Person Specification

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| Job title: | Group Manager (Environmental Health) |
| Job Family/  Grade/Level: | Leadership / LDR1A / Grade 9 |
| Summary of role: | Reporting to the Head of Community Safety and Regulatory Services.  The key responsibilities will be:   * Responsible for activities relating to key functions within a specified Group. * Responsibilities for monitoring resources able to deliver functions. * Accountable for financial management within a specific Group. * Contribute to the management team in order to develop and deliver on the vision and strategy for Environmental Health. * Represent Environmental Health or Glasgow City Council as required at external groups and meetings. * Deputise for the Head of Community Safety and Regulatory Services as necessary. |

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| **Criteria** | **Essential** | **Desirable** | **Evidence** |
| **Education, qualifications & training** | Degree in Environmental Health and Diploma in Environmental Health. | Formal management  Qualification. | Application Form  References  Interview  Certificates |
| **Skills** | Excellent communication skills – verbal and written.  Ability to make decisions.  Ability to develop customer service strategies.  Able to manage change.  Able to work on own initiative and empower others.  Demonstrate ability in planning work activities.  Proficient IT skills. | Track record in influencing others.  Desire to improve skills and assist others likewise.  Experience in working in partnerships.  Able to improve customer service delivery.  Know and understand the wider Council agenda and help others to do so.  Self-motivated.  Experience of committee activity and engaging with elected members | Application Form  References  Interview |
| **Knowledge** | Wide managerial or supervisory experience within an Environmental Health service.  Service and financial planning, Budget management and monitoring.  Proven senior managerial experience. |  | Application Form  References  Interview |
| **Other** | Must be able to attend out with standard office hours as required.  To attend public meetings as required. | A current driving licence. | Application Form  Interview  Licence |

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| Competencies | **Essential** | **Desirable** | **Evidence** |
| **Personal Qualities -** Self belief  (Level 3) | Rises to, and relishes, a range of challenges.    Feels able to succeed and is prepared to stand up and be counted.    Shows the confidence to involve others in support of a particular goal. |  | Application Form  Interview |
| **Personal Qualities -** Self awareness  (Level 3) | Understands the likely implications and impact of your emotions, both on self and others in a range of situations.    Knows own strengths, and limitations, in providing leadership that makes a difference to customers. |  | Application Form  Interview |
| **Personal Qualities -** Self management  (Level 3) | Manages own energy, pacing efforts for the long haul.    Recognises others’ anxieties and problems and encourages them to find ways of dealing constructively with their stress; models a healthy work/life balance.    Absorbs and deals constructively with criticism, seeking support as necessary. |  | Application Form  Interview |
| **Personal Qualities -** Drive for improvement in Public Services  (Level 3) | Invests sustained effort in making a significant impact on improvement in the local area and securing positive outcomes for customers inside and outside the organisation.  Looks to the longer term, seeking to leave a legacy of improved services with enduring benefits for customers.  Puts own experience and expertise at the disposal of others in the wider Council context, for the greater good. |  | Application Form  Interview |
| **Personal Qualities -** Personal integrity  (Level 3) | Stands up for what is right in terms of leading and developing services, even when it is difficult to do so, and there may be a personal cost in doing so.  Acts as a role model for involvement of staff and other customers, even where this results in challenges to how things are done.  Supports others who are acting consistently with core values. |  | Application Form  Interview |
| **Setting Direction -**  Seizing the future  (Level 4) | Thinks through and actions decisions, goals and priorities that can further the stated strategy for service improvement over the next year or so.    Identifies the implications and risks of alternative courses of action; goes out to make these work, looking beyond existing organisational boundaries.    Takes action to improve service delivery, the benefit of which should be fully realised in the medium-term (1year +). |  | Application Form  Interview |
| **Setting Direction -**  Intellectual flexibility  (Level 3) | Crystallises key points from a mass of disparate information and makes sense of complex situations.    Comes up with new ways of explaining something complex, or seeing beyond the obvious, so that others are able to understand it; this may include the use of analogies.    Encourages others to be innovative, in finding ways of developing service improvements. |  | Application Form  Interview |
| **Setting Direction -**  Broad scanning  (Level 3) | Demonstrates systematic ways of keeping informed, or keeping in touch, through wider networks.    Keeps abreast of national developments within the public sector through active involvement in national networks.    Commissions research to probe particular local issues. |  | Application Form  Interview |
| **Setting Direction -**  Contextual astuteness  (Level 2) | Understands what is and is not possible in a given local or national climate, in terms of council provision.    Shows awareness of group norms and the way things have been customarily done.  Uses this understanding of how things have been done in the past to manage and pace the changes required to bring about local service improvements. |  | Application Form  Interview |
| **Setting Direction -**  Drive for results (L4) | Shows determination to achieve goals over time; resists any pressure to be deflected from this attainment.  Prepares to challenge others and address poor performance where this is impacting on effective service delivery.  Takes calculated risks, based on learning and experience, to achieve longer-term service improvements. |  | Application Form  Interview |
| **Delivering the Service -**  Leading change through people (L5) | Gets buy-in and commitment to the vision within the organisation and across the local context, involving diverse groups.  Inspires people to contribute to and lead change initiatives.  Creates momentum and excitement about what needs to be done. |  | Application Form  Interview |
| **Delivering the Service -**  Holding to account  (Level 3) | Holds others directly accountable for delivering what has been agreed, both within and outside of the organisation.    Intervenes swiftly and consistently when performance is slipping, using the appropriate processes.    Challenges and confronts conflict, especially where this is impacting on service delivery and standards and contributes to brokering agreement. |  | Application Form  Interview |
| **Delivering the Service -**  Empowering others  (Level 3) | Coaches’ others, challenging and asking questions to help them work out the answers for themselves.    Provides space for others to be creative and to take risks so that they can develop their own capabilities and approaches.    Shares power within the organisation, across networks and develops constructive relationships with customers and stakeholders which are focused on their true involvement in, and consultation on, service decision-making. |  | Application Form  Interview |
| **Delivering the Service -**  Effective and strategic influencing  (Level 3) | Uses subtle influencing tactics, such as lobbying before a meeting, which fit with the particular situation.  Understands the need to use informal persuasion and provision of information, to influence others over whom they have no formal authority.  Takes the time to build critical mass or support for a position, with the end aim of getting results by working in partnership. |  | Application Form  Interview |
| **Delivering the Service -**  Working effectively with others  (Level 2) | Shares information with partners when appropriate.    Summarises progress, taking account of differing viewpoints, so as to clarify understanding and to establish common ground.    Surface’s conflict and supports resolution of this conflict. |  | Application Form  Interview |