

North Hertfordshire District Council

Service Director – Transformation



Person Specification

Date issued:

Category	Essential Job Requirements	Desirable Job Requirements	Method of Testing
<p>Job Related Skills and Knowledge:</p>	<p>Knowledge of the latest methods of customer service delivery.</p> <p>Clear understanding of the practical implications of Service Planning, Continuous Improvement and Performance Management and experience in effecting these.</p> <p>A track record of delivering effective and responsive services through development and implementation of innovative approaches to service delivery.</p> <p>Political skills and sensitivity.</p> <p>Ability to understand and analyse complex information at speed on a wide variety of issues.</p>	<p>Working knowledge and understanding of all aspects of Local Government gained through training or experience.</p>	<p>Application form/Interview/References</p> <p>Application form/Interview/References</p> <p>Application form/Interview/References</p> <p>Interview</p>

	<p>Numerate with strong evaluation and problem solving skills.</p> <p>The financial skills and knowledge to ensure the delivery of services within budget and in accordance with Financial Regulations and Contract Standing Orders.</p> <p>Proven track record of managing at a senior level in a complex environment.</p> <p>Ability to work effectively as part of a senior level management team.</p> <p>Education/Qualifications:</p> <p>At least five years senior management experience in a large multi-functional organisation.</p>	<p>Proven track record of managing IT development, procurement, delivery and implementation at a senior level in a complex environment.</p> <p>A track record of developing staff effectively.</p> <p>Education/Qualifications:</p> <p>Evidence of Continued Professional Development</p> <p>A management qualification</p>	<p>Application form/Interview</p> <p>Application form/Interview</p> <p>Test/References/Application form/Interview</p> <p>Application form/Interview</p> <p>Application form/Interview</p> <p>Documentary evidence</p> <p>Interview</p> <p>Documentary evidence</p> <p>Documentary evidence</p>
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	<p>The judgement necessary to identify issues that may be politically sensitive and to act accordingly.</p> <p>A record of achievement and innovation in a related field to this post.</p> <p>The ability to think about issues facing the Directorate from a strategic perspective and to develop appropriate solutions and implement these on the ground.</p>	<p>towards a common end.</p> <p>Successful partnership working.</p>	
<p>Other Requirements:</p>	<p>Ability to promote the image of the Directorate through articulate and confident approach.</p> <p>This post is subject to satisfactory checks with the Disclosure and Barring Service and is exempt from the rehabilitation of offenders act.</p> <p>Ability to work unsociable hours.</p> <p>Commitment, drive and enthusiasm.</p> <p>Full driving licence and vehicle available for work use.</p>		<p>Interview</p> <p>DBS check</p>

Signed..... Manager Date.....

Signed..... Employee Date.....

Name..... Employee