

Head of Service – Grade 18-19

Upper Head of Service – Grade 20

Job purpose

These roles will be responsible for the delivery of an External/Customer/Front door service area(s) year-on-year.

This role is based within see specific job focus sheet. Find out more about [working for Kirklees](#).

Key areas of responsibility

Manage a large single service area or a group of smaller, related services delivering quality, managing resourcing and resolving complex operational issues.

Develop medium term business plans and contribute to longer term planning to support the achievement of corporate policies/objectives.

Lead the delivery of a related group of services to deliver against objectives and ensure that agreed service outcomes are met.

Deliver upon specific commercial objectives to demonstrate commercial growth and deliver service improvement to meet agreed outcomes, working with relevant internal/external agencies to identify opportunities to utilise resilience offers to pre-empt demand for high intensity services.

Manage and prioritise allocated resources (people, financial etc) in order to demonstrate value for money and ensure services are delivered within agreed financial parameters.

Contribute to the design and manage the implementation of specific customer experience improvement objectives to ensure that that service is anticipating, and meeting customer needs where appropriate.

Act as a figurehead for relevant service areas and identify and manage stakeholder relationships (e.g. Senior Officers, Members, commissioning bodies and external agencies) in order to deliver effective collaborative working.

Motivate, manage and develop staff to support a culture of high-quality performance and continuous improvement to achieve excellent service outcomes that meet the needs of citizens within a fixed level of resources. Resolve performance issues in order to support a culture of performance and productivity.

Provide expert guidance to a service area to ensure compliance with relevant legislation, statutory duties and council policies (e.g. procurement, health and safety, risk management) and implementing changes/improvements where needed.

Be involved in collaboration across the council as well as the public sector and wider city region to design and deliver solutions that are focussed on delivering a system-wide impact for residents.

Upper Level Roles	Differentiator	Lower Level Roles
Authoritative knowledge in a specialist area and overall functional and business understanding needed to position the function across the organisation	Depth and breadth of technical knowledge & experience	Expert knowledge in a specialist area with broader business understanding needed to position the service for the organisation
Full management responsibility for own service and cross-directorate co-ordination across the organisation. Likely to lead a large, diverse and complex service	Functional management	Full management responsibility for own service and direct links to other areas of the council. Likely to lead a diverse medium sized service or a large specialised area
Required to work across diverse directorates/service to affect development, change and successful collaborative working	Complexity	Requires awareness of other directorates/service but service provision is less dependent on successful collaboration
Influences the development of Council wide strategies and plans. Develops and creates policies that will have an impact across Directorates	Policies and procedures	Develops and creates framework for service / area
Influences the wider external industry and brings best practice and leading thinking back to the council	External relationships	Participates in forums rather than leading. Brings best practice and leading thinking back to the council

Responsibilities as a Member of the Senior Management Team

Accountable within a matrix management arrangement for the achievement of commissioned outcomes in line with agreed strategic plans.

Accountable within a matrix management arrangement for the quality of service(s) consistent with the framework set by Service Directors, Strategic Directors and the Chief Executive.

Responsible for regular reporting of performance against outcomes and quality standards.

Responsible for highlighting through matrix management arrangements significant risk to the achievement of outcomes and opportunities to enhance delivery.

Responsible for embedding a performance culture within services which reports on the basis of agreed evidence and policy.

Responsible for the delivery of commissioned outcomes utilising professional and specialist expertise of others across the organisation/partners.

Accountable to a named Service Director for performance appraisal and career development.

Support Service Directors to ensure relevant elected members are appropriately briefed and supported on all issues within their remit.

Carry out other duties as specified from time to time.

Position of job in organisational structure

See specific job focus sheet.

Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
Ability to lead, manage and develop a team or provide technical leadership through a matrix structure.	Essential
Strong influencing and stakeholder management skills and the ability to build relationships at a political, senior and management level.	Essential
Up-to-date knowledge of external issues (legislative, regulatory, best practice standards etc.) that affect own specialist area.	Essential
Substantial experience providing a depth and breadth of knowledge across an organisation; organisation subject matter expert in own specialist area.	Essential
Significant level of senior level leadership experience, providing depth and breadth of knowledge to act with credibility at this level	Essential
Excellent people leadership skills and strong sense of doing what is right for residents	Essential
Understanding of wider issues in local government, partner organisations, public and private sector	Essential
Demonstrable commitment to performance management and productivity to meet the council's priorities	Essential
Ability to demonstrate strategic capability and capacity	Essential
Committed to and champions Diversity and Inclusion	Essential
Committed to and Champions Safeguarding	Essential
Demonstrates a flexible, creative and innovative solutions focused approach	Essential
Strong change management skills	Essential
Substantial experience that demonstrates financial acumen	Essential
Ability to challenge appropriately at all levels and in a range of forums	Essential
Understanding that commercial and entrepreneurial acumen will be increasingly expected and commitment to develop this	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 3. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).
DBS check at the appropriate level

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Office Use Only:

Job Category	Leadership Team	Grading ID	Higher - H0008 Lower - H0011
Job ID	Higher - 80102826 Lower - 80101906	Last Updated	June 2020
Job Focus	Yes	Career Progression	Higher - No Lower - Yes

Contractual Variants

DBS Category	See job focus sheet	DBS Type	See Job focus sheet
Health Check	No	Politically Restricted	Yes
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No

Head of Service – Highways

Grade 18-19

Job Category

To be read in conjunction with Strategic Implementation – External/Customer and Front Door Job Profile.

