

Leeds City Council

Career Family Role Specification

Dir 45%

Job title: Head of Corporate Support

Date: October 2020 Ref:

Job Purpose The post holder supports the Chief Officer Strategy and Improvement to deliver programmes of strategic significance to the Council in order to deliver services to customers in line with Council priorities. They will be responsible for the development and delivery of the service plan and drive continuous improvement initiatives through leading and contributing to cross Council projects, collaborative working with partners and supporting Directorate management teams. They will be required to work with elected Members, MP's, service users, trade unions and partner stakeholders in ways which support inclusive open and accountable government through the provision of strategic advice on risk management and support them in their respective roles. The Head of Corporate Support will lead and develop the Chief Executive's Office group of functions that provide flexible pro-active corporate support capacity to the Chief Executive and the wider senior leadership including: leadership and policy support, project co-ordination, resilience and emergency planning strategic and operational capacity, working with Communications and HR functions the leadership of internal communications and leadership engagement and management of key public sector relationships.

Key Requirements

To lead on the strategic and operational management of the corporate support and the chief executive's office within Strategy and Improvement.

Significant experience of leading change programmes, including service quality and driving up standards and performance, demonstrating the ability to manage competing priorities whilst ensuring delivery on a range of programmes and adapting to changing circumstances.

Build strong and dynamic relationships and networks and build trust with individuals and partner agencies to deliver better outcomes for Leeds City Council.

Substantial senior leadership and management experience in a service or operational area relevant to the area of service delivery

Substantial experience of delivering a multi-disciplinary service at a senior level that is driven by service user requirements based on delivers customer focused outcomes and excellent customer satisfaction results.

To represent SMT as and when required to provide briefings to local ward Members and MP's.

Experience of successful strategic and operational resource management including the evaluation of competing priorities and managing accountabilities

Ability to demonstrate a knowledge of legislation, regulations, policies, inspections and performance information applicable to the relevant strategic functions

Ability to demonstrate examples of managing services, implementing change and achieving quality transformational outcomes, showing effective leadership and delivering outstanding results

Evidence of significant experience and commitment in relation to the engagement of relevant citizens, customers and stakeholders in decision making processes.

In line with the Budget Management Accountability Framework to be responsible and accountable for all financial resources within the service area ensuring value for money and working within financial regulations. Total budget responsibility almost £2m (CX Budget £957,000; Strategic Budget is: £629,000; RET Budget is: £350,000)

Detailed knowledge and understanding of economic strategy and policy, understanding of local government political systems and experience of working on politically sensitive issues including significant experience of developing productive working relationships with Council Members, trade unions and members of the Corporate Leadership Team which commands respect trust and confidence

Career Family Role profile

Roles at this level support the Chief Officer in the professional leadership, management and development of the service in accordance with the Council's strategic objectives and the directorate priorities. People in these roles combine a strategic service development role with operational responsibilities for services and delivery of day to day functions that contribute to the achievement of the Council's vision and strategic outcomes. This involves contributing to the planning, organising, commissioning and delivery of services across the council and with partners to ensure there is a fully integrated city wide approach.

As part of a directorate/service leadership team roles at this level live and model values and behaviours to help the council achieve its ambition to be the best city council in the country.

For roles at this level, you must be able to show you....

Knowledge have an appropriate professional qualification or equivalent substantial knowledge gained through significant managerial or practical experience within the service area and you use your knowledge and expertise to plan and enable the highest levels and standards in the delivery of work across either a specialist area(s) or an entire service

Have a comprehensive knowledge of local, regional and national issues, which influence the city and council strategy, practice and services and you maintain up to date knowledge of current thinking and developments and use this to evaluate and assess business practice to influence ways of working within the professional and technical areas of your expertise

Leadership & strategic planning – Demonstrate strong leadership and management skills to develop a high performance culture across the service where everyone can achieve their potential and 'feel they count' and where there is a drive to deliver the most effective and efficient solutions. Show that there is evidence of a high performing, engaged and productive workforce along with effective leadership and management that leads to solution focussed and quality outcomes

Contribute to and influence the strategic direction of the service area working with a range of internal and external partners and stakeholders. Identify clear objectives for service delivery and develop and performance manage service action plans. Ensure Business plans are in place for the service and contingencies are identified so that plan objectives can be met.

