



Sheffield City Council Job Description

Head of Service

Portfolio:

Place

Service Area:

Planning

Grade:

Director Grade 6

Responsible To:

Director of City Growth

Responsible For:

Service Managers and employees as allocated

- Development management
- Urban and Environmental Design
- Building Standards
- Strategic Planning, Local Plan
- Archaeology

Holidays and
Sickness Relief:

Director and other Heads of Service
via direct reports or another member of the
Senior Management Team

HEAD OF SERVICE

Job Purpose

- As a member of the Director’s senior leadership team within the Place Portfolio, the key purpose of the job is to effectively lead the delivery of the portfolio strategic outcomes. This will require collective responsibility and collaborative working across the Portfolio, SCC, the City and the Region
- Lead, manage and develop service areas in accordance with agreed standards and within allocated resources in order to ensure that the priorities of Sheffield City Council are delivered, obligations, interests and statutory regulations are protected and the political and management interfaces operate efficiently
- Formulate, recommend and implement SCC policies and strategies for more efficient and effective ways of delivering services to the people who live, work and visit Sheffield
- Contribute to the effectiveness of Place Portfolio and wider corporate teams in the achievement of objectives in services and corporate plans.

With other members of the Service Leadership team to undertake Deputy duties for the Director and other Head of Services colleagues

Dimensions

Location: Based within the Place portfolio and prepared to travel both inside and outside the city boundary as required.

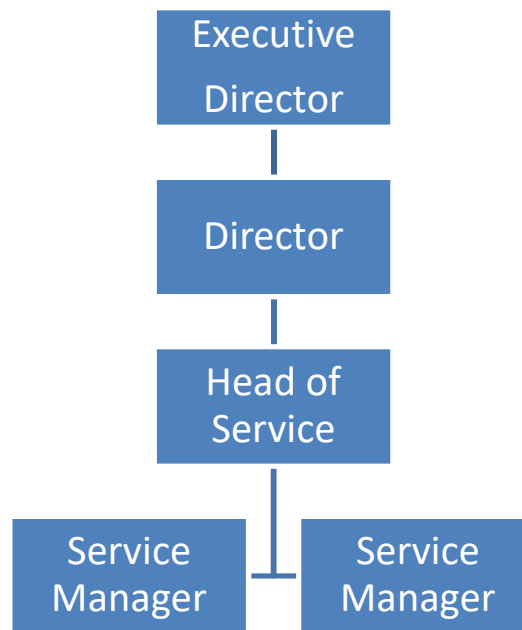
Scope: Head of Service of the following functional / service areas:

Budgetary Responsibility: c£1.7m

Key Relationships

- Councillors and Elected Members - ensuring service strategy and priorities are aligned with political direction and decision making
- Executive Management Team (EMT)
- Executive Director of Place
- Director of function, for strategic guidance
- The senior management team
- Employees within scope of responsibility providing leadership coaching and support, performance management and service improvement.
- Internal and external stakeholders, including commercial partners, voluntary groups, committees, City and Regional Agencies and Partners and the citizens of Sheffield for the purposes of consultation and decision making
- Trade Union colleagues

Reporting Structure



Duties and Responsibilities

Strategic and Corporate Responsibilities

- As a Senior Manager of SCC, work to promote positive cultural change and a 'One Council' approach, embodying and promoting the values of the Council.
- Contribute to the strategic leadership of the Council by establishing, leading, developing and implementing effective strategies that will deliver for the City
- Participate in and contribute to key projects on corporate areas of activity involving Council-wide/cross-Portfolio strategies, which promote innovation and creativity in the provision of Council Services, the City and the Region.
- Lead on the implementation of key projects impacting on service/portfolio and Council wide areas of activity, which promote innovation and creativity in the provision of Council services
- Develop and implement coherent strategies and policies to better meet the needs of all customers of the service
- Ensure that all relevant statutory duties within the purview of the post and across the Council (where applicable) are effectively discharged

- Proactively engage in and receive constructive peer challenge in order to improve and develop services

Innovation and Change

- Utilise Management Information to understand the changing needs of customers, challenge the status quo to ensure areas of responsibility are innovative and continuously improve by reviewing services, strategies and procedures
- Effectively champion, engage with and manage change programmes, whilst motivating and energising others to deliver.

