

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Resources

Job Ref Number: 04143

Service Area: Corporate Property, Capital Projects and Professional Services

Grade: G12

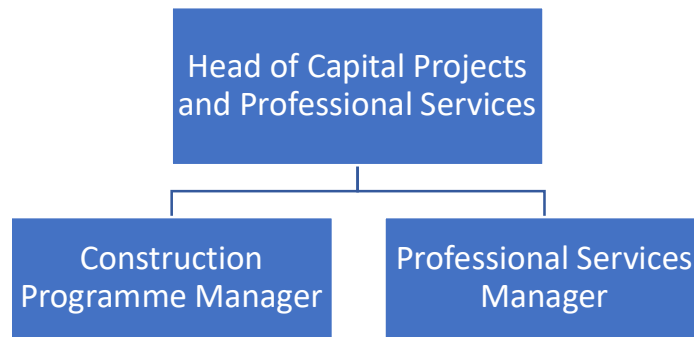
Job Title: Professional Services Manager

PURPOSE OF JOB:

The Professional Services manager will be responsible for leading and implementing the 'intelligent client' function within the service. Within this remit, the role will ensure that the Professional Services team contributes to the successful delivery of capital projects and its functions align with overall services goals and objectives (To deliver capital projects in budget, on time and to requirements).

The role will have direct responsibility for:

- Acting as 'client lead' for the Professional Services contract, working collaboratively with the Contract Manager in Commercial.
- Leading and managing a team of technical and professional expertise, consisting of Technical Project Manager, Cost Managers and Clerk of Works.
- To work in partnership with the Professional Services contract provider to allocate work to 'key staff'.
- Lead and implement effective management of the Professional Service team, to include governance, resource management and financial expertise, in order, to ensure that capital projects and programmes are delivered to time, to budget, and to the highest standards
- Provide assurance that technical expertise provided to capital projects is industry leading and in accordance with best practice.
- To lead, motivate and develop the team so that continual professional development is maintained with a focus on performance and potential.
- To develop and maintain strong positive working relationship across all service areas, with members, providers and partners.
- Providing clear and visible leadership which models the Council's values and behaviours.
- To contribute to the leadership and management of the service whilst being proactive in helping to identify and deliver continuous improvement within their own area and to that of the wider service.

TEAM STRUCTURE:**MAIN DUTIES:**

1	Develop and implement an intelligent client function (the in-house capability) to provide better challenge to the supply chain, monitor cost management effectively, respond to urgent technical queries and provide a comprehensive technical service for the delivery of capital projects.
2	Lead and manage the client-side team (Technical Project Managers, Clerk of Works and Cost Managers), fostering a proactive, strategic, and collaborative approach to capital project delivery. To ensure that the requisite skills and experience are deployed to provide technical expertise for capital programmes and projects whilst ensuring that the team provide a high quality, efficient and cost-effective customer focused service.
3	To manage resource allocation, working collaboratively with the Construction Programme Manager, to ensure that the portfolio of capital projects can be delivered. To identify and forecast risks or issues surrounding resource allocation and to be innovative in proposing and implementing solutions as necessary. This may involve negotiating with stakeholders, supply chain partners or sourcing specialist skillsets from the Professional Services contract or framework providers.
4	Serve as the client lead between the Capital Projects and Professional Services team and the Professional Services contractor.
5	Coordinate and lead regular client liaison meetings with the contractor to monitor performance, resolve issues, and ensure continuous improvement.
6	Working with the Professional Services Contract lead, to allocate workload to resources within the 'Key Staff' model of the Professional Services contract.
7	Ensure clear role definitions and expectations for technical staff involved in delivering capital projects, promoting accountability and efficient work distribution.
8	Build and maintain effective relationships with stakeholders, both internal and external, to ensure smooth capital project delivery via the Professional Services contract.
8	Define, lead and implement the use of appropriate governance structures and processes across the team.
10	Provide strategic advice to senior management on improving client-side practices and operational efficiencies, including how Professional Services can refine and improve capital project delivery over the term of the Professional Services contract and beyond.
11	Ensure that the technical team follows best practices for quality assurance, health & safety, and compliance with relevant regulations and standards, including training and industry standards & qualifications.
12	Establish clear role responsibilities and expectations for Key Staff working within the Professional Services contract.
13	Monitor the performance of team members and provide guidance, mentoring, and feedback to ensure personal development and high performance.
14	Implement systems and processes to monitor and track the progress of key milestone progress across multiple projects, ensuring the team meets deadlines.

15	Actively contribute to the development and execution of the service strategy for capital projects and professional services.
16	Collaborate with senior leadership and cross-functional teams to develop and implement project management processes that improve efficiency and effectiveness.
17	Assist in the identification of risks and opportunities within the capital portfolio and propose mitigation or enhancement strategies.
18	Attend and participate in leadership meetings, providing insights, updates, and recommendations regarding the performance and progress of projects.
19	To explore opportunities for income generation using Technical skillsets within Professional Services.