

JOB SUMMARY

Post Title	<i>Service Director – Highways and Community Protection</i>						
Job Family	<i>Leadership</i>	Pay Range	<i>17</i>	Line Manager to others?	Yes	Role profile ref	<i>HOS01</i>
Service Area	<i>Community Services Directorate</i>						
Line Manager	<i>Strategic Director of Community Services</i>						
Location	<i>County Hall and Agile</i>						

Job Purpose

To lead, plan and deliver the council's Highways, Transport and Infrastructure and Community Protection services that support and underpin the successful delivery of corporate priorities and outcomes, including leading the development, delivery, and facilitation of:

- Strategies, policies, and delivery programmes which provide for improvements in the economic, social, and environmental wellbeing of Island residents and visitors.
- The council's strategic Transport and Transport Infrastructure projects and associated policies, and links to wider policy.
- The strategic and operational management of the Highways PFI contract and Highways related functions.
- The development and delivery of Car Parking services and the Cowes Floating Bridge.
- Effective and customer Community Protection services and support for the HM Coroner service, in the delivery of statutory duties.
- The lead role in promoting community safety and cohesion, in accordance with identified resident needs and aspirations.
- Provide leadership and support to the Adult Safeguarding Board in discharging relevant community safety initiatives, including providing operational oversight and delivery of cases within the council's Channel and Prevent duties.
- Contribute to the overall collective leadership of the council, proactively identifying and maximising cross cutting opportunities to improve co-ordination, efficiency and effectiveness and reduction in duplication that delivers better outcomes for the Island's communities.

Job Context

- Provide strategic leadership and management of Highways and Community Protection services, ensuring that teams are highly motivated towards efficiency and strong performance in the delivery of key corporate and service priorities.
- Lead the development, production, and implementation of key strategies for the council and the directorate.
- Ensure the council effectively discharges all its statutory obligations in respect of Highways and Community Protection.
- Lead on the delivery of large contracts and ensure that service providers are correctly managed ensuring that they, deliver councils outcomes, are completed within the appropriate time frames and on budget.
- Lead and manage an annual programme of significant capital and revenue projects that underpin delivery of directorate and council priorities.
- Work Closely with the other Service Directors within the directorate to ensure the strategic direction and Leadership through the directorate Senior Management team.
- Act in the capacity of deputy to the Strategic Director of Community Services, supporting the Director in providing overall strategic leadership to the directorate. This may include taking the lead in projects or services which are not currently under your direct control.
- Undertake horizon scanning to keep up to date with internal, regional, and national developments that affect the work of the service and in order to plan and develop appropriate strategies for response.
- Develop and maintain effective service business continuity plans and ensure that Risk assessments are in place for both internal staff and external service providers.
- Ensure the development and delivery of continuous improvements in all aspects of the service. Manage and control the planning and implementation of improvements which impact the professional service and the council.
- Maintain professional knowledge and expertise in own field, ensuring that continuous professional development is undertaken for yourself and the team.
- Lead an efficient and effective team, working together across the whole of the council and the directorate.

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- Embed a strong performance, risk and project management approach to the work of the services and which is undertaken in line with the council's policy.

Knowledge, Skills, and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Significant relevant experience of managing a service / professional expertise area in a large public sector organisation (preferably local government).	<p><i>The management of significant contracted and internally delivered service arrangements.</i></p> <p><i>Strategic leadership and operational management experience of the range of relevant functions in order to provide the necessary direction and professional support to service leads in the delivery of corporate and service priorities.</i></p> <p><i>Substantial experience in the management and oversight of complex strategies of corporate and political importance across the range of professional disciplines within the service.</i></p>	E	
Substantial experience of service planning and delivery.	<p><i>Evidence of a successful leading role in service planning and delivery providing clarity of vision and purpose to motivate teams towards a common goal and align service priorities and planning towards critical delivery activities.</i></p> <p><i>Experience of leading the development and maintenance of business continuity arrangements and the ability to act accordingly in circumstances of emergency.</i></p>	E	D
Extensive knowledge of local government and wider sector / external influences.	<p><i>Knowledge of key national and local sector specific issues.</i></p> <p><i>In-depth knowledge of the issues facing local government in respect of its commercial services needs in order to underpin the development of service strategy and policy necessary to secure successful delivery of service and corporate priorities.</i></p>	E	
Extensive and comprehensive knowledge and understanding of the service area; the requirements, systems, policy, practices, procedures, legislation, and major issues facing it.	<p><i>Substantial knowledge and experience of leading at least two of the major service areas within the service directorate area.</i></p> <p><i>Able to demonstrate comprehensive knowledge either of the service area or a transferable comprehensive knowledge of a similar service area.</i></p>	E	
Proven track record of effectively managing significant budgets and ensuring the delivery of services within agreed resources.	<p><i>Extensive knowledge of both budget planning, monitoring and management and ability to demonstrate leading role in successful budget planning and management.</i></p> <p><i>Proven track record of accountability for service budget management and ensuring service delivery within agreed resource limits.</i></p>	E	

