

## JOB DESCRIPTION

<b>JOB INFORMATION</b>			
JOB TITLE	<b>Head of Service</b>	POST NUMBER	
SERVICE AREA	<b>Community Services</b>	LOCATION	<b>City</b>
GRADE	<b>Hay – Service Head</b>	GRADE RANGE	<b>£76,464 - £89,983</b>
HOURS	<b>37</b>	TYPE	<b>Permanent</b>
<b>ACCOUNTABILITIES</b>			
RESPONSIBLE TO	<b>Executive Director</b>	NO. OF EMPLOYEES	<b>100</b>
BUDGET (£)	<b>£6M net revenue plus capital schemes</b>	ASSETS	Premises, equipment, data
<b>JOB PURPOSE</b>			
<ul style="list-style-type: none"> <li>• To lead Community services and to develop the Council’s strategic approach to leisure, parks and open spaces, sports development, community development &amp; safety, community centres, resident involvement &amp; empowerment, youth ambition, culture and the arts, museum, events and Town Hall/FM</li> <li>• To promote innovation, efficiency and customer focus in service delivery</li> </ul>			
<p><b><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></b></p>			

QUALIFICATIONS AND EXPERIENCE	TECHNICAL KNOWLEDGE/SKILLS	BEHAVIOURAL SKILLS
<p><b><u>ESSENTIAL</u></b></p> <ul style="list-style-type: none"> <li>• A track record of developing &amp; delivering continuous improvement in service delivery, and improved outcomes in community development, youth services, leisure and parks, culture (i.e. at least one of the areas)</li> <li>• A track record of delivering improved value for money</li> <li>• Experience of leading and delivering significant change and business improvement initiatives, including people and cultural change</li> <li>• Experience of developing and delivering successful strategies and policies which derive community benefit and increase participation/equality of access in areas such as: community safety, development and involvement, youth services, leisure facilities, sports development, play, greens, spaces, playing pitches, culture and the arts</li> <li>• Experience of leading &amp; managing effective service delivery</li> <li>• Experience of effectively performance managing a diverse workforce &amp; responding to diverse communities</li> <li>• Experience of programme &amp; project management</li> <li>• Professional qualification in a related area</li> <li>• Evidence of extensive continual professional development</li> <li>• Experience of effective budget management, delivering cost reductions and driving external income whilst improving services</li> <li>• Experience of partnership working both internally and externally, and of quickly establishing trust and credibility</li> <li>• Proven ability to work effectively in a political environment and establish effective working relationships with members</li> </ul> <p><b><u>DESIRABLE</u></b></p> <ul style="list-style-type: none"> <li>• Management qualification</li> <li>• Experience of Developing successful partnership approaches</li> <li>• Programme management qualification</li> </ul>	<p><b><u>ESSENTIAL</u></b></p> <ul style="list-style-type: none"> <li>• Effective financial planning and budget management skills</li> <li>• Knowledge of risk management methodology and techniques</li> <li>• Managing high performance through people</li> <li>• Accomplished analytical &amp; decision making skills</li> <li>• Excellent development verbal and written communications including report writing</li> <li>• Workforce planning</li> <li>• Sound knowledge of Business Process reengineering, Project, Programme and Change management methodologies and their application</li> <li>• Ability to translate national policy direction and strategic objectives into practical local plans and action.</li> </ul> <p><b><u>DESIRABLE</u></b></p> <ul style="list-style-type: none"> <li>• Able to mentor &amp; coach senior managers</li> </ul>	<p><b><u>ESSENTIAL</u></b></p> <p><b>Idealized influence</b></p> <ul style="list-style-type: none"> <li>• Behaves ethically</li> <li>• Instills pride</li> <li>• Gains respect and trust</li> <li>• Champions equality &amp; diversity</li> <li>• Takes personal responsibility</li> <li>• Adopts a 'One Council' approach</li> </ul> <p><b>Inspirational motivation</b></p> <ul style="list-style-type: none"> <li>• Sets a vision</li> <li>• Drives high standards</li> <li>• Actively engages staff and seeks feedback</li> <li>• Optimistic about delivering future goals</li> </ul> <p><b>Intellectual stimulation</b></p> <ul style="list-style-type: none"> <li>• Positively challenges assumptions</li> <li>• Takes managed risks within area of responsibility</li> <li>• Listens and acts on staff ideas</li> <li>• Seeks out and introduces best practice</li> <li>• Develops independent thinkers</li> <li>• Committed to learning and development</li> </ul> <p><b>Individualised consideration</b></p> <ul style="list-style-type: none"> <li>• Adapts management style dependent on staff member</li> <li>• Mentors and coaches</li> <li>• Supportive and empathetic</li> <li>• Provides feedback, and utilises appropriate rewards and recognition</li> </ul> <p><b>Looking out &amp; delivering</b></p> <ul style="list-style-type: none"> <li>• Works collaboratively and actively promotes partnership working and a 'One Council' approach</li> <li>• Builds effective relationships and resolves conflict</li> <li>• Develops and promotes customer focused solutions</li> <li>• Manages conflicting and competing priorities effectively.</li> </ul>

## MAIN DUTIES AND RESPONSIBILITIES (10-15 MAX)

- To lead the Community Services function developing and implementing strategies and processes and facilitating training as necessary
- To be accountable to an Executive Director for a service area, developing and supporting operational managers within the service and ensuring objectives and targets are delivered
- To contribute to developing the Council's Corporate Plan & other strategies. Specifically:

(Community development & social regeneration, Resident involvement & empowerment)

Youth Ambition Strategy

Leisure & Wellbeing Strategy

Green Spaces Strategy

Playing Pitch & Outdoor Sports Strategy

Tree Management Policy

Volunteering Policy

Culture Strategy

Olympic Legacy Plan

Community Centres Strategy

Community Safety Plan

Statement of Licensing & Gambling Policies

Hackney Carriages Regulated Numbers Policy

Policy on Warnings, Offences, Cautions and Convictions (Taxi Licensing)

Street Trading Policy

Anti-social Behaviour Policy

Town Hall Strategy

- 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
- To be accountable for those budgets related to the Service, ensuring compliance with the Council's Constitution and Standing Orders and that the Council receives value for money from its expenditure.
- To ensure that a system of continuous review and improvement is embedded within the Service so that 'traditional thinking' is challenged and innovation pursued.
- Ensure the Town Hall maintains its status as a valued heritage asset for the City and it meets its trading targets.
- To manage the Service's Health and Safety and Risk Management issues

<b>Candidate Screening</b>	<b>Rehabilitation of Offenders Act 1974 Applies</b>	<b>Criminal Records Bureau Disclosure Not required</b>
<b>Politically Sensitive Post</b>	<b>Yes</b>	

**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.**