Reputational Management

Political Awareness

- Inform, support and advise Members of the Council so that they can perform their executive, scrutiny and representational responsibilities and ensure that decisions are appropriately informed and services delivered according to Council priorities
- Serve all Members equally with dignity, respect and courtesy, regardless of political group or position, creating and maintaining effective and productive relationships with Elected Members.
- Contribute towards service strategy and priorities, aligning with political direction and decision making

Partnership Working

- Identify, manage and engage with key stakeholders both internally and externally to the Council to deliver cohesive, integrated services across the city
- Use innovative, creative thinking to build relationships and influence and negotiate complex and contentious issues as they arise
- Ensure effective and proactive relationships are built with key stakeholders, customers, public and private sector organisations, business community and professional bodies to deliver outcomes that are mutually beneficial and have a positive impact on citizens
- Ensure knowledge and information is shared across partners and stakeholders both internally and externally to enable common or complementary objectives to be achieved

Resource Management – Financial, Human, Physical

Financial

- Ensuring effective Financial Management, cost controls and income maximisation in an ever changing environment, fluctuating demands and priorities; resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities
- Responsible for the effective management of all resources within a corporate context, ensuring that:
 - Arrangements are put in place to ensure the service has a clear framework to comply with the Council's financial regulations, Standing Orders and financial policies, maintaining spending within approved limits and budgets
 - The resources of the function are targeted at priorities and demonstrate value for money
- Applying a robust approach and response to business continuity and emergency planning; communicating, implementing and maintaining effective continuity arrangements

Human

- Develop and implement robust, sustainable management and staffing structures
- Recruit, manage, motivate and develop employees ensuring their health, safety and wellbeing at work to create a sustainable workforce for the future
- Develop and promote positive employee engagement to utilise skill and abilities, develop potential and increase motivation and productivity through effective performance management
- Lead and implement on service actions arising from the strategic workforce development strategy which will strengthen internal capacity building, succession planning and retention of staff to create a workforce for the future.

Physical

- Ensure the cost-effective use of any physical or ICT resources allocated to the service.
- Lead in the provision of sustainable, effective and efficient asset management

Performance Management

Commercial Focus

- Demonstrate an understanding of the wider environments within which the Council operates, including political and economic impacts, technological advances and strategic commissioning to promote innovative service models and deliver the best value for public money
- Pursue best practice and value for money for the service through the establishment of effective systems of governance and accountability, target setting, performance management and procurement
- Demonstrate a strong commercial awareness and the ability to balance this alongside competing council priorities

Customer Focus

- Drive a customer ethos in all services areas ensuring that the use of data and insight informs activities and priorities which contribute to the social value and wellbeing of the City
- Have a focus that is attuned to the national and regional agenda, understanding customers' changing needs
- Ensure the development and delivery of good quality public services and a service-wide culture of customer responsiveness

To undertake all duties and responsibilities in line with current Council Policies and Procedures, including those relating to health and safety; equalities, diversity and inclusion; safeguarding procedures; financial instructions; procurement and commissioning.

This is a senior post and you will be required to be flexible and responsive to unexpected demands. You may be required to undertake any other related duties and responsibilities as they arise from time to time, commensurate with the level of the post. Significant changes that may affect the role and responsibilities of the post of the job or the post description would be managed through an agreed process in consultation with the Trade Unions.

Responsibilities in relation to strategic resilience and business continuity are integral to the role of a senior public servant and you will be required to undertake all reasonable activity associated with such responsibilities.

