

Job Description



Post Title	Assistant Director
Accountable To (<i>Line Manager</i>):	
Responsible For (<i>Direct Reports Post Title</i>):	

1. Job purpose

To turn the Council's strategic vision for the Borough into reality through supporting the development and leading the implementation of high level priorities and plans working corporately with the Strategic Leadership Team (SLT).

The Chief Executive and Strategic Directors will allocate leadership responsibility for services and functions and Programmes of work to specific Assistant Directors to enable the responsibilities set out below to be best achieved. The service and work programme allocations are likely to change from time to time to reflect new pressures, demands and circumstances.

2. Organisational position

Please refer to separate organisational chart.

3. Key tasks, duties and accountabilities of the post

To provide strong, effective leadership, including championing corporate activities / projects and initiatives that cross service boundaries, recognising and addressing potential problem areas as early as possible and identifying as well as implementing effective 'joined-up' approaches and solutions to meet the Council's vision and values.

Play an active role in the ongoing development and delivery of the Council's corporate business plan.

Ensure effective project and programme management arrangements are in place with regards to projects and programmes for which you are accountable.

Ensure effective communication takes place within the organisation and externally, including arrangements for undertaking consultation and providing feedback.

To champion a culture of continuous improvement across the Council.

To ensure customer experiences reflect the Council's Target Operating Model and values, and that mechanisms are in place for effective customer feedback and insight to be gathered, interpreted and acted upon.

To lead the development and delivery of clear short, medium and longer-term strategies that will innovate and add real value to the customer experience which will also achieve tangible lasting change for the town/Council.

To ensure that services are delivered in a manner which is responsive to customer and service user needs through engendering a supportive and entrepreneurial approach along with providing a clear sense of direction, optimism and purpose.

To foster and maintain excellent working relationships with key relevant partner organisations and pursue new ways to deliver services in collaboration with others which benefit of the Council, partner organisations and our customers.

To act as an ambassador for the Council through undertaking effective networking and to help promote the town and Council through representing and where appropriate presenting at local, regional and national seminars and conferences.

To keep abreast of best practice and use this to deliver best value.

To lead service transformation ensuring digital opportunities and solutions are explored and implemented wherever possible.

To embed and ensure effective performance monitoring and management arrangements are in place and to provide timely and direct intervention when necessary to sustain high standards of corporate, people and service based performance.

To establish effective systems for target setting, performance and project management, and reality checking to ensure that innovative and creative approaches are applied to service development and delivery.

Through personal example to provide staff with positive leadership, guidance, direction and motivation that harnesses the strengths and talents of individuals and promotes achievement of our "One Team" culture.

To contribute to the achievement of financial security across the Council, including proactively spotting and taking innovative / commercial decisions which benefit the Council, the place and/or service users.

4. The role's key contacts and level of relationships with individuals, groups of people, agencies and external organisations

Internal: The Council, all members of the Council, Chief Executive, Strategic Directors other Assistant Directors and staff across the authority to ensure that services are delivered in an effective and efficient manner.

External: Representatives of partner bodies, European, central and local government bodies and agencies, private sector and 'not for profit' sector organisations, community groups and representatives, citizens and service users ensuring that the Council deliver excellent service to all of our users and partner organisations putting the Council at the forefront of local government.

This post is politically restricted

5. Governance and corporate responsibilities

1. Undertake any additional responsibilities as directed commensurate with the level and grading for the role
2. Adhere to the Council's policies, rules and procedures including, Health and Safety, Equal Opportunities, all other legislative responsibilities, governance, financial and procedural rules.
3. Ensure compliance to the organisation's Code of Conduct in the delivery and provision of services to staff and the community

The job description is not a definitive list of tasks: rather it is designed to give an overall view of the job. It is expected that Assistant Directors will use their vision and personal initiative to meet the overall purpose of the job and help ensure the Council's aims and ambitions are effectively delivered.

Person Specification

Post Title	Assistant Director	Post Number	
Service Area / Department		Directorate	

	Required Competencies	Essential	Desirable	How to be Assessed		
				Application	Test	Interview
<p>Knowledge, skills and abilities This covers all technical, specialist, procedural and organisation knowledge and skills required for the post, including numeracy and literacy, language, computer skills including software packages. Use and safekeeping of tools and equipment. Please include within this section any mandatory or desirable educational qualifications. Please note if equivalent knowledge can be obtained through work experience or other qualifications this should be noted.</p>	<p>Strategic Thinking - Demonstrates and communicates a clear vision for future services and the Council.</p> <ul style="list-style-type: none"> Ability to understand the challenges facing the Council and its services in the short and medium term. Ability to develop and articulate clear short, medium and long-term strategies focused on adding real value to our customers delivering the Council's vision Demonstrates a clear commitment and enthusiasm for the Council's vision. Thinks innovatively about options for service delivery and demonstrates enthusiasm and support for different and corporate approaches. Ability to develop and implement future strategy and policy development in response to both national and local political priorities Able to Articulate the Council's target operating model and help people see their role within it, motivating and inspiring them to deliver it. 	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p>			

