

## Career Family: Professional Strategic Support Services

**Grade: 5**

### Role summary

You'll manage a small team of professionals in your area of expertise. You will have responsibility for delivering part of an operating division remit by managing projects and people. Some roles within this grade may be technical or subject matter experts.

You'll require strong technical skills or proven project management experience, alongside a good understanding of business and economic development issues. Management roles at this level require significant experience in managing people and resources to deliver services, while coordinating with peers on delivery of wider priorities.

Your key responsibilities can be divided into three categories: Innovation and Problem Solving, Communications and Engagement, and Responsibilities and Deliverables.

#### **Innovation and Problem Solving**

For a Professional Strategic Support Services role at Grade 5, you'll:

- Interpret and tactically apply policy to support local or particular needs, usually within a 12-18 month period.
- Contribute to wider policy formulation across SE and beyond, by providing feedback on the impact of policy options.
- Use your judgement to take decisions beyond our policy and operations framework.
- Use initiative, creativity, and judgement – drawing on professional expertise to resolve issues. This requires weighing up various approaches to address complex project deliverables, identifying where changes are needed, and making appropriate recommendations.
- Identify trends, strengths, weaknesses, opportunities, and threats that may impact your department, to enable timely action to be taken.
- Develop proposals for changes in department policy, to consistently improve quality and effectiveness of support services and take account of statutory or legislative changes.
- Help shape strategy and policy processes, and take responsibility for implementation.

#### **Communications and Engagement**

For a Professional Strategic Support Services role at Grade 5, you'll:

- Interact with SE colleagues, partners, industry groups and stakeholders using highly developed skills to motivate, inspire, influence and persuade.
- Network with fellow specialists and senior professionals across the wider SE organisation, promoting your own work area.
- Liaise with support service users to establish service requirements and priorities.

- Supervise, develop, and mentor your team to help every member improve performance and better meet current and future requirements

### **Responsibilities and Deliverables**

For a Professional Strategic Support Services role at Grade 5, you'll:

- Take the role of Senior Responsibility Office in leading delegated projects within your specialised functional area.
- Determine and monitor KPIs and targets relating to your area of responsibility, anticipating and reacting to trends and changes in performance
- Deliver part of an SE function remit by managing projects and people, and optimise team productivity and performance.
- Lead delivery on complex and challenging change initiatives, supporting individuals and teams through change.
- Identify opportunities and facilitate change management to pre-empt customer needs or requests.
- Manage a group of administrative, specialist, or professional staff across a function to meet all relevant annual targets within any allocated budgetary or resource constraints.
- Provide expert guidance to other professionals, encouraging them to achieve key objectives across the department and wider organisation.
- Resolve conflicting demands from project teams, while offering support and coaching to others.
- Co-ordinate and prioritise resources to make sure they meet the agreed strategies and policies, and are within appropriate management controls and operating procedures.