

DENBIGHSHIRE COUNTY COUNCIL

JOB DESCRIPTION

Job Title: Head of Service

Grade:

Service:

Service Area:

Responsible to:

Job ID Number / Date Issued:

Job Purpose
<p>To be responsible for the overall professional, strategic and operational leadership and management of the Service/s including leading on the development and implementation of service priorities.</p> <p>To support the Chief Executive in the overall management of the council through the designated services ensuring the effective delivery of council priorities, strategies and major projects.</p> <p>To provide leadership to the specific council services through membership of the Senior Leadership Team ensuring integrated policy development and service delivery.</p> <p>To play a crucial role in increasing performance and efficiency across the council and its partners for the benefit of the community.</p>
Principal Accountabilities and Responsibilities
<p>Leadership</p> <p>Provide strategic and effective leadership in conjunction with other heads of services on the delivery of specific plans as defined both within the service area an across the Council to deliver corporate initiatives.</p> <p>Provide a learning environment and a positive, proactive, flexible approach to decision making.</p> <p>Provide professional support and advice to Members and Directors to support the delivery of council objectives and to meet the council’s statutory responsibility</p> <p>Role model the organisation’s purpose and vision and keep managers focused on delivering that vision.</p>

Service Delivery

To ensure that an appropriate range of modern services are planned, commissioned and provided which demonstrably meets the needs of the service users, including the development of business plans.

To ensure these services are effectively organised, and cost efficient, are systematically reviewed and redesigned where necessary to ensure needs continue to be met.

To ensure high quality services which meet statutory and good practice guidance and standards.

To be committed to delivering excellent customer service to meet expectations and satisfy customer needs, and promote the Denbighshire Way.

Corporate and Service Strategy and Policy Development

Develop and implement policies and strategies which deliver high standards and continuous improvement in outcomes and standards for the service.

Create and develop effective partnerships with internal departments and external agencies and organisations in the public, private and third sectors in order to maximise the resources available to the council in meeting its strategic aims and objectives.

Change and Continuous Improvement

To champion change and improvement both their specific services and the council as a whole.

To communicate and provide vision for employees regarding changes and improvement.

To position the council for future success by identifying new opportunities.

Management of Resources

To be ultimately accountable for the management of resources within the specified service area/s.

To ensure budgets and other resources are planned, monitored and managed and expenditure is controlled to ensure all service managers understand and take responsibility for balancing budgets.

To ensure clear lines of accountability and control

To maximise the resources available for the service to meet its strategic aims and objectives.

Safety, Quality and Performance Management

To establish and manage systems and procedures that deliver a safe working environment, in accordance with; HSE Guidance Notes, HSG65, relevant legislation, and the council's policies. Ensure that staff are provided with the necessary training, support and resources to undertake their role safely. Actively promote a positive health and safety culture, and lead by example.

To ensure financial information, service quality and outcomes data is collected accurately and to use performance data on an ongoing basis.

To demonstrate through business and project plans, performance indicators and outcome measures, a culture of high performance

To establish a framework for assuring quality professional practice in the services, including undertaking regular practice audits and observations by managers at all levels in the Service and reporting mechanisms to the management processes.

Risk Management

To review regularly all service activities and projects to ensure that risks are being managed properly. Ensure risk management through risk assessment, risk monitoring procedures, and risk mitigation measures including risks to employees, members of the public, the council's customers, the council's assets, safeguarding risks and risks to the council's reputation. Risk areas to be managed include; data management, business continuity, fire safety, and health and safety.

Human Resource Responsibilities

To ensure high quality and consistent management of staff performance

To ensure development of a workforce plan in conjunction with business planning processes, working collaboratively across the council and with external bodies to meet the needs of the plan.

To actively manage absence to meet key performance targets.

To ensure effective and constructive staff relations and communications

To ensure effective and sustainable recruitment to meet the organisations objectives.

Equalities and Sustainability

To ensure the service meets its equality and sustainability responsibilities under the specific legislative requirements

Delegated Responsibilities

To undertake such duties and responsibilities as may be reasonably specified by the Chief Executive and Corporate Director under the scheme of delegation.

