

	<b>Job Title</b>	Operational Director, Community Services
	<b>Department</b>	Chief Operating Officer
	<b>Section</b>	Community Services
	<b>Grade</b>	Hay 3a
	<b>Reports to</b>	Chief Operating Officer
	<b>Staffing Responsibility</b>	Direct line management of 6 Heads of Service and indirect responsibility for all staff within the Community Services section.

**Job Purpose:**

1. To lead and manage the development and implementation of a comprehensive community services strategy which better meets need and embeds a different relationship with local people.
2. To ensure the Council's management of its key contracts is efficient and effective.
3. Provide a leading contribution to the continuous development, improvement, efficiency and success of the department, the Council and the Borough.
4. The development and delivery of cross-council strategic initiatives and priorities and lead on particular projects as required by the Chief Operating Officer.

**Dimensions:**

Has overall responsibility for the budgets of all units within Community Services. Departmental budgets total approx. £30.2m.

**Principal Accountabilities:**

1. Work collegiately with colleagues and make a proactive contribution to the management of change and the development of the Council.
2. Lead and manage a portfolio of services in alignment with both corporate and departmental aims and priorities, including.
  - the development and delivery of innovative new models for community focussed delivery.
  - setting and monitoring clear and ambitious performance requirements.
  - robust financial management to ensure value for money.
  - creating an environment which fosters innovation and continuous improvement in service commissioning and delivery.

3. Provide leadership and management to achieve high performance and effective operational delivery; which will include managing the effective use of resources and staff.
4. Work closely with the Chief Operating Officer to support effective working relationships with relevant portfolio holders.
5. Support and develop partnership working, including acting as an effective ambassador and advocate with external organisations.
6. Lead a portfolio of services in alignment with corporate and departmental aims and priorities.
7. Lead, develop and promote effective partnerships with other statutory organisations, the private sector and the third sector in the commissioning and delivery of services.
8. Translate strategy into ambitious and achievable service plans, within available resources and with clearly defined targets and outcomes.
9. Ensure the Chief Operating Officer, Lead Members and the Corporate Management Team are briefed and kept up to date on those aspects of the community services agenda for which the post holder has lead responsibility, including highly sensitive matters likely to have a major impact on the Council.
10. Provide clear, balanced and accurate advice and guidance to the Chief Operating Officer and Lead Members on strategic service issues and challenges.
11. Responsible for planning, controlling and deploying financial, staffing and physical resources to best effect to deliver agreed service priorities.
12. Provide leadership to the front line upwards gaining ownership of and commitment to the Council's overall aims and values.
13. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults.
14. Model exemplary behavior and carry out duties with due regard to the Council's community care; equal opportunities; information governance, data protection and health and safety policies and procedures.
15. Undertake any other duties commensurate with the general level of responsibility of this post.

### **Portfolio Responsibilities**

1. Act as the lead for all aspects of the Community Service portfolio, including performance of the contractors.
2. Lead and manage Brent Customer Services and the development and roll out of the council's Community Access Strategy ensuring it is embedded in all of the work of the council.
3. Lead on and ensure a joined up and co-ordinated approach to the management of the Public Realm contract.
4. Ensure cross-Council emergency and business continuity plans are in place and up to date.
5. Lead on the development of innovative and effective community safety and protection strategies for the Borough.
6. Ensure the Council plays a leading role in partnerships with organisations and agencies operating within the portfolio responsibilities of the Operational Director.
7. Work closely with the Operational Director, Strategic Commissioning on the procurement and management of contracts within the area of responsibility.
8. Establish and maintain top quartile performance against relevant benchmarks for environment and protection culture and highways services.
9. Act as sponsor for programmes and projects, as required.
10. Support the development and delivery of the borough's culture strategy.
11. Support the leadership and management of the transportation and parking services for the borough.
12. Support the leadership and management of the council's Registrars Service for Brent and Barnet Councils.

**Job Context:**

- Wide range of internal and external contacts including senior managers, elected members, professional bodies, partner organisations and government functions involving the use of a wide range of interpersonal skills.
- Partner other local authorities, public sector organisations and agencies, local businesses, the voluntary sector and other stakeholders.
- Developing partnership working with key external stakeholders across the public, private and voluntary sectors.
- Management and leadership of high performing teams.
- Lead role in the development of the Council's services in this area.
- Operates within a corporate framework but with considerable freedom to shape services.
- Strategic lead developing services and ensuring implementation of new legislative requirements.
- Overall responsibility for high performance and professional standards across the group.

<b>DBS Status</b>	To be confirmed with Human Resources
<b>Politically Restricted</b>	Yes

## Person Specification

### Knowledge, Experience & Skills

*Specify the knowledge, experience, skills and abilities required.*

#### Knowledge and Qualifications

- Relevant professional qualification and/or extensive management experience within relevant portfolio area.
- Evidence of significant relevant Continuing Professional Development (CPD).

#### Experience

- Substantial experience within either environment or regulatory services.
- A demonstrable senior leadership and track record in a large scale, highly diverse customer centric, political organisation including:
  - delivering customer focused services and service improvements managing demands and pressures on the service and tight deadlines
  - resource management.
  - planning including anticipating priorities from a changing landscape
  - proven track record of achieving and managing cultural and organisational change and of leading improvement across all community services.
  - developing and delivering large scale projects and programmes.
  - a record of innovative achievements in joint working with partners and stakeholders.
- Experience of contributing as part of a senior management team through effective business planning, budget management and performance appraisal.
- Substantial experience of partnership working, commanding confidence and building positive working relationships in support of key objectives.

#### Key Skills

- Strong Leadership and management skills including people, performance and budget management
- Communication, negotiating and influencing skills
- Work collaboratively corporately and departmentally creating a strong team spirit
- Strong role model who demonstrates a personal commitment to high standards of public service, equalities, integrity and professionalism
- Develop and maintain effective partnership arrangements both internal and external to the organisation.
- Identify opportunities through multi-agency working that deliver improvements.
- Develop and deliver a clear sense of service direction and purpose.
- Excellent judgement and demonstrable track record of senior management decision making.
- High level planning and management skills ensuring excellent service delivery.
- Think and act strategically, analyse complex evidence and develop practical, innovative and entrepreneurial solutions to the management of strategic issues and complex problems.
- Organisational skills to translate strategy into plans and deliver high performing services, managing risks and overcoming barriers to success.
- Communication and influencing skills to inform, consult and negotiate with a wide range of audiences in a straightforward, articulate and persuasive manner and the Interpersonal ability to engender confidence and respect.

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