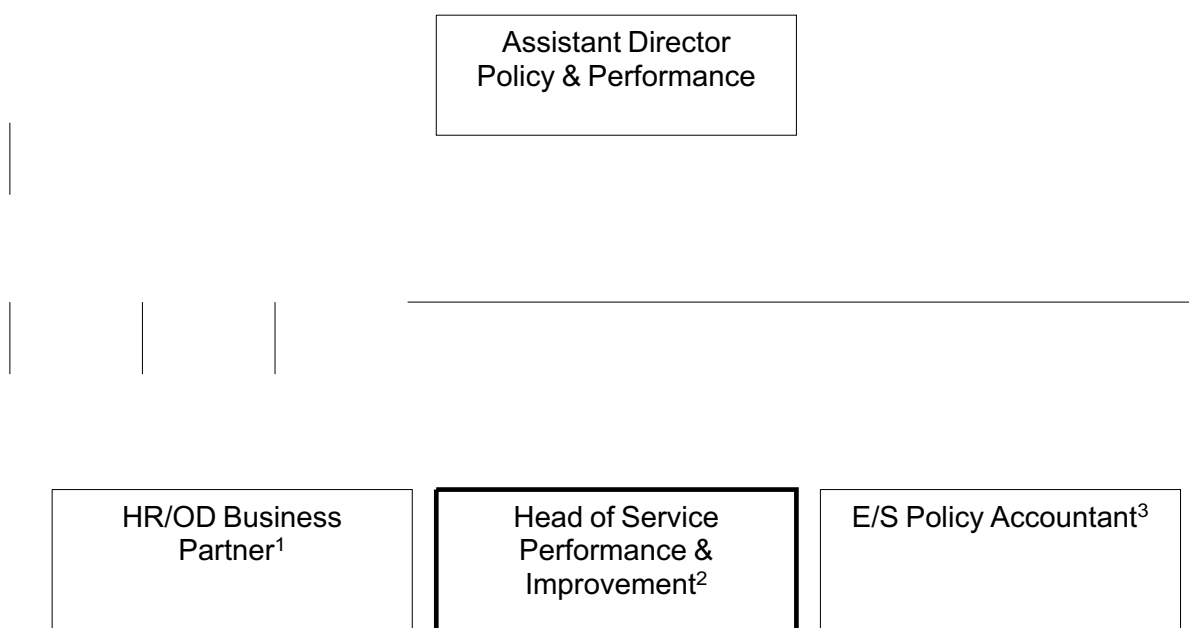
Monitoring Officer

Date:

Summary:

1. Purpose of the report

This report follows on from the report of the director of Environmental Services to the Chief Officer Appointments Panel of 2nd July 2007. The Executive Member will recall that that report sought approval for the restructuring of the Environmental Services department at Chief Officer level. Within it the report sought the establishment of an Assistant Director – Policy and Performance. Whilst this post holds joint responsibility for the teams managed by the Human Resources/ Organisational Development Business Partner and Policy Accountant (ES), this report focuses on the restructure of the remaining areas of responsibility (See Fig 1).



¹ Shared reporting to Asst. Chief Executive

² Proposed re-designation

³ Shared reporting to Deputy Director, Corporate Resources

Figure 1

The purpose of this report is to seek approval from the Executive Member, to rationalise support services (Development & Regeneration and Environmental Services) by the creation of a Performance and Improvement team within the Policy and Performance Division.

2. Background

The Policy and Performance division which replaced the former Strategy and Service Development division and Business Change section, provides support services across both the Development and Regeneration and Environmental Services departments.

In December 2007 the post of Head of Service, Strategy and Performance, within the division was deleted as an efficiency saving and the five staff within that team were then line managed by the Head of Service, Communication & Development. The Assistant Director, Support

Services, retired on 31st March 2008 and at that time several posts which were within the remit of the Assistant Director, Support Services, also became line managed by the Head of Service, Communication & Development.

3. Proposal

It is proposed to recognise the synergies between several posts that were formerly in separate teams and to rationalise all the posts now within the remit of the Head of Service, Communication & Development, into three broad but integrated themes:

- Policy and Performance
- Executive and Administrative Support
- Service Improvement

It is also proposed to name the new team 'Performance and Improvement' to reflect its new focus.

The proposed staffing arrangements are shown in Appendix 1. Changes from the existing arrangements are tabled below, together with proposals for recruitment where appropriate. Job Descriptions and Person Specifications for the proposed new and amended posts are shown in Appendix 2. Grades for new posts are currently pending evaluation/confirmation by Central Personnel and all the posts are subject to the outcome of the current pay and grading review.

Existing Posts	Proposed Amendments
Head of Service, Communication and Development	Proposed re-designation to Head of Service, Performance and Improvement, with additional responsibilities and change of line management from Director, Environmental Services to Assistant Director Policy and Improvement.
Assistant Head of Service, Communication and Development	Proposed re-designation to Assistant Head of Service, Performance and Improvement with additional responsibilities. The duties and responsibilities of this post are largely being carried out by the current Business Systems Manager, Communication and Development and therefore slotting in applies.
Business Systems Officer, Communication and Development	Proposed re-designation to Business Systems Manager, Performance and Improvement, with increased responsibility. The duties/responsibilities of this post are largely being carried out by the current Business Systems Officer, Communication and Development and slotting in applies.
Information Officer, Business Change	Currently vacant. Proposed re-designation to Information Officer, Performance and Improvement, with changes to Job Description. Propose normal recruitment procedure.
Executive Support to the Directorate (ES)	

(3 posts)	These three generic posts currently have varying titles due to their different origins but carry the same salary. It is proposed that all three posts (two currently vacant) are re-designated to - P/A to the Assistant Directors.
Proposed New Posts	Proposed Recruitment Procedure
Policy and Performance Manager	Propose recruitment ring fenced to the three current Principal Policy Officers (Ex Business Change [2] and Ex Strategy and Performance team) and the Regeneration & Policy Development Officer due to no increase in resources/posts.
Proposed New Posts (Cont.)	Proposed Recruitment Procedure
Policy and Performance Officer	Propose recruitment ring fenced to the three current Principal Policy Officers (Ex Business Change [2] and Ex Strategy and Performance team) and the Regeneration & Policy Development Officer due to no increase in resources/posts.
Office Manager	Re-designation of current Head of Executive Support post with additional duties and responsibilities. Following the deletion of that post and the post of Senior Administration Officer (D&R), which is subject to VER, Slotting in applies.
Supervisor, Administration and Reception	Re-designation of current Administration Officer, Business Support and Development with increased duties and responsibilities. Following the deletion of the Administration Officer, Business Support & Development post (D&R), slotting in applies.
Customer Engagement Officer	Propose recruitment by normal recruitment procedure
Change of Line Management Only	Proposed Changes
Principal Policy Officer, Strategy and Performance	Line management change from Head of Strategy and Performance (Post previously deleted) to Policy and Performance Manager
Regeneration & Policy Development Officer	Line management change from Head of Strategy and Performance (Post previously deleted) to Policy and Performance Manager
Programme Support Officer	Line management change from Head of Strategy and Performance (Post previously deleted) to Assistant Head of Service, Performance and Improvement
Technical Support Officer	Line management change from Head of Strategy and Performance (Post previously deleted) to Assistant Head of Service, Performance and Improvement
Customer Relations Officer	Line management change from Head of Communication and Development to Assistant Head of Service, Performance and Improvement

4. Remit of the proposed new teams

Policy and Performance

The remit of the team is to:

- i. Support the development of the council's performance management framework.
- ii. Support both departments in:
 - Performance improvement and business planning.
 - Responding to change, new legislation and new government policy.
 - Implementing the diversity and cohesion agenda.
 - Carrying out research
 - Supporting the departments' change programmes.
 - Supporting the departments' strategic responses to the regeneration agenda.

