

WEALDEN DISTRICT COUNCIL

JOB DESCRIPTION

Post Title	Director of Customer and Community Services
Post No	A0005
Internal Relationships	The Council, Council Members, Chief Officers, Managers and Staff of the Council.
External Relationships	Government Departments, Regional Offices and Bodies, Members of Parliament, other Local Authorities, other Bodies and Agencies, Local Government Association, Business and Voluntary Sector, The Media and Public.
Principal Accountabilities	<p>As Defined by Legislation, regulations and the Council's policies, programmes, procedures and practices.</p> <p>To contribute to the strategic direction and management of the Council in order to meet the challenges of community planning, service delivery and modernisation, and contribute to developing and supporting the implementation of the Council's performance management.</p>
Principal Responsibilities	<ul style="list-style-type: none"> • As a member of the Management Team, the post holder will be responsible for assisting the Chief Executive and the Cabinet in developing the strategic direction and driving the continual improvement of the Council's performance. • To ensure clear, effective and efficient, and integrated action on the corporate priorities through implementation of the corporate plan. • To drive, achieve and monitor continuous improvement in efficiency and effectiveness through performance management. In particular, to use ICT to deliver customer centric digital service access across the council's service platform. • To provide strategic direction and oversight for all services and activities within the Customer and Community Services Directorate (and others as may be determined from time to time) and to ensure that they are customer focused, accountable to all appropriate stakeholders, and achieve the Council's targets. • To manage the Directorate within budget and to ensure that all opportunities for securing external funding are maximised to the best advantage of the Council. • To develop partnerships at local, regional, and national / European levels to maximise resource procurement, develop effective and efficient programmes of action and raise the positive profile of Wealden. • To contribute towards the successful positioning of the Council in the context of local government reorganisation and to ensure Wealden contributes effectively to the regional and national policy

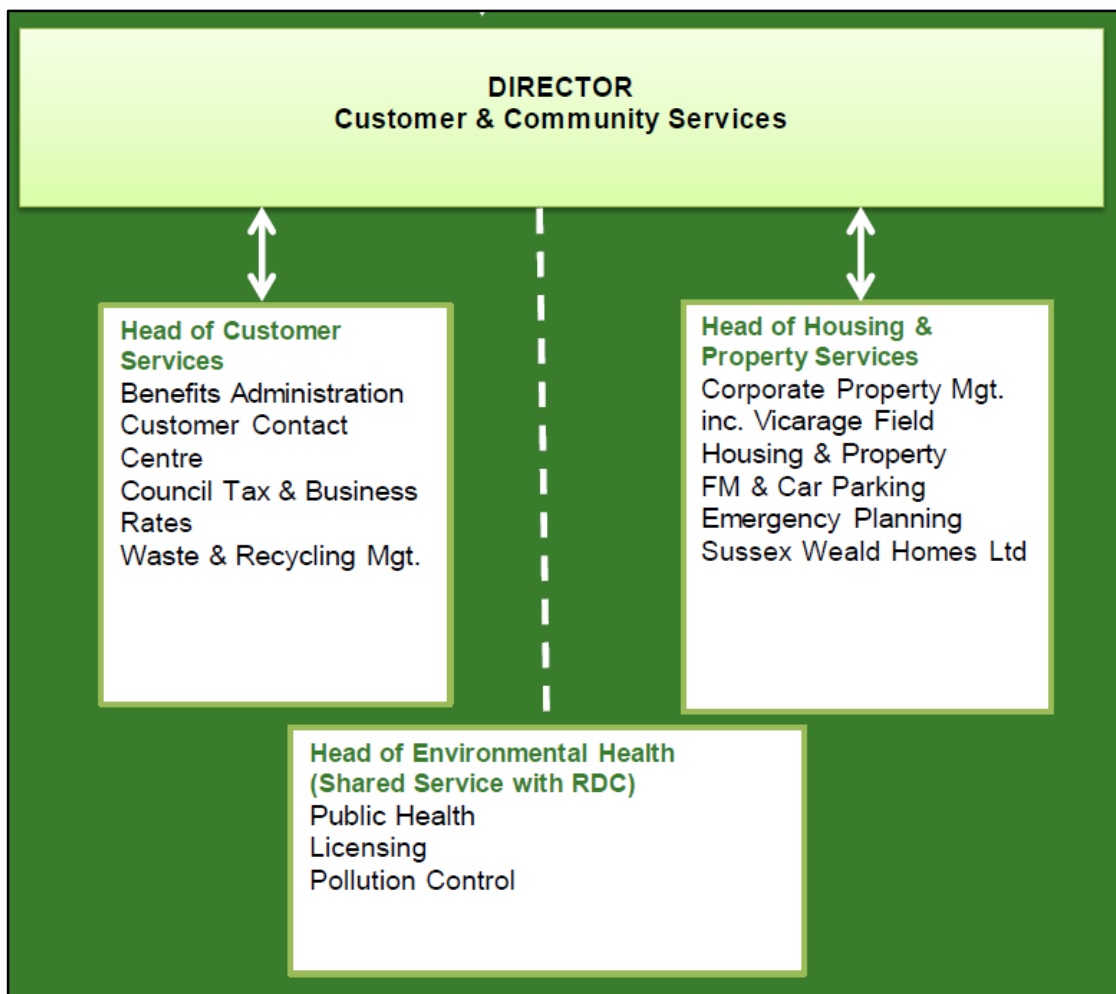
	<p>agenda.</p> <ul style="list-style-type: none"> • To lead, guide, and support Heads of Service where required and hold them to account for performance within their own areas of responsibility. • To be responsible for the recruitment, management, appraisal and development of relevant Heads of Service. • To contribute positively to, and actively promote, the Council's reputation and image as a top performing local authority and good employer. • To take personal responsibility for ensuring that equality of opportunity is embedded, promoted, and applied across the whole of the Council's services and employment. • To ensure effective policies, systems and procedures are in place to ensure the health, safety and welfare of the Council's employees, contractors and the public, and for themselves. • To provide information and support to all of the Council's Committees meetings, Cabinet Advisory Groups and Working parties as directed by the Chief Executive and to take particular responsibility for the effective operation of the Overview and Scrutiny Committee. • To represent the council and / or provide member support on external bodies at a national, regional and/or local level as required or directed by the Chief Executive. • To ensure the effective implementation of the Council's strategies and compliance with all adopted targets for implementation as directed by the Chief Executive, including leading the Council's drive to digital service delivery. • To promote and foster an organisational culture in which challenge, innovation and creative solutions are the norm. • To take lead responsibility for specific corporate projects as may be determined by the Chief Executive from time to time. • To lead the Council's Emergency Management responsibilities (this includes a requirement to be available in the event of an emergency in order to perform the duties allocated in accordance with the Emergency Plan, or as determined by the Chief Executive). • To abide by the Council's Equal Opportunity Policy Statement which makes a commitment to promote equal opportunities and race equality in Wealden. • To act in accordance with the Council's Health and Safety policy to take reasonable care for your own health and safety and that of others who may be affected by your work activity. • To undertake any other duties as may be commensurate with the level of the post.
Special Conditions	<ul style="list-style-type: none"> • The post is deemed to be a Politically Restricted Post. • Essential car user.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Qualifications and Training		
Degree or equivalent	✓	
Relevant professional and/or managerial qualification		✓
Experience		
Able to demonstrate significant management of services/ functions at a senior level within large, complex public sector organisations	✓	
A proven track record of significant achievement in delivering services in a local authority	✓	
Significant experience of working in a political environment	✓	
Significant experience of managing services, functions and change at a senior level within large, complex public sector organisations	✓	
Successful strategic and operational budget and staff management in a large complex organisation	✓	
A proven track record of delivering tangible results and value for money services operating in a corporate as well as specific context	✓	
A demonstrable track record of leading, motivating and inspiring large multi-disciplinary teams to achieve a culture that is positive, forward looking, outcome/performance orientated and customer focussed	✓	
A record of working successfully with partners, both internally and externally, to achieve common goals	✓	
A track record of working to manage conflicting national and local priorities	✓	
Evidence of building and maintaining reputation management	✓	
Skills & Knowledge		
Significant understanding of the national agenda influencing Local Government and the wider public sector	✓	
Knowledge of several areas of responsibility within the postholder's remit (see Structure Chart attached).	✓	

