

SLDC Job Description and Person Specification

Assistant Director of Neighbourhood Services

www.southlakeland.gov.uk



Salary Scale

Grade Q SCP 61 to SCP 66

Main Purpose of the Role

- To provide services to support community need and corporate priorities and objectives.
- To formulate as part of the Corporate/Strategic Management team the organisational response necessary to deliver the prioritised outcomes.
- To deliver the Council's aims and objectives set out in the Corporate Plan with particular emphasis on your area of responsibility.
- To ensure local policies match customer need and expectation through service design and engagement.
- To be an inspiring communicator of the Council's vision and priorities both internally and externally, in order to promote high levels of awareness and understanding of the aims, objectives and values of the council and its achievements in delivering services to and developing its communities gaining support of these groups through sensitivity to needs and by achieving organisational goals.

Key Relationships

Line Managed by the Director of People and Places. Accountable to the Chief Executive and Members.

Main Duties and Responsibilities of the Role

1. To provide high-level support and advice to the Chief Executive, Director, Senior Manager's, Cabinet, Portfolio Holders, Overview and Scrutiny Committees, Elected Members, partners and stakeholders.
2. Leads and motivates others to continually improve performance, is approachable, supportive, and demonstrates integrity, fairness, and high personal and professional standards, providing clear guidance, leadership and vision necessary in shaping and delivering innovative approaches to address the Council's vision and objectives including significant budgetary challenges.
3. To ensure the effective delivery of Street-scene services is monitored and adapted in line with the Council's Corporate Plan and the changing needs of service users to deliver the strategic priorities, source needs and intended outcomes of the Corporate Plan.
4. To manage the Council's Public Health and Leisure to deliver the outcome which contributes positively to the sustainable wellbeing of the South Lakeland community and environment.

5. To ensure and provide leadership of the Council's Leisure and Recreation.
6. To ensure the Council Parking Services develops and in doing so ensures that the Council maximises the potential investment from the public, voluntary and private sector in the achievement of those outcomes.
7. To ensure the strategic priorities of Public Health are delivered in accordance with the Corporate Plan.
8. Understands and contributes to effective working across all sectors and identifies potential areas of improvement, ensuring partnerships are focussed on outcomes, represent the Council in discussions and negotiations with statutory agencies and public service providers including central, regional, local government and the voluntary sector.
9. To actively foster and develop positive relationships with all local and regional partners, including the voluntary, private sector and local business as well as other statutory bodies acting as an "Ambassador" for the Council and to promote its interests and activities, working in collaboration with partners across boundaries to develop South Lakeland communicating the Council's vision, priorities, objectives effectively both to staff, through internal communication and consultation methods, externally to partners, agencies and the public.
10. To develop and sustain a positive and enabling "can do" organisational culture that puts at its heart the provision of high quality, value for money services planned from the needs of the communities (including taking account of minority groups), ensuring that innovation is encouraged and rewarded and that best practice is researched and adopted.
11. Ensure that continuous improvement, value for money and best value are delivered by challenging existing practices, setting targets for improvement and intervening as necessary, contribute in the activities to modernise service delivery and management, including the investigation of opportunities to deliver services on a shared basis with other local government and service providers whilst maintaining a balance between changes and stability.
12. Act on opportunities where active collaboration outside your own area of accountability can deliver real benefit to the Council, standing by decisions that benefit the Council even if they are unpopular.
13. To work with political powers within and beyond the Council, understanding how decisions are made in the political environment and the influence of external organisations and community groups on the political decision process.
14. To be an exemplar of the Council's highest standards of probity and good conduct and to ensure that these are maintained within the Council at all times.
15. Ensure the effective delivery and operation of the service, to challenge all service plans and their associated outcomes against the needs of citizens and communities, to seek and to motivate others to be innovative and bring about creative solutions, recognising the need to bring about change and improvement within finite resources, leading cross cutting reviews of service delivery. Encourage questioning traditional approaches to the job with new approaches and solutions to problems.

16. Develops and encourages personal development to improve performance and contribute to continual improvement, ensuring managers effectively deliver the outcomes desired and to have in place effective arrangements for the setting of performance measures for Senior Managers and regularly appraise their achievements.
17. To foster a “partnership” between all levels of management and promote the effective management and development of all the Council’s employees, value their contributions, develop their strengths ensuring that they are consulted, empowered, valued and motivated.
18. Clarify objectives and boundaries challenging individuals openly and constructively about performance problems, taking action if performance does not improve.
19. To take responsibility for the implementation

This job description summarises the major responsibilities of the post. It is not intended to exclude other activities or future changes to the post holder’s responsibilities.

