PLACE DIRECTORATE

JOB DESCRIPTION

JOB PROFILE: SERVICE HEAD – GRADE 7 (List Divisional Areas)

RESPONSIBLE TO: Service Director

RESPONSIBLE FOR: The leadership, management and delivery of a designated service area and allotted corporate service projects.

ACCOUNTABLE TO: Service Director

PURPOSE:

To support a Service Director, to deliver customer focussed services within the Place Directorate and to enable and to facilitate wider service delivery of other Directorate and partner services

The post holder is also responsible for ensuring that the service(s) deliver against key Directorate priorities and targets set out within the Council Plan and Vision 2026, as well as operating within cash limits set out in the Council’s financial plans and policies and procedures for people management. Appendix 1 detail specific service outcomes for each of the service lead roles.

DUTIES AND RESPONSIBILITIES

Duties and responsibilities may include any of those detailed below and may be varied according to the needs of the designated service area (s). They may also include any other duties that are commensurate with the grade and nature of the post. There is an expectation that the post holder will develop the key competencies to ensure flexible and integrated working across the Directorate.

A key feature of the post is to lead and manage change so that the Directorate and Council-wide vision around integrated and customer focussed services are realised.

CORE AREAS

1. Deliver excellence across designated service area (s) and allotted corporate projects in a manner that supports the achievement of corporate and directorate strategic priorities and better meets customer needs and delivers against agreed service standards.
2. Work collaboratively and flexibly contributing to the delivery and ongoing refinement of the Directorate’s vision, policies, priorities, resources and plans through Service Leadership Teams and other Directorate management groups.

3. Ensure that allotted services and programmes are commercially viable, aligned to agreed standards determined by statute, regulations, relevant professional codes and Council policies and that they integrate to deliver better outcomes for customers.

4. Contribute to shaping and delivering cultural change within the Directorate, and in the Council, exemplifying the behaviours that promote customer focus and service integration.

5. Plan and control budgets within service and programme responsibilities, contributing to directorate and corporate processes and to be proactive in demonstrating commercial and business acumen that promotes income generation, sponsorship, external funding opportunities and opportunities for pooling resources within the Directorate.

6. Continuously review service plans and service delivery mechanisms and draw up proposals that can deliver service and programme outcomes more effectively and efficiently.

7. Ensure that there are clear and concise procedures and working instructions for designated service area(s), which comply with BCC policies and procedures, for implementation by service managers and staff.

8. Undertake ongoing supervision and review of direct reports through the My Appraisal and 121 processes and ensure that this is embedded for all indirect reports within service areas and integrated service projects.

9. Initiate and maintain effective partnerships and robust client management with contractors, SLA service providers and other agencies involved in the delivery of services in your designated service area(s) and projects.

10. Ensure that reliable management information is available to inform decision making on activities within your area(s) of responsibility.

11. Represent the City Council at a Senior Management level including public meetings.

12. Ensure that there is effective communication with elected members and partners for your designated service area(s).

13. To contribute to the Directorate’s approach around place making by taking forward service integration and customer focus projects allotted through the annual My Appraisal process.

14. Commensurate to the grade to undertake other duties that may arise from time-to-time as determined by the Service Director and participate in system that will promote flexibility, adaptability and succession planning.

**Supervision Required**
Supervising Officer:
Service Director

Level of Supervision
Plan own work to ensure meeting of defined objectives

Supervision Given (excludes those who are indirectly supervised ie through others)
Service Managers

Special Conditions
This position is exempt from the Rehabilitation of Offenders Act.
The Service Integration Managers will undertake service leadership for an allotted service area.

Appendix 1

Service Area Key Outcomes – Service Head Post

Asset Management
Deliver effective management of the City Councils housing stock, ensuring those properties are repaired and maintained, that legal obligations as a landlord with regards to both gas and disrepair are discharged. Ensure that the annual investment in the stock is targeted based upon excellent and up to date asset management intelligence.

Private Sector
Deliver and enable the Council’s Private Sector Housing function and key statutory services along with the management and provision of Disabled Facilities Grants.

Landlord Services
Deliver service outcomes to agreed standards and targets in a nominated group of delivery areas and service outcomes to agreed standards for either a portfolio responsibility in Older People Services or Estate Management. Contribute to the strategic management and statutory responsibilities of the City’s housing authority.