Role Description

Leads on the development and delivery of:

- Highway Design and Road Safety.
- Highway Asset Management.
- Highway Operations.
- Highway Planning & Integration
- Urban Traffic Control (UTC)
- Highways and Land Registry

Ensures that the Council carries out its statutory duties as a Highway Authority.

Ensures effective integrated service delivery across the whole of Highways Services.

Develops and maintains excellence in contract and performance management for Highways services in collaboration with services across the council, partners and suppliers for the delivery of successful outcomes.

Ensures cost effective delivery of high-quality services.

Supports a culture of high expectations in service delivery ensuring joined up services focused on excellence and delivering agreed outcomes.

Consistently applies intelligence led decision making ensuring best practice, data and intelligence are used to drive continuous improvement and operational practice.

Embeds a service framework for monitoring the achievement and impact of changes and ensures a feedback loop into strategy across the wider council.

Embeds a partnership ethos to achieve jointly commissioned outcomes across the council and its wider partners.

Monitor and manage service delivery within available budgets and improvement targets.

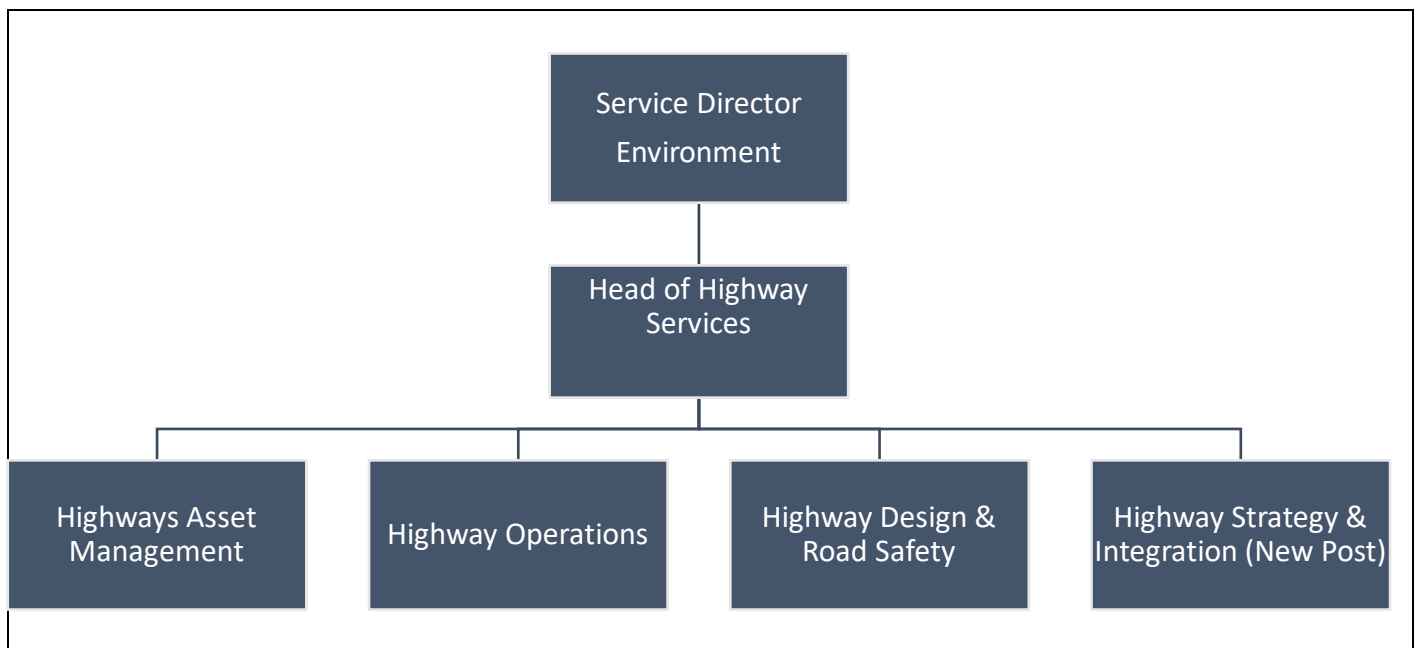
Responsible for organisational workforce development including planning, development, sufficiency and succession planning for current and future need.

Effective corporate management with other Heads of Service to drive standards.

Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
Accepts a basic DBS check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential
Relevant professional qualifications or equivalent with proven track record of high performance and achievement at a senior level within the Highway environment in a large public or private sector organisation	Essential

Position of job in organisational structure



For Office Use Only:

Job Category	Leadership Team	Grading ID	H0011
Job ID	80101906	Last Updated	June 2020
Job Focus	Yes	Career Progression	Yes

Contractual Variants

DBS Category	Other	DBS Type	Basic
Health Check	No	Politically Restricted	Yes - F
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No