Special Conditions of the post

- The post will be subject to the Local Government [Political Restrictions] Regulations
- There will be requirement for regular evening and weekend working
- Attendance at conferences and courses including weekends as necessary

Behavioural Competencies: See attached Appendix for full details and descriptions

The post holder will be expected to demonstrate the following behavioural competencies and be appraised quarterly on this framework:

- Thinking Strategically
- Being Courageous
- Working Collaboratively
- Managing Performance
- Motivating and Leading
- Focusing on our Citizens’ Needs
- Living the Values

Equal Opportunities

South Lakeland District Council aims to be an Equal Opportunities Employer and has equal opportunities policies with which you are expected to comply at all times. The Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias, irrespective of disability, race,

religion or beliefs, nationality, ethnic origin, age, sexual orientation, gender or marital status.

Job Description prepared by Rose Tideswell, HR Officer March 2012. Revised by Lawrence Conway, Chief Executive March 2012.

Person Specification

Each specification will be assessed by:

AF = Application form

I = Interview

O = Other e.g. assessment

Education

Criteria	AF	I	O
Educated to degree level or equivalent.	✓	✓	✓
Knowledge of current and future issues facing the delivery of local public services.	✓	✓	✓
Evidence of continuous professional development.	✓	✓	✓
Management qualification or evidence of substantial management training.	✓	✓	✓

Experience and Knowledge

Criteria	AF	I	O
At least five years' experience in managing services.	✓	✓	✓
Experience of designing and delivering alternative service delivery models to realise efficiency savings and improve customer service.	✓	✓	✓
Experience of advising elected Members or equivalent.	✓	✓	✓
Positive experience of leading and managing appropriate culture change	✓	✓	✓
Experience of maximising the performance of services either through direct provision or partnership working.	✓	✓	✓
Understanding of the political and other power relationships within and beyond the council, internal and external.	✓	✓	✓
Knowledge of national issues affecting the delivery of local public services.	✓	✓	✓

Skills and Attributes

Criteria	AF	I	O
Ability to identify critical drivers and the implications of complex issues acting accordingly applying creative and innovative thinking.	✓	✓	✓
Demonstrates a strong and enthusiastic personal leadership style which inspires confidence in staff, partners, residents and stakeholders.	✓	✓	✓
Ability to communicate effectively with a wide range of internal and external bodies in order to enhance corporate reputation.	✓	✓	✓
Ability to drive forward improvement programmes both with staff and the Elected Members.	✓	✓	✓
Ability to lead and deliver change in a customer focused organization.	✓	✓	✓
Ability to work with a high degree of initiative and independence prepared to take difficult decisions and risks when appropriate.	✓	✓	✓
Ability to influence and win the support of others within the Council and externally.	✓	✓	✓
Awareness of key issues facing Local Government.	✓	✓	✓
Excellent report writing and presentation skills.	✓	✓	✓
Ability to sustain good working relationships open to criticism and disagreement and supportive when mistakes are made.	✓	✓	✓
Ability to empower and delegate effectively to develop staff's potential.	✓	✓	✓

Conditions of service

- The post will carry an Essential car user allowance this will be limited to a maximum of the 1000 – 1199cc category
- The post will be subject to the Conditions of Service of the National Joint Council for APT&C staff and to any Local Agreements, which apply now or may from time to time be negotiated and agreed, collectively or individually. The main National and Local Conditions of Service and Locally agreed procedures are incorporated into Terms and Condition of Employment for all staff. Employees are required to adhere to all the Councils Policies, Procedures and Guidelines, which can be found on the Intranet and in the Human Resources Manual in your department
- The Post holder will be expected to comply with the Council's Code of Conduct for Employees
- South Lakeland District Council has clear priorities for safeguarding vulnerable people: including children and young people under the age of 18, the elderly, people with disabilities, people who have physical and mental health conditions. As an organisation we use the Criminal Records Bureau (CRB) Disclosure service to help

assess the suitability of applicants for positions of trust, this post is not subject to a Standard/Enhanced Criminal Record Bureau's disclosure

- Equal Opportunities - South Lakeland District Council aims to be an Equal Opportunities Employer and has equal opportunities policies with which you are expected to comply at all times. The Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias, irrespective of disability, race, religion or beliefs, nationality, ethnic origin, age, sexual orientation, gender or marital status
- Community Safety Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of the Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility
- Comply with the relevant duties and responsibilities under the Health & Safety Work etc. Act 1974. The Management of Health and Safety at Work Regulations 1999 (as amended) All relevant Codes of Safe Working Practice, policies and other health and safety information relevant to your Services area of work. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used
- All employees must have due regard to the Council's current Management Arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data
- There is a requirement in exceptional circumstances to participate in the provision of an emergency support service to enable the Council to provide an emergency out-of-hours service. There is also a requirement to respond to and assist with the management of an emergency incident as defined by the Civil Contingencies Act 2004. Responsibility for specific emergency response roles is detailed in South Lakeland District Council's Emergency Plan. These exceptional circumstances could be within or outside of normal working hours and remuneration will be in accordance with the Councils Guidelines