Executive and Administrative Support

The remit of the team is to:

- Provide secretarial and administrative support to the Environmental Services Departmental Management Team
- Provide Administrative support to the Development & Regeneration and Environmental Services departments
- Collate and provide information for Scrutiny Committees, Executive Member Meetings and Policy Development Groups
- Provide a reception service for the Wellsprings building.

Service Development

The remit of the team is to:

- Provide information, records and complaints management for the Development & Regeneration and Environmental Services departments
- Manage the internet /intranet requirements of the Development & Regeneration and Environmental Services departments
- Objectively report on the cleanliness of the borough
- Support the work of the Green Inspectors, including the provision of training
- Support the development of, coordinate, monitor and report on environmentally based regeneration and other projects
- Manage and develop the Development & Regeneration and Environmental Services department's ICT business systems
- Provide a business process improvement service
- Provide a customer advocacy and engagement service for organised customer groups

5. Financial Implications

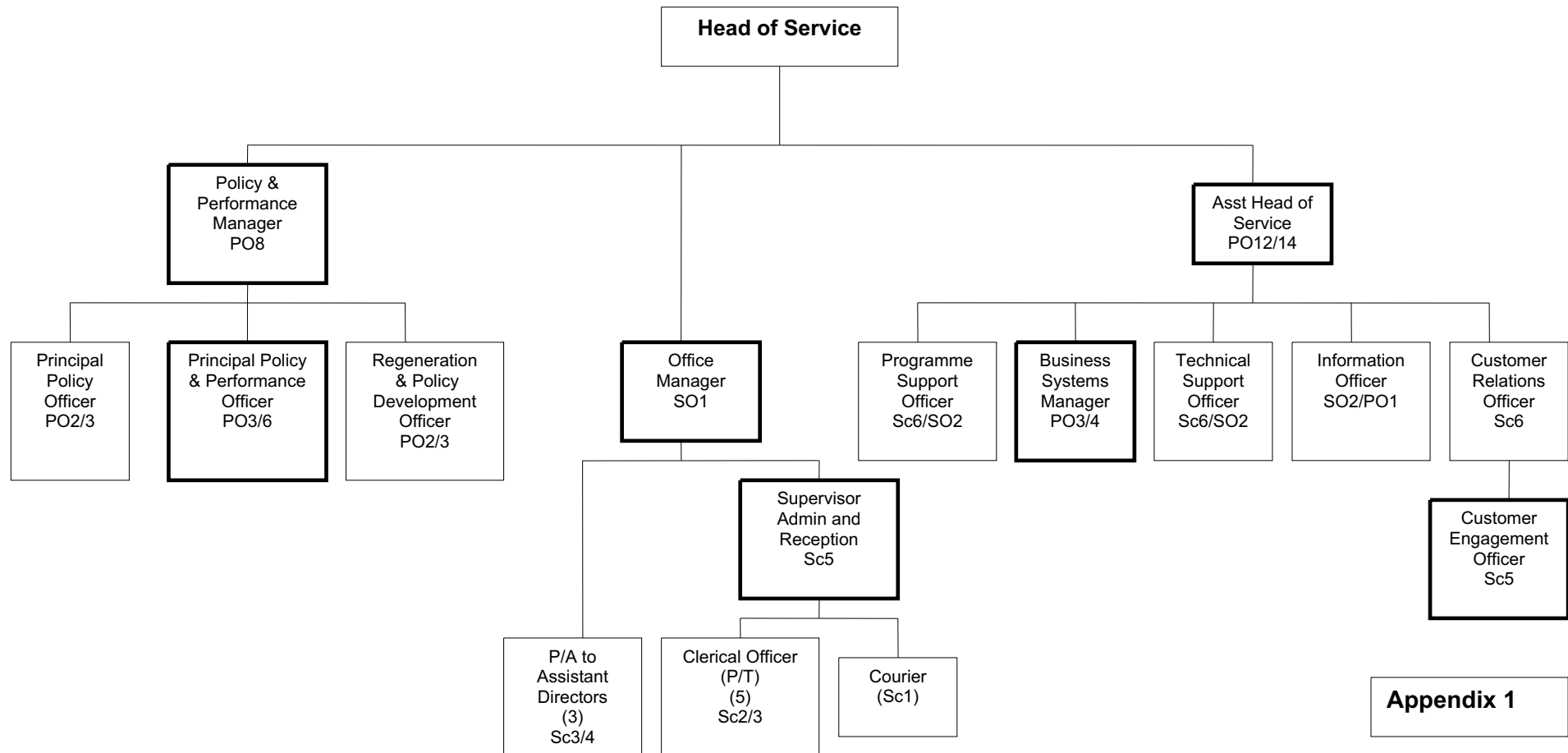
1. The proposal in this report provides an annual saving of £20,390, which represents part implementation of the efficiency savings identified under the Environmental Services Management and Administration Section of the 08/09 strategic budget.

2. The proposals will also provide an additional annual saving of £16,000, which will secure the budget options identified in the Development and Regeneration department proposed for 08/09.

6. Recommendations

The Executive Member is recommended to agree the proposed structure as outlined in the report and agree the proposed methods of recruitment.

Performance and Improvement Team Proposed Structure with Grades 21/02/08 (Draft)



JOB DESCRIPTION

Department	DEVELOPMENT AND REGENERATION & ENVIRONMENTAL SERVICES
Job Title	ASSITANT HEAD OF SERVICE (PERFORMANCE & IMPROVEMENT TEAM)
Grade	PO12-14
Primary Purpose of the Job	<ol style="list-style-type: none"> 1._To support the Head of Service in ensuring that the strategic objectives of the Performance & Improvement section are achieved across both the Development & Regeneration and Environmental Services departments. 2._To support the Head of Service in developing and implementing service improvement initiatives and to use information technology and systems and Business Process Re-engineering to undertake a range of projects concerned with the development of continuous service improvement and other corporate policies and initiatives across the Development & Regeneration and Environmental Services departments.
Responsible to	Head of Service, Performance & Improvement
Responsible for	<ol style="list-style-type: none"> i. Business Systems Manager ii. Information Officer iii. Technical Support Officer iv. Programme Support Officer v. Customer Relations Team (2)
Principal Responsibilities	<ol style="list-style-type: none"> 1._To support the head of service in ensuring Corporate and departmental aims, objectives, priorities and values are delivered in the service area. To contribute to the development of divisional and departmental policy, procedure, decision making and service development work. 2._To be responsible for all resources and budget management within the service area and to ensure all service delivery and all financial targets are achieved.

MAIN DUTIES

1. To be responsible to the Head of Service for the provision of a formal customer engagement and advocacy service throughout the Environmental Services department's strategic and operational decision-making processes.
2. To be responsible for the provision of business analysis and consultancy advice on current and future operational and system requirements and be responsible for Risk Management in terms of the operational use of new business systems within the Development & Regeneration and Environmental Services departments.

3. To take a lead role in ensuring the effective sharing of data and information between partners, departments and services, including responsibility for the management of web and intranet content for both the Development & Regeneration and Environmental Services departments.
4. To take a lead role in coordinating the operational work of the Environmental Services department and its partners in the delivery of regeneration projects.
5. To be responsible for the provision and development of a detailed and objective borough-wide monitoring and reporting service with respect to the cleanliness of public areas based on DLEQ methodology and to be responsible for sharing this data with relevant strategic partners.
6. To be responsible for effective information management and records management within the Development & Regeneration and Environmental Services departments.
7. To deputise for the Head of Service as required.
8. To be responsible for the long term development and implementation of spatial and other operational software within the departments as required.
9. To support the Head of Service in reviewing and developing the departments' response to continuous improvement initiatives and the delivery of performance management.
10. To play a lead role in the departments' drive to deliver the Council's Customer Relationship Management strategy across all appropriate service areas and to contribute to related developments at a corporate level.
11. To champion customer focussed projects, initiatives and principles throughout the departments and to provide service area with expertise, guidance and support to enable them to deliver against their objectives and ensure effective management of the customer interface.
12. To build strong relationships with all service areas and strategic partners, especially those with a direct customer facing / information management / e-government role, in order to develop and deliver the customer relationship strategy and related projects.
13. To provide specialist support, training and advice across the departments on customer relationship and related matters and act as a role model to ensure that the Council's values are owned and actively promoted.
14. To be responsible for engagement of formal and informal local community groups in developing and monitoring community focussed services and standards.
15. To liaise and consult with Bolton @ Home, other Council departments, partners and agencies in order to develop a rolling overview of the relationship between them and the departments and to report on this as required to the Departmental Management Teams.

