



Job Specification

Service Director – Growth

Operations Hub.

Leadership Type: Transformational Leader

Indicative Grade: CO2.3

Southampton City Council

The Council Strategy 2016-20 sets out our vision to create a city of opportunity where everyone thrives. Delivering this is essential if we are to help make Southampton the city our residents deserve. A city where people have opportunities to succeed and are able to live healthy, happy lives.

While our strategy focusses on what the council can do, we acknowledge that we can't do everything ourselves. Our City Strategy 2015-25 has been created by business, public, and community and voluntary sector organisations in the city, operating under the name Southampton Connect. With an overarching goal of prosperity for all, the City Strategy focusses on economic growth, skills and employment, and healthier and safer communities. This partnership approach is indicative of the spirit of the city – we are Team Southampton.

Being part of the Southampton City Council team requires people who are willing to take personal responsibility for delivering excellence, to work with others to achieve the best possible outcomes, to embrace change and new opportunities, to make the most of the resources available to us and to think and act in the best interests of our customers – the residents of Southampton. The Council has approved its Workforce Strategy which will drive the development of a high performing and agile workforce and for the Council to be a 'great place to work'.

Growth

The Growth service teams form part of the Council's operations hub. The operating model for Growth is to focus on core offering, developing skills, economic development, investment and regeneration in the City, while maintaining the required infrastructure and transport networks and managing capital assets. The teams lead the provision of services which deliver opportunities for residents and communities improving individual and collective outcomes. They are responsible for building the City's reputation and capability to meet Council priorities particularly economic growth. In all their work they are involved with developing partnership with other agencies, businesses and communities to change customer behaviour and mind-set. The main focus of the team is to create a positive environment for investment and development in the City and to secure competitive advantage for the City, its residents and businesses. The team works collaboratively with others to achieve growth and asset development across the City, through the design and delivery of high quality infrastructure and systems and processes to support new and existing businesses and residents of the City.

Job Description

Purpose of Role

To lead the provision of services which deliver opportunities for residents and communities improving individual and collective outcomes. To build the reputation, capability and economic growth of the city to meet Council priorities; to transform services, work in partnership with other agencies, businesses and communities to change customer behaviours.

Key Accountabilities

1. Providing transformational leadership to align operations to realising the Council Strategy and focusing on priorities.
2. Leading development and delivery of operational plans within agreed financial parameters for allocated activities.
3. Focusing attention, staff and resources across Operations on activity that progresses better opportunity's for the City and its residents.
4. Increasing efficiency and reducing costs especially in activities that don't drive priority outcomes.
5. Challenging, eliminating and reducing to a minimum activity which no longer adds value to customers.
6. Providing reporting and insight to inform decision making and operational requirements.
7. Ensuring Operational Managers have clear accountabilities with the authority and responsibility to deliver the Council's plans.

Functional Responsibilities

Line Management of:

- Associate Director Capital assets
- Associate Director Employment, Skills and Business Engagement
- Service lead Infrastructure, Planning and Development
- Service Lead Building Control
- Service Lead Cultural services

Key Relationships

- Line Manager – Deputy Chief Executive (Interim)
- Council Management Team

- Leadership Team
- Service Directors and Service Leads
- Elected Members
- External organisations at national and local level relevant to delivery priorities of the role
- Staff Engagement and Internal Communications roles

Core Responsibilities and Deliverables

Financial Management

1. To comply with the Council's financial policies and requirements.
2. To deliver activities within agreed financial parameters for workforce, external spend and assets.
3. To identify and propose opportunities for innovation, commercialisation, cost savings, cost recovery or income generation across the Council.

Customer Relationship

1. To build and sustain excellent collaborative working relationships with senior managers, Members, partners and other stakeholders.
2. To design, deliver and co-ordinate consultation, engagement and research frameworks and programmes for the council and with partner organisations and other public bodies.
3. To agree service standards with customers and to manage services accordingly.
4. To monitor and act upon customer feedback to meet or exceed customer satisfaction.

