



Hartlepool Borough Council

Job Description & Person Specification

Job Title: **Assistant Director for Environment and Neighbourhood Services**

Reports to: **Director of Regeneration and Neighbourhoods**

Role Remit & Responsibilities:

Purpose of Post

- As a member of the Council's Senior Leadership Team, to work collaboratively with colleagues and elected members to provide effective leadership in the delivery of Council's key strategic priorities and embed a high performing and problem solving culture based upon public service values.
- As an active member of the Departmental Management Team, support the Director in implementing the vision, strategic and core values of the council and provide a clear sense of direction, optimism and purpose across the function.
- To secure the effective leadership and management of Environment and Neighbourhood Services within the Regeneration & Neighbourhood Department and promote a culture of high expectations and continuous improvement.
- To establish a consistent approach to delivering the Council's programme for transforming neighbourhoods.
- To ensure statutory duties within the remit of the post are met.

Service Remit

To be responsible for the provision of the following functional areas, optimising delivery of services, and ensuring they are undertaken in a responsive, efficient and effective manner:

- Strategic Transport and Infrastructure including highway maintenance
- Environmental Services including waste collection and disposal, street cleaning, parks, bereavement services and grounds maintenance
- Community Safety and Engagement
- Building design, construction and maintenance
- Facilities management

(The work of Local Government changes and develops continuously. The above functions should not be therefore regarded as immutable.)

1. Leading, the delivery of services, which are of a consistently high standard through effective performance management and the creation of a problem solving and high achieving culture.
2. Ensuring the Provision/Commissioning of safe, effective and high quality services that are responsive to local need and are provided within a clear quality framework and comply with the statutory duties which fall under the responsibility of the post holder.
3. Develop and implement new business models appropriate to the delivery of services associated with the functions listed above.
4. Ensure employees feel valued and understand their role in achieving the Council's vision and objectives in a supportive and learning environment which protects and enhances their personal well-being.
5. Working with and influencing relevant national and regional organisations and a wide range of partners and stakeholders in a spirit of partnership and collaboration and develop effective working relationships.
6. To lead, as required, on corporate projects which cross Council departments.
7. To support Elected Members in undertaking their roles as Community leaders and Ward members.
8. Develop and articulate the function's vision to ensure its delivery to meet statutory obligations, policy objectives and deliver value for money.
9. To optimise service performance and delivery, ensuring efficient and effective use of the service's available resources (financial, human and physical) and the commitment to improve within a whole systems approach.

10. Responsible for maximising the availability of all funding sources to enhance service delivery.
11. Responsible for the co-ordination of delivery of services, ensuring they are undertaken in a responsive manner.
12. Responsible for maximising the extent to which services are delivered directly to the user.
13. Responsible for ensuring the appropriate risk, financial and service management arrangements for the function are in place.
14. Through personal example, and by visible commitment and clear action, value and celebrate the diversity of communities and the organisation and ensure that equalities policies are implemented in both service delivery and employment practices.

This Assistant Director will report directly to the Director of Regeneration & Neighbourhoods and will be a member of the Departmental Management Team. This Assistant Director will have regular access to the Director of Regeneration & Neighbourhoods to discuss specific issues and would have a six month review and performance appraisal.

Person Specification

Part One - Experience

1. A proven track record of consistent and demonstrable achievement at a senior management level within an organisation of comparable scope and complexity and in driving improvement, efficiency and transformation of environment and neighbourhood services within a challenging financial environment.
2. A developed understanding of the issues facing the Environment and Neighbourhood Services functions with entrepreneurial and commercial skills and ability to deliver responsive frontline place based services.
3. A demonstrable track record of leading, motivating and managing teams to achieve a high level of performance delivering significant, sustainable service improvements and outstanding results, through internal and external partnerships.
4. Experience of developing and sustaining a culture that meets the needs of and engages with customers, elected members and staff within a safe, open and high performing working environment.
5. Evidence of establishing a performance management culture to drive continuous improvement, including service planning, target setting, performance appraisal and the management of staff groups.
6. Significant experience and demonstrable success in the management and delivery of cultural change.
7. A track record of working in and forging successful partnerships with a wide range of internal and external bodies including governmental and non governmental organisations, the private and voluntary sectors.
8. A proven track record of working effectively within a political environment, providing clear, balanced advice and guidance on strategic issues that achieve service objectives.

Part Two - Knowledge, Skills & Abilities

1. High degree of political awareness and capable of working effectively with the political dimension; ability to support elected members in undertaking their roles as community leaders and ward members.
2. Ability to lead, change & develop the functions whilst, maintaining consistency with department and corporate values and ethics, working with uncertainty, ambiguity and change and developing appropriate relationships with staff and managers.

3. Ability to optimise service performance and delivery, ensuring efficient and effective use of the available resources (financial, human and physical) whilst driving efficiencies in front line services and maximising income generation opportunities.
4. Maintain personal perspective and self-knowledge by maintaining continuous professional development and developing personal resilience and skills.
5. Ability to develop effective external relationships including being a champion for the local authority and working with communities and other agencies.
6. Maintain focus on strategic and long term issues by developing and holding a vision/strategic view and an awareness of the organisations strategic capacity.
7. Create a supportive learning and self development environment where a culture of learning is promoted, and constructive feedback on him/herself and the service provided is encouraged.
8. Clarifies individual and team direction, priorities and purpose by clarifying objectives and boundaries and being team orientated to problem solving, decision making and to identifying values.
9. An inspirational communicator, networker and achiever; capable of communicating the vision of the service and the whole organisation to a wide range of internal and external stakeholders; gaining the confidence and support of various groups through sensitivity to needs; and achieving organisational goals.
10. Holding an appropriate Professional qualification.

Part Three - Personal Style & Behaviour

1. A leader and effective manager, who is energetic, determined, positive, robust and resilient enough to cope with the demands of the role.
2. An enthusiastic and effective ambassador for both the Department and Council with a strong commitment to improving its performance and its ability to meet the needs of the communities it serves.
3. An innovator and motivator, who can promote new innovative and creative thinking and a corporate focus to achieving the Council's ambition and objectives, strive for continuous improvement, service excellence and equal opportunities.
4. An excellent role model, promoting high standards of ethical behaviour, probity, integrity and honesty, with credibility across a wide range of audiences and respect for all.

5. A persuasive and effective influencer with an entrepreneurial flair to deliver on our aspirations who can foster partnerships, work collaboratively across boundaries and achieve performance and results through others.
6. A shrewd, intellectual, creative, strategic and lateral thinker.

September 2016