16. To liaise and consult with area forum co-ordinators, local Members and residents in order to develop an overview of the departments' perceived response to issues raised at the fora. To formally report findings to the Departmental Management Teams and to work with heads of service and others to constantly improve the departments' response.
17. To maintain an overview of the departments' service to Members and to report on this to Departmental Management Teams.
18. To assist in the good management of new systems/ICT within the department
19. To provide business analysis and consultancy advice on current and future system requirements.
20. To document processes and any changes to processes.
21. To be responsible for Risk Management in terms of the operational use of new systems/ICT.
22. To develop and maintain a variety of information systems and databases within the Development & Regeneration and Environmental Services departments.
23. To provide advice, guidance and assistance on the business case for and subsequent implementation of new ICT systems.
24. To take a lead role in ensuring that there is effective working between partners, departments and services with regard to operational systems.
25. To support the implementation of performance management systems.
26. To monitor and review new and existing systems and make regular reports as required.
27. To undertake research and prepare reports on the applicability of ICT to the departments.
28. To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
29. To network and establish links within the Authority and externally as appropriate.
30. To work closely with managers to ensure that maximum benefit is delivered from operational ICT systems.
31. Be responsible for effective liaison with the Council's Ordinance Survey Liaison officer and Spatial Data Manager in order to obtain O.S. maps and other related Ordinance Survey products, ensuring consistency with other departments.
32. Analyse Departmental management information to establish service improvement and develop solutions to continually improve services.
33. Provide expert knowledge in ICT systems implementation within service delivery to maximise efficiency.
34. Act as department's representative in meetings, forums and other related bodies in areas relating to the post
35. To ensure that all duties are undertaken in a manner consistent with Health and Safety Regulations and safe practices.

36. **Customer Care** - To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.
37. **Valuing Diversity** - To be responsible for contributions to the achievement of the Authority's Valuing Diversity Policy, both in your work and in your role as a Manager through the implementation of the supporting action plans. To provide a supportive open environment where all employees have the opportunity to reach their full potential. To ensure that the elected members are encouraged to share in and reflect policy in their work.
38. **Developing Self and Others** - To use processes and put processes in place to generate a learning environment. To focus on the strengths and requirements of all individuals and enable them to further their skills and knowledge. To actively pursue your own development. To be self-aware and role model continuous self-development.

CIVIL CONTINGENCIES ACT

39. Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council's Emergency Management Plan is activated, you could be required to assist, or assist others, in the continued maintenance or delivery of key Council services and of support to the community. This could require working outside of routine working hours and could entail working from places other than your normal place of work.
N.B. Emergencies requiring activation of the Bolton Council Emergency Management Plan only occur very infrequently. If you are asked to respond to an emergency, your personal circumstances at the time will be taken into account.

Date Job Description prepared/updated

March 2008

Job Description prepared by

N.G. Fisher

PERSON SPECIFICATION

Department DEVELOPMENT AND REGENERATION & ENVIRONMENTAL SERVICES

Job Title ASSISTANT HEAD OF SERVICE (PERFORMANCE AND IMPROVEMENT)

STAGE ONE Registered Disabled Candidates are guaranteed an interview if they meet the essential criteria

MINIMUM ESSENTIAL REQUIREMENTS		METHOD OF ASSESSMENT
1. Skills and Knowledge		
1.	Good communication skills both written and verbal with the ability to influence and persuade chief/senior officers and Members	Application Form/Interview
2.	Well developed report writing skills and the ability to present data in a concise and clear manner to a diverse range of people	Application Form/Interview
3.	Work directly with managers and users to analyse, specify and design ICT based business applications	Application Form/Interview
4.	Ability to identify and manage the effective implementation of tasks and resources. To identify slippage and take corrective action and monitor outcomes	Application Form/Interview
5.	Evidence of the ability to manage self and others to meet service delivery needs and key objectives	Application Form/Interview
6.	Proven track record of problem solving and creativity coupled with a proactive approach to work	Application Form/Interview
7.	Extensive experience of ICT business development including leadership skills	Application Form/Interview
8.	Ability to undertake research	Application Form/Interview
9.	Ability to build relationships with individuals in order to persuade, convince and gain commitment	Application Form/Interview

10.	An ability to identify problems explore different options and recommend appropriate solutions.	Application Form/Interview
11.	Experience of ICT business development, project work, in a local authority or similar organisation	Application Form/Interview
12.	Competency in the following management skills: <ul style="list-style-type: none"> ▪ Leadership ▪ Putting Customers at the heart of what we do ▪ implementing the vision ▪ Engaging Others ▪ Communicating Powerfully ▪ Changing Culture ▪ Developing & Managing People ▪ Continually Improving Performance 	Application Form/Interview
13.	Valuing Diversity - Listen, support and monitor the diverse contributions made to service development without prejudice. Challenge behaviours and processes which do not positively advance the diversity agenda whilst being prepared to accept feedback about own behaviour. Recognise people's strengths, aspirations and abilities and helps to develop their potential. Understand how Valuing Diversity can improve our ability to deliver better services and reduce disadvantage.	Application Form/Interview
14.	Customer Care - Listen and respond to customer need, seek out innovative ways of consulting service users and engaging partners. Network with others to develop services for the benefit of the service users	Application Form/Interview
15.	Developing Self and Others - Coach and mentor others. Be willing to share learning and encourage others to do the same. Listen to others and respond to their needs. Apply a range of development activities to develop and train staff. Endorse the principles of Investor in People. Strives for improvement and take responsibility for own development. Be self-confident and lead by example	Application Form/Interview

2. Experience/Qualifications/Training etc		
16.	Must have minimum 5 years of information technology experience in a similar capacity to the skills and knowledge required above.	Application Form/Interview
17.	Good working knowledge of Oracle E-Business Suite implementation	Application Form/Interview
18.	Extensive knowledge of implementing mapping software	Application Form/Interview

3. Work Related Circumstances	
19. Must be prepared to work outside normal working hours if required to do so.	Application Form/Interview
20. Must hold a valid driving licence	Application Form/Interview (Bring to Interview)
21. Note: <ul style="list-style-type: none"> a. This post does operate on flexi-time b. Essential Car User Allowance will apply 	

Note to Applicants: **Please try to show in your application form, how best you meet these requirements**

Date Person Specification prepared/updated March 2008
Person Specification prepared by N.G.Fisher

JOB DESCRIPTION

Department	DEVELOPMENT AND REGENERATION & ENVIRONMENTAL SERVICES
Job Title	Business Systems Manager (Performance and Improvement Team)
Grade	PO 3/4
Primary Purpose of the Job	<ol style="list-style-type: none"> 1. To be the Module Manager within the department for Oracle Enterprise Asset Manager, Field Service and Tele-service 2. To lead on the management of Spatial data / G.I.S. for the Environmental Services department 3. To identify business needs and system requirements to aid the development and implementation of service improvement initiatives through the use of information technology and systems.
Responsible to	Assistant Head of Service (Performance and Improvement)
Responsible for	N/A
Principal Responsibilities	<ol style="list-style-type: none"> 1. The management of Oracle Enterprise Asset Management, Field service and Teleservice modules within the department and to provide training on these modules 2. The management of all spatial data / G.I.S. within the department 3. Departmental lead for Activity Based Costing . 4. Business analysis, producing proposals for service improvement and reengineering 5. Providing and delivering training and training material to assist in the implementation of new and revised systems.