	<p>Community Leadership - <i>Champions the needs of the town and communities</i></p> <ul style="list-style-type: none"> • Ability to provide visible community leadership by acting as a neighbourhood champion, working directly with local councillors and community leaders to understand and evidence the needs of the locality and securing resources (from the Council or externally) to address these needs <p>Working Together/Partnership Working - <i>Builds and maintains effective working relationships, with a range of colleagues and partners.</i></p> <ul style="list-style-type: none"> • Ability to work alongside others to achieve a common purpose, developing and visibly demonstrating a collaborative approach underpinned by trust, respect and support. • Ability to effectively network with internal / external partners and other stakeholders. • Ability to create and develop and promote a strong network of connections with partners, stakeholders and colleagues internally and externally, locally, regionally and nationally. • Ability to work effectively on an inter-agency basis, including maintaining good relations with Government departments, external inspectors and auditors, financial and professional bodies and other local authorities. 	<p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p>	
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	<p>Political Sensitivity & Engagement - <i>Adept at operating within the political setting of a local authority.</i></p> <ul style="list-style-type: none"> • Ability to develop effective relationships based on trust with elected officials along with the provision of timely insightful, accurate and unbiased advice. • Understanding and sensitivity to political dimensions in developing and supporting activities and initiatives. • Ability to Identify implications of political priorities and strategy on own area to ensure plans and activities reflect these • Recognition and development of strategies for managing conflicting national, regional and local pressures. • Ability to effectively challenge policy proposals and consider alternative options where initial options sought may not be in the Council's best interests. <p>Leading People - <i>Leads and motivates others to deliver high performance and results.</i></p> <ul style="list-style-type: none"> • Ability to identify, develop and manage talent effectively to help meet future resourcing needs: must have commitment to and be effective in coaching and developing staff and teams, to realise their full potential. • Holds high expectations of people and manages performance effectively leading by positive example. 	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>		
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	<ul style="list-style-type: none"> • Champions diversity to achieve innovation and creativity. • Demonstrates they lead from the front, ensuring visibility and communicating in a straightforward, truthful and candid way • A highly developed flexible leadership style • Able to Inspire employees, stakeholders and our partners to engage fully with delivering the council's vision and priorities. <p>Focus on Improvement and Results - <i>Continuously drives forward the services of the Council for the benefit of customers/ Residents</i></p> <ul style="list-style-type: none"> • Ability to use data to identify performance issues, insight and improvement opportunities. • Ability to challenge individuals and groups to deliver improvements to the quality, effectiveness and value for money of services. • Demonstrable customer focus, ensuring that the customer is at the heart of how services operate and staff behave including the development of new digital access channels and supporting business processes as guided by the Council's Digital and Business Transformation Strategies. • Seek to innovatively transform services in line with council priorities, and brings about service changes quickly to achieve improvements. 	<p>X</p> <p>X X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p>	
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	<ul style="list-style-type: none"> • Able to supportively challenge the norm in own and other corporate business units to achieve value-adding improvements and change <p>Resource Management - Possesses a range of skills to effectively manage the resources at their disposal</p> <ul style="list-style-type: none"> • Ability to manage and co-ordinate a complex suite of projects, including effective negotiation with other members of the Strategic Leadership Team (SLT) to resolve issues and manage dependencies. • Ability to manage service net operating costs year on year as required by developing and implementing innovative solutions to reduces costs within service area and across the council, including exploiting commercial opportunities, alternative delivery models and maximising service efficiency. • Develop robust business cases that clearly demonstrate change is required • Plan resources effectively, including horizon scanning and in line with demand for services and collaborate across the Strategic Leadership Team • Able to Identify and implement different ways of working to maximise the use of resources, assets and commercial arrangements 	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p>	
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	<p>Personal Effectiveness - <i>Instils confidence and commands respect including through a high standard of communication and influencing skills.</i></p> <ul style="list-style-type: none"> • Effective in expression of ideas, intentions, needs etc. in a group setting, one-to one or in writing. • Ability to promote Stevenage the place and the council through presenting at sector wide events, and sitting on national policy bodies. • Self-aware: continues to develop self in order to improve own performance. • Prepared and able to tackle challenging issues through being both tough when necessary and fair. • Translate strategic priorities into clear outcome-focused objectives for managers that support the development of a lean and effective organisation 	<p>X</p> <p>X</p> <p>X</p> <p>X</p>		
<p>Qualifications</p>	<p>Assistant Director of Information Systems - The Officer appointed to this role shall hold a relevant professional ITL qualification</p> <p>Degree or equivalent</p> <p>Masters or equivalent</p> <p>Prince 2 professional qualification</p>	<p>x</p> <p>X</p> <p></p> <p></p>	<p></p> <p></p> <p>X</p> <p>X</p>	

<p>Any other attributes required for the role not mentioned above This covers those additional job requirements such as rota working, able to attend meetings in the evenings and at weekends, access to own transport</p>	<p>Must have a flexible approach to work and be able to work outside of normal working hours when required.</p> <p>Ability to travel throughout Hertfordshire and when necessary nationally / internationally for meetings, conferences and other events as required with access to own transport.</p>	<p>X</p> <p>X</p>		