

## Job description

**Job title:** Head of Service

**Grade:** Level 1 – Dorset Council Grade 17, Level 2 – Dorset Council Grade 18

**Job evaluation reference:** BA101a,b

**Job family:** Business, Policy and Administration

This job description comprises generic core duties applicable to all designated Head of Service posts within Dorset Council. In addition, duties specific to the post are included in a context statement.

The duties allocated may be changed from time to time to reflect the changing needs of council.

The post may be filled at Grade 17 or Grade 18 level as appropriate to the level of contacts and relationships and decision taking required. This may typically reflect size and/or complexity of service(s) being managed and the level of support/direction provided.

### Purpose and impact

- To contribute to the whole authority strategic management of the council.
- To be accountable for all aspects of the management, development, direction and delivery of an allocated Service, including joint working and inter-agency co-operation, working closely with Elected Members and the Council's Leadership Team, and other whole authority groups.
- To play a lead role in the delivery of the council's aims and objectives, including the participation and promotion of partnership working with external agencies
- To promote the achievement of high standards of performance against Corporate and Service specific performance indicators.

### Key responsibilities

- Lead, manage and develop services to drive organisational performance in delivering current and future priorities.
- Promoting an integrated approach to the management and delivery of a defined service area and fostering a culture of collaboration and excellence.
- Managing, shaping and controlling allocated budgets to ensure that the council delivers a balanced budget and achieves savings across services.
- Ensuring robust and effective corporate governance with financial, performance and risk assurance systems and processes in place.



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- Driving a customer-focused and innovative service culture, ensuring feedback and complaints are addressed promptly and effectively through agreed procedures.
- Representing and promoting the Authority at local, regional and national levels, raising the profile of Dorset and sharing best practice.
- Promoting the delivery of a strong digital agenda and encouraging the use of new and emerging technologies.
- Gathering, analysing and evaluating information across the organisation and areas of work to identify, understand and consider fresh approaches to service delivery.
- Contribute to the design of arrangements for services in Dorset which reflect local needs, and circumstances, involving the development of appropriate commissioning, management and governance arrangements, establishing appropriate organisation structures / designs to support effective service delivery and change.
- Build on the outcomes of Statutory Inspections and other external evaluations, so as to secure continuing improvements in performance and promote a culture of continuous improvement, and the active management of performance.
- Provide guidance and professional advice to the Chief Executive, Directors and elected members, ensuring clear communication, and delivery of council objectives.
- Support the council's community leadership role by effective contribution to local strategic partnerships.
- Work with and consult members of the public and partners, to ensure the provision of appropriate, effective and integrated services and to effectively represent the Service and wider Council.
- Undertake continued professional development and ensure understanding and communication of best working practices.
- Act as Information Asset Owner for the service, in accordance with the Information Governance Framework to embed a strong culture that values, protects and uses information for the public good

NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.



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### Supervision and management

Reporting to: Executive Director or Corporate Director Responsible for:

- Lead, manage and be accountable for all aspects of service delivery and strategic development within an allocated Service, including leading the employee groups.
- Initiate, lead and contribute to corporate developments and initiatives so as to assist the council to achieve its objectives.
- Ensure the provision and delivery of high quality and cost-effective services.
- Promote and support radical and innovative ways of achieving council and service aims and objectives through the delivery and review of business plans and strategies.
- Lead projects as required, ensuring they are managed to the council's standards.

### Other factors

- Maintain and improve effective planning, performance and budgetary frameworks, so as to ensure that performance is demonstrably effective against national, regional, and local indicators that objectives are achieved, and that high standards of probity are met.
- Ensure that health and safety policies and procedures are effectively implemented and to lead on implementation of emergency response arrangements within the Service.

### Our behaviours

Dorset Council has developed and embedded a set of behaviours that will form part of everything you do and you will need to be able to demonstrate them through the way you work, regardless of your role or grade within the organisation.

These are:

- Recognition
- Respect
- Responsibility
- Collaboration

Full details can be found on the job website under '[Working for Dorset Council](#)'.



# Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

## Essential

Essential criteria are the minimum requirement for the above post.

<b>Qualifications/ training/registrations</b>	
Required by law, and/or essential to the performance of the role	
1. Degree level education	Application
2. Appropriate leadership/management and/or professional/post graduate qualification (see context statement)	Application
3. Project management qualification or equivalent experience	Application
4. Membership of relevant professional institute where appropriate (see context statement)	Application
<b>Experience</b>	
5. Significant demonstrable relevant experience	Application
6. Experience of strategic planning	Application
7. Proven experience of managing projects and budgets	Application/interview
8. Managing or supervising staff	Application
9. Development of structures and strategies relating to specific service area	Application/interview
10. Previous experience of working in a large organisation or local authority	Application
11. Undertaking partnership working at an appropriate level	Application/interview
12. Proven experience of developing procedures and protocols to comply with internal and external standards	Application/interview
<b>Skills, abilities &amp; knowledge</b>	
13. In-depth understanding of policy, legislation and developments in the field of work relevant to the function	interview
14. In-depth knowledge of service requirements and developments regarding the specific service group	interview
15. In-depth knowledge of the work of local authorities	interview
16. In-depth knowledge of financial management principles	Interview
17. Understanding and commitment to the importance of diversity in both service delivery and employment contexts	Interview
18. Knowledge of project management	Interview/application
19. Ability to act as an expert in a relevant area of work	Interview
20. Ability to lead, manage, motivate and co-ordinate the workload of a team or teams	Application/interview

21. Ability to develop and/or contribute to appropriate strategic policies and special projects	Assessment
22. Proven project management skills	assessment
23. Business analysis and change management skills	assessment
24. Ability to build and sustain good working relationships with people at all levels with an aptitude for networking with internal and external key stakeholders	interview
25. Ability to negotiate and present complex arguments both orally and in writing	assessment
<b>Behaviours</b>	
26. <a href="#">Respect</a>	Interview
27. <a href="#">Responsibility</a>	Interview
28. <a href="#">Recognition</a>	Interview
29. <a href="#">One Team: Collaboration</a>	Interview
<b>Other</b>	
30. Able to fulfil the travel requirements of the post	Application
31. Committed to the development of the service and related service provision	Application

## Desirable

Desirable criteria will be used in the event of a large number of applicants meeting the minimum essential requirements.

<b>Qualifications/ training/registrations</b>	
32. N/A	
<b>Experience</b>	
33. Leadership and management of at least one substantial relevant service area	
34. Introducing new ways of working/change management	
<b>Skills, abilities &amp; knowledge</b>	
35. In-depth knowledge of central government performance management strategies	
36. Clear understanding of Performance Management Systems and their application in the relevant service	
37. Knowledge of IT systems and their application within a large organisation	
<b>Behaviours</b>	
38. N/A	
<b>Other</b>	
39. N/A	

<b>Approval</b>			
Manager	SLT	Date	2019