

## JOB DESCRIPTION

<b>Post Title</b>	Executive Director Corporate Services, S151
<b>Service Area</b>	Council Executive Management Team
<b>Job Family</b>	Executive Director
<b>Grade</b>	<b>CO1.2</b>
<b>Accountable to</b>	Chief Executive
<b>Accountable for</b>	Finance Supplier Management Legal & HR IT Customer Experience
<b>Date Evaluated</b>	<b>June 2022</b>

### Purpose of Job

- To lead, direct and engage with teams, partners and other resources to secure a culture and environment that promotes and supports the effective delivery of high quality customer services across the Council
- To design and deliver strategies that significantly improve business practices across the organisation and reduce unnecessary process and bureaucracy
- To support the development of strong, positive and resilient customer excellence
- To deliver improved corporate service experiences through high quality and integrated services
- To lead and develop innovative and transformational ways of delivering services and enabling cultural change across services and partnerships

### Key Accountabilities & Duties

- Drive the effective leadership of Southampton City Council, maintaining focus on purpose, vision and outcomes through rigorous analysis and enquiry.
- Support the fostering of a cross council culture through the overall vision, ethos, mind set and values.
- To ensure the Council is a fit for purpose, forward looking organisation, with a highly performing workforce, directed by ambitious plans.
- Lead, build and inspire teams, identify, drive and secure opportunities to improve services through business, systems and cultural change.
- To represent the Council externally as a key leader and ambassador for the organisation promoting and enhancing the authority's image, forming strategic alliances and developing effective working relationship on a local, regional and national basis.
- To serve as a systems leader, leading and influencing engagement across a complexity of partnerships, nurturing and developing greater collaboration, alignment and integration with key partners to achieve improved outcomes for the lives of residents.
- Lead the development and execution of a financial strategy that provides long term fiscal stability

- Execution of legislative and statutory responsibilities in respect of the designated S151 role for the Council.
- Ensure effective oversight of the Council's Customer Experience offer, ensuring continuous improvement for internal and external customers
- Make a significant contribution towards a financially sustainable City Council
- Manage and monitor performance to ensure that values, standards and commitments are met
- Provide robust service-based analysis and lead the development and implementation of high quality, efficient and cost effective services

## **ADDITIONAL REQUIREMENTS**

The duties and responsibilities highlighted in this job description may vary over time. The post holder is expected to undertake other duties and responsibilities relevant to the nature, scope and grading of the post including Emergency Planning cover at Gold level.

The post holder must have the ability to understand the needs of a diverse society and be prepared to implement the Council's Equal Opportunities Policy at a level appropriate to the job and must at all times carry out their responsibilities with due regard to the Council's Equal Opportunities Policy.

The post holder is required to be familiar with the Council's Health and Safety Policies and be aware of and observe any part of the policy related specifically to the duties and responsibilities of the post.

## **PERSON SPECIFICATION**

### **Essential Criteria**

- Evidence of significant experience of role(s) in a large, complex organisation at Director level and technical capability to understand and effectively manage the direct report services.
- Technical understanding of and evidence of qualification and capability to deliver and manage the Finance S151 statutory role and associated functions.

### **Essential Knowledge Experience & Skills**

- Successful and evidenced track record of leading public-sector, high-profile services in a business effective way.
- Experience of working effectively with councillors, senior managers and external stakeholders.
- Awareness of operational influences and trends impacting local government and support service provision.
- Evidenced experience of public sector service design so that it has the resources, systems and expertise to meet social care business and public funding requirements
- Experience across a range of public sector service areas and the service and financial models used.
- Experience of building and running high performing teams and a service culture
- Experience of developing performance and capability beyond the scope of direct reports.
- Experience of handling public, media and customer relations to build and protect organisational brand and trust.

## **BEHAVIOURS**

- Models leadership standards (internally and externally)
- Sets and upholds the values of the council and council senior leadership team
- 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.
- Engage with customers effectively
- Using evidence and data to make informed decisions
- Work with the whole system and collaborate with partners effectively
- Enable working at pace – anticipate, expect and support change
- Embed the value of Equality and Diversity
- Embrace use of technology for better outcomes