This is a politically restricted post

Issue date: February 2019

Person Specification

Post Title: Head of Service

Minimum Essential Requirements	Assessment Method
Essential Qualifications	
Educated to degree level or demonstration of relevant experience A relevant graduate qualification in Planning and full eligibility for Membership of the Royal Town Planning Institute.	AF/AC/I
Specific Knowledge, Experience and Skills	
Proven professional excellence in Service area (see specific duties and responsibilities)	AF/AC/I
General Knowledge, Experience and Skills	
Experience of working at a senior level in cross-functional teams in order to progress service objectives	AF/AC/I
A successful track record and proven achievement at a senior manager level	AF/AC/I
Experience of working effectively in a political environment, working with elected members and in cooperation with the public sector, third sector and private sector partners and stakeholders.	AF/AC/I
Experience of successfully leading and managing change and/or large scale projects whilst effectively motivating, empowering and generating commitment of employees.	AF/AC/I
Experience of providing a powerful sense of purpose that energises others to deliver a changing agenda.	AF/AC/I
Experience of reviewing and continually improving services, strategies and procedures	AF/AC/I
External and customer focus understanding customers' changing needs; working collaboratively by breaking down barriers with partners and internally across the organisation	AF/AC/I
Ability to quickly understand services, measure their effectiveness against best practice, identify issues and implement the changes necessary to improve outcomes	AF / AC / I
Experience of managing organisational resources (financial, human and infrastructure) – running a service responsibly and ensure quality of delivery.	AF/AC/I
Evidence of success in establishing effective performance measures and a performance culture that has achieved significant outcomes for service users.	AF/AC/I
Prepared to challenge constructively the current “as is” position and articulate the potential future opportunities.	AC/I
Ability to understand financial and legal/contractual information and to develop innovative strategies to maximise service provision within tight financial limits and to funding available.	AC/I

Ensure high professional standards are maintained and compliance with appropriate procedures and statutory requirements	AF/AC/I
<p data-bbox="156 297 1093 369">Demonstrate an awareness, and experience of delivering initiatives that promote equality and diversity</p> <p data-bbox="156 405 746 443">Key Behaviours- Our Ways of Working</p> <p data-bbox="156 479 1169 551">Collaborate – Working together across the Council to achieve the best outcomes for our city and the people who live here</p> <p data-bbox="156 586 1118 658">Communicate – Delivering our purpose and clearly communicating this to employees and customers</p> <p data-bbox="156 694 1062 766">Innovate – Challenging what we do to make improvements and changing in a well-managed way</p> <p data-bbox="156 801 1118 949">Pace & Judgement – Combining one’s own knowledge and experience with that of colleagues to make timely decisions, being clear on own priorities and taking responsibility for delivering quality outcomes.</p> <p data-bbox="156 985 1166 1133">Solutions Focused – Evaluating a situation to determine a realistic plan of action which investigates options, focuses on outcomes, avoids blame and re-imagines the future by identifying what is working well and doing more of it</p> <p data-bbox="156 1169 1126 1352">Courage & Conviction – Using one’s own beliefs and values to benefit the success of the organisation. It involves taking calculated risks; constructively inputting to conversations and challenging the views and opinions of others; taking personal ownership for one’s actions.</p>	AF/AC/I

Key: AF- Application Form, AC - Assessment Centre Activities, I – Interview

SHEFFIELD CITY COUNCIL

TASK LIST

Post: HEAD OF SERVICE
Salary: DG6
Function: Planning
Reporting to: Director of City Growth

Task Area	Details
Business Strategy	<ul style="list-style-type: none"> • Lead the vision, development, and delivery of a sustainable, high quality Planning function • Ensure the strategy for Planning is developed and delivered in ways which will maximise benefits across the City and be able to influence economic growth • Lead the alignment of business strategy to the Council's Strategic Outcome areas to enable inclusive and sustainable economic growth in every part of the city. • Lead on a new visionary Sheffield Local Plan which will guide the future development of the city for the next 15-20 years and lead on Area Plans. • Lead the Council's input into strategic spatial planning in the Sheffield City Region, and providing a lead for the city region on key matters where required • To develop and manage the Council's input into Sub-Regional and National Planning Policy • Lead on the development of the Community Infrastructure Levy • Support the establishment and delivery an Integrated Infrastructure Plan to identify the key infrastructure required to deliver the Sheffield Local Plan. • Ensure that the strategy of the Planning function service is intrinsically linked to the wider Council and city strategies • Lead the business and people strategies for the service to enable a healthy and effective workforce
Outcomes	<ul style="list-style-type: none"> • Deliver a high quality Planning service that helps promote a growing, sustainable and inclusive economy for every resident of Sheffield, using the Planning system to drive better outcomes. • Help drive a fairer housing market that meets the needs of Sheffield's residents and delivers choice, affordability and quality in every part of the city.

