



Copeland Borough Council

JOB PROFILE

Job Title	Corporate Director (SERVICES & PERFORMANCE)
Salary Grade	JNC Chief Officer
Directorate	SERVICES AND PERFORMANCE
Service Unit	Chief Executive
Ref No	003 CEO
Date	JUNE 2008

1. MAIN PURPOSE

- i. To take a key role in the corporate and strategic management of the Council as a member of the Corporate Team.
- ii. To be accountable for the direction and operational aspects of the Directorate for Services and Performance.
- iii. To take a key role in ensuring that crosscutting and thematic issues are developed effectively.
- iv. To take a key role in establishing clear leadership and direction throughout the organisation.

2. POSITION IN ORGANISATION

Responsible to: The Chief Executive

Direct Reports: 3

Service Area responsibilities: Customer Services, Finance & Management Information Systems, and Policy & Performance

Organisational Context: This post is one of 2 Corporate Directors reporting directly to the Chief Executive

3. EMPLOYMENT BASE

The Copeland Centre, Catherine Street, Whitehaven, Cumbria

4. SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

Corporate

- 1 To act on behalf of the Council in delegated areas and be responsible for provision of advice to Council, Committees, Executive and other Members and Officers.
- 2 To make a leading contribution to corporate working in the Comprehensive Performance Assessment process and to achieve Best Value across all services through involvement in departmental and Council wide initiatives.
- 3 To lead and participate in cross-departmental teams to ensure complex tasks or projects are implemented corporately.
- 4 To work actively and constructively with the Chief Executive, the Corporate Team and the elected members to ensure the development of effective strategies and policies that sustain the overall objectives of the Council and that these are translated into effective service delivery.
- 5 To ensure that effective working relationships are established within the Council and with external partners, organisations, customers and the general community.
- 6 To help anticipate the issues and ensure that the Council is well positioned in any future re-organisation of local and regional government.

Service

- 7 To be accountable for all aspects of the services of the Directorate including the use of resources and the development, training and health and safety of staff.
- 8 To provide advice and guidance to the Council on the strategic issues facing departmental service responsibilities and assist them to formulate and review service strategies and plans.
- 9 To lead and develop the Heads of Division and Heads of Service within their areas of responsibility to ensure that they establish effective management and accountability at all levels.
- 10 To ensure continuous improvement in service delivery is achieved by adopting a performance management and customer-focused approach to the leadership, supervision and management of employees.
- 11 To be accountable for the preparation, monitoring and review of Service/Business Plans to govern the work of the Directorate and its Divisions in accordance with Council guidance.
- 12 To ensure that a comprehensive set of performance indicators, standards and targets are in place across the Directorate, which contribute to the Council's priorities – with progress against these indicators being monitored and reviewed through effective performance management and business planning arrangements.

- 13 To ensure that responses to enquiries and complaints from MPs, MEP, Councillors, the general public and others involved in the service are made in an appropriate manner.
- 14 To maintain good relations with partner organisations, to generate awareness of respective interests and to develop influence. This includes representing the Council on outside bodies to support the aims of the Council.
- 15 To develop the skills and knowledge of employees, maintain good working relationships within the Department together with excellent staff communications processes, ensuring that the principles behind Investors in People are implemented throughout the Directorate.
- 16 To participate, as required, in the Council's disciplinary, grievance, complaints and staff development procedures.
- 17 To manage the Directorate to ensure the effective and efficient delivery of its responsibilities.
- 18 To be accountable for ensuring that the Directorate's services, performance and other relevant issues are represented to Council, Executive and Committees together with advising the Council and any part thereof on matters relating to those services.
- 19 To be accountable for ensuring that appropriate Council policies are applied throughout the Directorate.
- 20 To be accountable for ensuring that changes to legislation and professional practice are implemented within the Directorate in a timely and efficient manner.
- 21 To ensure that the attention of the Chief Executive and Members is brought to sensitive issues as appropriate to their role.
22. To ensure the Directorate meets its statutory responsibilities in accordance with Health and Safety legislation.

The main duties and responsibilities of the post outlined above cannot fully define the existing or future activities that the post holder will be responsible for. At a time of substantial change in local government, these may vary without materially affecting either the character or level of responsibility of the post.

5. CONTACTS

Internal: Elected members, Employees and Trade Union Representatives

External: Customers, Community Leaders, National, Private and Voluntary Sector Representatives, the Media, Government Officials and Politicians.

6. SPECIAL FEATURES

- a) The nature of the post may require commitment outside of normal office hours, including working evenings and occasionally at weekends when the needs of the Directorate require.
- b) This post is politically restricted under the Local Government and Housing Act 1989.

7. PERSON SPECIFICATION

All criteria are essential, unless stated as **Desirable (D)** in bold type

Criteria	
Education and Qualifications	<ul style="list-style-type: none"> • A degree or relevant professional qualifications • Full membership of a relevant professional body • Current valid driving licence (D)
Knowledge and experience	<ul style="list-style-type: none"> • Substantial (D) Experience of working corporately at a Senior level • Knowledge and experience of local government services and national performance indicators and of the challenges and issues facing local government. • Experience of managing the performance of customer-focussed services in a socially diverse environment (D), ensuring responsiveness to differing needs. • Experience of working with and advising stakeholders and elected members (D) at a senior level. • Experience in the leadership, management and development of employees. • Knowledge, understanding and experience (D) of the broader range of services provided by Local Government
Skills and Abilities	<p>Strategic and Analytical</p> <ul style="list-style-type: none"> • Ability to work at corporate level developing strategies, policies and translating these into action. • Effective IT literacy skills <p>Leadership and Change Management</p> <ul style="list-style-type: none"> • Strong motivational and leadership skills in a changing environment • Securing the understanding and commitment of employees and partners to the achievement of key objectives. • Developing an organisational culture which values, empowers, informs and develops staff at all levels.

	<ul style="list-style-type: none"> • Recognition of Directorate’s Health and Safety responsibilities <p>Political Sensitivity/Awareness</p> <ul style="list-style-type: none"> • Ability to maintain successful working relationships with all elected members, building trust and confidence and demonstrating political sensitivity. <p>Financial Management</p> <ul style="list-style-type: none"> • Ability to understand and interpret complex financial and budgetary information. <p>Customer and Performance Focus</p> <ul style="list-style-type: none"> • Strong commitment to quality customer-focused services. • Ability to develop a performance-based culture, in which continuous improvement is a key feature. <p>External Focus</p> <ul style="list-style-type: none"> • Ability to build effective relationships and partnerships with and between different agencies, voluntary and private sector organisations. • Understanding of and commitment to community leadership and engagement issues. <p>Communications</p> <ul style="list-style-type: none"> • Demonstration of high-level written and oral skills. • Ability to effective formal presentations in public settings.
<p>Personal attributes</p>	<ul style="list-style-type: none"> • Personal resilience and integrity • High levels of personal energy and enthusiasm to achieve Directorate objectives and standards • Evidence of commitment to continuous personal development • Excellent inter-personal skills, with the ability to negotiate, influence and persuade individuals, groups and organisations, both internally and externally.

	<ul style="list-style-type: none">• Personal commitment to equality of opportunity in employment and service delivery.• Open and accessible style.
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