

## HEAD OF SERVICE JOB DESCRIPTION

| JOB INFORMATION  |  |  |
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| Job Title  | Head of Service  |  |
| Grade  | HoS  |  |
| Hours  | 37   |  |
| ACCOUNTABILITIES   |  |  |
| JOB PURPOSE  |  |  |
| <ul style="list-style-type: none"> <li>To be an active part of the Councils Corporate Management Team, prioritising &amp; implementing the relevant strategies across the Council</li> <li>To lead the functions in the relevant service area and to develop a strategic approach to xxxx</li> <li>To promote innovation, efficiency and customer focus in service delivery.</li> </ul>  |  |  |
| JOB REQUIREMENTS   |  |  |
| Qualifications & experience  | Technical knowledge/skills   | Behavioural skills   |
| <ul style="list-style-type: none"> <li>A track record of developing &amp; implementing continuous improvement and improved outcomes in service delivery</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 &amp; cultural change</li> <li>Experience of developing strategies &amp; policies in relevant service area</li> <li>Experience of leading &amp; managing service delivery across a multi-disciplinary area</li> <li>Professional leadership experience in a relevant area (Planning, Housing, Environmental Health, Finance, HR, Business Improvement etc.)</li> <li>Experience of programme &amp; project management</li> <li>Evidence of effective budget management and delivering cost reductions whilst improving services</li> <li>Evidence of internal &amp; external partnership working – establishing trust &amp; credibility</li> <li>Proven ability to work in a political environment and establish effective working relationships with members.</li> </ul> | <ul style="list-style-type: none"> <li>Effective financial planning &amp; budget management skills</li> <li>Knowledge of risk management methodology &amp; techniques</li> <li>Ability to manage high performance through people</li> <li>Accomplished analytical and decision making skills</li> <li>Excellent verbal &amp; written communication skills including report writing</li> <li>Ability to translate national &amp; local policy direction and strategic objectives into practical local plans &amp; action</li> <li>Sound knowledge of business process re-engineering</li> </ul> | <ul style="list-style-type: none"> <li>Ethical behaviour</li> <li>Instils pride</li> <li>Gains respect &amp; trust</li> <li>Champions equality &amp; fairness</li> <li>Sets a vision</li> <li>Drives high standards</li> <li>Challenges assumptions</li> <li>Takes managed risks</li> <li>Takes up staff ideas</li> <li>Creative, seeks out best practice, nurtures &amp; develops independent thinkers</li> <li>Committed to learning &amp; development</li> <li>Mentors &amp; coaches</li> <li>Provides feedback</li> <li>Supportive &amp; empathetic</li> <li>Builds effective relationships &amp; resolves conflict</li> <li>Manages conflicting priorities effectively, with resilience to keep management performance on track during periods of uncertainty &amp; change.</li> </ul> <p><b>Exhibit the Nolan principles:</b><br/>           Selfless<br/>           Integrity<br/>           Objectivity<br/>           Accountability<br/>           Openness<br/>           Honesty<br/>           Leadership</p> |
| Main duties & responsibilities   |  |  |
| <ul style="list-style-type: none"> <li>To be a member of the Council's Corporate Management Team with collective responsibility for the managerial leadership of the Council</li> <li>To contribute to corporate programme boards which develop strategy and policy, implement programmes and projects and monitor performance</li> <li>To ensure Members of the Council are supported in their leadership &amp; community roles</li> <li>To contribute to developing the Council's Corporate Plan &amp; other strategies. Specifically:</li> <li>To be accountable to the Deputy Chief Executive/Chief Executive, developing and supporting operational managers both within and outside the service and ensuring objectives and targets are delivered</li> <li>To ensure that a system of continuous review and improvement is embedded within the Service so that 'traditional</li> </ul>   |  |  |

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| <p>thinking' is challenged and innovation pursued.</p> <ul style="list-style-type: none"> <li>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.</li> </ul>  |   |   |
| <b>Candidate screening</b>  | <b>Rehabilitation of Offenders Act applies:</b><br>NO | <b>Disclosure &amp; Barring Service check required:</b><br>NO |
| <b>Politically Restricted Post</b>  | YES   |   |
| <b>Managers responsibilities</b>  |   |   |
| To ensure at all times that a corporate view is adopted and that complaints (both internal & external) are dealt with promptly and effectively.   |   |   |
| To prepare and review annual service delivery plans in support of the overall corporate plan, annual learning & development plan, internal improvement plans and other requirements e.g. legislation.   |   |   |
| To be responsible for accurate monthly or quarterly reporting on progress against service delivery objectives and key performance indicators and for reporting this information to CMT & portfolio holders  |   |   |
| To prepare and present detailed and complex reports to Cabinet, Committees, and Working Groups as necessary.  |   |   |
| To undertake and be accountable for budgetary management within the activities controlled and balance budgets in accordance with Contract Procedure Rules and Financial Regulations.  |   |   |
| <p>To manage and be accountable for all matters relating to the workforce (including volunteers) under their control in line with the Council's policies &amp; procedures including:</p> <ul style="list-style-type: none"> <li>a) effective induction including attendance by all employees at corporate induction training</li> <li>b) providing direction for teams and individuals</li> <li>c) recruitment &amp; selection including safer recruitment where applicable</li> <li>d) skills &amp; knowledge development to be competent in their job roles</li> <li>e) attendance management <ul style="list-style-type: none"> <li>• completing all required documentation</li> <li>• holding return to work interviews</li> <li>• regularly reviewing sickness levels</li> <li>• holding absence reviews</li> <li>• managing long term sickness through regular HR contact/ liaison</li> </ul> </li> <li>f) discipline</li> <li>g) grievance</li> <li>h) appraisal &amp; performance management by setting individual objectives and targets through the Council's 'my performance' process for all team members in line with the Service Delivery Plan and regularly review the achievement of these objectives</li> <li>i) employee relations</li> <li>j) communication &amp; listening (via monthly team meetings and regular informal methods)</li> <li>k) workforce planning (See Workforce Planning Guidance for Managers HRP010 for further information) <ul style="list-style-type: none"> <li>l) safeguarding children and vulnerable adults</li> <li>m)</li> </ul> </li> </ul> |   |   |
| To set individual objectives and targets through the Council's 'my performance' process for all team members in line with the Service Delivery Plan and regularly review the achievement of these objectives  |   |   |
| Ensure delivery of a safe working environment by ensuring that health & safety legislation and Council procedures are implemented and adhered to; employees are involved in health & safety management including attending necessary training; risks are assessed, control measures are implemented and information is effectively communicated to teams and individuals; reports include details of high level risks where relevant  |   |   |

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2019

To ensure that strategic & operational risks are considered and that appropriate actions and/or reporting are put into place to manage these.

To effectively brief senior members on relevant matters in conjunction with the relevant CMT member as appropriate.

To be responsible for equality in service delivery and employment within the service and to work within relevant legislation carrying out Equality Assessments where necessary

To attend emergency planning training, be familiar with the Boston Borough Council Emergency Plan and your role during an emergency incident. This may involve receiving notification of emergency situations out of hours and to respond positively to these calls where available.