<p>Key Objectives and Corporate Programmes</p> <p>Key Objectives and Corporate Programme Leadership will be proposed and discussed with the post holder and monitored by the Director/Chief Executive.</p>
<p>Resources/Equipment/Material</p>
<p>N/A</p>
<p>Supervision/Management of People</p>
<p>Direct Reports XX Overall responsibility for a service of XX employees</p>
<p>Knowledge, Skills, Training and Experience</p>
<p>The Head of Service is totally accountable for their service and they are performance managed by the nominated Corporate Director/Chief Executive.</p> <p>The postholder is required to balance managing services and delivery of corporate priorities.</p> <p>The post requires the ability to structure complex issues and to arrive at balanced and informed decisions. The post holder will have the capacity and vision to anticipate and influence change in response to identified needs and have skills and abilities needed to manage complex issues and competing demands in a dynamic environment.</p> <p>The post holder will be responsible for corporate programmes of work</p> <p>Demonstrates political awareness in building positive relationships with members. Delivering services for a population of 93,500 and accountable to 47 Councillors. The post holder would be expected to have had significant leadership and management experience.</p>
<p>Special Working Conditions</p>
<p>N/A</p>
<p>Employment Checks/ Specific Requirements</p>
<p>Politically restricted post Statutory Office if applicable</p>
<p>Vision/Context</p>

Our strategy for leadership encompasses leadership attitudes & behaviours, management skills and a responsibility to create a collective leadership culture and capability. Our vision is to have individual leaders, who are role models, displaying leadership attitudes and behaviours. We want people who can create a culture of trust, who work together to achieve results and who learn from each other to delivery our shared management responsibilities.

Job Title	Net Budget approx..	Capital Budget approx..	Employee No.	Context	Service Responsibilities	Essential Professional Qualifications and Experience
Head of Education and Children Services – Education Specialist	£5.732m	2020/21 £8.085m and 2021/22 £2.653m	150	<p>Strategic leadership across all phases of education. Responsible for the curriculum and learning offer, ensuring the provision and delivery of standards of achievement and attainment are commensurate with individual potential and ability.</p> <p>Ensuring that individual learning and wellbeing needs are met across the broader inclusion agenda. Providing advice and intervention in the management of schools as appropriate in partnership with schools. Responsibility for ensuring that the regional Education Consortium deliver Denbighshire’s education objectives</p>	<p>Statutory Education Officer, with responsibility for the delivery of all statutory services for Education. School Improvement and Inclusion</p> <p>External commissioned services –</p> <p>Education support incl. financial management support for schools, SLA commissioning and procurement of services for schools, regional school data project, governor support and development</p> <p>20th Century Schools Capital Programme.</p> <p>Early Years including the management of the integrated childcare Centre.</p> <p>The following are on a single agency and multi-agency basis:-</p>	<p>Relevant professional qualification in Education/QTS and/or Member of Chartered Institute or able to demonstrate broad and deep experience in the relevant areas</p> <p>Significant range of experience in people, financial management and strategic service planning.</p>

					Family support and intervention services at early and intensive intervention levels.	
Head of Education and Children Services – Children’s Specialist	£11.753m	-	179	<p>Strategic leadership across Children’s Services</p> <p>The following apply to both the LA and on a multi—agency basis:-</p> <p>Strategic leadership, development and operational delivery and management of Vulnerable children and families plans and services. This includes children who are in need because of developmental concerns, impairment or disability and young people at risk of, or involved in the criminal justice system and the child protection and safeguarding agenda. This includes making key decisions in respect of risk for children and the provision of</p>	<p>The following are on a single agency and multi-agency basis:-</p> <p>Family support and intervention services at early and intensive intervention levels.</p> <p>The delivery of professional safeguarding and child protection</p> <p>The provision of accommodation in both foster care and residential care for looked after children and associated recruitment, commissioning and support services.</p> <p>The commissioning and collaborative management of permanence arrangement e.g. adoption services; leaving</p>	<p>Relevant professional qualification in Social Care and/or Member of Chartered Institute or able to demonstrate broad and deep experience in the relevant areas</p> <p>Significant range of experience in people, financial management and strategic service planning.</p>

