

Role Profile

Part A - Grade & Structure Information

Job Family Code	11RT	Role Title	Health & Wellbeing Policy and programme manager
Grade	PS11	Reports to (role title)	Phill Austen-Reed
		Directorate	PH
JE Band	439-518	Service	PH
		Team	Health and Wellbeing
		Date Role Profile was created	May-11

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	The role of the policy and programme manager is to provide expertise and oversight in the coordination of programmes within the Joint Surrey Health and Wellbeing Strategy whilst working to enable delivery against the strategy outcomes. The role deals with the changing political and policy context and the needs of different stakeholders by managing a wide range of relationships through collaboration with officers, elected members, partners, people who use our services and carers.
Work Context	<p>Surrey County Council is one of the largest local authorities in England, serving a population of 1.1 million residents. Working from within Public Health, the role of policy and programme manager is essential to helping achieve Surrey County Council's ambitions in relation to health and wellbeing for the future along with its local partners. The post holder needs to stay abreast of changes in the national policy framework set by central government and emerging issues and challenges. They will work collaboratively with partners and stakeholders to ensure the Council plays a leadership role in the implementation of health and wellbeing strategy and associated government policy at the local level in order to provide improved outcomes and value for money for Surrey residents.</p> <p>Working in a complex and dynamic 2-tier political and policy environment, the role requires political awareness, negotiating, influencing and leadership skills. And it will involve taking action and working flexibly with senior managers, members and local stakeholders on behalf of the Council and wider system.</p>
Line management responsibility if applicable	None
Budget responsibility if applicable	None
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Direct, manage and monitor the operation of an efficient and effective service ensuring the work of the team supports service objectives and that necessary resources are secured. • Lead major projects and reviews within a defined area of work to optimise and enhance service delivery. <p>Policy & Compliance</p> <ul style="list-style-type: none"> • Ensure legal, regulatory and policy compliance of relevant schemes/ initiatives. • Contribute to and where appropriate lead the development of practical strategies, works programmes and service improvement in own area of specialism and monitor and control their implementation to manage and mitigate risks. <p>People and partnerships</p> <ul style="list-style-type: none"> • Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service. • Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised. • Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. <p>Resources</p> <ul style="list-style-type: none"> • Review the operations of the teams to identify improvements in systems, processes, procedures and working

	<ul style="list-style-type: none"> • Review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance. • Monitor, analyse and manage delegated budgets, funding and resources in accordance with council policies and procedures. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Analyse, interpret and evaluate relevant data applying judgment and technical expertise to identify risk, support the resolution of issues and support decision making. • Through management and supervision ensure that appropriate record keeping is kept and risks and issues are identified and actions taken. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Degree/ HNC or equivalent, or substantial relevant experience in a relevant subject. • May be required legislatively to maintain a professional qualification or competency. • Substantial practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Excellent understanding of subject matter, principles and practices relevant to technical area. • Proven ability to apply project management principles and techniques to a wide range of complex projects or programmes. • Extensive knowledge of principles, practices, and procedures relating to business planning and financial management • Ability to collate, monitor and interpret a range of data. • Proven ability to establish and maintain highly effective working relationships with a range of stakeholders. • Comprehensive knowledge of computerised business systems • Proven written and oral communication with the ability to influence and work in collaboration with others. • Excellent management skills with proven experience motivating, coaching, mentoring and developing staff. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills with the capacity to devise and implement innovative solutions.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Degree or relevant qualification or experience • Evidence of continuous training and personal development • Understanding and experience of local government and the wider health and social care system and the benefits, opportunities and challenges associated with joint delivery of health and wellbeing through an integrated approach • Understanding and experience of the structure and governance of local government, and understanding of the strategic issues facing local government and the wider public sector
Role Summary	<p>Roles at this level typically have significant management responsibility either for a large team or coordinating sub functions within a service, and/or will provide professional, specialist or high level technical advice, direction and input across a wide range of activities. They require a conceptual understanding of a technical, professional or specialised field, and job holders require the knowledge and experience to handle and resolve complex issues, anticipate problems and recommend solutions. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions. They will typically be required to influence/motivate others both inside and outside immediate reporting lines, including external stakeholders, and have a primary role in setting service levels. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and practice guidance.</p>
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