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<p>Proven ability to identify standards and performance requirements for own and partner organisations and deliver effective performance management.</p>	<p><i>Proven ability to lead effective performance management systems and processes that secure required outcomes.</i></p> <p><i>Evidence of conceptual knowledge and understanding of what is required to inform, plan, and monitor performance against service, goals and stated outcomes and achievements.</i></p> <p><i>Proven track record of ensuring that there are robust service planning and performance management systems in operation to secure delivery of service and team based operational activity.</i></p> <p><i>Substantial understanding of the legislative requirements and professional practice standards necessary to ensure that there are compliant services in place.</i></p>	<p>E</p>	
<p>Significant experience of leading and sustaining partnerships both internally and externally.</p>	<p><i>A good understanding of the success factors in partnership working and ability to demonstrate success in nurturing relevant partnerships.</i></p> <p><i>Ability to operate effectively as part of the wider management structure, including building constructive and positive working relationships with stakeholders and partner organisations in the pursuit and delivery of initiatives that are key to the delivery of corporate priorities.</i></p>	<p>E</p>	
<p>Authority and credibility to work effectively in a political environment establish positive and productive relationships with stakeholders and engage successfully with colleagues, partners, and customers.</p>	<p><i>Evidence of successful relationship management with relevant stakeholders and partnerships including government agencies, businesses, parishes and town councils and community organisations.</i></p> <p><i>Proven ability to establish credibility and constructive working relationships with senior managers and elected members.</i></p> <p><i>Ability to demonstrate a strong understanding of customer care and of examples of customer focused improvement.</i></p>	<p>E</p>	
<p>Excellent interpersonal and communication and presentation skills, with proven ability to communicate effectively and persuasively to a wide range of audiences both horizontally and vertically throughout the organisation.</p>	<p><i>Demonstrable evidence of the ability to actively engage, influence, negotiate and conduct constructive challenge in order to secure required delivery outcomes.</i></p>	<p>E</p>	
<p>Significant experience leading the procurement and management of strategic contractual arrangements.</p>	<p><i>Demonstrable evidence of the ability to actively engage, influence, negotiate and conduct constructive challenge in contractual relationships at a senior level order to secure required delivery outcomes and contractual obligations.</i></p>	<p>E</p>	

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	<p><i>Evidence of the management of complex contract management arrangements for high profile, high value, technical contracts.</i></p> <p><i>Proven experience of leading significant procurement processes.</i></p>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	
<p>Proven track record of managing major projects and policy development.</p>	<p><i>Ability to demonstrate successful project and programme management and policy development.</i></p> <p><i>Proven track record of operating at a senior level to identify, initiate and oversee significant corporate projects.</i></p> <p><i>Proven ability to communicate effectively with a wide range of audiences both horizontally and vertically throughout the organisation in developing and maintaining focus on delivery on key strategic projects where there are financial outcomes to be secured.</i></p> <p><i>A good understanding and ability to implement risk management in the context of strategic financial planning, financial reporting and control and project management.</i></p>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>	
<p>Proven track record of success in delivering major organisational change.</p>	<p><i>Good understanding of the success factors for organisational change and ability to demonstrate evidence of successfully leading transformation and change programmes.</i></p>	<p style="text-align: center;">E</p>	
<p>Proven leadership ability, with evidence of developing a multi-disciplinary team approach, managing staff, inspiring confidence, encouraging, motivating, and influencing others.</p>	<p><i>Able to demonstrate examples of leadership and creating effective “one-team” approaches within the service area or a similar service area.</i></p> <p><i>Ability to provide clarity of leadership purpose to motivate teams across the service towards a common goal and align service priorities and planning towards critical delivery activities, on time and to required outcomes.</i></p> <p><i>Evidence of ability to provide coaching and mentoring to service lead officers in the discharge of their functional activities and in the maintenance of professional competence and standards.</i></p> <p><i>Evidence of the skills necessary to create a workplace environment where learning is actively championed and encouraged to enable continuous improvement to take place.</i></p> <p><i>Evidence of continuous professional development that enables professional standards to be maintained.</i></p>	<p style="text-align: center;">E</p>	

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	<i>Ability to empower and motivate managers and staff and to build and contribute to effective teams and relationships.</i>		
Proven ability to think innovatively and conceptually and deliver against this.	<i>Evidence ability to think laterally and creatively and turn this into deliverable solutions.</i>	E	
Evidence of enthusiasm, drive, commitment, and energy demonstrated in achieving goals.		E	
Resilient and positive in spite of setbacks.	<i>Understanding of the need for resilience and ability to demonstrate examples in a relevant setting.</i>	E	
Demonstrates behaviours which model the Council's values.	<p><i>An ability to think laterally and develop creative and innovative solutions and possess a commercial and entrepreneurial disposition.</i></p> <p><i>Evidence of promoting an inclusive working environment and celebrating the diverse life experience that people bring.</i></p> <p><i>Evidence of ability to challenge unlawful discrimination, harassment and victimisation or having taken steps to prevent such situations arising.</i></p> <p><i>Evidence of leading and developing a positive health, safety, and wellbeing culture within a service area where all aspects of working practices are compliant with council policies and procedures and where staff are actively engaged in promoting a safe working environment.</i></p>	E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to degree level or equivalent standard.	<i>Degree level qualification in a relevant subject or able to evidence equivalent and substantial professional experience</i>	E	
Post graduate qualification or ability to demonstrate equivalent ability.		E	
Relevant professional qualification.	<i>Professional qualification in a relevant subject such as leadership and management or able to evidence equivalent and substantial professional experience</i>	E	
Evidence of fluency in English language.		E	
Other Requirements			
May be required to work out of normal working hours for call out, member committees and emergencies, as and when required			
May be required to undertake additional duties as commensurate with role and grade			