Collaboration & innovation – Lead, develop and manage partnerships and/or complex programme/project/change environments with a variety of stakeholders that challenges and looks beyond the obvious. Working effectively with partners to deliver cross service projects, thinking and acting creatively to facilitate the delivery of innovative change and new ways of working

Ensure the capacity to respond positively to change is enhanced, 'traditional thinking' is challenged and innovative solutions are pursued throughout the service area. You are skilled in facilitating and encouraging collaboration and motivating teams to maximise performance. Creating a culture that promotes innovation and a 'can do' attitude.

Problem solving & decision making – take responsibility and are accountable for developing and implementing appropriate, proportionate and effective solutions to complex service delivery problems. Demonstrate your experience in leading the development of governance structures and actively promoting them through personal decision making

Accurately analyse information and make timely well-judged decisions in order to achieve successful outcomes across a diverse range of related and unrelated issues balancing corporate orientation with

operational responsibilities. You understand the pressures facing public sector services and use this to inform decisions and promote best practice within political, legal, financial, governance and statutory control frameworks.

Deliver – develop and maintain constructive relationships with colleagues and other stakeholders to develop and deliver integrated, high quality, high standard, responsive services that have a positive impact for customers and citizens in the city and region, influencing the strategic direction of the service; identifying, agreeing and developing service improvement projects that reflect changing priorities

Lead and manage a number of complex and potentially conflicting strategic and operational issues/priorities and develop and implement solutions as part of a fully integrated approach to delivering required service outcomes. Influencing the strategic direction of the service using effective consultation and a commitment to the engagement of stakeholders ensuring services support and deliver outcomes that reflect the diverse, multi-cultural needs of our city

People and resource management – use visible, effective and supportive leadership and management skills that engages, develops and encourages talent, supports adaptable ways of working and creates strong more flexible teams. Review and monitor the performance of services, systems, budget, teams and individuals against standards and agreed outcomes in a cost effective and flexible way that is responsive to a dynamic local, political and national context

You use a coaching approach to empower, enable and motivate your team to be their best. Embedding a culture of shared accountability and continuous improvement that ensures you have the right people with the right skills. Ensure plans are in place to ensure there is an efficient and sustainable use of resources, employees are effectively employed and budgets are maximised

LCC Values

Leeds City Council values are at the heart of everything we do. They inform the way we design and deliver our services and the way we all work and behave. Leeds City Council expects all its employees and councillors to observe our core values and to understand our codes of conduct for ethical behaviour, correct use of the Digital Information Service (DIS) facilities and protection of sensitive information.

They reflect the current needs of the city. In a period of immense change and real challenge we must be both confident and decisive about what we do and how we do it. Observing our values can help us:

Working as a Team for Leeds Work in ways which are open, inclusive, responsive and accountable to develop and maintain good working relationships with internal and external customers, other stakeholders and partners to achieve excellent outcomes for the citizens of Leeds

Being Open, Honest & Trusted Ensure citizens and council members are provided with all relevant information to make decisions, learn from mistakes and seek to promote continuous improvement and best practice

Working with Communities Work effectively with the variety of partners to deliver services, communicate and involve stakeholders and the wider community in new developments to encourage ownership and commitment

Treating People Fairly Recognise that everyone has an equally important part to play within the Council and value the diverse and vibrant nature of the city and all its citizens

Spending Money Wisely Set high expectations of achievement across a range of strategic outcomes, actively seek out opportunities to improve delivery of services through partnership and feedback from service users

Working Context Working environment including any specific risks

The role profile and specification are an outline only and may vary from time to time without changing the character of the job or level of responsibility