

Lichfield District Council Job Description & Person Specification		
Post Title	Grade	Date
Head of Corporate Services	Head of Service	June 2020

Reporting Relationships

Responsible to: Chief Executive

Responsible for: Service Managers and Team Leaders as designated from time to time, including ICT, communications and marketing, property, and facilities management as well as matrix management of project groups related to transformation and commercialisation.

Service Purpose and Values

To act as a member of the Senior Leadership Team (SLT) and be accountable to the Chief Executive and elected members for developing the Council's vision, objectives and priorities and to act as deputy Chief Executive and deputy Head of Paid Service when required.

Specific Responsibilities:

The post holder will work in partnership with all Heads of Service and the Chief Executive, to overseeing service delivery and leading transformation and commercialisation projects. This will include;

1. Leading the development of strategies, policies and plans while overseeing key corporate services.
2. Developing promoting, stimulating, facilitating and embedding transformational change and implementing corporate and service initiatives and improvement programmes to improve commercial effectiveness and efficiency.
3. Ensuring the Council is aware of and fully considers all opportunities to translate best practice and innovative approaches both from across the organisation and the sector as a whole
4. Leading the development of a culture of continuous improvement and innovation across the Council to respond effectively to current and future service delivery.
5. Identifying and exploiting opportunities which maximise the benefits of different operating models, including integrated and/or shared service delivery across and beyond the organisation. Ensure the effective utilisation and management of property, estates and associated assets on behalf of the Council, including the development and delivery of a strategic asset management plan along with ongoing operational property and estate management
6. Ensure the Council's premises and places of business are appropriately managed and fit for purpose through the provision of facilities management and support.
7. Ensure the development and implementation of a digital strategy, ICT systems infrastructure and support, which proactively meets the needs of individual services, whilst providing integrated solutions, supporting channel shift and enabling ongoing service transformation.
8. Ensure the production of and compliance with policies, procedures and guidelines to ensure that all aspects of ICT, including GIS and service / functional systems are used effectively and the highest standards of data security and protection
9. Lead on the continuous improvement of the Council's website and digital presence and functionality including the development of appropriate strategies for championing of

channel shift and digitisation across the organisation.

10. Develop and implement a communications and engagement strategy and deliver innovative and novel approaches to ensure all stakeholders are well informed and the reputation of the Council is maintained.

Generic Responsibilities (Head of Corporate Services)

1. Work collaboratively with the Chief Executive and all Heads of Service to deliver the services within their portfolio in such a way as to ensure a 'one council' ethos is embedded across the Council.
2. Develop appropriate service strategies and business plans to ensure delivery of clearly defined outcomes and objectives.
3. Establish and sustain effective working relationships with portfolio holders, Cabinet and other elected members in developing and delivering service plans.
4. Pro-actively and openly prepare and share relevant service information/plans, performance data and metrics across the Council that enables more informed discussions and decision making to take place about council services and delivery options.
5. Implement appropriate mechanisms to identify and understand customer needs (internal or external) and to appropriately address these and monitor satisfaction across the Council.
6. Facilitate continuous development of the corporate policy framework reflecting the policy and priorities identified by the Council.
7. Provide constructive challenge to all managers and team leaders, motivating and inspiring them to embed a 'one council' culture.
8. Ensure the effective allocation, deployment and management of all resources (financial, human and physical) available to the Council within the service in order to deliver value for money service provision and respond effectively to identified service needs and priorities.
9. Foster and develop and foster effective partnerships with key stakeholders across and beyond the District to secure the maximum benefit for the Council and support the delivery of service priorities.
10. Ensure effective and continuous workforce development and that the expertise, skills and potential of employees are realised through provision of an active learning environment where opportunities to maximise contribution and nurtured and encouraged.
11. Embrace and promote the values of the organisation and ensure that the highest standards of conduct and behaviour in line with Council's Code of Conduct, including maintaining awareness and taking action wherever necessary to contribute to the safeguarding of vulnerable people.
12. Ensure that the highest levels of integrity and probity are maintained in all aspects of the Council's decision making, including at all times respect for the role of elected members as set out in the Constitution.
13. Ensure that service provision respect and reflect the needs and diversity of communities residing within the District and decisions are taken with full regard to the Council's policies on equality and diversity, whilst visibly demonstrating a commitment to the principles, aims and objectives of such.
14. Represent the authority at local, regional and national level as well as advocating and promoting a positive image of the Council at all times.
15. Ensure a positive and proactive approach to the management of health and safety across all areas of responsibility
16. Participate as required in the Council's corporate resilience and emergency planning arrangements and ensure appropriate business continuity arrangements are in place for the service.