MAIN DUTIES

Knowledge and Information Management / Systems Development

1. To assist in the analysis of business needs, reengineering and proposals for continuous service improvement.
2. To develop and maintain systems in relation to Environmental Services and associated partners.
3. Development and implementation of the Oracle E-business suite of programmes as required.
4. Responsible for configuration and setup of the Oracle e-Business Suite modules namely: Teleservice, Enterprise Asset Management, Field Service and mobile deployment.
5. Departmental lead for web enabled services aiding the councils access channels project
6. To manage the implementation of services into the contact centre.
- 7.

MAIN DUTIES

To document “as is” and “to be” processes and system information, using the Council’s business process mapping software

8. To provide Management Information from systems in order to provide evidence to enable continuous service delivery and improvement
9. To maintain Legacy systems as needed.
10. To undertake system administration functions on systems within the department.
11. To provide output in the form of Oracle Discoverer Reports for use in Service areas
12. To maintain Legacy systems

G.I.S.

13. The implementation of Spatial data / G.I.S within the department as required
14. To produce and maintain metadata for spatial tables
15. To liaise with departmental teams and advise in setup and maintenance of spatial data
16. To produce standard layouts for the department

Corporate Work

17. To assist the Assistant Head of Service with work at a corporate level including setting standards and procedures for use in business areas.
18. Represent the Department and Join Corporate projects as appropriate as a technical consultant

Training

19. Provide and deliver training material in the form of handouts, presentations and user guides to key operations and contact centre staff relating to business rules.
20. Provide and deliver training to systems users.

Team Working

21. To represent the Department as required, within user groups cross-departmental groups and work as part of a team to manage information consistently and to a high quality.
22. Provide support in relation to the Authority’s outsourced I.C.T. contract producing briefs and work requests.
23. Develop ICT solutions and plan short medium term plans for the department as required.
24. To deputise for the Assistant Head of Service as required.
25. Any other duties relating to the functions of the service and commensurate with the grade.

Organisational Competencies

26. **Customer Care** - To provide quality services that are what our customers want and need. To give customers the opportunity to comment or complain if they need to. To work with customers and do what needs to be done to meet their needs. To inform your manager about what customers say in relation to the services delivered.
27. **Develop oneself and others** - To make every effort to access development opportunities and ensure you spend time with your manager identifying your development needs through your personal development plan. To be ready to share learning with others.

28. **Valuing Diversity** -To accept everyone has a right to their distinct identity. To treat everyone with dignity and respect, and to ensure that what all our customers tell us is valued by reporting it back into the organisation. To be responsible for promoting and participating in the achievement of the departmental valuing diversity action plan.

29. **Civil Contingencies Act**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council's Emergency Management Plan is activated, you could be required to assist, or assist others, in the continued maintenance or delivery of key Council services and of support to the community. This could require working outside of routine working hours and could entail working from places other than your normal place of work.

N.B. Emergencies requiring activation of the Bolton Council Emergency Management Plan only occur very infrequently. If you are asked to respond to an emergency, your personal circumstances at the time will be taken into account.

Date Job Description prepared/updated

March 2008

Job Description prepared by

N G Fisher

PERSON SPECIFICATION

Department DEVELOPMENT AND REGENERATION & ENVIRONMENTAL SERVICES

Job Title Business Systems Manager (Performance and Improvement Team)

STAGE ONE Disabled Candidates are guaranteed an interview if they meet the essential criteria

MINIMUM ESSENTIAL REQUIREMENTS		METHOD OF ASSESSMENT
1. Skills and Knowledge		
1.	To be a subject matter expert in the setup and configuration of Oracle E-Business suite	Application Form/Interview
2.	A working knowledge of the integration of modules within the Oracle E-Business suite	Application Form/Interview
3.	A working knowledge of Business Process Re-engineering methodologies	Application Form/Interview
4.	To be a subject matter expert in GIS systems in terms of setup maintenance and data transfer	Application Form/Interview
5.	Competent in the use of MS Office (Word, Excel, PowerPoint, Share point)	Application Form/Interview
6.	Experience of Nimbus control ES	Application Form/Interview
7.	Extensive experience in the use of Mapinfo Software	Application Form/Interview
8.	Knowledge of MS Access or other relational database	Application Form/Interview
9.	Good analytical skills.	Application Form/Interview
10.	Excellent communication skills including verbal, written and presentation skills.	Application Form/ Interview/Presentation
11.	Good report writing skills and the ability to present data in a concise and clear manner to a diverse range of people.	Application Form/Interview
12.	Ability to work with service managers and users to determine business needs and systems requirements.	Application Form/ Interview
13.	Ability to analyse problems and develop and implement solutions.	Application Form/Interview

14.	Excellent team working skills and an appreciation of the contribution of others.	Application Form/Interview
15.	Ability to work on own initiative, managing competing demands and to deliver work to tight deadlines.	Application Form/Interview
16.	Excellent interpersonal skills with the ability to liaise effectively with others at all levels.	Application Form/Interview
17.	Customer Care - Listen and respond to customer need, seek out innovative ways of consulting service users and engaging partners. Network with others to develop services for the benefit of the service users.	Application Form/Interview
18.	Valuing Diversity - Listen, support and monitor the diverse contributions made to service development without prejudice. Challenge behaviours and processes which do not positively advance the diversity agenda whilst being prepared to accept feedback about own behaviour. Recognise people's strengths, aspirations and abilities and help to develop their potential. Understand how Valuing Diversity can improve our ability to deliver better services and reduce disadvantage.	Application Form/Interview
19.	Developing Self and Others - Ability to question, and request right training and development that links to the post, to seek opportunities that add to skills and knowledge, to respond positively to opportunities that arise. And to support others' learning and share learning with others	Application Form/Interview

2. Experience/Qualifications/Training etc		
1.	Minimum 4 years experience in a technical business unit working developing, configuring and maintaining large ICT software systems	Application Form/Interview

3. Work Related Circumstances		
	<ul style="list-style-type: none"> ➤ Must be prepared to work outside normal working hours if required ➤ Must be prepared to comply with the Council's no smoking policy ➤ Casual Car User Allowance will apply ➤ This post does operate on flexi-time 	Application/Interview

Note to Applicants: **Please try to show in your application form, how best you meet these requirements**

Date Person Specification prepared/updated

March 2008

Person Specification prepared by

N G Fisher

JOB DESCRIPTION

Department	DEVELOPMENT AND REGENERATION & ENVIRONMENTAL SERVICES
Job Title	Customer Engagement Officer (Performance and Improvement Team)
Grade	Sc 5
Primary Purpose of the Job	To support the Customer Relations Officer in the delivery of the department's customer relationship strategy and to engage stakeholders within local communities in accordance with the department's service delivery programme.
Responsible to	The Customer Relations Officer
Responsible for	None
Principal Responsibilities	<ol style="list-style-type: none">1. To work with residents groups, local community panel groups, other key stakeholder groups and key operations to provide a customer advocacy service for each of the department's customer sectors.2. To assist in monitoring, reviewing, developing and improving of customer relations and engagement processes in support of the Council's pursuit of excellence in service delivery.

