

JOB DESCRIPTION

POST:	HEAD OF COMMUNITY SERVICES	POST NO:	CF1
DIVISION:	COMMUNITY SERVICES		
SCALE:	HEAD OF SERVICE B		
ANY SPECIAL CONDITIONS:			
<ol style="list-style-type: none">1. This is a politically restricted post for the purposes of the Local Government and Housing Act 1989. The post holder is therefore unable to take part in political activity as defined in current regulations published by the Secretary of State.2. Essential User Car Allowance3. JNC for Chief Officers Conditions of Services including three months notice on either side.4. Attendance at evening meetings as required			
RESPONSIBLE TO: DEPUTY CHIEF EXECUTIVE			
RESPONSIBLE FOR :			
<ul style="list-style-type: none">• Parks, Open spaces & Streetscene• Enforcement & Conciliation - Environmental Health, Licensing and Community Wardens• Community Services – Community Development, Community Safety and Arts Development• Wellbeing, Health & Play			
MAIN PURPOSE OF POST:			
<p>Crawley Borough Council is committed to delivering excellent services to its residents.</p> <p>Working as part of the Council's Management Team the postholder will have collective responsibility for delivering highly effective and efficient services to customers by managing Community Services</p> <p>Strategic leadership and organisational effectiveness will ensure leadership by example, providing visible, inspiring leadership through an understanding of change management, commercial approaches and a track record of driving cultural change and innovation.</p> <p>-</p>			
ACCOUNTABILITIES AND IMPACT:			
<ol style="list-style-type: none">(a) To be personally responsible for the effective management and delivery of Community Services through direct staffing and/or contract arrangements.(b) As an active member of the Council's Corporate Management Team, to work collaboratively to develop and implement corporate priorities in the management of the Council and specifically Community Services.(c) To be responsible for delivering continuous improvement, which may include Systems Thinking or other improvement models. Leading staff in challenging assumptions, ensuring that purpose and measures are fit for purpose and regularly monitored and reviewed, reflecting the demands of our customers and maximising use and income where appropriate.(d) To be responsible for planning and managing budgets for the Division.(e) To be responsible for the management and development of staff within the service and for dealing with employee relations matters in accordance with the Council's procedures.			

- (f) To champion the Council's Transformation Programme.
- (g) To be responsible for providing advice to Cabinet, Council and other relevant Member meetings.
- (h) To work closely with the relevant Portfolio Members of the Cabinet and other Members ensuring they are kept abreast of service developments in a timely manner. Supporting them in providing and delivering the functions related to Community Services matters.
- (i) To be responsible for liaison and consultation on matters relating to Community Services with other Divisions within the Council, other Local Authorities and organisations.
- (j) To provide the corporate lead for children and adult safeguarding on behalf of the Chief Executive.
- (k) To ensure that Community Services and all its employees meet the relevant council and statutory requirements in respect of health and safety, equalities, risk management, safeguarding and data protection.

NOTE: The duties listed are in general terms only and detailed variation in job content may be expected to occur.

AMENDMENT DATE:

20.6.18

CANDIDATE SPECIFICATION

(This is for information only and should be retained by the applicant)

POST: HEAD OF COMMUNITY SERVICES	
CHARACTERISTICS	CRITERIA
<p>KNOWLEDGE, SKILLS & ABILITIES</p> <p>(Particular knowledge which will be necessary to perform the work effectively e.g. of specific legislation or regulations)</p>	<ul style="list-style-type: none"> • Commercial awareness and entrepreneurial knowledge • Ability to approach technical issues with a broad view, to identify essential elements and to translate them into working solutions • A strong corporate player who will lead, motivate and inspire teams and build a high performing culture • Ability to work effectively across a range of service disciplines and with a range of people • Knowledge of the issues facing local government and the impact on service delivery • Awareness of customer needs, both internally and externally and the commitment to continually improve the service provided. • High level communication skills to persuade and engage audience and form positive relationships at all levels (internally and externally) • Indepth knowledge of Community Services • Politically Astute
<p>QUALIFICATION AND TRAINING</p> <p>(Education/vocational qualifications and other training)</p> <p>VERIFICATION WILL BE REQUIRED</p>	<ul style="list-style-type: none"> • A professional or management qualification or educated to degree level or demonstrable equivalent experience • Evidence of continuous professional, personal and leadership development
<p>EXPERIENCE</p> <p>(Level and type of previous experience)</p>	<ul style="list-style-type: none"> • Managing transformational programmes and projects, working to time, budget and quality requirements. • Working with a broad range of stakeholders (internal & external) • Providing professional high quality and timely advice and guidance to Councillors and staff • Consistent and demonstrable achievement at a senior level including strategic planning, effective term leadership and delivery of effective change • Managing budgets and business planning to drive out efficiency savings • Managing teams, motivating, coaching and inspiring staff, building a high performance culture • Project management
<p>BEHAVIOURS AND QUALITIES</p> <p>(Particular qualities necessary to carry out the works e.g. ability to work co-operatively in a team, use own initiative)</p>	<ul style="list-style-type: none"> • Able to demonstrate the Council's management behaviours: <ul style="list-style-type: none"> ➤ Being brave ➤ Showing emotional intelligence ➤ Making good decisions ➤ Being customer focussed ➤ Being strategic ➤ Being a good communicator

	<ul style="list-style-type: none">• Ensure the Council's values are embedded within the organisation and that employees assume ownership and accountability for their actions• An appetite for innovation and the application of creative thinking
SPECIAL CONDITIONS (e.g. willingness to work unsocial hours or wear a uniform)	<ul style="list-style-type: none">• Attendance at some evening and weekend meetings is a requirement of this post.• This post is politically restricted• This post has a leading role in the Council's emergency planning and business continuity arrangements• Assistance with elections when asked by the Returning Officer (separate remuneration will apply)