

JOB DESCRIPTION

JOB INFORMATION			
JOB TITLE	Head of Service	POST NUMBER	
SERVICE AREA	Business Improvement	LOCATION	St Aldate's Chambers
GRADE	Hay – Service Head	GRADE RANGE	£76,464 - £89,983
HOURS	37	TYPE	Permanent
ACCOUNTABILITIES			
RESPONSIBLE TO	Executive Director Organisational Development & Corporate Services	NO. OF EMPLOYEES	106
BUDGET (£)	£7.7million service budget	ASSETS	ICT h/w, s/w, data
JOB PURPOSE			
<ul style="list-style-type: none"> To lead the Council's Business Improvement Service ensuring that critical support services: ICT , Customer Service , HR and Admin support are delivered in accordance with Service Level Agreements and effectively support frontline service delivery To develop the Council's strategic approach to shared service delivery, business improvement, ICT and customer service To promote innovation, efficiency and customer focus in service delivery across the Council To develop and implement the Council's Customer Contact and Digital Strategies 			
<p><i>Candidates will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria.</i></p>			
QUALIFICATIONS AND EXPERIENCE	TECHNICAL KNOWLEDGE/SKILLS	BEHAVIOURAL SKILLS	
<p><u>ESSENTIAL</u></p> <p>A track record of developing & implementing continuous improvement in service delivery in particular in:</p> <ul style="list-style-type: none"> Customer Contact HR ICT Performance Improvement <p>A track record of delivering improved value for money</p>	<p><u>ESSENTIAL</u></p> <p>Proven financial planning and budget management skills</p> <p>Knowledge of risk management methodologies and techniques</p> <p>Proven ability to manage high performance through people</p> <p>Accomplished analytical & decision making skills</p>	<p><u>ESSENTIAL</u></p> <p>Idealized influence</p> <ul style="list-style-type: none"> Behaves ethically Instills pride Gains respect and trust Champions equality & diversity Takes personal responsibility Adopts a 'One Council' approach 	

Experience of leading and delivering significant change and business improvement initiatives, involving people and cultural change across an organisation

Experience of developing strategies and policies in:

- Customer Contact
- HR
- ICT
- Performance Improvement

Experience of effectively leading & managing a shared service and effectively delivering against SLA'S

Experience of effectively performance managing a diverse workforce & engaging effectively with diverse communities

Experience of programme & project management

Experience of utilizing customer insight data to improve service delivery

A professional qualification in at least one of the areas of responsibility

Evidence of continual professional development

Experience of effective budget management and delivering cost reductions whilst improving services

Significant experience of collaborative working both internally and externally, and of quickly establishing trust and credibility

Proven ability to work effectively in a political environment and establish effective working relationships with members

DESIRABLE

Chartered Institute of Personnel & Development Management Qualification

Prince II (or equivalent)

Programme Management Qualification

Excellent verbal & written communication, including report writing

Workforce planning

Excellent knowledge of Business Process reengineering, Project, Programme and Change management methodologies and their application,

Understanding of best practice in driving channel shift

Ability to translate policy direction and strategic objectives into practical local plans and action.

DESIRABLE

Able to mentor & coach managers

Inspirational motivation

- Sets a vision
- Drives high standards
- Actively engages staff and seeks feedback
- Optimistic about delivering future goals

Intellectual stimulation

- Positively challenges assumptions
- Takes managed risks within area of responsibility
- Listens and acts on staff ideas
- Seeks out and introduces best practice
- Develops independent thinkers
- Committed to learning and development

Individualised consideration

- Adapts management style dependent on staff member
- Mentors and coaches
- Supportive and empathetic
- Provides feedback, and utilises appropriate rewards and recognition

Looking out & delivering

- Works collaboratively and actively promotes partnership working and a 'One Council' approach
- Builds effective relationships and resolves conflict
- Develops and promotes customer focused solutions
- Manages conflicting and competing priorities effectively.

MAIN DUTIES AND RESPONSIBILITIES (10-15 MAX)

- To lead on business improvement, developing and implementing strategies and processes and facilitating training as necessary
- To be accountable to the Executive Director OD & Corporate Services for Business Improvement functions, developing and supporting operational managers both within and outside the service and ensuring objectives and targets are delivered
- To contribute to developing the Council's Corporate Plan & other policy frameworks. Specifically the Council's:
 - ICT & Telephony Strategy
 - ICT Security Policy
 - Digital Strategy
 - Data Protection Policy
 - Mobile Working Framework
 - Information Management Framework
 - Performance Improvement Framework
 - Customer Contact Strategy
- To be responsible for implementing best practice in people management across the Council
- To champion the use of customer insight data and Customer Service Excellence across the Council
- To drive delivery of the Council's Customer Contact and Digital Strategies
- To develop and manage the delivery of shared services within the Council
- To champion best practice and continuous service improvement across the Council, developing strong links with relevant national and local organisations as well as partners to keep up to date with relevant learning and best practice from elsewhere
- To ensure that the Council's ICT Disaster Recovery plans are aligned with and reflective of Service's Business Continuity Plans and need.
- To contribute to corporate programme boards which develop strategy and policy, implement programmes and projects and monitor performance
- To ensure Members of the Council are supported in their leadership & community roles

Candidate Screening	Rehabilitation of Offenders Act 1974 Applies	Criminal Records Bureau Disclosure: Not required
Politically Sensitive Post	Yes	

This job description is written at a specific time and is subject to change as the demands of the business and the role develops. The role requires flexibility and adaptability and the employees of the Council need to be aware that they may be asked to perform tasks and be given responsibilities not detailed on this job description.