Main Duties

1. To assist in the development and improvement of comprehensive quantitative and qualitative customer care monitoring and reporting processes relating to complaints, customer feedback, letters, e-mails, telephone calls and face to face interactions about our key services.
2. To assist in monitoring, reviewing, developing and improving of customer relations and engagement processes in support of the Council's pursuit of excellence in service delivery and area working.
3. To work with formal and informal local community groups and engage them in developing and monitoring community focussed services and standards.
4. To work with other Council departments, partners and agencies and relevant staff within the department as customer advocate to support positive change and the development of customer focussed policies and services, contributing to continuously improving council services that meet customer expectations.
6. To work with the Council's Communications and Marketing agency as required, to publicise and promote excellence in customer care and the development of

- community involvement in service delivery and performance monitoring.
7. To represent and promote the customer advocacy and engagement service within the department and to represent the department at various corporate working groups as required and to communicate effectively with people at all levels within and outside the organisation.
 8. To liaise with the Council's contact centre staff and key operations within the department to support and provide excellent customer service.
 9. To network and establish links within the Authority and externally as appropriate.
 10. To assist in the implementation and administration of the department's customer care policies, procedures and initiatives as required.
 11. To provide assistance as required in the implementation and administration of the department's customer relations strategies and procedures.
 12. To provide general administrative support as required answering telephone calls and arranging meetings as required.
 13. To deputise for the Customer Relations officer as required.
 14. Any other duties relating to the function of the service and responsibilities with the post.
 15. **Customer Care** - To provide quality services that are what our customers want and need. To give customers the opportunity to comment or complain if they need to. To work with customers and do what needs to be done to meet their needs. To inform your manager about what customers say in relation to the services delivered.
 16. **Develop oneself and others** - To make every effort to access development opportunities and ensure you spend time with your manager identifying your development needs through your personal development plan. To be ready to share learning with others.
 17. **Valuing Diversity** -To accept everyone has a right to their distinct identity. To treat everyone with dignity and respect and to ensure that what all our customers tell us is valued by reporting it back into the organisation. To be responsible for promoting and participating in the achievement of the departmental valuing diversity action plan.

Date Job Description prepared/updated

March 2008

Job Description prepared by

N.G. Fisher

PERSON SPECIFICATION

Department DEVELOPMENT AND REGENERATION & ENVIRONMENTAL SERVICES

Job Title Customer Engagement Officer (Performance and Improvement Team)

STAGE ONE Disabled Candidates are guaranteed an interview if they meet the essential criteria

MINIMUM ESSENTIAL REQUIREMENTS		METHOD OF ASSESSMENT
1. Skills and Knowledge		
1.	Ability to analyse and interpret data	Application Form/Interview
2.	Ability to use Microsoft Office software including Word and Excel	Application Form/Interview/Test
3.	Good presentation skills including public speaking.	Application Form/Interview
4.	Ability to meet tight deadlines.	Application Form/Interview
5.	Excellent interpersonal and communication skills both verbal and written with the ability to persuade, convince and gain commitment.	Application Form/Interview
6.	Ability to identify and apply a variety of appropriate skills and techniques to manage problems.	Application Form/Interview
7.	Ability to build productive partnerships and relationships in problem-solving.	Application Form/Interview
8.	Ability to identify potential partners and actively seek to involve them in developing the service.	Application Form/Interview
9.	Ability to engage and involve customers wherever possible in improving services.	Application Form/Interview
10.	Ability to actively promote and support continuous improvement.	Application Form/Interview
11.	Ability to give feedback and update others on service performance.	Application Form/Interview
12.	Ability to recognise and manage conflicting needs.	Application Form/Interview
13.	Demonstrates positive customer relationship skills such as listening, problem solving.	Application Form/Interview
14.	Ability to work on own initiative.	Application Form/Interview
15.	Excellent team working skills and can demonstrate good appreciation of the contribution of others.	Application Form/Interview
16.	Customer Care - Listen and respond to customer need, seek out innovative ways of consulting service users and engaging partners. Network with others to develop	Application Form/Interview

	services for the benefit of the service users.	
17.	Valuing Diversity - Listen, support and monitor the diverse contributions made to service development without prejudice. Challenge behaviours and processes which do not positively advance the diversity agenda whilst being prepared to accept feedback about own behaviour. Recognise people's strengths, aspirations and abilities and help to develop their potential. Understand how Valuing Diversity can improve our ability to deliver better services and reduce disadvantage.	Application Form/Interview
18.	Developing Self and Others - Ability to question, and request right training and development that links to the post, to seek opportunities that add to skills and knowledge, to respond positively to opportunities that arise. And to support others' learning and share learning with others.	Application Form/Interview

2. Work Related Circumstances		
1.	Working hours will be line with service needs and will include attending some meetings outside normal working hours.	Interview
2.	The basic working week will be 37 hrs. Any further hours worked will be paid in accordance with the Council's normal overtime procedures.	
3.	The post holder must hold a full driving licence and have access to a motor vehicle for use in the course of their employment.	
4.	The council operates a no smoking policy.	

Date Person Specification prepared/updated

March 2008

Person Specification prepared by

N.G. Fisher

Job Description

Bolton Council

Department	DEVELOPMENT AND REGENERATION & ENVIRONMENTAL SERVICES
Job Title	POLICY & PERFORMANCE MANAGER (PERFORMANCE & IMPROVEMENT TEAM)
Grade	PO8
Primary Purpose of the Job	To lead the continued development of the departments' approach to performance improvement and culture leading to service improvements within both the Environmental Services and Development and Regeneration departments.
Responsible to	Head of Performance and Improvement
Responsible for	i) Policy & Performance Officer ii) Principal Policy Officer iii) Regeneration & Policy Development officer
Principal Responsibilities	<ol style="list-style-type: none">1. To Lead the continued development of performance improvement and business planning across both the Environmental Services and Development and Regeneration departments2. To lead for the departments at a corporate level, the continued development of the performance management framework for the borough's Community Strategy and Local Area Agreement3. To help the departments respond to change, new legislation and emerging government policy4. To lead for the departments in the development and implementation of policies responding to the government's diversity agenda5. To be responsible for the work of the Regeneration and Policy Development Officer in the development and implementation of a wide range of projects; supporting the Environmental Services Department to respond effectively to new policies, areas of change or new legislation and external funding arrangements effecting services in the department and assisting the department to respond to and influence the development of corporate regeneration strategies, policies and plans.

MAIN DUTIES

1. To support the Directors, Assistant Directors and Heads of Service, within both the Environmental Services and Development and Regeneration departments, to develop or revise strategies or policies to help the departments respond effectively to areas of change or legislation.
2. To support the Directors, Assistant Directors and Heads of Service, within both the Environmental Services and Development and Regeneration departments, in the continued development and implementation of the Council's approach to performance improvement and business planning.
3. To contribute to the continued development of the departments' performance improvement culture.
4. To work closely with other members of the team to co-ordinate and improve the collection, monitoring, analysis and quality assurance of performance information across the departments, leading to service improvements.
5. To lead in the development and production of the departments' Strategic Plans and big issues reports.
6. To lead in the continued development of the departments' performance management framework.
7. To support the Directors, Assistant Directors and the Heads of Service in the continued development and monitoring of departmental performance in the Local Area Agreement performance management framework
8. To work with the Policy and Improvement team, with the Chief Executives department, and others, to help achieve better community outcomes and in particular areas such as LPSAs, LAAs and diversity.
9. To support the Directors, Assistant Directors and the Heads of Service in co-ordinating the departments' approach to the Comprehensive Area Assessment including the delivery of the departments' improvement plan
10. To support the directors in the development and implementation of the Council's transformational change programme at a departmental and corporate level, our joined up approach to designing and delivering better services for the Bolton family, putting the customer at the heart of everything we do.
11. To lead and support a range of improvement projects aimed at helping the department and its partners improve service and deliver better outcomes.
12. To carry out specific pieces of policy work as directed by the Head of Service.
13. To provide guidance and support to other members of the team to help them achieve their objectives
14. **Customer Care** - To continually review, develop and improve systems, processes and services in support of the council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.
- 15.

Valuing Diversity - To be responsible for contributions to the achievement of the Authority's Valuing Diversity Policy, both in your work and in your role as a Manager through the implementation of the supporting action plans. To provide a supportive open environment where all employees have the opportunity to reach their full potential. To ensure that the elected members are encouraged to share in and reflect policy in their work.

16. **Developing Self and Others** - To use processes and put processes in place to generate a learning environment. To focus on the strengths and requirements of all individuals and enable them to further their skills and knowledge. To actively pursue your own development. To be self-aware and role model continuous self-development.
17. **Out of Hours Working** - On occasions you may be required to attend evening Area Forum meetings and other out of normal office hours events and meetings to represent the departments or the Authority.
18. **CIVIL CONTINGENCIES ACT**
19. Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council's Emergency Management Plan is activated, you could be required to assist, or assist others, in the continued maintenance or delivery of key Council services and of support to the community. This could require working outside of routine working hours and could entail working from places other than your normal place of work.
N.B. Emergencies requiring activation of the Bolton Council Emergency Management Plan only occur very infrequently. If you are asked to respond to an emergency, your personal circumstances at the time will be taken into account.