	<ul style="list-style-type: none"> • Ensure that service priorities aligned to the strategy and desired business outcome of the portfolio and organisation ▪ Ensure the provision of a professional and business friendly Planning service to a high standard as defined by the service specification via delivery mechanisms, business intelligence and expertise to Members, Executive Directors, Directors, senior management and relevant stakeholders internal and external to the organisation ▪ Apply challenge through performance management mechanisms and business intelligence to improve outcomes in the service and city ▪ Analyse and manage the risk elements associated with individual and complex matters and determine appropriate mitigation relevant to the situation
Change	<ul style="list-style-type: none"> • Act as a strategic lead for change within area of responsibility • Drive forward cultural change and continuous improvement across the Planning service and wider City Growth Department that puts the customer first and strives for better outcomes for every Sheffield resident • Drive productivity to create efficient and fit for purpose services, policies and procedures to enable effective delivery of services
Customer Focus	<ul style="list-style-type: none"> ▪ Be highly visible as a senior representative of the City and City Council, particularly with the development industry ▪ Champion the voice of the customer in all that we do ▪ Building relationships to influence and negotiate with major private sector partners and public sector stakeholders, leading complex and contentious issues to achieve the delivery of successful outcomes for Sheffield. ▪ Undertake reviews of the service specification with key customers to ensure that service continues to meet business requirements ▪ Contribute to the continuous improvement of the service using available data and service intelligence, contributing also to whole service improvement as strategic lead for the Planning Service and also in the wider context of the City Growth Leadership Team ▪ Review customer satisfaction and the strategic lead on service improvement ▪ Ensure that the function is flexible to customer demand and that when new requirements are identified the service can respond quickly to meet the needs

<p>Managing resources</p>	<ul style="list-style-type: none"> ▪ Operate within the financial framework of the organisation and associated service budget ▪ Leadership of all people related matters within area of responsibility ▪ Development of workforce plans and resilience processes within the service to enable the service to respond to change effectively ▪ Hold lead accountability for the Planning Service risk register and ensure strategic plans are in place to mitigate risk within the service ▪ Strategic lead for emergency planning and health and safety for the Planning Service ▪ All duties and responsibilities are to be carried out in accordance with Sheffield City Council policies and procedures, particularly policies on equality, equal opportunities and health and safety. ▪ Any other related duties and responsibilities as may arise.
<p>Collaborative leadership</p>	<ul style="list-style-type: none"> ▪ Part of the City Growth leadership team providing appropriate support and service development to meet future business needs ▪ Work in partnership with PLTs, Members and internal governance boards to deliver the business requirements ▪ Support delivery of commissioned services by creating and maintaining effective relationships with a range of colleagues across the organisation ▪ Develop and maintain effective relationships with partners, external organisations and bodies ▪ Develop and maintain effective employee relationships to promote positive employee relations across the organisation

The list above is not intended to be exhaustive or prescriptive. As such, the post holder will be expected to take on any other relevant duties and responsibilities as may arise.

Health Risks Specification

Duties/Risks involved

ICT/Computer user	<input checked="" type="checkbox"/>
Moving and handling of clients	<input type="checkbox"/>
Regular manual handling objects/ furniture/equipment	<input type="checkbox"/>
Working at heights	<input type="checkbox"/>
Noise/Vibration exposure	<input type="checkbox"/>
Confined Spaces	<input type="checkbox"/>
LGV/PCV driving	<input type="checkbox"/>
Minibus driving	<input type="checkbox"/>
Fork Lift Truck driving	<input type="checkbox"/>
School Crossing Warden Work	<input type="checkbox"/>
Night Work	<input type="checkbox"/>
Substances covered by COSHH	<input type="checkbox"/>
Respiratory and Skin Sensitisers	<input type="checkbox"/>

