

Head of Service with strategic responsibility for the Council's approach to Safer Communities, encompassing community cohesion, domestic abuse, reducing crime and anti-social behaviour. Working innovatively in partnership with communities, police, probation, faith groups, voluntary and community organisations and many Council services to improve outcomes, reduce duplication and transform services. The post holder will be responsible for transforming how we work with communities and integrating services alongside partners and embedding the principles of placed based working and integration.

Generic Responsibilities

- 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) 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 (eg Senior Officers, Members, commissioning bodies and external agencies) 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 (eg 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 focused 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 based on agreed evidence and policy.
- Responsible for the delivery of commissioned outcomes utilising professional and specialist expertise of others across the organisation/partners as relevant.
- Accountable to a named Service Director for performance appraisal and career development. Supports a corporate mechanism for turning information into relevant intelligence.
- Lead the consistent application of intelligence led decision making.
- Monitor and manage clear service delivery budgets in line with available resources, priorities and improvement targets
- Supports Service Directors to ensure relevant elected members are appropriately briefed and supported on all issues within their remit.
- Effective corporate management with other Heads of Service to drive standards.
- Responsible for workforce development, including planning, training and sufficiency.
- Carry out other duties as specified from time to time.

Specific Responsibilities

- Lead and manage a broad range of services including: domestic abuse, community safety, asylum seekers and refugees support and cohesion initiatives.
- Work innovatively in partnership with communities, police, probation, faith groups, voluntary and community organisations and many Council services to improve outcomes, reduce duplication and transform services.
- Responsible for developing connections with local communities and third sector organisations to improve the outcomes for individuals and to collaborate around meeting the needs of the local population.
- Innovative leadership to ensure the continuous improvement and transformation of service delivery to focus on improved outcomes and place-based working.
- Provide leadership, management and the development of specific specialised service provision.
- Develops and explores opportunities for effective and robust partnership working to improve outcomes for communities.
- Supports a culture of high expectations in service delivery ensuring joined up services focused on excellence and delivering agreed outcomes.
- The use of national best practice, lessons learned and local performance data and intelligence to drive continuous improvement in operational practice.
- Support a culture of transparency where challenge and scrutiny are embraced as an opportunity to learn and improve provision.
- 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.
- Lead on the development of strategic approaches to vulnerable people across organisational boundaries.
- Ensure a corporate ownership of vulnerable people's issues is adopted.
- Effective corporate management with other Heads of Service to drive standards.
- Work closely with people themselves, communities, families and individuals to co-produce solutions.

Head of Communities

Skills, Knowledge and Experience

- Substantial relevant experience providing a depth, breadth of knowledge and understanding of risk in areas of responsibility.
- Relevant professional qualification and/or substantial experience in social care, community, health (or related areas) providing depth and breadth of knowledge to act with credibility at this level with partners, especially in Social care and criminal justice services.
- Ability to develop and transform services to embed integrated innovative community responses alongside partners.
- Ability to lead, manage and develop a team and provide technical leadership through a matrix structure.
- Strong influencing and stakeholder management skills and the ability to build relationships at a political, senior and management level.
- Up-to-date knowledge of policy and external issues (legislative, regulatory, best practice standards etc) affecting areas of responsibility.
- Excellent people leadership skills and strong sense of doing what's right for residents.
- Understanding of wider issues in local government, partner organisations, public and private sector.
- Demonstrable commitment to performance management and productivity to meet the Council's priorities.
- Ability to demonstrate strategic capability and capacity.
- Committed to and champions Diversity and Inclusion.
- Committed to and champions Safeguarding.
- Demonstrates a flexible, creative and innovative solutions focused approach
- Strong change management skills.
- Ability to challenge appropriately at all levels and in a range of forums.
- Substantial experience of financial, commercial and entrepreneurial acumen will need to be demonstrated and a commitment to develop this.
- Is a role model for and champions the Council's [Behaviours and Expectations](#).

Structure

