

Head of Service – Grade 18-19

Job purpose

A Head of Service responsible for the year-on-year delivery of outcomes through partnership and co-operative arrangements including commissions.

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

Key areas of responsibility

Responsible for leading the development of specific commissioning/partnership strategies, acting as a policy lead for a specific service area and collaborating with a range of stakeholders to ensure that service developments are delivered within the agreed corporate policy framework.

Provide guidance and direction to partners by managing and evaluating service level contracts and partnering arrangements to ensure resident outcomes are achieved.

Maintain a broad network of local stakeholders to ensure that service developments are delivered in line with current and future needs of local residents.

Scan the external operating environment to anticipate and analyse all issues relevant to the service area, developing and agreeing medium term plans for provider implementation to ensure that current and future local needs are met.

Manage strategic partnerships with a range of external stakeholders in order to ensure that organisation continues to harness local opportunities to commission public services of the highest quality within the region.

Provide guidance and direction to partners, acting as a policy lead for a specific service area and managing and evaluating service level contracts and partnering arrangements to ensure high quality customer outcomes are consistently achieved.

Establish and lead clear operational commissioning strategies in relation to specific policy areas, based on the agreed corporate strategy.

Lead the development of specific commissioning strategies for a specific service area based on the agreed overarching corporate strategy to ensure the ongoing provision of appropriate, high quality services that fully meet the needs of local residents.

Set and maintain the operational direction for the service area based on the organisation's operating arrangements, giving tactical advice to service providers to ensure the effective management of commissioned contracts so that the highest possible levels of service quality are upheld.

Allocate resources appropriately to support and ensure the delivery of specific objectives and intended outcomes and demonstrate value for money.

Motivate, manage and develop staff to support a culture of high-quality performance and continuous improvement to achieve excellent 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.

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.

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

Knowledge, qualifications, skills and experience	Shortlisting criteria
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
- Honest
- 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	Lower - H0010
Job ID	Lower - 80102464	Last Updated	June 2020
Job Focus	Yes	Career Progression	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 – Children’s Sufficiency – Grade 18-19

Job Category

To be read in conjunction with Strategic Implementation – Council Partnership and Commissioning Job Profile.

Role Description

Responsibility for ensuring Kirklees meets its sufficiency duty for Looked After Children.

Leads effective and robust contract management ensuring outcomes are delivered.

Responsibility for Fostering Recruitment, Residential Services and Young Person’s activity team.

Lead on the maintenance and development of a diverse and sustainable market of provision, ensuring that placements are available where, how, and when needed.

Lead and manage the quality and performance of commissioning, procurement, and contracts in children’s social care.

Lead on the development of accommodation capacity and resources that reduce the need for formal placements.

Lead with Head of Children’s Integrated Commissioning on the 5-year Capital delivery programme.

Responsibility for transformation of respite services including increased personalisation.

Embed inspection performance criteria across services.

Support a culture of transparency where challenge and scrutiny are embraced as an opportunity to learn and improve practice.

Embeds an outcome focused approach to commissioning.

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.

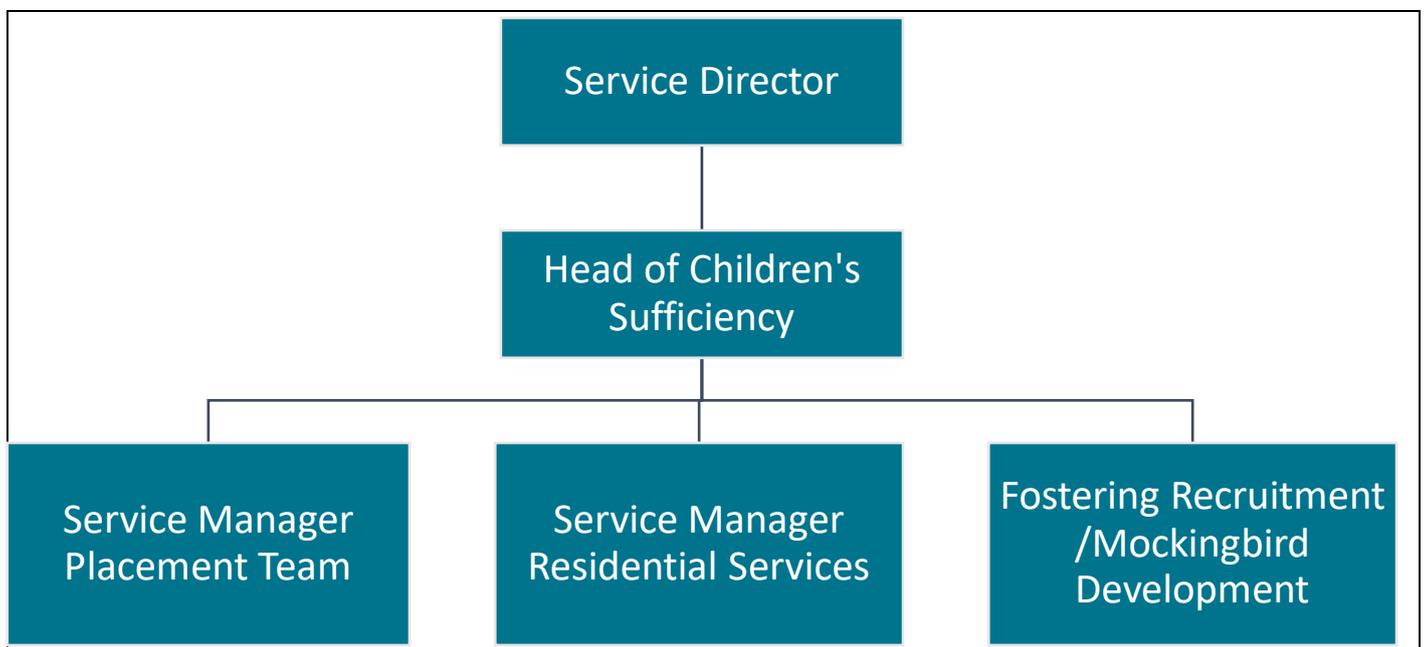
Monitor and manage service delivery within available budgets and improvement targets.

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

Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
Substantial experience ideally in a children's social care environment providing a depth and breadth of knowledge in areas of responsibility.	Essential
Accepts a standard 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

Position of job in organisational structure



For Office Use Only:

Job Category	Leadership Team	Grading ID	H00010
Job ID	80102464	Last Updated	November 2020
Job Focus	Yes	Career Progression	No

Contractual Variants

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