

Service Director – Partnerships, Improvement and Resources



As a Service Director you will be responsible for services providing lead professional expertise and ensuring the council gets the advice and support it needs. They also provide assurance that the Councils resources are used in the best interest of citizens. You will translate the overall strategy into co-operative plans and commissions which ensure the desired outcomes are delivered for local people.

Generic Responsibilities

- Act as lead professional, lead a significant support function, strategic expertise area or complex corporate level project, developing medium term business plans driven from intelligence and aligned to the corporate strategy.
- Provide leadership for defined expertise/professional disciplines to ensure the Council accesses best practice and delivers quality, intelligence led outcomes for residents and customers.
- Lead, motivate and develop staff to create and support a culture of high quality performance, productivity and continuous improvement by developing ownership for problems, successes, goals, initiatives, people and results at the right levels.
- Support the development of intelligence led long term strategic plans and provide strategic leadership for a function/expertise area or project.
- Contribute to the delivery of corporate level objectives and to ensure that service outcomes for internal and external customers are delivered.
- Monitor performance and use customer and professional insight to influence development of service and business to ensure the service is anticipating and meeting customer needs (internal and external)
- Provide guidance and challenge to senior stakeholders including senior officers and elected members.
- Lead in identifying and advising/challenge/influence stakeholders on emerging functional trends, developments, issues, opportunities and innovations in order to support corporate level planning, policy setting and the delivery of improved service (function) outcomes.
- Lead, procure and source the right resource (people, financial etc) to commercially demonstrate value for money and ensure services are delivered within agreed financial parameters.
- Provide leadership of service development / delivery to ensure stakeholders are fully informed on risk in relation to non-compliance with relevant legislation, statutory duties and council policies (e.g. procurement, health and safety, risk management) , implementing changes/improvements where needed. To alert the appropriate body in the event of failure to abide by regulations and ensure that steps are taken to address.
- Play a key role across the city region as a Place Leader developing Kirklees as a key partner within it.

Responsibilities as a Member of the Senior Management Team

- Accountable to Strategic Directors for the collective achievement of outcomes in line with agreed strategic plans.
- Accountable to the Executive for the quality of services consistent with the framework set by Strategic Directors and the Chief Executive.
- Responsible for regular reporting of performance against outcomes and quality standards.
- Responsible for highlighting significant risk to the achievement of strategic outcomes and opportunities to enhance delivery.
- Responsible for creating 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 relevant Heads of Service and Senior managers across the organisation/partners
- Accountable to a Strategic Director for performance appraisal and career development.
- Responsible for ensuring that relevant elected members are appropriately briefed and supported on all issues within the service director
- Effective corporate management with other Service Directors to drive standards as set out above in the work of all.
- Establish and monitor clear service delivery budgets in line with available resources and improvement targets
- Ensure that service strategies and policies are reflective of the Council's approach to place based working.
- Carry out other duties as specified from time to time.

Specific Responsibilities

- Lead the strategic development and implementation of the Children and Young People's Plan; ensuring collaborative engagement across all partners.
- Lead the Directorate's approach to service improvement, ensuring capacity and resources to support Directorate priorities are in place.
- Responsible for joint commissioning budgets, negotiating where necessary across key partners.
- Lead, with key partners, on the development and delivery of a joint workforce strategy for Children's Services, which ensures the appropriate capacity and capability is in place to meet current and future demands.
- Management (jointly with the partners where appropriate) of concerns about the quality of care and practice in provider organisations
- Identification of best practice and latest sector thinking to ensure the Directorate develops innovative and sustainable approaches to service improvement.
- Acting as the Directorate lead with health commissioners and providers to develop models of integrated service delivery to meet the health, social care and wellbeing needs of localities.
- Leading on the developing with Adult Social Care and other providers a share agenda and vision of working across age ranges particularly in relation to transitions pathways
- Ensure there is a robust Directorate framework for monitoring performance and achievement of desired impact and a feedback loop to strategy and policy framework.
- Lead and embed a consistent approach and application of intelligence lead decision making.
- Develop and lead on our partnership ethos with key partners across both public and statutory agencies to support jointly commissioned outcomes.
- In partnership with other Service Directors, ensure line of sight from strategic intent to practical delivery of 'good' children services.
- Create a culture of high expectations and performance that is fully embedded across Children's Services and can be articulated clearly at all levels of the organisation in a way that is meaningful and understood.
- Embed and support a culture of transparency where challenge and scrutiny is embraced as an opportunity to learn and improve practice.
- Cost effective management of complaints and compliments, ensuring that lessons are learned and embedded in future practices.
- Directorate lead for co-ordination of all communications, marketing and performance measures which will inform future strategic direction.

Skills, Knowledge and Experience

- Substantial leadership experience in a relevant setting providing a depth and breadth of knowledge across areas of responsibility.
- Experience of transforming, leading, and delivering a range of functions along with the ability to lead in partnerships.
- Proven ability in driving performance, developing the performance of colleagues through ownership and accountability.
- Ability to build impactful relationships across diverse partners, service areas and to work effectively with stakeholders.
- Personal and professional credibility which gains the confidence of members, managers, staff and partners across communities
- Up-to-date knowledge of external issues (legislative, regulatory, best practice standards etc.) affecting areas of responsibility.
- Ability to collaborate, persuade and influence at the highest internal level and at an executive level externally
- Significant experience of strategic planning, improvement and implementation
- Ability to translate complex problems into functional policy using intelligence to develop and evaluate options delivering a strategic impact
- Excellent people leadership skills and strong sense of doing what's right for residents.
- Committed to and champions Diversity and Inclusion.
- Committed to and Champions Safeguarding.
- Demonstrates a flexible, creative and innovative solutions focused approach
- Understanding of wider issues in local government, partner organisations, public and private sector.

Behaviours and Expectations

- Is a role model for and champions the Council's [Behaviours and Expectations](#).

Structure