Date Job Description prepared/updated	March 2008
Job Description prepared by	N.G. Fisher

PERSON SPECIFICATION

Department DEVELOPMENT AND REGENERATION & ENVIRONMENTAL SERVICES
Job Title POLICY & PERFORMANCE MANAGER (PERFORMANCE & IMPROVEMENT TEAM)

STAGE ONE Disabled Candidates are guaranteed an interview if they meet the essential criteria

THE MINIMUM ESSENTIAL REQUIREMENTS FOR THE ABOVE POST ARE AS FOLLOWS:		METHOD OF ASSESSMENT
1. Skills and Knowledge		
Technical skills and knowledge		
1.	Knowledge of performance management, improvement and effective business planning within large public sector organisations	Application Form/Interview
2.	Knowledge of the policy and change agenda facing local government	Application Form/Interview
3.	The ability to communicate effectively and develop and maintain effective working relationships with stakeholders at all levels including Elected Members, senior managers, partners, central government and government agencies.	Application Form/Interview
4.	An ability to present information effectively using a range of media including excellent report writing and presentation skills	Application Form/Interview/Presentation
5.	Ability to think strategically, research and analyse complex issues and develop a range of solutions	Application Form/Interview
6.	An ability to organise and manage projects successfully from inception to completion	Application Form/Interview
7.	An ability to use the suite of Microsoft products including Word, Excel, Access and a basic grasp of web technology	Application Form/Interview

THE MINIMUM ESSENTIAL REQUIREMENTS FOR THE ABOVE POST ARE AS FOLLOWS:		METHOD OF ASSESSMENT
8.	Highly self-motivated and can act on own initiative	Application Form/Interview
9.	Strong team working skills	Application Form/Interview
10.	Competency in the following management skills: <ul style="list-style-type: none"> ▪ Leadership ▪ Putting Customers at the heart of what we do ▪ implementing the vision ▪ Engaging Others ▪ Communicating Powerfully ▪ Changing Culture ▪ Developing & Managing People ▪ Continually Improving Performance 	Application Form/Interview
11.	Valuing Diversity - Listen, support and monitor the diverse contributions made to service development without prejudice. Challenge behaviours and processes which do not positively advance the diversity agenda whilst being prepared to accept feedback about own behaviour. Recognise people's strengths, aspirations and abilities and helps to develop their potential. Understand how Valuing Diversity can improve our ability to deliver better services & reduce disadvantage.	Application Form/Interview
12.	Customer Care - Listen and respond to customer need, seek out innovative ways of consulting service users and engaging partners. Network with others to develop services for the benefit of the service users	Application Form/Interview
13.	Developing Self and Others - Coach and mentor others. Be willing to share learning and encourage others to do the same. Listen to others and respond to their needs. Apply a range of development activities to develop and train staff. Endorse the principles of Investor in People. Strives for improvement and take responsibility for own development. Be self-confident and lead by example	Application Form/Interview

2. Experience/Qualifications/Training etc		
14.	Experience of contributing to a performance improvement culture within a large public sector organisation	Application Form/Interview
15.	Experience of contributing to managing change and achieving 'buy in' within large public sector organisations	Application Form/Interview
16.	Experience of implementing diversity policies within a large public sector organisation	Application Form/Interview
17.	An appropriate degree	Certificate
3. Work Related Circumstances		
18.	A policy of no smoking applies	
19.	A requirement to attend meetings, seminars and conferences both locally and nationally	

Note to Applicants: **Please try to show in your application form, how best you meet these requirements**

Date Person Specification prepared: March 2008

Person Specification prepared by: N.G. Fisher

Job Description

Department	DEVELOPMENT AND REGENERATION & ENVIRONMENTAL SERVICES
Job Title	PRINCIPAL POLICY & PERFORMANCE OFFICER (PERFORMANCE & IMPROVEMENT TEAM)
Grade	PO3/6
Primary Purpose of the Job	To support the continued development of the departments' approach to performance improvement and culture leading to service improvements within both the Environmental Services and Development and Regeneration departments.
Responsible to	Policy and Performance Manager
Responsible for	n/a

Principal Responsibilities	<ol style="list-style-type: none"> 1. To contribute to the continued development of performance improvement and business planning across both the Environmental Services and Development and Regeneration departments 2. To support the continued development of the performance management framework for the borough's Community Strategy and Local Area Agreement 3. To help the Environmental Services and Development and Regeneration departments respond to change, new legislation and emerging government policy 4. To support the departments in the development and implementation of policies responding to the government's diversity agenda
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MAIN DUTIES	
1.	To support the Policy & Performance Manager, within both the Environmental Services and Development and Regeneration departments, to develop or revise strategies or policies to help the departments respond effectively to areas of change or legislation.
2.	To support the Policy & Performance Manager, within both the Environmental Services and Development and Regeneration departments, in the continued development and implementation of the Council's approach to performance improvement and business planning.

3. To contribute to the continued development of the departments' performance improvement culture.
4. To work closely with other members of the team to improve the collection, monitoring, analysis and quality assurance of performance information across the departments, leading to service improvements.
5. To actively contribute to the development and production of the departments' Strategic Plans and Big Issues reports.
6. To actively contribute to the continued development of the departments' performance management framework.
7. To actively contribute to the continued development and monitoring of departmental performance in the Local Area Agreement performance management framework
8. To work with the Policy and Improvement team, within the Chief Executives department, and others, to help achieve better community outcomes and in particular areas such as LPSAs, LAAs and diversity.
9. To support the Policy & performance Manager in co-ordinating the departments' approach to the Comprehensive Area Assessment including the delivery of the departments' improvement plan
10. To support the Policy & Performance Manager in the development and implementation of the Council's transformational change programme at a departmental and corporate level, our joined up approach to designing and delivering better services for the Bolton family, putting the customer at the heart of everything we do.
11. To support a range of improvement projects aimed at helping the department and its partners improve service and deliver better outcomes.
12. To carry out specific pieces of policy work as directed by the Policy & Performance Manager.
13. To deputise for the Policy & Performance Manager as and when required.
14. **Customer Care** - To provide quality services that are what our customers want and need. To give customers the opportunity to comment or complain if they need to. To work with customers and do what needs to be done to meet their needs. To inform your manager about what customers say in relation to the services delivered.
15. **Develop oneself and others** - To make every effort to access development opportunities and ensure you spend time with your manager identifying your development needs through your personal development plan. To be ready to share learning with others.
16. **Valuing Diversity** -To accept everyone has a right to their distinct identity. To treat everyone with dignity and respect, and to ensure that what all our customers tell us is valued by reporting it back into the organisation. To be responsible for promoting and participating in the achievement of the departmental valuing diversity action plan.
17. **Out of Hours Working** - On occasions you may be required to attend evening Area Forum meetings and other out of normal office hours events and meetings to represent the departments or the Authority.

CIVIL CONTINGENCIES ACT

18. Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council's Emergency Management Plan is activated, you could be required to assist, or assist others, in the continued maintenance or delivery of key Council services and of support to the community. This could require working outside of routine working hours and could entail working from places other than your normal place of work.
- N.B. Emergencies requiring activation of the Bolton Council Emergency Management Plan only occur very infrequently. If you are asked to respond to an emergency, your personal circumstances at the time will be taken into account.

