

The key focus of this post is to collaborate, empower and resource our communities customers to achieve what a good life looks like for them. This is critical role to support Council and system wide priorities to place communities central and ensure people can access the support they need at the right time. Senior managers at this level manage the delivery or control of large and complex projects, or programmes of work, working with senior internal/external stakeholders and partners to ensure delivery against project needs and objectives. Expected to lead project team/teams and ensure all work and outputs are executed to meet requirements, taking into consideration interdependencies between your work and other programmes of work.

Generic Responsibilities

- May lead an operational team, managing professionals/specialists to deliver the required objectives; and mentor, coach and develop the skills and capabilities of the team in order to achieve project objectives and continuously improve performance.
- Lead across the system the implementation of medium to high scale projects, managing multi-disciplinary teams and working to mid-long-term timescales, to ensure delivery standards and the achievement of Kirklees objectives.
- Develop plans for the management/control of large/complex projects and monitor performance against the plan to ensure agreed milestones are met.
- Manage relationships with stakeholders, partners and contractors, in order to ensure all parties are informed and appraised of project progress, and objectives remain aligned.
- Manage and develop effective governance processes to ensure learning and development across the system using the principles of strengths-based commissioning cycles.

- Manage relationships with key system wide stakeholders in order to identify opportunities for improved efficiencies and collaboration across projects, to ensure stakeholder/partner satisfaction.
- Translate project objectives into plans, costs and schedules, managing finances across the project lifecycle through accurate forecasting, to meet agreed time, quality and cost standards.
- Analyse and compile a range of complex data and documentation, using knowledge and work carried out by others to review options and provide recommendations in the project decision-making process.
- Evidence effectiveness, develop evidence bases and Utilise knowledge and experience of industry best practice to develop processes and review policies on a project basis, ensuring changes are in line with Kirklees strategic objectives.
- Act as a technical expert within a project discipline, providing subject matter advice to colleagues, in order to support successful delivery in line with project objectives.

Specific Responsibilities as Customers and Communities Improvement and Corporate Relationship Manager

- | | |
|--|---|
| <ul style="list-style-type: none">• Lead Customers and Communities development and improvement plans, their implementation and engagement with key delivery partners, staff, residents and people who use Kirklees services.• To act as Directorate lead to matrix manage staff, relationships and delivery of key corporate functions including workforce, intelligence and data, transformation and involvement and coproduction.• To lead with jointly with corporate functions on ensuring appropriate capacity and capability is in place to meet current and future demands for joint workforce strategy, intelligence led approaches, transformation and co-production and lived experience to inform development of customer and community experience• Lead for project planning, and support to drive innovation and transformation activities• Lead on the development and co-ordination of strategies and plans to support the ambition to achieve excellent experience for customers and communities across Kirklees.• Leadership to produce performance management information and metrics aligned to outcomes incorporating an Outcome Based Accountability (OBA) approach• Lead on embedding restorative practice culture and approach across customer and communities and wider partnerships.• Adopts and embeds place-based working across Customers and Communities activities• Maintains the strategic overview on staff and partner engagement and communication strategies across the Directorate• Provide good quality research and analysis to support intelligence led decision making. | <ul style="list-style-type: none">• Actively sources and shares current national and regional practice developments and strategies to ensure council and service priorities are reflective of best practice and innovation• Seeks best practice from, and shares with, others to keep the council's transformation journey relevant, ambitious, innovative and deliverable• Makes recommendations on courses of action to achieve strategic outcomes• Supports a culture of high expectations and challenge focused on excellence and delivering agreed outcomes• Work as part of the senior management team to drive standards.• Accountable to the Service Director for Communities and Customers• Carry out other duties as specified from time to time. |
|--|---|

Structure



Skills, Knowledge and Experience

- Demonstrable experience of leading large and complex projects.
- Detailed understanding of the functions and services provided by the Council and partners.
- Subject matter expert and demonstrable experience in intelligence led approaches, restorative practice and project management approaches.
- Experience of leading a partnership wide improvement and development plans
- Significant experience of staff management, development and support through change.
- Ability to translate highly technical and complex information into plain English in order to influence and assist with strategic decision making.
- Experience of informing and supporting strategic change using intelligence and insight.
- Ability to challenge appropriately at all levels and in a range of forums.
- Excellent communication skills with the ability to influence a wide range of stakeholders, partners, senior colleagues and elected members.
- Ability to provide advice with credibility at the highest level.
- Proven financial management skills and commercial acumen.
- Committed to, and champions Diversity and Inclusion.
- Committed to, and champions Safeguarding.
- Demonstrates a flexible, creative and innovative solution focused approach.

Behaviours and Expectations

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