Appendix3

Contacts

The post-holder will have regular contact with a wide range of stakeholders up to and including leading politicians and chief officers within the organisation and chief officer level contacts within other partner and stakeholder organisations.

Working Arrangements

The basic working week is 37 hours, based around the Council's office hours. The nature of the duties of the post will, however, demand considerable flexibility both in terms of working hours and location, including attending evening meetings and provision of shared on-call cover (as and when required). This job description will be subject to variation in order to meet the needs of the service and the Council.

Further requirements

This is a politically restricted specified post as defined by the Local Democracy, Economic Development and Construction Act 2009.

Person Specification

A = Assessed at Application I = Assessed at Interview T = Assessed through Test

Essential or Desirable	Criteria	Measured by
	Qualifications/Professional membership	
Essential	a) Educated to Post-Graduate level in a discipline relevant to the post or a clear demonstration that the equivalent in depth of understanding has been gained through experience within career to date.	All through A/I
Desirable	b) A leadership qualification or evidence of extensive study of leadership and management.	
Desirable	c) Evidence of a strong commitment to further accredited professional development	
Desirable	d) Strong evidence of adoption and use of digital technology	
	Specific Knowledge and Experience	
Essential	a) A Substantial experience of leading business critical corporate services successfully at a senior level in a large complex organisation with multifunctional teams.	A/I/T
Essential	b) Substantial experience of leading large scale service transformation initiatives (from inception to delivery of outcomes), within the public sector or a comparable customer-orientated organisation.	A/I/T
Essential	c) Substantial experience of developing and delivering commercial initiatives or managing commercial services.	A/I
Essential	(picked up in a above).	A/I
Essential	d) Thorough knowledge of the legislative and statutory responsibilities in relation to one or more of the services within the portfolio.	
	Generic Knowledge and Experience	
Essential	e) Substantial and successful experience of working at an advanced strategic level within a public sector organisation and with significant partner agencies and bodies.	
Desirable	f) Experience of successfully working within a Local Government organisation to deliver shared outcomes/services.	
Essential	g) Proven experience of effective financial management including budgetary planning, monitoring and control within tight financial constraints.	
Essential	h) Significant experience of working successfully with elected members within political frameworks and a democratic public sector context.	
Essential	i) Substantial experience of holding service managers/heads of service to account and to implement and follow strong performance management practices, focused around achievement of outcomes.	
Essential	j) Significant knowledge of the local government sector and challenges	

Essential or Desirable	Criteria	Measured by
All Essential	<p style="text-align: center;">Skills and Personal Attributes</p> <ul style="list-style-type: none"> a) Ability to think and work strategically in the context of public sector organisation, within a two-tier county area that works in partnership with a host of other statutory and non-statutory bodies at local, sub regional, regional and national scales. b) Ability to formulate and develop strategic policies and put plans in place for their effective implementation. c) Ability to adapt to a fast changing social and political environment d) Ability to confidently respond to and manage sensitive political issues e) An ability to grasp complex issues swiftly and respond appropriately with potential solutions f) Outstanding communication skills -written and oral appropriate to a variety of audiences. g) Ability to inspire, motivate, positively influence and develop teams together with effective delegation within a clear accountability framework. h) Ability to provide clear direction to others in an appropriate style together with an ability to make tough decisions when required to do so. i) Ability to put in place and sustain effective performance management arrangements j) Outstanding networking skills, to foster and build positive relationships both within and outside the Council especially with key partners and stakeholders. k) Adept partnership working skills that add value to key working partnerships l) An ability to negotiate and influence others and build effective alliances with a range of internal and external partners. m) Ability to create and nurture a climate of trust with a variety of audiences. n) Ability to manage resources effectively and respond where appropriate to unplanned and unexpected changes. o) Demonstrates personal integrity with a strong adherence to corporate governance and ethics and values expected in a public service setting p) Demonstrates a high commitment to equality, diversity and wellbeing through active promotion of these agendas. q) Demonstrate and understanding of the Council's organisational values and a commitment to apply them. 	A/I/T