			<p>professional advice and guidance.</p> <p>The needs of looked after children and those leaving care both in relation to performance and transition into adulthood.</p> <p>Statutory Advisor to the council and Regional Safeguarding Children's Board including key collaborative networks.</p> <p>Senior representative for the Council in regional and national settings in relation to social services for children.</p> <p>Corporate Parenting</p>	<p>care services; advocacy services.</p> <p>Management of the delivery of the children's and young people's plan.</p> <p>Delivery of Youth Justice Services including prevention.</p> <p>Emergency planning for Social Services.</p> <p>External commissioned services – Commissioning, contract management and quality monitoring.</p>	
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DENBIGHSHIRE COUNTY COUNCIL PERSON SPECIFICATION

The Person Specification sets out the skills, knowledge and experience that are considered to be necessary to carry out the duties of the post effectively. It will be used in the short-listing and interview process for this post. You should demonstrate on your application form how you meet these criteria as you will only be shortlisted if you meet all of the essential criteria (and desirable criteria where applicable).

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<u>CRITERIA</u>	<u>ESSENTIAL</u>	<u>DESIRA BLE</u>	<u>METHOD OF ASSESSMENT</u> Application Form / Interview / Presentation / References etc
i. EDUCATION & QUALIFICATIONS	<p>Educated to degree level or equivalent</p> <p>Evidence of relevant continuing professional development</p> <p>Relevant professional</p>	<p>Management Qualification e.g. MBA/DMS or equivalent</p>	AF
ii. RELEVANT EXPERIENCE	<p>Experience of developing and delivering performance management, and budget management processes at a senior level within, LA or other relevant organization.</p> <p>Demonstrable experience of successful leadership and management of multi-disciplinary teams, leading to improved outcomes for service users and inspiring team.</p> <p>Extensive experience of planning and managing large budgets and other</p>	<p>Experience of working at a Senior management level in a diverse and complex organization within the public sector.</p> <p>Experience of working on the effective development of joint and integrated services.</p>	<p>AF, I</p> <p>AF, I</p>

	<p>resources within either the public or private sector.</p> <p>Experience of effectively working in partnership with a wide range of internal and external bodies.</p>	<p>Experience and appreciation of the impact and relevance of ICT to business solutions, planning, management and service delivery.</p> <p>Experience of working with elected members/governors in a constructive and politically sensitive manner.</p>	<p>AF, I</p> <p>AF, I</p>
<p>iii.</p> <p>JOB RELATED KNOWLEDGE & SKILLS</p>	<p>Ability to think and plan strategically, analytically and financially about complex issues and to find creative and innovative solutions.</p> <p>Ability to work collectively and collaboratively.</p> <p>Ability to influence others and provide the highest levels of customer service.</p> <p>Excellent communication/ presentation skills, both written and oral. High-level interpersonal skills.</p> <p>Ability to demonstrate a commitment to delivering value for</p>	<p>Knowledge and good understanding of the major issues facing local government and their potential implications.</p>	<p>AF, I</p> <p>AF, I</p> <p>I</p> <p>I</p> <p>I</p>

	<p>money and efficiency in the use of resources.</p>		
<p>iv.</p> <p>PERSONAL QUALITIES</p>	<p>Ability to demonstrate high caliber skills in tact, diplomacy, persuasion, negotiation, advocacy and assertiveness.</p> <p>Excellent relationship management skills, with the ability to work together with members, with a high level of political awareness</p> <p>Demonstrates a strong commitment to public service and equality of opportunity.</p> <p>Strong sense of political judgement and sensitivity.</p> <p>Strong sense of accountability of self and others.</p> <p>Accepts responsibility for mistakes and uses them as learning opportunities for their service</p> <p>Has a high degree of integrity and probity and is open and honest.</p> <p>Shows toughness and resistance under pressure.</p> <p>Is responsive and flexible to the changing demands and priorities.</p>	<p>Business awareness relating to local and national market conditions and broader business issues.</p>	<p>I</p> <p>AF, I, R</p> <p>AF, I, R</p> <p>AF, I, R</p> <p>AF, I, R</p> <p>AF, I, R</p> <p>AF, I, R</p> <p>I</p>

	<p>Adapts personal style to meet demands of complex situations.</p> <p>Shows a high drive for achievement and performance.</p>		<p>AF, I, R</p> <p>AF, I, R</p>
<p>v.</p> <p>OTHER REQUIREMENTS</p>		<p>Ability to communicate in the medium of Welsh or a commitment to learn the language.</p>	<p>AF</p>