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| |  | | --- | |  | | **CSS Head Of Service (Specialist)**  Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role. | | **Working for Stockport Council** | | **Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg**  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/>  H:\Directorate Services Team\Recruitment (Annalie Burns' Team)\Recruitment\OTHER\Diversity and Inclusion\DISABILITY CONFIDENT\employer_small.png |   green band epsStockport Council  **Job Description** | |
| Post Title: CSS Head of Service (Specialist)  **Service Area: Various**  **Directorate: CSS**  **Last reviewed/updated:** 09/12/19 with implementation from 02/01/20 | Salary Grade: MB1 |
| **Post Reports to:** Corporate Director Corporate and Support Services  Assistant Chief Executives/Service Director (CSS)  **Post Responsible for:** The management and delivery of Corporate and Support Services, (with specific responsibilities as outlined in the relevant attached annex) | |
| **Main Purpose of the Job:**  •To provide high quality, cost effective corporate and support services to customers (external and internal)  •To lead and manage and ensure appropriate delivery of corporate and support services both at a whole service and specialist level, taking a holistic, joined up view of service design, delivery and evaluation.  •To broker the relationship between customers and providers of Corporate and Support Services, ensuring that the priorities of the Council and the needs of the customers are met and the services adapt and respond to changing requirements.  •To provide specialist support in an identified area, giving professional advice and guidance to the organisation in order to meet statutory requirements and mitigate any risks  •To ensure that the Council manages its resources effectively, delivering value for money, exploiting opportunities to drive out inefficiencies and generating income where appropriate | |
| **Job activities:** **Summary of Responsibilities and Key Areas:**  • (Leadership) Be an effective and engaged member of the senior management team responsible for the development and delivery of the whole of CSS while being accountable for specific function development and delivery.  • (Leadership) Provide cohesive leadership to develop the range of services required and effectively manage CSS consistent with the strategic direction of the Council, ensuring effective operations and cost-effective use of the organisation’s resources.  • (Leadership) Provide strategic and tactical direction and leadership across CSS and within a specialist area to establish and maintain a culture of teamwork, achievement, accountability and outcome focus.  • (Resources) Manage resources, budgets, assets, projects and staffing to maximise achievement of goals and required levels of customer service  • (Resources) Lead in the elimination of duplication and other inefficiencies across CSS in order to maximise the use of resources and achieve budget targets  • (Partnership working) Work collaboratively within CSS, across the Council and with partner organisations at all levels in order to maximise performance levels and operational efficiencies  • (Customer) Deliver outstanding customer service and effective client management, in order to reflect and manage the expectations of customers and the reputation of Corporate and Support Services  • (Customer Service) Foster and maintain positive relationships with key stakeholders to facilitate effective contract and relationship management and achieve the most appropriate and desirable outcomes for the organisation.  • (Customer/Change) Manage change effectively, working with colleagues in response to external drivers and ensure that CSS remains fit for purpose now and in the future  • (Workforce) Monitor the performance of staff and address marginal performance issues in a timely manner to maximise individual and team outcomes.  • (Workforce) Manage, develop and deploy staff to enable them to effectively undertake their (changing) roles, responsibilities and accountabilities and to provide for succession across Corporate and Support Services  • (Political awareness) Recognise and respond to the political environment and expectations, addressing any sensitivities and taking an appropriately holistic view of service priorities and requirements  • Develop effective policies, strategies and associated action plans and be accountable to the CSS and Corporate Leadership Teams and Elected Members for the delivery of these plans and achievement of desired outcomes  • (included above) Provide information, advice, guidance and recommendations to senior management and customers on policy, strategic, tactical and operational matters, including the impact of changes in legislation, regulation and policy on the Council and its stakeholders.  • Prepare and present reports on progress and options for further development of the relevant plans and strategies.  • Manage and monitor the performance of relevant service areas  • Ensure that appropriate levels of professional expertise and experience are available  • Keep up to date with key developments and best practice  **RESOURCES**  • Direct responsibility for the relevant specialist resources and budgets.  • Collective responsibility for the effective deployment of CSS resources and budgets and meeting financial and performance targets  • Indirect responsibility for the achievement of efficiencies and other savings through a range of interventions.  • Responsibility for the care and use of ICT equipment/software used by staff members within a specialist team both within and whilst working away from the office.  **JOB ACTIVITIES**  **Service Delivery**  • Delivery and on-going development of services in line with service specification  • Collaborative development, planning, implementation and evaluation of key projects  • Performance management of service delivery at organisational, team and individual level  • Client management and liaison  **Management and Supervision**  • Lead and manage teams of technical specialists and other staff, including, but not limited to, objective setting, identifying learning and development needs, coaching, and welfare.  • Motivate, encourage and support e teams in the design and delivery of high quality, customer focused services.  • Deputise and make decisions as appropriate in the absence of the Corporate Director/Assistant Chief Executives/Service Director to ensure the service continues to function efficiently and effectively.  • Act as an innovative, transformational manager who provides the appropriate challenge and/or support to senior managers and their teams facing major change.  **Systems, Processes and Procedures**  • Ensure adherence to all the Council’s policies, procedures and principles in ensuring the culture, aims and values are embedded across the organisation as a whole and in all systems and processes.  **Application of Technical Expertise**  • Apply knowledge and expertise in specialist areas, providing innovative ideas and solutions.  • Use technical expertise and interpersonal skills to influence senior managers in moving towards developing a more flexible, responsive, innovative structure, workforce and methods of delivering services, maximising VFM outcomes with reduced resources.  **Programme and Project Management**  • Manage a programme of interventions and other related projects as required to develop specialist strategies. | |
| **Additional responsibilities:**  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account. | |