Home Options Service Services
Deliver service outcomes to agreed standards and targets for statutory homelessness and pre-tenancy services that ensure an effective response to housing needs within the local and national policy context.
PERSON SPECIFICATION

JOB TITLE: H&N Service Integration Head
GRADE: GR7

DIRECTORATE: Place Directorate
DIVISIONION:

Method of Assessment (M.O.A.): AF - Application Form I - Interview T - Test P – Presentation
BEST: B – Belief, E – Excellence, S – Success, T – Trust

EXPERIENCE, KNOWLEDGE AND UNDERSTANDING

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<thead>
<tr>
<th>M.O.A.</th>
<th>BEST</th>
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<td>I, T, AF, P</td>
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- Extensive experience at a management level of preparing, managing and controlling substantial complex resources.
- Strong knowledge of policy and strategic methodologies in at least one of the relevant areas.
- Knowledge and experience of commissioning, defining service specifications and monitoring against standards.
- Experience of direct planning, management and monitoring of resources (people, IT, property).
- Strong understanding of political processes and experience of managing politically sensitive issues at a strategic level.
- Successful track record of advising and shaping change programmes, improving service quality and creating performance cultures that drive up standards and performance.
- Extensive experience of building cross sector partnerships and collaborative working both as a contributor and in a leadership role.
- Achievement of Equal Opportunities in both employment and service delivery within large and complex organisations and a demonstration of personal leadership in the value of diversity.
- Possessing strong leadership skills with the capacity to influence at Senior level.
- A detailed understanding of local government finance issues and the political, economic and social environment in which neighbourhood/housing services are delivered.
- Significant experience in the preparation and presentation of complex strategy and policy documents and reports.
- Experience of managing people in diverse functions.
- Good understanding of national and local policy agenda around localism and localisation.
- Shaping services and programmes to better serve place and people.
<table>
<thead>
<tr>
<th>COMPETENCIES (SKILLS, ABILITIES, BEHAVIOURS AND WORK RELATED PERSONAL QUALITIES)</th>
<th>Definition for this role</th>
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| **Customer Service and Quality** | • Demonstrates commitment to customer services in a context of a diverse customer base.  
• Ensures quality and productivity goals and standard are met.  
• Understands and is committed to Value for Money | I, T, AF, P E & S |
| **Leadership and Management** | • Sets out a vision  
• Confident disposition  
• Agile thinker  
• Possess real drive and ambition  
• Motivates and inspires  
• Astute and self aware.  
• Manages the integration of diverse activities and functions.  
• Management of Change.  
• Track record of creativity and innovation  
• Positively leads the team.  
• Empowers and enables others  
• Adopts an appropriate style to deal with different situations and challenges as appropriate.  
• Confidently deals with conflict.  
• Shows resilience in handling conflict.  
• Adapts positively to change.  
• Handles pressures of meeting targets and deadlines.  
• Adopts a flexible approach to the requirements of the job  
• Role models BEST values  
• Ability to lead, manage and deliver projects | I, T, AF, P B.E.S.T |
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<tr>
<th>Teamwork</th>
<th>Substantial political skills</th>
<th>Relationship building and collaboration skills</th>
<th>Negotiates confidently and effectively</th>
<th>Develops ideas and achieves goals with others</th>
<th>Adopts an assertive and confident approach</th>
<th>Understands Teams’ strengths and shares successes.</th>
<th>Listens well.</th>
<th>I, T, AF, P</th>
<th>B, S &amp; T</th>
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<td>Influencing and Persuasion</td>
<td>Successfully persuades and influences individuals and groups at a range of levels on issues of complexity and sensitivity</td>
<td>Uses a range of techniques to achieve acceptable solutions and compromise</td>
<td>Listens well.</td>
<td>I, T, P, AF</td>
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<td>Communicating</td>
<td>Represents the Council positively and professionally with others.</td>
<td>Persuasive, using language and style to telling effect.</td>
<td>Networks and builds effective working relationships with others.</td>
<td>Outstanding interpersonal skills.</td>
<td>Presents effectively to external audiences.</td>
<td>Diplomatic and confidential</td>
<td>I, T, AF, P</td>
<td>E &amp; S</td>
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<td>Organisation and Planning</td>
<td>Sets stretching and demanding performance targets for self and team and achieves them, ensuring timelines and budgets are set</td>
<td>Successfully manages both up and down.</td>
<td>Good track record of innovative thinking and identifying creative solutions.</td>
<td>I, T, AF, P</td>
<td>E &amp; S</td>
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- Shows determination to reach targets and objectives.
- Identifies priorities.
- Acts decisively.
- Gives clear direction with a focus on long-term goals whilst achieving short term imperatives.

**Technical Ability and Commercial Awareness**

- Understanding of latest government thinking and quickly and successfully applies it.
- Able to understand complex financial information.
- Business and strategic planning.
- Evaluates complex information and situations quickly and accurately.
- Business acumen and commercial awareness.
- Entrepreneurial, quick to spot and exploit opportunities in a risk aware fashion

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**EDUCATION AND QUALIFICATIONS**

- Educated to degree level in a business related discipline or equivalent experience.
- Commitment to own professional development

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**ALL STAFF ARE EXPECTED TO BE COMMITTED TO THE CITY COUNCIL’S EQUAL OPPORTUNITY POLICY**