



Role Profile

Our Values and Behaviours

Calderdale Council should be a fulfilling and enjoyable place to work; we know this enthusiasm rubs off on our residents and customers, and we also recognise the crucial role each and every one of us plays in helping to achieve our goals. By demonstrating our core values and behaviours, you will lead by example to help us create the next generation of public services.

Role Details:

Role Title:	Assistant Director of Customer Services
Directorate:	Public Services
Grade:	Chief Officer
Contract Details:	Permanent/Full-time
Post Number:	PS004

Role Purpose:

As a member of the council's extended management team to drive forward Calderdale's long term vision of "Everyone different, everyone matters".

Actively contribute to the management and strategic leadership of the council. To fulfil the leadership role in relation to the development of strategic and policy for the delivery of services.

Manage the effective and efficient utilisation of all resources available in the service.

Promote a leadership style that fosters a culture of innovation, value for money, performance management and empowerment amongst teams and individuals.

Responsible for:

Sport Services Manager
Registration and Licensing Manager
Customer Access manager
Benefits Manager
Libraries, Museums and Arts Manager
Theatre Manager

Responsible to:

Director – Public Services

Smarter Working Profile: The work style for this role is defined as:

Mobile Workers

Mobile Workers typically work from a hot desk in an office and may need ICT access. They tend to move about during the day to attend meetings with colleagues, customers, and staff, and attend workshops etc. Mobile Workers are based with their teams in zoned areas to ensure effective team working and co-ordination.

Circumstances

This post is not subject to a DBS check.

This is politically restricted post in accordance with Section 2(3) of the Local Government and Housing Act 1989, because of the nature of its duties.

The role requires working outside of the flexible working band hours to support service delivery, this includes weekend and evening working.

Principle duties and responsibilities

1. Lead on providing Customer Services advice and front-line development of improving customer perceptions and satisfaction with services the Council provides.
2. Fulfil the leadership role in relation to the development of strategy and policy for the delivery of services for Customer Services.
3. Contribute to the corporate delivery of the Council's vision and core values and to provide a clear sense of direction, optimism and purpose.
4. Contribute to the delivery of the Council's budget within the resources available and in line with priorities and financial targets agreed by Council members.
5. Lead on key corporate areas of activities that includes organisational development, Council-wide/cross departmental strategies and policy projects for the Council.
6. Review and implement appropriate staffing structures to match service requirements and organisational and partnership outcomes.
7. Deliver effective locality work and community hub provision with the library service.
8. Lead and develop strategic direction in your service areas.
9. Develop strategies to make sure the Council is recognised locally and nationally for its successes.
10. Working with Directorate Management Team to establish shared responsibility for the corporate management of the Directorate, supporting cross-Council leadership and change.
11. Working with Elected Members to assist in determining and delivering core Council wide values and service provision.

All staff will be expected to maintain high standards of customer care in the context of the council's Core Values, to uphold the Equality and Diversity Policy and to participate in training activities necessary to their post.

Calderdale Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects all staff and volunteers to share this commitment.

The Health and Safety at Work Act 1974 and associated legislation places responsibilities for health and safety on Calderdale Council, as your employer and you as an employee of the Council. In addition to the Council's overall duties, the post holder has personal responsibility for their own health & safety and that of other employees; additional and more specific responsibilities commensurate with

your role are identified in the Council's Corporate H&S policy and in you are required to familiarise yourself with these responsibilities (all available on the Council intranet site).

All Calderdale staff will operate within the GDPR data protection guidelines.

All staff will support digital engagement and share expertise to build capability across the wider organisation and with external partners.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed; the responsibility level of any other duties should not exceed those outlined above.

Person Specification		
Key Strengths	Requirements	How Identified
Coping with pressures and setbacks	<p>Coping with pressure, keeping emotions under control, balancing work and personal life, keeping optimistic, handling criticism.</p> <p>(A) Works productively in a high pressure environment.</p> <p>(B) Keeps emotions under control during difficult situations.</p> <p>(C) Balances the demands of work life and personal life.</p> <p>(D) Maintains a positive outlook at work.</p> <p>(E) Handles criticism well and learns from it.</p>	Strengths matching
Deciding and initiating action	<p>Deciding, taking responsibility, taking calculated risks, taking initiative and generating activity.</p> <p>(A) Makes prompt, clear decisions which may involve tough choices of considered risks.</p> <p>(B) Takes responsibility for actions, projects and people.</p> <p>(C) Takes initiative, acts with confidence and works under own direction.</p> <p>(D) Initiates and generates activity.</p>	Strengths matching
Delivering results and meeting customer expectations	<p>Focusing on customer needs and satisfaction, setting high quality and quantity standards, working systematically, achieving project goals.</p> <p>(A) Focuses on customer needs and satisfaction.</p> <p>(B) Sets high standards for quality and quantity.</p> <p>(C) Monitors and maintains quality and productivity.</p> <p>(D) Works in a systematic, methodical and orderly way.</p> <p>(E) Consistently achieves project goals.</p>	Strengths Matching
Relating and networking	<p>Building relationships, networking, relating to all levels.</p> <p>(A) Establishes good relationships with customers and staff.</p> <p>(B) Builds wide and effective networks of contacts inside and outside the organisation.</p> <p>(C) Relates well to people at all levels.</p> <p>(D) Manages conflict.</p>	Strengths matching
Persuading and influencing	<p>Making an impact, gaining agreement, negotiating, persuading, convincing, promoting ideas, managing conflict.</p> <p>(A) Makes a strong personal impression on others.</p> <p>(B) Gains clear agreement and commitment from others by persuading, convincing and</p>	Strengths matching

	negotiating. (C) Promotes ideas on behalf of self or others. (D) Makes effective use of political processes to influence and persuade others.	
Skills	Ability to work in a political and sensitive environment requiring confidentiality and sound judgement	Strengths matching Assessment/Interview
	Leadership	
	Effective resource and financial management/including budget formation	
	Strong communication negotiation and analytical skills	
	Proven senior team management experience	

Qualification			
Type	Level	Essential	Desirable
MBA or equivalent or demonstrable equivalent experience in a complex, unionised, large environment	Level 7	X	

EXTERNAL RECRUITMENT

	Requirement	Essential	Desirable	How Identified
Knowledge /Skills	Thorough understanding of corporate and partnership working	X		Application/ Assessment/ Interview
	Political awareness and full understanding of issues facing local government	X		Application/ Assessment/ Interview
	Knowledge of related Council services where close partnership working will provide benefits	X		Application/ Assessment/ Interview
	Skilled in operational transformation and significant change programmes	X		Application/ Assessment/ Interview

Experience.	Experience of working with Trade Unions and undertaking large scale, complex negotiations	X		Application/ Assessment/ Interview
	Working to maintain customer engagement	X		Application/ Assessment/ Interview
	Sound financial management	X		Application/ Assessment/ Interview
	Experience of developing local partnerships	X		Application/ Assessment/ Interview
	Working within a political environment	X		Application/ Assessment/ Interview
	A Proved track record of successful leadership of staff and achievement of targets and objectives	X		Application/ Assessment/ Interview

Role Profile prepared by/author: Zohrah Zancudi
Job title: Director – Public Services

Date: 26/02/2018

Resourcing team member: Adam Tomlinson
Job title: Recruitment and Resourcing Advisor

Date: 26/02/2018