

# Job Profile

## Head of Service

Grade: Job Size 3 & 4

Date created: 16 January 2017

### About the Job

As a member of the Council's corporate leadership and management team, ensure the achievement of the Council's strategic and corporate outcomes through effective and high-performance leadership and management.

Lead and manage the delivery of a range of services and functions providing, clarity of purpose, effective communication, programme and performance management, pragmatic decision-making, commercial realism and innovative thinking.

Work to build relationships within and beyond the City Council to ensure the effective, efficient, economic and sustainable delivery of services and the development of strong and cohesive communities.

### This is what we need you to do...

- Play an active and leading role in the leadership and management of the Council, working with councillors, directors, internal and external partners to develop and deliver the Council's strategies and plans.
- Lead and manage an assigned range of services.
- Be accountable for the performance of staff, enabling individuals to maximise their contribution, to deliver great services and hold them to account for the delivery of their objectives. Foster a culture of continuous personal and professional development and effective performance management.
- Understand the services within your remit and keep practices, procedures and standards constantly under review. Foster change and innovation to deliver best practice and appropriate standards.
- Contribute effectively to the work of the leadership team, provide professional advice, guidance and judgement to colleagues and councillors, without fear or favour, ensuring clear communication and building strong relationships.
- Manage service delivery within agreed budgets and ensure the effective deployment of resources so that the Council achieves its objectives within the overall Council Plan.
- Keep services and structures under review to ensure that they remain effective and able to respond to legislative changes, national initiatives, and the needs of stakeholders, customers and residents.
- Drive the development of entrepreneurial and commercial opportunities to generate income, reduce expenditure and deliver financially sustainable services.
- Maintain a strong focus on the customer, develop appropriate customer insight and use that insight to deliver services that meet customer needs and expectations.
- Champion the principles of asset based community development and ensure that these are embedded across all areas of the Council's business.
- Identify and successfully pursue opportunities to secure external/third party funding to contribute to the successful delivery of services and the achievement of the Council's objectives.
- Understand, communicate and manage risk.
- Lead by example, inspire transformational change and display the Council's behaviours and values at all times.
- Deputise at Director level in relation to matters within your remit.
- Carry out such duties as may be required and are commensurate with the grade of the post and its senior role within the Council and community including participation in the City Council's emergency response team.

## Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based performance measures and targets will be developed with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves the right to amend the profiles as necessary.

### The ideal candidate will have...

#### Experience

- 5 years' experience of success in a leadership or management role
- Track record of success in building effective relationships within and beyond the employing organisation
- Successful leadership in and delivery of one or more of the services or functions relevant to the post and/or a relevant professional qualification.
- Delivering change, innovation, efficiency initiatives and service improvements.
- Evidence of achievement in planning and delivering major projects and programmes.

#### Knowledge, Skills and Understanding

- Ability to lead, manage and motivate staff.
- Excellent communication skills with ability to confidently communicate both orally and in writing.
- Strong evidence of a customer focussed approach to service design and delivery.
- Enthusiastic attitude to change and the ability to embrace new opportunities.
- Ability to confidently challenge, assess and make decisions, communicating them clearly.
- Awareness and knowledge of information governance, data protection, equalities and health and safety legislation and obligations.
- Ability to work alongside councillors in the effective development and delivery of plans, projects and programmes.

#### Behavioural attributes

- **Efficiency and Value for Money:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations.
- **Forward thinking with Innovation:** Being creative and using your initiative you actively seek to improve services and processes.
- **Making Residents Lives Better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the City:** Being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Working Together to make it Happen:** As a team worker you communicate effectively and pursue a 'can-do' attitude in being flexible to deliver quality services.

Expected to perform at level 4 of Gloucester City Council's Employee Behaviours Framework.

#### Education & Qualifications

##### Essential

- Educated to degree level or equivalent.
- Commitment to continuous professional development.

##### Desirable

- Leadership or management qualification.
- Membership of relevant professional body.