



**Strategic Director
(Business and Customer Transformation)**

JOB DESCRIPTION

Grade:

Responsible to: Chief Executive

Primary Purpose:

Provision of strategic leadership and direction in the management of the County Council, working with the Chief Executive and other members of the Corporate Management Team, to develop and achieve the aims and desired outcomes of the Council.

This is to be achieved through the performance of Heads of Services within the Business and Customer Transformation portfolio, direct support to Cabinet Members, support to Scrutiny and Overview Committees and other Members in their local roles; and the management of a range of Council-wide projects as agreed with the Chief Executive and/or Cabinet Members.

To take a lead role in developing effective partnership working with one of the District Councils.

This is a flexible role and it is envisaged that the portfolio and associated responsibilities may change over time in light of future business requirements.

Core Accountabilities: Generic

Strategic Management

- To work with the Corporate Management Team and the Cabinet to develop and deliver the Council's aims and agreed outcomes;
- To provide direct support to the Cabinet Members and Cabinet as a whole to ensure that policy direction is translated into service outcomes;
- Work in conjunction with other Strategic Directors, the Chief Executive of the Council, and appropriate Heads of Service to develop and advise Cabinet on policy options for future Council plans and their 'achievability';

- To be the lead officer in responding to Overview and Scrutiny Committee enquiries on whole portfolio and cross cutting themes;
- To be accountable for the delivery of identified whole and cross portfolio projects and outcomes;
- To operate strategically across the whole Council to ensure the effective deployment of all resources to both Council-wide and portfolio specific activities, ensuring that organisational boundaries do not impede the delivery of the Council's service aims and priorities;
- To lead on cross Council activities relating to employee care, involvement and communication, ensuring that through your own actions, and those of Heads of Service, employees feel valued, supported and well informed by the County Council as their employer.
- To promote, both within the Portfolio and externally, the Council's objectives for community empowerment, local service delivery and customer focus.
- To deliver the aims and objectives within the locality strategy and to ensure effective member engagement in the programme.

Performance Management

- To manage the performance of Heads of Service, ensuring that in their planning and performance the Services implement agreed Council policies and desired outcomes through service and budget plans;
- To appraise, support and mentor Heads of Service in the delivery of their responsibilities through the application of the Council's performance management arrangements;
- To bring critical challenge and moderation to the policy and financial advice coming forward from Heads of Service to the Cabinet Member(s);
- To ensure that effective systems for performance improvement and quality management are in place within the Services in the portfolio, that these are embedded through service improvement reviews, service and business plans are effectively communicated within the relevant Services and are cascaded and monitored through the staff appraisal scheme;
- To advise the Cabinet and/or Cabinet Members as to under achievement, either potential or real, and ways by which performance may be improved;

- To work with the other Strategic Directors and partner agencies to identify and improve quality and performance issues where they are impacting on the County Council's services;
- To use best endeavours to ensure that customer and client satisfaction is maximised and that customer comments and complaints are used to improve the Council's performance.

External and Internal Relations

- To assist Cabinet Members in ensuring that the portfolio of Services for which he/she is responsible has good relationships with County Council Members, other service areas, customers, the public and the media;
- To assist Members of the Council fulfil their role in community leadership;
- To establish effective working relationships with key stakeholders, and within the community; and to present and promote the Council's interest;
- To lead on relevant partnerships between the Council and other public, private, voluntary and community sector bodies as required to support the effective delivery of services within the portfolio;
- To ensure that employee and public consultation and communication are seen as key integral components by Heads of Service in their management of service divisions and that their performance in this respect is accordingly monitored
- To ensure that all Members of the Council are actively supported, kept informed and involved in the activities of the Council;
- To ensure that key Council policies are upheld and promoted both within the Council and in all external relationships (including contracts, partnership arrangements etc) or example Cohesion and Equality, Health and Safety etc;
- To represent the County Council on appropriate outside bodies to ensure that the Council's policies are effectively promoted.

Core Accountabilities: Specific

The Strategic Director for Business and Customer Transformation is currently responsible for the following Heads of Service:

- a. Legal & Democratic Services
- b. Service Transformation
- c. Finance & Commercial Services
- d. Customer Contact
- e. Human resources
- f. Support Services

However it must be recognised that the portfolio and its associated responsibilities are subject to change.

This job description will be supplemented by annual key outcomes which will be developed in conjunction with the post-holder. It will be subject to regular review and the Council reserves its right to amend or add to the responsibilities listed.

Person Specification

Experience	<ul style="list-style-type: none"> ▪ Recent experience of setting the strategic direction, and overseeing the achievement of the direction, for a portfolio of services in a large, public sector organisation and in a relevant discipline (E) ▪ Significant experience of creating, leading and sustaining partnerships both internally and externally to achieve corporate objectives (E) ▪ Proven track record of accountability for major change activities involving people issues and cultural change (E) ▪ Proven track record of operating strategically to identify, direct and oversee corporate projects and policy development activities as necessary (E) ▪ Proven ability to provide leadership and direction to multi-disciplinary teams of staff and performance manage them to achieve the delivery of service outcomes (E) ▪ Proven track record of accountability for budgets and achievement of outcomes within agreed resources (E) ▪ Proven ability to work effectively in a political environment and establish positive relationships with members (E)
Education	<ul style="list-style-type: none"> ▪ Degree level attainment (E) ▪ Evidence of relevant continuing professional development (E)
Knowledge	<ul style="list-style-type: none"> ▪ Understanding of national policy context, requirements and future direction of travel for relevant service areas (E) ▪ Understanding of appropriate professional standards and how they can be achieved (E) ▪ Understanding of performance management process in partnership arrangements (E)
Skills	<ul style="list-style-type: none"> ▪ Ability to create a vision for the portfolio within the context of national strategic direction and local priorities (E) ▪ Ability to embed the vision for the portfolio within the constituent services and co-ordinate and align resources to ensure delivery (E) ▪ Ability to build and sustain partnerships with organisations and senior individuals both internally and externally (E) ▪ Ability to manage a varied portfolio of activities across a range of professional areas of expertise (E) ▪ Ability to lead and direct activities without direct reporting or financial control arrangements (E)