

Designation:	Head of Community Services
Grade:	Stroud 9
Responsible to:	Strategic Director of Communities
Service Area:	Community Services
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

Educated to degree level or equivalent and with a professional qualification in a relevant subject

- Significant senior management experience in a local authority working across a range of diverse services including housing.
- Strategic and operational experience managing service delivery and performance
- Experience of leading staff and services in a time of change by being flexible, creative, responsive and high performing.
- In depth knowledge around organisational design, change and transformation to improve efficiency and effectiveness.
- Experience of working corporately on organisation-wide priorities.
- Experience of managing significant resources to achieve outcomes.
- Experience managing service delivery transformation across people, finance, systems, processes, relationships and resources
- Experience of developing innovative service models, working within a commissioning approach

SKILLS & KNOWLEDGE

- Ability to work effectively as part of a close, collective senior team – balancing service and corporate priorities
- Ability to recognise collective strengths, experience and accountability of the team to focus on problem solving and joint accountability
- Ability to translate organisational/corporate strategies into effective functional plans
- Ability and willingness to develop and deliver collaboration with other partners and providers in support of Stroud and Gloucestershire's regional priorities
- Ability to lead complex, cross-Council projects in support of improved corporate or service change.
- Able to influence others and developing work relationships internally and externally in order to successfully deliver Council plan outcomes.
- Ability to analyse and resolve complex information, situations and issues, and create effective collective and individual solutions while acting decisively

- Business acumen and commercial awareness, with a strong financial understanding/significant ability to analyse and resolve complex information, situations and issues, and create effective collective and individual solutions while acting decisively

PERSONAL ATTRIBUTES

- A continual focus on the outcomes that are delivered for local communities built on a strong sense of acting as role model for engaging and empowering communities
- Think strategically and create clarity with the ability to think systematically and spot links and connections.
- Have the persistence and drive to continually identify and deliver improvements without being distracted by other priorities and ongoing delivery.
- Work collaboratively and be open to the perspectives of others, effectively working in partnership personally or enabling others to do so to deliver the best results for communities.
- Lead and engage to providing direction, support and clarity to others to enable them to deliver effectively.

OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Willing to undertake additional training or vocational qualifications as required

DESIRABLE CRITERIA

QUALIFICATIONS

- Membership of a relevant professional institute and/or management qualification.

EXPERIENCE

- Implementation of, and maintaining a community or customer access programme
- Experience of managing change
- Programme and portfolio management

SKILLS & KNOWLEDGE

- Understanding community development and meeting the needs of those who find it difficult or may be disadvantaged in accessing services,
- Confidence in IT system implementation and administration

CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. Customer Service

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment o understanding and meeting their needs, in line with policies.

3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. Innovating

You will be able to seek better, more effective ways of delivering services.

5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs

of the service.

7. Equality and Diversity

You will conduct yourself in a manner which demonstrates 'equality' in the workplace: respecting peers and valuing people as individuals. You will ensure the workplace is free from discrimination, respecting choice and everyone's right to have their own beliefs. You will show you appreciate 'diversity' through the added value of individual differences and varied experiences.