



NORTH HERTFORDSHIRE DISTRICT COUNCIL

JOB DESCRIPTION

SERVICE DIRECTOR – TRANSFORMATION

Date Issued:

Post No:

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Job Title: Service Director – Transformation

Service/Unit Area: Transformation

Grade: 14

Hours: 14.8 hours (0.4 WTE)

Responsible to: Managing Director

Responsible for: To act as Service Director for Transformation, managing the delivery of the Council’s transformation programme. To be responsible for all the professional and administrative staff in the Directorate.

Contacts: Individuals and or groups: e.g. service areas, Members, other organisations.

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Job Summary:

Directly responsible for the overall management and operation of the Council’s transformation programme, which seeks to reimagine the customer experience. Changing how services and information are accessed and used, delivering modern online and other digital solutions. Consider how residents can be supported, assisted, and upskilled to use digital solutions as part of the wider agenda to promote digital channel shift. Ensure that the transformation workstreams become Business As Usual by the end of the programme.

Key Responsibilities:

1. Operational Responsibilities

- 1.1 To oversee the management of the service to ensure an efficient, effective and customer focused Council.
- 1.2 To ensure that all transformation initiatives are developed to meet best practice and deliver the Council's strategic objectives.
- 1.3 To ensure that customer focused services are provided by staff working closely with the service users so that their views are taken into account in decisions affecting them and that they can influence the nature and quality of the service they receive.
- 1.4 To work closely with service areas, particularly the Service Director Customers, to deliver the transformation programme.
- 1.5 To contribute to and support the development and implementation of the transformation objectives and associated workstreams of the Council and the Directorate ensuring that the service's contribution is integrated effectively with the whole.
- 1.6 To oversee the development of SMART performance targets and supporting information for the service in line with statutory requirements and locally agreed performance measurement and to ensure that there is continuous improvement to meet and exceed targets.
- 1.7 To provide corporate advice to elected Members in the capacity of Service Director responsible for Transformation and be the lead officer representative at committee meetings and project boards etc.
- 1.8 To ensure that Members are fully briefed on issues relating to the Transformation service and take responsibility for briefing the Executive Members on issues so that key decisions can be taken effectively.

2. Staff Management

- 2.1 To provide supportive management to coach, develop and motivate staff and empower them to deliver high quality services and contribute to the achievement of Council priorities

- 2.2 To deploy staff effectively and ensure they are performing to agreed standards (including 1:1 meetings as set out in the 1:1 Policy, recruitment and selection, use of disciplinary and absence monitoring policies and performance appraisal).
- 2.3 To ensure that all dealings with staff are conducted within the Council's Equal Opportunities framework and appropriate legislation.

3. Service Management

- 3.1 To review and develop the services for which the post holder is responsible and manage to change, to achieve continuous improvement; to maintain agreed performance targets and to meet the requirements of value for money and the relevant performance management and inspection regimes.
- 3.2 To actively promote the service in order to raise the profile of the Council and demonstrate its value to residents and customers
- 3.3 To ensure the service meets the Council's Customer First Standards.
- 3.4 To manage the transformation service plan, actively contributing to the Council's Corporate Business Planning process.

4. Financial Responsibilities

- 4.1 To proactively manage budgets under your control within agreed financial limits to provide value for money in delivering services and maximise the achievement of Council policy.
- 4.2 To ensure compliance with the Council's Procurement Rules and Financial Regulations and Scheme of Delegation to Officers.

5. Other Responsibilities

- 5.1 To prepare reports for and attend meetings of the Council or Committees as required.
- 5.2 To be available for, and contribute to the Council's elections functions.
- 5.3 To comply with all relevant legislation applicable to the role.

- 5.4 To create and maintain authentic, timely and reliable records in relation to your duties. To take due care and attention when gathering, recording and manipulating data and to have regard to guidance issued by the Council in connection with data management.
- 5.5 To be aware of and work in accordance with the councils safeguarding policies and procedures in order to safeguard and promote the welfare of children and adults at risk, to raise any concerns relating to such procedures which may be noted during the course of duty and fulfil the role of Designated Safeguarding Officer.
- 5.6 To promote and take part in corporate working parties and project teams as required.
- 5.7 To have regard for the duty of care of information (with particular reference to the Data Protection Act GDPR and Freedom of Information Act) gained during the course of employment that relates to other employees, the public, contractors, elected Members etc.
- 5.8 The job holder is responsible for ensuring that the requirements of any procedure relating to health and safety are met in activities under their control and to appoint key staff responsible for health and safety. They must contribute to and support the health and safety policy and ensure that both they and the employees responsible to them understand and implement the policy and follow recognised safe systems of work.
- 5.9 To ensure that all dealings with staff and the public are conducted within the Council's Equal Opportunities framework.
- 5.10 For matters delegated directly from Council or sub delegated from senior officers, the Post Holder will undertake those delegated powers within the constitution and as amended from time to time. The Post Holder will also adhere to Financial Regulations and Contract Procurement Rules

6. Political Restriction

- 6.1 This post is subject to political restriction, which is divided into two categories and relates to the post holder duties, thus;

- Specified posts, including ‘deputy chief officers’ – since the post holder would be required to deputise for the Corporate Legal Manager at relevant committee and sub committee meetings to make formal reports, and provide additional policy advice, this constitutes a specified post within this criteria.
- ‘Sensitive’ posts, which meet one or both of the following duties related criteria,
 - Giving advice on a regular basis to the Authority itself, to any committee or sub committee of the Authority of any joint committee on which the Authority are represented, or where the Authority are operating executive arrangements, to the executive of the Authority; to any committee of that executive, or to any member of that executive who is a member of the Authority.
 - Speaking on behalf of the Authority on a regular basis to journalists or broadcasters.

6.2 The post holder must therefore be aware that in accepting this post, they are required to confirm that they will conform with these political restrictions and that they will be included as conditions of their formal contract of employment with the Authority.

6.3 To undertake other duties which may arise or as may be delegated from time to time, commensurate with the skills required for this post.

Signed **Manager** **Date**

Signed **Employee** **Date**

Name **Employee**