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Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

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| **Competency** | **Essential or Desirable** |
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| Experience of leading and managing the delivery of corporate and support services | Essential |
| Experience of managing multiple projects and/or a diverse workload. | Essential |
| Experience in the development and application of strategies, practices, and interventions. | Essential |
| Experience of developing, influencing coaching and supporting teams through change | Essential |
| Experience of working with a range of stakeholders including customers, partners, trade unions and senior managers to effect change and introduce new initiatives | Essential |
| Experience of financial management and delivering against targets | Essential |
| Strong leadership and management skills with well-developed negotiating and influencing skills. | Essential |
| Well-developed interpersonal skills with the ability to relate to all levels within the organisation | Essential |
| Programme / project management skills | Essential |
| Strong analytical skills with the ability to quickly establish key issues | Essential |
| Effective oral and written communication skills with a confident presentational style | Essential |
| Specialist Competencies (see the relevant annexe) |  |
| Certain of the roles require a professional qualification (see the relevant annexe) | Essential |
| Capability to Achieve:  Confidence and Personal Drive | Desirable |
| Understanding what needs to be done  Understanding what needs to be done: Political Awareness | Desirable |
| Delivering through Others: Leadership | Essential |
| Delivering through Others: Performance | Essential |
| Delivering through Others: Development & Learning | Essential |
| Delivering through Others: Customer Focus | Essential |
| Delivering through Others: Partnerships | Essential |
| Delivering through Others: Influence & Impact |  |
| Understands and actively supports Stockport Councils diversity and equality policy. | Essential |
| To meet Stockport Council’s standard of attendance. | Essential |
| A willingness to be flexible in a changing environment | Essential |

**Scoring key**

0 – Not met essential criteria

1 – Partially meets essential criteria

2 – Meets criteria

3 – Exceeds criteria

4 - Exceptional

**Competencies**

The main purpose of the above competencies is to define the standards of behaviour required by the organisation. Managers are expected to perform satisfactorily to the generic employee competencies but in addition meet the management standards below which are reviewed as part of Council’s Employee Performance and Development Review scheme for all employees.

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| **Competency** | **Definition** |
| Capability to Achieve: confidence and Personal Drive | * Is positive * Acts confidently * Proactively drives results * Is excited by challenges |
| Understanding what needs to be done | The ability and inclination to:   * Use common sense and experience * See patterns based on experience and makes comparisons * Applies complex concepts * Generate innovative solutions and clarifies complexity |
| Understanding what needs to be done: Political Awareness | The ability and inclination to:   * Political awareness – understands formal structure * Political astuteness – understands how things get done in the organisation * Political sensitivity – understands organisational climate and culture * Political effectiveness – works in harmony with Members to achieve organisational ambitions |
| Delivering through Others: Leadership | The ability and inclination to:   * Behave with respect towards others and keep people informed * Deliver through teams/others * Promote change and innovation through people * Communicate a compelling vision of the future |
| Delivering through Others: Performance | The ability and inclination to   * Seeks to improve performance and gives clarity about performance * Demands high standards to improve performance * Champions performance improvement and confronts performance issues * Makes significant organisational improvements |
| Delivering through Others: Development and Learning | The ability and inclination to   * Support others’ contribution * Seeks to get the best from people * Encourages on-going development * Develops and promotes a learning culture |
| Delivering through Others: Customer Focus | The ability and inclination to   * Takes personal responsibility for ensuring standards of customer care and correcting problems * Acts to improve the customers’ experience * Acts to improve services for customers * Address organisational issues in meeting customer needs |
| Delivering through Others: Partnerships | The ability and inclination to   * Co-operates and shows a positive attitude with others * Values their contribution * Managers expectations and views of others * Works to build partnership commitment |
| Delivering through Others: Influence and Impact | The ability and inclination to:   * Acts positively in order to influence or persuade others * Takes multiple actions to persuade * Calculates impact of actions and words * Uses indirect influence |

An annual assessment of performance against objectives is carried out as part of the Performance Development Review Process.

This Council is committed to safeguarding and promoting the welfare of children and young people and expects all staff within this area to share this commitment and to have understanding of the common core skills and knowledge.