

JOB TITLE:	Community Services Director
DATE PREPARED:	November 2012

JOB PURPOSE:

As a member of the Corporate Management Team, to support the Chief Executive in the overall leadership of Central Bedfordshire Council, and to provide effective leadership and direction for the Community Services directorate to ensure the delivery of the Council's Medium Term Plan objectives.

Key Duties:

Develop and oversee the implementation of a strategy for those services assigned to the directorate that secures the outcomes set out within the Council's Medium Term Plan, with a particular focus on driving up customer satisfaction and improving value for money.

Deliver a framework which ensures that policy formation, the determination of service outcomes and decision making is informed by accurate and timely information, including effective option appraisal, financial and where appropriate commercial analysis, together with an understanding of the customer perspective.

Clearly communicate vision and strategy to staff, to secure effective engagement with and commitment to the outcomes the Council is seeking to deliver.

Contribute to the formation of corporate vision and strategy to support the Chief Executive in delivering high quality, cost effective solutions to the outcomes that the Council is seeking to achieve based on its aspirations for Central Bedfordshire as a place and the customer experience it is seeking to deliver to residents.

Build, manage and maintain effective relationships with key external stakeholders in order to deliver defined outcomes for the Council and the people it serves. Where appropriate, represent the Council in sub-regionally, regionally and if required, nationally.

Ensure the effective management of the resources assigned to Community Services, both financial and other resources. Ensure the use of these is properly planned and evaluated to secure the delivery of the Council's objectives.

Ensure all direct reports are clear about what is expected of them, are supported and developed to deliver to their accountabilities and are appropriately managed to develop performance.

PERSON SPECIFICATION

	Essential Criteria	Desirable Criteria
1. Qualifications	<p>Educated to degree level or equivalent relevant experience</p> <p>Evidence of continuous professional development</p>	
2. Relevant Experience	<p>Significant experience in a relevant leadership position</p> <p>Demonstrable experience in delivering timely improvements to service quality and performance outcomes and cost effectiveness</p> <p>Substantial experience of developing strategy in a period of rapid change, working within challenging resource constraints to enable the achievement of agreed outcomes</p> <p>Experience of managing large budgets and optimising the use of those budgets to deliver value for money</p> <p>Demonstrable experience of strategic planning and business planning</p> <p>Demonstrates an understanding of the context in which local authorities operate, and the issues and challenges facing the sector at the present time</p> <p>Experience leading, managing and coaching effective and productive teams of staff, appropriately developing and nurturing those staff as well as tackling any underperformance</p> <p>Significant experience in contract management, maximising service performance and value for money</p>	<p>Experience of advising elected Members at the most senior level</p>
3. Skills and Abilities	<p>Highly developed communication skills, and the ability to influence and build and maintain relationships with senior stakeholders</p> <p>Ability to deliver successful results through other people, both directly and indirectly</p> <p>Sound knowledge of the areas of responsibility, and of the current</p>	

	<p>pressures and issues facing each area</p> <p>Ability to successfully deliver large scale business change programmes</p> <p>Ability to operate effectively through the democratic process</p> <p>Ability to see beyond functional responsibilities and support the effective development of organisation wide strategy and ways of working</p>	
<p>4. Style and Behaviour</p>	<p>Lives the values to which the Council works and models the associated behaviour</p> <p>A leader of people with clear vision (and ability to effectively communicate that vision)</p> <p>Highly motivated and driven to achieve challenging objectives</p> <p>Ability to work as part of a team, and to encourage, support and provide challenge to others as is appropriate</p> <p>Sound organisational awareness, and an understanding of how to deliver outcomes through a complex organisation</p> <p>Works in way which promotes joined up working and continuous improvement</p> <p>Promote equality and inclusion through own behaviour, employment practices and policy initiatives</p>	