

APPENDIX A - Manager - Generic Job Description

A MAIN FUNCTION

To lead the team(s) for which he or she is responsible to deliver effectively and efficiently that which is important for the people of Gwynedd by creating and maintaining an environment of respect, trust, empowerment, enablement and inspiring staff.

B ROLE

LEADERSHIP

- Being responsible for the ** service and the effective use of available resources
- Leading the ** service staff to own Ffordd Gwynedd principles and be answerable for ensuring that that happens.
- Assist the team to establish operating principles giving consideration to relevant legislation (e.g Health and Safety; Wellbeing of Future Generations Act and service specific legislation) and ensuring that we adhere to those principles.
- Be aware of how the team's systems work and facilitate challenge to those systems when necessary.
- Ensure that the team contributes towards the aims of other services or establishments who are trying to deliver that which is important to the people of Gwynedd.
- Facilitate the need for the team to identify and take action on future threats and opportunities including preventative work
- Ensure that they are aware of the legal and political environment affecting their service and ensuring that team members are aware of any necessary elements.
- Being aware of good practice in the service area and ensuring that the team considers the appropriateness of that good practice to them.
- Lead change in the service area when necessary.
- Deal with any concerns raised by elected members in relation to the service.

ENABLE AND EMPOWER

- Recruit and develop individuals and teams to ensure that they have the necessary skills to undertake the required roles now and in future.
- Empower the team to establish what is important to the people of Gwynedd and as a result, the team's purpose and keep it updated;
- Ensure that decisions are taken on the basis of evidence
- Help the team to review and challenge performance
- Create and maintain an environment which allows each team member to contribute and take decisions in order to provide the best possible service.
- Ensure that there is an environment of trust and accountability within the team and ensuring appropriate communication with and within the team.

DELIVERY

- Empower the team to consider what measures show performance against the stated purpose and to own those measures
- Encourage the team to innovate, trial and learn from experience in order to improve performance
- Coach the team to identify and take action to get rid of barriers which stop us from delivering that which is important to the people of Gwynedd
- Resolve any barriers which the team cannot resolve
- Ensure that complaints receive appropriate attention and that the team considers any lessons which arise.

APPENDIX B - Head of Department – Generic job description

A MAIN FUNCTION

To lead the department through the managers and staff under their care to deliver that which is important for the people of Gwynedd by creating and maintaining an environment of respect, trust, empowerment and enablement in order to achieve that aim.

B ROLE

- Being aware of the political environment in which the department works and advising the elected members on what they should be commissioning on the basis of that which is important to the people of Gwynedd and ensuring that the Department supports the Cabinet to deliver that which is commissioned.
- Empower managers to fulfil their role to the expected standard including ensuring that they have the skills to undertake that role.
- Ensuring the accountability of managers in fulfilling their role to the expected standard by giving appropriate challenge and ensuring that they act appropriately in order to achieve the best possible level of performance including taking appropriate action in cases where action is necessary.
- Lead the managers and departmental staff to own the Ffordd Gwynedd operating principles.
- Encourage managers and staff to introduce and trial new ideas to improve the way we deliver that which is important to the people of Gwynedd and to base decisions on the basis of facts within the operating principles which are established in their services.
- Be aware of good practice which is developing in the areas of activity for which they are responsible and ensure that managers assess and consider their appropriateness for their individual services.
- Facilitate the contribution made by the Department's services towards delivering the Council's corporate aims and the aims of other establishments that are trying to deliver something which is important to the people of Gwynedd by ensuring that managers are aware of and act upon those aims.
- Solve problems which managers cannot solve including resolving complaints which managers have been unable to resolve.
- Lead on issues which require the input of more than one service or where the change involved is of such magnitude that it would be unreasonable to expect a service manager to lead upon it.
- Ensure that the appropriate resources are in the appropriate places and prioritising the resources given to the department
- Ensuring that legislation or other requirements arising outside the Council receive appropriate attention.
- Dealing with matters which are so politically contentious that a service manager cannot deal with it.
- Ensuring appropriate internal and external communication.