

Profile Title:	Head of Service				
Reports to:	Service Director				
Employee Supervision:	3 managers Up to 242 employees	Grade:	16	Profile Ref:	123744
Purpose of the Post					
<p>Provide leadership and operational management of the relevant function, assisting with the development of strategies to improve delivery in relation to the relevant service to ensure the Council's vision, priorities and values are actively promoted and delivered in line with the Council. The post holder will discharge the statutory, non-statutory and regulatory functions attached to the role.</p>					
Responsibilities					
<ul style="list-style-type: none"> • To play a key role in the Business Unit Management Team to ensure that strategic and local objectives are achieved within the Business Unit. • Provide strong visible leadership to ensure the efficient and effective delivery of day critical front-line services, including business continuity and service resilience planning within the resources available and in line with priorities and financial targets agreed by The Council. • Lead on the long term planning, development and implementation of strategies, frameworks, systems and procedures, using LEAN principles to drive organisational and cultural change thus developing our employee's potential, creating high-performing teams, improving customer satisfaction and ensuring continuous improvement of the services. • Responsible for ensuring all programmes and projects of internal and externally provided services are effectively planned and managed within a formal programme and project management framework, providing assurance through reports and presentations, key milestones, associated risks, issues and financial monitoring. • To develop high performing teams and promote a positive organisational culture whereby employees are coached and developed to provide improved services for customers. • Develop, foster, negotiate, collaborate and influence effective internal and external relationships and partnerships working with other council business units, councillors, members of the public, partners and stakeholders to ensure the provision and delivery of proficient joined up services. • Keep abreast of wider service developments and maintain knowledge of local and national regulations, seek funding opportunities, new technologies, policies and procedures to enhance the services and support the council achieve its corporate priorities and objectives. • Lead on and develop key corporate reviews and council-wide and cross departmental strategies, projects and policies. • To instil a fit for purpose performance framework and positive management culture that aligns resources to strategic objectives and provides evidence of attainment of those goals. • To be accountable for the financial performance of budgets, including external income, for the Service area. Ensure compliance with all legal, statutory requirements, Contract Procedure Rules, Standing Orders financial regulations of the council and all appropriate areas as documented in the accountability framework. • To be responsible for ensuring that Health & Safety and risk management policies and practices are regularly reviewed and adhered to across all areas of service responsibility. • To comply with, promote, lead and manage all aspects of the Council Governance Framework as it relates to the responsibilities of the post. • Undertake any other duties commensurate with the role as requested by management. 					

Education and Training	Measure	Rank
<ul style="list-style-type: none"> • Relevant Level 7 qualification or equivalent 	A/C	E
<ul style="list-style-type: none"> • Professional Body Membership 	A/C	D
<ul style="list-style-type: none"> • Willingness to undertake training and development around coaching and continuous improvement 	A/I	E
<ul style="list-style-type: none"> • Level 7 Leadership or Management Qualification 	A/C	D
<ul style="list-style-type: none"> • Evidence of continued professional development 	A/I	E
Relevant Experience	Measure	Rank
<ul style="list-style-type: none"> • Experience at a senior level in relation to all services identified in the specific portfolio. 	A/I	E
<ul style="list-style-type: none"> • Experience of managing front line/logistically-based services. 	A/I	E
<ul style="list-style-type: none"> • Evidence of delivering a culture of high quality customer focused service within allocated budgets. 	A/I	E
<ul style="list-style-type: none"> • Successful record of leading substantial service specific organisational change programmes. 	A/I	E
<ul style="list-style-type: none"> • Experience of policy and procedure formulation, implementation and oversight, and in leading, developing and implementing strategy. 	A/I	E
<ul style="list-style-type: none"> • Experience of working at a senior and influential level within a political environment and of providing clear, timely professional advice to senior stakeholders. 	A/I	E
<ul style="list-style-type: none"> • Experience of leading a diverse team of professionals in a complex organisation. 	A/I	E
<ul style="list-style-type: none"> • Ability to effectively manage programmes and projects and processes to deadlines. 	A/I	E
General and Special Knowledge	Measure	Rank
<ul style="list-style-type: none"> • Knowledge of local and national strategies, policies and legislation relevant to the area of work. 	A/I	E
<ul style="list-style-type: none"> • Working knowledge of Microsoft applications. 	A/I	E
<ul style="list-style-type: none"> • Knowledge and 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
<ul style="list-style-type: none"> • Knowledge and understanding of large scale operational services. 	A/I	E
<ul style="list-style-type: none"> • Significant knowledge of business process re-engineering, project and programme management and change management tools and their application. 	A/I	E
<ul style="list-style-type: none"> • Understanding of the Corporate and Political workings of The Council 	A/I	E
Skills and Abilities	Measure	Rank
<ul style="list-style-type: none"> • Strong leadership & empowering skills, with the ability to skilfully and assertively challenge current practice and develop innovative ideas. 	A/I	E
<ul style="list-style-type: none"> • Ability to organise and prioritise conflicting workloads and meet strict deadlines. 	A/I	E
<ul style="list-style-type: none"> • Ability to influence, empower and motivate employees in the attainment of service and organisational goals. 	A/I	E
<ul style="list-style-type: none"> • Ability to work at senior levels within an organisation and partnership agreements, sometimes in areas of tension and conflict. 	A/I	E
<ul style="list-style-type: none"> • Strong organisation and time management skills with the ability to work under pressure, being self-motivated and able to use own initiative under minimal supervision. 	A/I	E

<ul style="list-style-type: none"> Ability to apply creative skills to develop innovative service delivery models and partnership arrangements. Effective problem solver with the ability to assess problems within a short space of time and with limited information, applying judgement and evaluation to inform, to advise and make decisions. A clear strategic thinker, effective decision maker in a complex and challenging environment. Proven ability to manage substantial and complex budgets, including responding to the requirements associated with externally secured funding. 	A/I	E
	A/I	E
	A/I	E
	A/I	E
Additional Requirements	Measure	Rank
<ul style="list-style-type: none"> To be part of the Out of Hours 'On Call' Rota. 	A/I	E
<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"> Work in accordance with our values and behaviours, as part of an inclusive and high-performing council 	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"> Able to undertake any travel in connection with the post 	A/I	E