



NORTH HERTFORDSHIRE DISTRICT COUNCIL

JOB DESCRIPTION

SERVICE DIRECTOR – PLACE

Date Issued: July 2021

Post No:

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Job Title: Service Director – Place

Service/Unit Area: Place

Grade: 14

Hours: 37 hours

Responsible to: Managing Director

Responsible for: To act as Service Director for the Place Service including the management of the Shared Waste Client Team, Grounds Maintenance, Leisure contract management, and Emergency Planning. 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:

The management of the Place directorate to ensure that services are delivered efficiently and effectively in accordance with the Council's requirements and policies. Taking responsibility for the development and implementation of the strategic objectives of the Council in relation to the services directly relevant to the Place Service.

Through the development of strategies, contracts, procedures and systems that maximise the efficiency and effectiveness of the services to enable current and future customer expectations to be achieved and to monitor the implementation and delivery of such. To be responsible for the management of all capital and revenue budgets within this service area.

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Key Responsibilities:

1. Principal Responsibilities

- 1.1 To contribute to and support the development and implementation of the strategic objectives and associated service and performance plans of the Council and the Directorate ensuring that the service’s contribution is integrated effectively with the whole.
- 1.2 To oversee the management of the service areas making up the Directorate to ensure an efficient, effective and customer focussed service.
- 1.3 To develop and monitor the effectiveness and implementation of the service plans and to ensure that the appropriate action is taken when necessary.
- 1.4 To raise and sustain awareness of the services for which the post is responsible through effective communication with the public, relevant stakeholders and other service users.
- 1.5 To understand the needs and expectations of service users and ensure that these are reflected in the standards, quality, cost and method of service delivery.
- 1.6 To gain the support and commitment of internal and external partners so that value is added to services provided by the Council and those partners.
- 1.7 To be responsible for the NHDC Emergency Planning function with the County and network framework..
- 1.8 To ensure that Members are fully briefed on issues relating to the Place service and take responsibility for briefing the Portfolio Holder so that key decisions can be taken effectively
- 1.9 To be aware of legislative changes that impact on the service areas and ensure that policy and procedures are revised to comply with statutory and national requirements and standards.

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 initiate and manage change, to achieve continuous improvement, to maintain agreed performance targets and continuous improvement.
- 3.2 To ensure the service meets the Council's Customer First Standards including monitoring the 3 C's system to ensure we respond effectively to complaints and learn from them.
- 3.3 To actively promote the service in order to raise the profile of the Council and demonstrate its value to residents and customers.
- 3.4 To produce the service's medium to long term service plan, actively contributing to the Council's Corporate Business Planning process.

4. Financial Responsibilities

- 4.1 To proactively manage budgets under the control of the post holder 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.
- 4.3 To be authorised signatory for specified budgets.

5. Other Responsibilities

- 5.1 To prepare reports for and attend meetings of the Council or Committees as required.
- 5.2 To ensure that all dealing with staff and the public are conducted within the Council's Equal Opportunities framework.
- 5.3 To be available for, and contribute to, the Council's elections functions.
- 5.4 To comply with all relevant legislation to ensure effectiveness in the role.
- 5.5 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.
- 5.6 The post 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 employees responsible to them understand and implement the policy and follow recognised safe systems of work.
- 5.7 To undertake other duties which may arise or as may be delegated from time to time, appropriate to the grade of the post.

6. Political Restriction

This is a politically restricted post under the terms of the original Local Government and Housing Act of 1989, Local Government (Politically Restricted Posts) Regulations 1990, and subject to most recent amendment under the Local Government, Economic Development and Construction Act brought into effect on 12th January 2010.

- 6.1 Political restriction is divided into two categories and relates to the post holder duties, thus;
 - '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.

Signed **Manager** **Date**

Signed **Employee** **Date**

Name **Employee**