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| **Profile Title:** | Head of Service | bmbccolb | | | | | |
| **Reports to:** | Service Director |
| **Employee Supervision:** | Up to 7 managers  Up to 80 employees | **Grade:** | 16 | **Profile Ref:** | 120277 | | |
| **Purpose of the Post** | | | | | | | |
| The postholder will provide strategic lead for the relevant service area and, as a member of the Business Unit Management Team, work corporately with the Service Director and Elected Members to ensure the Council's vision, priorities and values are actively promoted and delivered. The post holder will discharge the statutory, non-statutory and regulatory functions attached to the role. | | | | | | | |
| **Responsibilities** | | | | | | | |
| * To play a key role in the Business Unit Management Team to ensure that strategic and local objectives are achieved within the service portfolio. | | | | | | | |
| * Lead on and develop key corporate reviews and Council wide/cross departmental strategies, projects and policies. | | | | | | | |
| * Establish effective and robust partnership arrangements and a strong governance framework ensuring appropriate legal agreements and governance provisions are established and maintained by all partners, and by monitoring the effectiveness of partnerships, drive efficiencies and improvements where appropriate. | | | | | | | |
| * Lead and ensure that the principles of joint commissioning and decommissioning across statutory partners are reflected in service design commissioning activity, risk management and are communicated to all stakeholders. | | | | | | | |
| * Lead and oversee the development of contract management tools and techniques and ensure accurate reporting on outcomes against all contractual relationships. | | | | | | | |
| * Develop, foster, negotiate and influence effective internal and external relationships working with other Council business units, Councillors, members of the public, partners and stakeholders to ensure the provision and delivery of joined up services. | | | | | | | |
| * Provide strong leadership to ensure the efficient and effective delivery of a service portfolio within the resources available and in line with priorities and financial targets agreed by the Council. | | | | | | | |
| * To instil a fit for purpose, positive performance management culture that aligns resources to strategic objectives and provides evidence of attainment of those goals including analysis of complex data promoting quality practice and service delivery, ensuring continuous improvement providing reports as necessary to council, and other governing partnership groups. | | | | | | | |
| * To develop high performing teams and promote a positive organisational culture whereby employee skills and knowledge are enhanced to provide an effective customer focused service working to achieve strategic aims and objectives. | | | | | | | |
| * To steer the development of innovative and effective service delivery methods which support service delivery and improvement and to critically examine business methods to drive efficiency across the area of responsibility. | | | | | | | |
| * To comply with, promote, lead and manage all aspects of the Council’s Statutory and Non Statutory Governance Framework and statutory review procedures as it relates to the responsibilities of the post. | | | | | | | |
| * To implement and monitor service delivery which is customer focused and to achieve the requirements of annual service and financial plans, council strategic priorities and other aligned national regulatory and assessment regimes as appropriate. | | | | | | | |
| * Keep abreast of wider service developments as well as maintain knowledge of local and national regulations, policies and procedures to enhance the service accordingly, to satisfy internal and external demands | | | | | | | |
| * To be accountable for the financial performance of the Service area. Ensure compliance with all legal, statutory requirements, Standing Orders, Financial Regulations of the Council and all appropriate areas as documented in the accountability framework. | | | | | | | |
| * Undertake any other duties commensurate with the role as requested by management and to deputise as appropriate and required. | | | | | | | |
| **Education and Training** | | | | | | **Measure** | **Rank** |
| * Level 7 postgraduate diploma/certificate in a relevant discipline | | | | | | A/I | E |
| * Level 7 leadership or management qualification | | | | | | A/I | D |
| * Willingness to undertake the Councils Leadership Programme | | | | | | A/I | E |
| * Project or programme management training | | | | | | A/I | E |
| **Relevant Experience** | | | | | | **Measure** | **Rank** |
| * Substantial and demonstratable practical leadership experience at a senior level in a complex public sector environment. | | | | | | A/I | E |
| * Substantial experience of policy and procedure formulation, implementation and oversight, and in leading, developing and implementing strategy. | | | | | | A/I | E |
| * Experience of working at a senior and influencial level within a political environment and of providing clear, timely, professional advice to Senior Management and Elected Members. | | | | | | A/I | E |
| * Extensive project and programme management experience. | | | | | | A/I | E |
| * Experience of commercial negotiations and contract management. | | | | | | A/I | E |
| * Extensive experience and evidence of delivering a high quality customer focused service within allocated budgets. | | | | | | A/I | E |
| * Successful record of establishing and maintaining a positive performance culture, and of addressing instances of poor performance. | | | | | | A/I | E |
| * Experience of leading a diverse team of professionals in a complex organisation. | | | | | | A/I | E |
| **General and Special Knowledge** | | | | | | **Measure** | **Rank** |
| * Substantial knowledge of local and national strategies, policies and legislation relevant to the area of work. | | | | | | A/I | E |
| * Strategic understanding of the legal, financial and political workings of local government and current best practice on tackling the kind of challenges facing local government. | | | | | | A/I | E |
| * Substantial knowledge of, and sensitivity to, working within a political context and governance framework. | | | | | | A/I | E |
| * Applied understanding and implementation of effective performance management tools. | | | | | | A/I | E |
| * Specialist knowledge to recognise strategic opportunities via best use of available assets from local government, key partners and providers, and apply outcomes based approaches to realise results. | | | | | | A/I | E |
| * Substantial specialist operational knowledge and understanding relevant to the service portfolio, and the contribution of partners within this, to a level that allows the postholder to act as a lead officer on behalf of the Authority. | | | | | | A/I | E |
| **Skills and Abilities** | | | | | | **Measure** | **Rank** |
| * Self-starter with the ability to organise and prioritise conflicting workloads and meet strict deadlines whilst working across services and partner organisations. | | | | | | A/I | E |
| * Ability to work comfortably at executive levels sometimes in areas of tension and conflict with an ability to use persuasive argument to influence and convince others including the press, Councillors and senior officers. | | | | | | A/I | E |
| * Ability to influence, delegate, empower and motivate employees in the attainment of service and organisational goals by demonstrating excellent leadership, influencing and managerial skills | | | | | | A/I | E |
| * Ability to apply creative skills to develop innovative service delivery methods. | | | | | | A/I | E |
| * A clear strategic thinker, effective decision maker in a complex and challenging environment with developed negotiation and influencing skills and an ability to challenge, innovate and produce concepts and new initiatives. | | | | | | A/I | E |
| * Able to demonstrate initiative and drive aimed at organisational, service and individual excellence. | | | | | | A/I | E |
| * Proven ability to manage a substantial and complex budget, including responding to the requirements associated with externally secured funding. | | | | | | A/I | E |
| * Ability to manage and cope with the most sensitive and emotional confidential information relating to significant risk to communities, partners or the Council. | | | | | | A/I | E |
| **Additional Requirements** | | | | | | **Measure** | **Rank** |
| * Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council. | | | | | | A | E |
| * Willing to undertake training and continuous professional development in connection with the post. | | | | | | A | E |
| * Work in accordance with the council's visions, priorities, values and behaviours | | | | | | A/I | E |
| * Able to undertake any travel in connection with the post. | | | | | | A | E |