Date Job Description prepared/updated	March 2008
Job Description prepared by	N. G. Fisher

PERSON SPECIFICATION

Department **DEVELOPMENT AND REGENERATION & ENVIRONMENTAL SERVICES**
Job Title **POLICY & PERFORMANCE OFFICER (PERFORMANCE & IMPROVEMENT TEAM)**

STAGE ONE Disabled Candidates are guaranteed an interview if they meet the essential criteria

THE MINIMUM ESSENTIAL REQUIREMENTS FOR THE ABOVE POST ARE AS FOLLOWS:		METHOD OF ASSESSMENT
1. Skills and Knowledge		
Technical skills and knowledge		
1.	Knowledge of performance management, improvement and effective business planning within large public sector organisations	Application Form/Interview
2.	Knowledge of the policy and change agenda facing local government	Application Form/Interview
3.	The ability to communicate effectively and develop and maintain effective working relationships with stakeholders at all levels including Elected Members, senior managers, partners, central government and government agencies.	Application Form/Interview
4.	An ability to present information effectively using a range of media including excellent report writing and presentation skills	Application Form/Interview/Presentation
5.	Ability to think strategically, research and analyse complex issues and develop a range of solutions	Application Form/Interview
6.	An ability to organise and manage projects successfully from inception to completion	Application Form/Interview
7.	An ability to use the suite of Microsoft products including Word, Excel, Access and a basic grasp of web technology	Application Form/Interview
8.	Highly self-motivated and can act on own initiative	Application Form/Interview
9.	Strong team working skills	Application Form/Interview
10.		Application Form/Interview

THE MINIMUM ESSENTIAL REQUIREMENTS FOR THE ABOVE POST ARE AS FOLLOWS:		METHOD OF ASSESSMENT
	Valuing Diversity - Listen, support and monitor the diverse contributions made to service development without prejudice. Challenge behaviours and processes which do not positively advance the diversity agenda whilst being prepared to accept feedback about own behaviour. Recognise people's strengths, aspirations and abilities and helps to develop their potential. Understand how Valuing Diversity can improve our ability to deliver better services & reduce disadvantage.	
11.	Customer Care - Listen and respond to customer need, seek out innovative ways of consulting service users and engaging partners. Network with others to develop services for the benefit of the service users	Application Form/Interview
12.	Developing Self and Others - Ability to question, and request right training and development that links to the post, to seek opportunities that add to skills and knowledge, to respond positively to opportunities that arise. And to support others' learning and share learning with others	Application Form/Interview

2. Experience/Qualifications/Training etc		
13.	Experience of contributing to a performance improvement culture within a large public sector organisation	Application Form/Interview
14.	Experience of contributing to managing change and achieving 'buy in' within large public sector organisations	Application Form/Interview
15.	An appropriate degree	Certificate
3. Work Related Circumstances		
16.	A policy of no smoking applies	
17.	A requirement to attend meetings, seminars and conferences both locally and nationally	

STAGE TWO Will only be used in the event of a large number of applicants meeting the minimum essential requirements

ADDITIONAL REQUIREMENTS		METHOD OF ASSESSMENT
1. Skills and Knowledge		
18.	No additional requirements	
2. Experience/Qualifications/Training etc		
19.	No additional requirements.	Certificate/Application Form

Note to Applicants: **Please try to show in your application form, how best you meet these requirements**

Date Person Specification prepared: March 2008

Person Specification prepared by: N.G Fisher

JOB DESCRIPTION

Department	DEVELOPMENT AND REGENERATION & ENVIRONMENTAL SERVICES
Job Title	OFFICE MANAGER (PERFORMANCE & IMPROVEMENT TEAM)
Grade	SCALE SO1
Primary Purpose of the Job	To provide an executive support service to the Environmental Services Directorate and a comprehensive administration service to both the Environmental Services and Development and Regeneration departments.
Responsible to	Head of Service, Performance and Improvement
Responsible for	<ul style="list-style-type: none">i. Supervisor (Administration and Reception)ii. P/As to Assistant Directorsiii. Administration and Reception Team
Principal Responsibilities	<ul style="list-style-type: none">1. To provide personal assistance to the Director, Environmental Services2. To provide and manage an efficient and effective executive support service team3. To provide and manage a efficient and effective administration service to both the Environmental Services and Development and Regeneration departments in respect of mail, reception, administration and clerical services4. To be responsible to the Head of Service for the team budget

MAIN DUTIES

1. To actively manage and review individual and collective performance and outcomes and assist in the setting of performance targets
2. To manage staff leave to ensure continuity of service
3. To manage sickness absence in line with the relevant procedures and target levels
4. To deal with disciplinary and grievance matters in accordance with relevant procedures
5. To manage the team's priorities
6. To improve and develop the service and staff and carry out Personal Development Plan Interviews with the team and monitor progress
7. To produce and monitor Service Improvement Action Plans for the service

8. To be responsible to the Head of Service for the management and monitoring of the team budgets
9. To be responsible for the collation and provision of information for Scrutiny Committees, Executive Member Meetings and Policy Development Groups and to be responsible for delivery to dead lines
10. To Manage the provision of support services in respect of receipt/despatch of mail, reception, administration and clerical services to the Development and Regeneration Department and certain divisions within the Environmental Services Department. These services are provided on a split site
11. To maintain effective communications, ensuring all incoming telephone calls, faxes and emails are intercepted promptly and responded to appropriately
12. To supervise and assist in writing and responding to correspondence on behalf of the Environmental Services directorate
13. To manage the planning, co-ordination and organisation of appointments, meetings, events and presentations on behalf of the Environmental Services Directorate
14. To organise attendance at meetings, events and presentations and minute taking.
15. To supervise general administration duties including scanning, filing and photocopying
16. To manage the typing of reports and other documentation on behalf of the directorate and to ensure deadlines are met.
17. To supervise and assist in the collation of information and present findings effectively through the use of graphs, tables and presentations as appropriate
18. To liaise with a variety of people including Legal and Democratic Services, Members, Chief Officers and External Contacts
19. To maintain confidentiality and security relevant to the post
20. To maintain safe working practices within the immediate work area in conjunction with the Departmental Health and Safety Policy

ORGANISATIONAL COMPETENCIES

21. **Customer Care** - To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.
22. **Valuing Diversity** - To be responsible for contributions to the achievement of the Authority's Valuing Diversity Policy, both in your work and in your role as a Manager through the implementation of the supporting action plans. To provide a supportive open environment where all employees have the opportunity to reach their full potential. To ensure that the elected members are encouraged to share in and reflect policy in their work.
23. **Developing Self and Others** - To use processes and put processes in place to generate a learning environment. To focus on the strengths and requirements of all individuals and enable them to further their skills and knowledge. To actively pursue your own development. To be self-aware and role model continuous self-development.

24. Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council's Emergency Management Plan is activated, you could be required to assist, or assist others, in the continued maintenance or delivery of key Council services and of support to the community. This could require working outside of routine working hours and could entail working from places other than your normal place of work.

N.B. Emergencies requiring activation of the Bolton Council Emergency Management Plan only occur very infrequently. If you are asked to respond to an emergency, your personal circumstances at the time will be taken into account.

Date Job Description prepared/updated	March 2008
Job Description prepared by	N.G. Fisher

PERSON SPECIFICATION

Department DEVELOPMENT AND REGENERATION & ENVIRONMENTAL SERVICES
Job Title OFFICE MANAGER

STAGE ONE Disabled Candidates are guaranteed an interview if they meet the essential criteria

MINIMUM ESSENTIAL REQUIREMENTS		METHOD OF ASSESSMENT
1.	Competency in the following management skills: <ul style="list-style-type: none"> Leadership Putting Customers at the heart of what we do implementing the vision Engaging Others Communicating Powerfully Changing Culture Developing & Managing People Continually Improving Performance 	Application Form/Interview
2.	Able to communicate effectively and appropriately, both verbally and in writing, with a variety of people in a positive and helpful manner.	Application Form/Interview
3.	Excellent word processing and keyboard skills	Application Form/Interview/Test
4.	Able to use information technology to maintain files, store and retrieve information and produce documents.	Application Form/Interview/Test
5.	Ability to take minutes	Application Form/Interview
6.	Able to work effectively as part of a team and support other team members.	Application Form/Interview
7.	The ability to work with minimum supervision	Application Form/Interview
8.	Ability to use own initiative and respond to a variety of situations	Application Form/Interview
9.	Excellent organisational and time management skills, with the ability to work to strict deadlines.	Application Form/Interview
10.	Able to plan and prioritise work for self and others	Application Form/Test
11.	An understanding of the need to maintain confidentiality at all times.	Application Form /Interview
Page 39 of 44		

