

CHELTENHAM BOROUGH COUNCIL

Job Description

Job Title	Head of Paid Service
Date	February 2016
Grade	£99,975
Location	Municipal Offices or any such other location within the borough as the Council may determine from time to time
Responsible to	Leader and Council
Responsible for	All duties as delegated to the Head of Paid Service; Executive Board matters and Senior Leadership Team

Purpose of Job

As the Head of Paid Service

1. Lead the Executive Board and Senior Leadership Team and provide leadership and direction to all officers of the council, so that staff clearly understand the vision, values, objectives and priorities of the council and are able to effectively respond.
2. Position the council to meet its current and future challenges by promoting a customer focussed and performance driven culture which, enabling the organisation to deliver against its strategic objectives and respond to the priority needs of the community whilst balancing these requirements against available resources.
3. Understand the political and socio-economic context in which the council operates, anticipate and monitor trends and work with the Senior Leadership Team and with councillors to develop effective strategic responses.
4. Promote and maintain effective and productive relationships between officers and members so that members feel appropriately briefed, supported and updated and that any concerns raised are appropriately dealt with
5. Through a commissioning approach, and a robust assessment process, provide services either through direct delivery, collaborative partnership frameworks or other such sourcing solutions as may be appropriate so that the outcomes the council is looking for are delivered.
6. Discharge fully the responsibilities of the Head of Paid Service in accordance with the provisions of the Local Government and Housing Act 1989 and the Council's constitution.
7. Work with the organisation's members of the 2020 Joint Committee to ensure that they are appropriately briefed and advised in their role and that they receive support and guidance in arriving at the decisions they are required to make.
8. With regard to 2020 Partnership, work with the Partnership MD and the other heads of paid service (council directors) to develop the partnership, and be the officer

responsible for ensuring that the council's requirements are met and that independence and sovereignty of decision making is secured.

9. As the senior adviser to the council's member representatives on the 2020 Joint Committee, ensure that delegated policy formulation supports the needs of the council and that any adopted values frame work and culture will deliver the priorities and outcomes for the people of Cheltenham.
10. Through the creation of an effective commissioning function ensure that all services, direct delivery or commissioned, perform to their expected standards and performance levels and that appropriate systems and processes are in place to ensure that they are held to account for the performance delivered.
11. Position the council to meet the current and future challenges it faces, working collaboratively across the wider public sector to underpin the development of a shared commitment and capacity to achieve improved outcomes for Cheltenham.

Key Result Areas

1. Corporate and Service Strategies and Planning

Working with the Leader of the council and elected members, lead the development of corporate and service delivery and commissioning strategies; the development of policies and plans; ensure that these are communicated effectively and implemented to meet the stated objectives and core values.

Act as the principal policy adviser to the elected members of the Council to enable them to make informed choices and decisions concerning the development of policies, options for their delivery, the resource implications and the allocation and reprioritisation of resources.

Act as the lead commissioner for the council within the 2020 Partnership Venture Commissioning Group ensuring that the policies delegated to the Joint Committee meet the needs of the council and that partnership venture services deliver to the expected service and performance standards.

Lead the Senior Leadership Team in the development and implementation of corporate policy, strategies and plans to deliver the Council's objectives.

Ensure the creative and innovative management or commissioning of all Council resources to enhance the Council's capacity and ability to achieve its objectives whilst identifying and resolving financial and other risks.

2. Leadership and Partnerships

Ensure the citizens of Cheltenham receive well co-ordinated and effective services through effective commissioning arrangements.

Work with the senior teams across the 2020 partnership and the joint committee to ensure efficient and successful achievement of the 2020 partnership objectives.

Work with the senior teams across the County on the devolution agenda and explore possible further alternative delivery models such as a Combined Authority.

Contribute to the leadership of the council by communicating the vision, objectives and values; encouraging and enabling managers to motivate and inspire their teams to deliver high performance;

Together with other members of the Executive Board represent the Council at local, regional and national forums and at an individual level develop and maintain effective networks with relevant governance agencies and local MPs to ensure the needs of Cheltenham are known and understood.

Develop and maintain a culture of collaborative and consultative working between direct and commissioned services, members and partners to maximise efficiency and effectiveness.

3. Communication and Customer Focus

Ensure that strategies, policies and systems are in place to inform and receive feedback (including complaints and suggestions) from service users, partners, stakeholders and employees; and evaluate that feedback and take appropriate action for continuous improvement.

Where services are commissioned, including those delivered by the 2020 partnership venture, ensure that a key requirement of service specifications or other agreements include for effective monitoring of customer feedback and complaint management.

Ensure that strategies, policies and systems are in place to communicate with and consult about the activities and priorities of the Council externally with the public and key partners.

Ensure that the reputation of the council is managed with the public, key partners and employees through the implementation of appropriate strategies, policies and systems.

Represent the Council at civic functions and act as an ambassador for the authority

4. Financial and Performance Management

Promote a culture of strong financial management and of seeking out new ways of designing and delivering services to provide improved outcomes and increased value for money

Promote and champion performance management and ensure the council is able to deliver the agreed outcomes and value for money.

Lead the Senior Leadership Team to ensure that the council has sufficient resources to deliver its outcomes

5. People Management

Lead, inspire, manage, motivate and develop the Senior Leadership Team to ensure that the Council can attract, motivate, reward, retain and develop a high calibre workforce

Maximise the capacity of the team to manage people, performance, programmes and change. Sustain and enhance the outward facing community and customer facing focus for the council.

Build a culture of collaborative working across services regardless of whether they are directly provided or commissioned, to ensure that the council's outcomes are delivered and that service integration is achieved and efficiency maximised.

6. Governance and Risk Management

Ensure the effective governance of the council and the legality, probity, integrity, proper public accountability and scrutiny of its decision making processes.

Lead the overall management of risk within the council, ensuring that lines of accountability are clear and well understood and systems are in place for monitoring, evaluating and managing risk to secure the reputation and physical, virtual and intellectual resources of the council.

Support the council's response to a major incident, in conjunction with statutory partners across the council and with partner organisations, to foster the effective management of change and improvement in the delivery of services.

7. Programme and Change Management

Lead and ensure appropriate engagement with relevant programmes and projects across the council and with partner organisations, to foster the effective management of change and improvement in the delivery of services.

Partners

This list provides an example of key partners for the role, but it is not considered exhaustive:

Local Members of Parliament
Central Government
Gloucestershire County Council
District Councils
Parish Councils
University of Gloucestershire
Leadership Gloucestershire
Cheltenham Partnership
Police and Crime Commissioner
2020 Joint Committee
Chamber of Commerce and Federation of Small Businesses
Cheltenham Borough Homes
Fire and Rescue Service
Voluntary sector
Gloucester Cathedral (Dean and Chapter)
Trade Unions
NHS – Clinical Commissioning Group, Acute Trusts, Mental Health Trust