Operational Effectiveness and Compliance

1. To deliver effective and efficient Growth services to enable informed decision making, mitigate risk and build capability.
2. To provide leadership and line management for the Growth services (Transport; Culture, Arts and Heritage; Planning development and Infrastructure; Economic development and regeneration; Employment, Skills and Business engagement; Capital Assets) and ensure all Council policies and procedures are adhered to including those relating to HR, Health and Safety and Information Governance.
3. To undertake continuous improvement to improve the effectiveness of activity and services across the Council.
4. To escalate risks and issues which may impact any aspect of performance or the council's reputation.

Organisational Capability and Growth

1. To work with other leaders to deliver improvements in employee engagement and satisfaction across the Council.
2. To manage the performance and development of direct reports and contribute to the multidisciplinary teams and other working groups in accordance with the Council's performance management approach.

3. To build the talent pipeline for the organisation and ensure opportunities to acquire, build and retain talent are maximised.
4. To take responsibility for personal development including any Continuous Professional Development.
5. To develop change readiness capability across the organisation.

Other Contractual Post Requirements	
Standby Payment	No x
Fire Marshall	No x
First Aider	No x
Politically Restricted	Yes x
Tool Allowance	No x
Emergency Planning Rota	Yes x
Contractual Car User (see intranet for more information)	No x
DBS (see intranet for more information)	Standard x
Basic Disclosure (see intranet for more information)	No x

1. The duties and responsibilities highlighted in this job description may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, scope and grading of the post.
2. The post holder must have the ability to understand the needs of the city's diverse and changing population and to implement the Council's Equal Opportunities Policy at a level appropriate to the job and must at all times carry out his/her responsibilities with due regard to the Council's Equal Opportunities Policy.
3. The post holder is required to be familiar with the Council's Health and Safety Policy and be aware of and observe any part of the policy related specifically to the duties and responsibilities of the post.
4. The post holder will be required to carry out their duties and responsibilities in accordance with all relevant Council and professional codes of practice, including demonstrating the relevant behaviours as defined in the Council's Organisational and Leadership Behaviours Framework.

Person Specification

Essential Qualifications

- Master's Degree and/or experience at senior management level in large public sector environment.

Essential Experience and Skills

- To have experience of leading socially inclusive economic growth in a city environment.
- To have experience and working knowledge of the services within the Growth team and the impact they can make.
- To play a lead role in advocating and lobbying for the City, across regional and national forums, raising the profile and reputation of Southampton.
- To have successfully managed all aspects of team performance including goal setting and performance review and can demonstrate performance improvement.
- To have experience of partnership working and collaborative approaches with other agencies.
- To demonstrate experience of commercial and outcome delivery models.
- To have experience of managing service delivery to meet specific customer needs.
- Proven ability to deliver significant projects in challenging timescales and with due regard to complex political and financial environments.
- To have experience of successfully managing a budget and operating in accordance with financial policy and requirements.
- To have knowledge of best practice models, trends and technologies relating to organisation development and design and how they can be applied to large organisations to deliver transformational change.
- To have proven ability to initiate and develop effective working relationships with a range of voluntary, private and public sector partners and stakeholders to deliver shared objectives
- To have excellent understanding of the role and activity of local government as well as the challenges and opportunities for the wider public sector over the next decade.
- To have the ability to provide balanced professional advice and guidance to senior decision makers in a complex political setting
- To have excellent level of IT literacy to be able to use self-service, digital user platforms and applications and MS Office.
- To have exceptional verbal and written communication skills and ability to present data and information clearly.

Essential Behaviours

- Takes personal accountability and holds others to account
- Takes responsibility for own development.
- Listens to and respects the opinions of others.
- Asks for, reflects upon and acts on feedback.
- Works collaboratively with others to deliver the best outcomes.

- Actively seeks opportunities for improvement in organisational processes and activity.
- Builds understanding and commitment to transformational change.
- Sets standards for customer service.
- Builds relationships of trust and alliances with customer groups.