


Profile Title:	Head of Service				
Reports to:	Service Director				
Employee Management:	69 employees	Grade:	16	Profile Ref:	76511
Purpose of the Post					
To lead and manage the identified portfolio with primary responsibility for ensuring that the Council effectively discharges its statutory responsibilities. To continually develop the service in line with the requirements of the Council and its partners.					
Responsibilities					
<ul style="list-style-type: none"> Overall responsibility for the service. Take a lead role in creating the development conditions for economic growth and greater prosperity. To ensure that delivery of the Local Plan remains on track and is fully aligned to the economic aspiration of the borough. Lead and support Local Plan through Public Examination. Ensure that the service outcomes are measurable and the service is supported by a robust performance management framework to ensure customer focused service delivery. Responsible for ensuring the timely processing and determination of planning applications and planning enforcement complaints in line with strategic/ corporate priorities. To ensure that the Council effectively discharges its statutory and legal Building Regulation requirements. Play a lead planning role within city regions, to align and improve regional economic performance. To ensure that financial contributions received from CIL and S106 policy frameworks are maximised and subsequent delivery happens in line with council priorities. To maximise the effectiveness of employees through appropriate training and development, promoting teamwork and sharing of resources, to reduce cost, improve productivity and develop partnerships. Provide an effective, efficient and safe highway and transport infrastructure: through well planned, supervised and executed works, promoting the highest standards of health & safety. To provide leadership and line management for a significant and diverse range of human and financial resources within defined services and/or geographical areas. Provide professional advice, guidance and information to a range of stakeholders and partners. To continually critically examine and evaluate service provision in order to drive continuous improvement within the context of identified budgetary constraints and in particular through the flexible use of resources. 					

- To be responsible for ensuring that all areas of Corporate Governance are in place and are adhered to inclusive of human resource policy, health & safety policies & practices, risks management, financial regulations and business continuity plans.
- Any other duties commensurate with the role as requested by management.

Education and Training	Measure	Rank
• Level 7 in relevant discipline	A/I	E
• Evidence of recent relevant professional Development	A/I	E
• Higher degree / post graduate management qualification	A/I	D
• Willingness to undertake the Councils Leadership Programme	A/I	E
Relevant Experience	Measure	Rank
• Experience at senior / service manager or equivalent level of operational management in a large agency or organisation relevant to the provision of services for this post.	A/I	E
• Able to demonstrate a consistent track record of delivering outcomes and the attainment of organisational objectives.	A/I	E
• Experienced in working with and managing the expectations of partners and stakeholders.	A/I	E
• Significant evidence of strategy, policy or operational service development, implementation and successful evaluation through the use of performance monitoring systems including target setting and performance appraisal.	A/I	D
• Experience in budget management and the ability to understand and manage complex budgets and other financial information and processes.	A/I	E
• A demonstrable track record of leading, motivating and managing teams and/or programmes to achieve significant, sustainable service improvements and outstanding results.	A/I	D
• Significant experience of working within the statutory, regulatory and inspection regimes of the public sector.	A/I	D
General and Special Knowledge	Measure	Rank
• Robust knowledge of the Service portfolio that the role is responsible for inclusive of challenges and future opportunities.	A/I	E
• Detailed understanding of relevant primary legislation applicable to the service portfolio and a full understanding of risk management and business continuity.	A/I	E

<ul style="list-style-type: none"> • Extensive knowledge and understanding of the political and social context in which Economic Regeneration services are delivered. 	A/I	E
<ul style="list-style-type: none"> • Highly developed knowledge of and ability to provide effective professional supervision and guidance to managers and staff internal and external. 	A/I	E
Skills and Abilities	Measure	Rank
<ul style="list-style-type: none"> • A strong leader who is able to influence, empower and motivate available resource in the attainment of identified objectives. 	A/I	E
<ul style="list-style-type: none"> • An exemplary communicator with highly developed networking, advocacy, oral, written and presentation skills. 	A/I	E
<ul style="list-style-type: none"> • Proven ability to work under pressure managing multiple complex/cross cutting work streams ensuring timely delivery of objectives and outcomes. 	A/I	E
<ul style="list-style-type: none"> • Able to demonstrate strong analytical skills with the ability to identify and implement creative solutions to complex problems. 	A/I	E
<ul style="list-style-type: none"> • Strong interpersonal and communication skills including the ability to persuade and influence partners and stakeholders and resolve conflict. 	A/I	E
<ul style="list-style-type: none"> • Good judgement and an ability to anticipate and plan for future developments and options. 	A/I	E
<ul style="list-style-type: none"> • Highly motivated and enthusiastic manager with a clear vision for the way in which the strategies and/or services can be improved. 	A/I	E
<ul style="list-style-type: none"> • Highly developed assessment and performance management skills. 	A/I	E
Additional Requirements	Measure	Rank
<ul style="list-style-type: none"> • Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council. 	A/I	E
<ul style="list-style-type: none"> • Willing to undertake training and continuous professional development in connection with the post. 	A/I	E
<ul style="list-style-type: none"> • Work in accordance with the council's vision, priorities, values and behaviours. 	I	E
<ul style="list-style-type: none"> • Able to undertake any travel in connection with the post. 	A/I	E