An understanding of: the workings of Local Government finances and including <ul style="list-style-type: none"> • knowledge of related legislation and • funding arrangements and the wider issues facing Local Government, at a time of intense change 	✓	
Effective and innovative leadership in managing change, motivating and developing a multi-disciplinary team, taking a leading role in initiating action and making decisions	✓	
Proven customer service skills	✓	
Strategic planning skills and the ability to set high quality goals, objectives and priorities and the determination to secure their achievement	✓	
Highly competent in strategic management with the ability to interpret management information and develop strategy	✓	
Excellent interpersonal, communication and presentation skills including the ability to articulate and gain support for views and ideas and the ability to relate to people at all levels, including the media	✓	
Able to work effectively with others, managing performance and promoting team working and co-operation within the Council as a whole and across partners/providers	✓	
Able to demonstrate a high degree of probity and work within the constraints of a publicly funded service	✓	
Well developed entrepreneurial skills; able to display commercial/business awareness and the ability to gain and sustain customer confidence	✓	
Ability to successfully work corporately across all service areas	✓	
Good understanding of effective governance within a large organisation	✓	
High degree of political sensitivity and awareness with the ability to work closely with elected members, and all forms of public/private sector organisations	✓	
Ability to work jointly in a proactive and positive way with partners	✓	
A thorough understanding of equalities in planning and delivering services and in working with others	✓	
Other requirements		

High personal integrity	✓	
Highly motivated with the ability to work well with others in the team	✓	
Able to use ICT productively to carry out the duties of the post	✓	
Flexible approach to work	✓	
Current valid driving licence	✓	
Ability to commit to evening working where necessary to attend meetings and to work additional hours to meet the demands of peak work loads	✓	
Occupational Requirement to have a command of spoken English sufficient for effective performance. Applies to public facing roles where regular face-to-face or telephone contact is intrinsic to the role.	✓	



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