MINIMUM ESSENTIAL REQUIREMENTS		METHOD OF ASSESSMENT
ORGANISATIONAL COMPETENCIES		
12.	Customer Care - Listen and respond to our customer's need, seek out innovative ways of consulting service users and engaging partners. Network with others to develop the service for the benefit of the service users.	Application Form/Interview
13.	Valuing Diversity - Listen, support and monitor the diverse contributions made to service development without prejudice. Challenge behaviours and processes which do not positively advance the diversity agenda whilst being prepared to accept feedback about own behaviour. Recognise people's strengths, aspirations and abilities and helps to develop their potential. Understand how Valuing Diversity can improve our ability to deliver better services and reduce disadvantage.	Application Form/Interview
14.	Developing Self and Others - Coach and mentor others. Be willing to share learning and encourage others to do the same. Listen to others and respond to their needs. Apply a range of development activities to develop and train staff. Endorse the principles of Investor in People. Strives for improvement and take responsibility for own development. Be self-confident and lead by example	Application Form/Interview

2. Experience/Qualifications/Training etc		
1.	Experience of Microsoft Office applications including Word, Excel, PowerPoint and Outlook	Application Form/Interview/Test
2.	NVQ Level 2 Business Administration or Equivalent	Application Form/Interview

3. Work Related Circumstances		
1.	A policy of no smoking will apply.	Interview
2	Ability to work outside normal hours of duty occasionally as required to meet service demands.	Interview

Note to Applicants: **Please try to show in your application form, how best you meet these requirements**

Date Person Specification prepared: March 2008

Person Specification prepared by: N.G. Fisher

JOB DESCRIPTION

Department	DEVELOPMENT AND REGENERATION & ENVIRONMENTAL SERVICES
Job Title	Supervisor, Administration and Reception (Performance and Improvement Team)
Grade	Scale 5
Primary Purpose of the Job	To assist in the management of the full range of duties relating to the general administration of the Department.
Responsible to	Office Manager, Performance & Improvement, Environmental Services Department
Responsible for	Clerical Officers and Part Time Courier Assistant
Principal Responsibilities	To supervise and assist in the management arrangements for providing support services in respect of receipt/despatch of mail, Reception, administration and clerical services to the Development and Regeneration Department and certain divisions within the Environmental Services Department. These services are provided on a split site

MAIN DUTIES

1. To supervise and assist in the management and organisation of the duties of clerical officers.
2. To supervise and assist in the control and management of the receipt/despatch of all departmental mail.
3. To supervise and assist in the management of Reception within the Wellsprings building and Reception cover in the absence of the clerical officers.
4. To supervise the organisation of the courier service to all divisions.
5. The administration and co-ordination of committee reports including the collation and collection of reports, the production of progress charts and the production and distribution of agendas.
6. To supervise and assist with the management of the general filing, maintaining of the filing register and the distribution of files to members of staff as requested.
7. To maintain records of all accidents to employees within the Development and Regeneration Department.
8. To submit the relevant information to the Health & Safety Executive in relation to the above.
9. To assist with secretarial duties (I.E. telephone calls etc.) when necessary.

10. The monitoring of Development and Regeneration Department's complaints procedure in line with the Corporate Customer Relations Guidelines and as required by the Information Officer.
11. To submit returns in respect of complaints received and mail monitoring as required.
12. To use the software provided including Word, Excel, etc) and scanning and document imaging software.
13. To attend and represent the team at meetings as required by the Office Manager
14. A willingness to participate in the Recruitment and Selection Process of team members
15. To provide any other duties as required by the Officer Manager commensurate with the grade.
16. **Customer Care** - To provide quality services that are what our customers want and need. To give customers the opportunity to comment or complain if they need to. To work with customers and do what needs to be done to meet their needs. To inform your manager about what customers say in relation to the services delivered
17. **Develop oneself and others** - To make every effort to access development opportunities and ensure you spend time with your manager identifying your development needs through your personal development plan. To be ready to share learning with others.
18. **Valuing Diversity** -To accept everyone has a right to their distinct identity. To treat everyone with dignity and respect, and to ensure that what all our customers tell us is valued by reporting it back into the organisation. To be responsible for promoting and participating in the achievement of the departmental valuing diversity action plan.
19. **Civil Contingencies Act** - Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council's Emergency Management Plan is activated, you could be required to assist, or assist others, in the continued maintenance or delivery of key Council services and of support to the community. This could require working outside of routine working hours and could entail working from places other than your normal place of work.

N.B. Emergencies requiring activation of the Bolton Council Emergency Management Plan only occur very infrequently. If you are asked to respond to an emergency, your personal circumstances at the time will be taken into account.

Date Job Description prepared/updated

March 2008

Job Description prepared by

N. G. Fisher

PERSON SPECIFICATION

Department DEVELOPMENT AND REGENERATION & ENVIRONMENTAL SERVICES

Job Title Supervisor (Administration and Reception)

STAGE ONE Disabled Candidates are guaranteed an interview if they meet the essential criteria

MINIMUM ESSENTIAL REQUIREMENTS		METHOD OF ASSESSMENT
1. Skills and Knowledge		
1.	Ability to use Information Technology as appropriate using various packages	Application Form / Test
2.	Ability to organise rotas	Application Form / Interview
3.	Ability to cope flexibly with competing priorities/workloads	Application Form / Interview / Test
4.	Experience of and willingness to cover Reception as necessary	Application Form / Interview
5.	Ability to provide a comprehensive service in terms of general administration	Application Form / Interview
6.	Ability to work within a team environment and under own supervision using initiative	Application Form / Interview
7.	Possess a good, all-round knowledge of local Authority's reporting procedure	Application Form / Interview
8.	Willingness to participate in Recruitment and Selection process of team members	Application Form / interview
9.	Customer Care - Listen and respond to customer need, seek out innovative ways of consulting service users and engaging partners. Network with others to develop services for the benefit of the service users.	Application Form / interview
10.	Valuing Diversity - Listen, support and monitor the diverse contributions made to service development without prejudice. Challenge behaviours and processes which do not positively advance the diversity agenda whilst being prepared to accept feedback about own behaviour. Recognise people's strengths, aspirations and abilities and help to develop their potential.	Application Form / interview

MINIMUM ESSENTIAL REQUIREMENTS		METHOD OF ASSESSMENT
1. Skills and Knowledge		
Understand how Valuing Diversity can improve our ability to deliver better services and reduce disadvantage		
11. Developing Self and Others - Ability to question, and request right training and development that links to the post, to seek opportunities that add to skills and knowledge, to respond positively to opportunities that arise. And to support others' learning and share learning with others		Application Form / interview

2. Experience/Qualifications/Training etc		
1.	RSA II or equivalent	Application Form / Interview
2.	Willingness to obtain an Institute of Customer Service Qualification	Application Form / Interview

3. Work Related Circumstances		
1.	No smoking policy.	Application Form / Interview
2.	Whilst there is a Flexible Working Policy in place within the Authority, you must be prepared to start work at 8.30am to cover the telephone and Reception.	Application Form / Interview

STAGE TWO Will only be used in the event of a large number of applicants meeting the minimum essential requirements

ADDITIONAL REQUIREMENTS		METHOD OF ASSESSMENT
1. Skills and Knowledge		
1.	Institute of Customer Services or NVQ in Customer Services	Application Form / Interview

Note to Applicants: **Please try to show in your application form, how best you meet these requirements**

Date Person Specification prepared/updated March 2008

Person Specification prepared by N.G. Fisher

The 2004 National Agreement between the employers and Trades Unions across local government requires all local Authorities to undertake and implement a fundamental pay and grading review by 2008. This means that every job type within the organisation will be subject to review. Please be aware that the grade advertised is, therefore, a provisional grade. We will be able to confirm a final grade by 2008