

**Appendix D10**

<b>Job Title</b>	<b>Technical Support Team Manager</b>
<b>Grade</b>	<b>Grade 6</b>
<b>Reports To</b>	<b>DM – Planning Delivery Manager</b>
<b>Responsible for</b>	<b>Technical Support Team Leader</b>
<b>Post Ref</b>	

**Job Purpose**

To develop and lead the Greater Cambridge Shared Planning Service technical support team and ensure that it provides the full range of statutory and non-statutory planning and related processing services in line with the Service objectives, including optimising efficiency and service quality outcomes to all users

**Key Responsibilities**

- Lead the continuous development and delivery of the high quality, timely and efficient technical support team
- Work collaboratively with the leadership team, take the lead role in the implementation of continuous improvement within own functional area thereby enhancing the customer experience
- Support and lead the optimisation of workflows, service design and processes to provide customer centric outcomes
- To respond to the needs of the business to deliver a high quality service to stakeholders by proactive analysis of data and constant iteration of processes to maximise delivery
- Lead and develop individual technical support officers to provide cost effective and efficient administrative support
- Provide support to the Senior Leadership Team to ensure that service target response levels are met, including some attendance at evening meetings
- Provide project management capability to the senior leadership team to drive service improvement on agreed projects
- Lead all service specific procurement exercises in line with corporate policy
- To develop performance metrics, monitor and provide management reports to guide team and service performance and ensure the continuous evaluation of performance metrics
- Actively motivate the technical support team, putting processes in place to develop partnership working with all stakeholders and ownership of the technical aspects of the planning application process
- To be responsible for the delivery of related statutory responsibility within functional area
- Oversee the effective operation and optimisation of the Service ICT solution, attending meetings, testing upgrades, and identifying system and workflow optimisation opportunities for the shared service
- Take responsibility for the effective management of the data storage and retention obligations covering the shared planning service ICT information system

**Leadership**

- Leading on the realisation of the shared service aspirations as a centre of excellence for learning and development within own functional area. Including reporting on Performance Indicators relevant to area such as PDRs, absence, training etc.
- Provide input into and contribute to the effective management of the shared planning service delivery functions
- Innovative staff development in line with industry standards and best practice
- Develop effective workforce plans to ensure a futureproofed/resilient shared service
- Develop people management strategies to ensure the service embraces change and understands the challenges and uncertainty this may bring
- Set and effectively manage functional area budgets, reducing net cost, maximising income and utilisation of resources
- Ensure there are strong communications within the technical support service and between other parts of the shared planning service

The duties listed above are examples of this level and other duties of a similar level/nature are not excluded simply because they are not listed

### Person Specification

#### Values:

Our values framework sets out the behaviours that are important and that we expect everyone to demonstrate at work, regardless of grade and position.

The framework will set out our expectations about:

- how we do things
- how we treat others
- what we say and how we say it
- how we expect to be treated

We value:

- Connecting people, places, partnerships and working together
- Integrity and honesty to ensure that we are open and accountable
- Dynamic approach to the delivery of services with drive and energy
- Innovative people who like doing things differently and better

Attributes	Essential Criteria	Desirable Criteria
Education and Qualifications	Educated to graduate level or equivalent experience in a similar post Evidence of continuous personal and professional development	Project management experience  Leadership/management/public administration qualification to NVQ level 5 or equivalent qualification or experience

<p>Knowledge and Experience</p>	<p>Substantial experience of identifying, developing and delivering opportunities for service improvement</p> <p>Experience of leading projects to successful outcomes</p> <p>Demonstrable experience of managing high volume transactional business processes</p> <p>Experience of working with teams to embrace change, maintain high performance and seek to</p>	<p>Knowledge and experience of working with relevant Service software &amp; database packages e.g. Uniform, APAS, Microsoft suite etc.</p> <p>Experience of policies, procedures and processes within a technical or specialist administrative planning support</p>
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	<p>continuously improve services</p> <p>Ability to analyse and interrogate data to continually improve performance and achieve customer satisfaction</p> <p>Experience of providing leadership and guidance to a large teams to get the best out of the team</p> <p>Experience of driving change to enhance value to the customer experience and other stakeholders</p> <p>Ability to manage a budget</p>	<p>function</p>
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<p>Skills and Abilities</p>	<p>Thorough problem solving and diagnostics skills to inform continuous improvement</p> <p>Good communication skills, oral and written, and the ability to present information in a structured way appropriate to the needs of the audience</p> <p>Ability to</p> <p>Create excellent relationships with the service departments and colleagues</p> <p>Plan, prioritise and organise workloads in line with service objectives and customer needs</p> <p>Understand and apply statutory requirements to process and take responsibility for decisions made</p> <p>Think laterally and develop and review design solutions for a variety of problems</p> <p>Understand service-related issues across function and their possible impact on business development and operational service delivery</p> <p>Work effectively with a variety of internal and external partners and service providers</p> <p>Manage and direct programmes and projects from inception to implementation within budget and set timescales</p>	
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<p>Personal Attributes</p>	<p>Ability to keep up to date and apply technological, legislative and regulatory changes as they relate to the responsibilities of the post and to provide advice accordingly, recommending changes and new initiatives where appropriate</p> <p>Commitment to developing and supporting talents, skills and values of the organisation to ensure that the service is a centre of excellence</p> <p>Ability to work flexibly to meet the requirement of the role</p> <p>Ability to work on their own initiative with the</p>	
	<p>confidence to generate ideas and solutions</p> <p>An inquisitive improver with the ability to influence colleagues by promoting the mutual gains of improvement sought</p> <p>Innovates and build consensus/leads new ideas and seeks to understand how they can be applied to improving customer outcomes</p> <p>Continuously develops and updates professional expertise and provide positive role model for personal development in line with the workforce strategy</p>	
<p>Others</p>	<p>Flexibility to work across multiple sites</p>	