



Sheffield City Council

Director

Portfolio: Operational Services

Service Area: Direct Services

Grade: DG4

Responsible To: Executive Director

Job Purpose

To provide outstanding strategic leadership:

- As part of the Corporate Leadership Team, work towards the achievement of our strategic plans and priorities.
- To deliver against individual performance targets.
- As a member of the Portfolio Leadership team to effectively lead the delivery of the portfolio strategic outcomes. This will require collective responsibility and collaborative working across the Portfolio, SCC, the City, the Region, Central Government and National bodies.
- Lead, manage and develop service areas in accordance with agreed standards and within allocated resources 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.
- To lead workforce and culture change in line with the council's vision and values
- 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.

Responsibilities and Accountabilities

Specific Functional Accountabilities

The main purpose of this role is:

- Provide effective leadership across Direct Services:
- To provide strategic direction and leadership of Housing Repairs Service, Facilities Management, Transport and Fleet Management and Capital Delivery Service functions and ensure the delivery of efficient and effective high quality services.
- Work with Members to develop, and deliver, a strategy for Housing Repairs that is holistic, inclusive and supports the agreed priorities for the City.

To directly shape and help allocate the Councils investment (both financial and resource) in activities that support our agreed strategy priorities.

Work with Local Area Committees, to make positive contributions to the wellbeing and sustainability of local communities so that our neighbourhoods are great places to live and thrive.

Develop effective working arrangements with key decision makers at senior levels across the public, third and private sector, including central Government departments, external partners, and stakeholders. Bringing together diverse groups and create outcomes which make Sheffield a city we are all proud of.

To look for opportunities to increase income across our range of assets and activities, to support social inclusion in the City.

Be a proactive and positive leader of projects and responsibilities that cut across and beyond the council.

Be passionate about Sheffield and its people, to build on its strengths and lead on the ambitious plans for the City.

1. Strategic and Corporate Responsibility

Work to promote positive cultural change and a 'One Council' approach, embodying and promoting the values of the Council.

Participate in and contribute to the Council's leadership boards and key projects on corporate areas of activity involving Council-wide/cross-Portfolio strategies which promote innovation and creativity in the provision of Council Services.

Implement continuous improvement and best practice models of service delivery.

Ensure that all relevant statutory duties within the purview of this post and across the Council (where applicable) are effectively discharged.

Ensure that services are delivered in a customer focused way.

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

Advise the Chief Executive, Executive Directors, other Directors, senior managers and Councillors on the strategic effects of policy decisions relating to the functions of the service.

To Promote and develop any Locality or Ward-based approaches to service delivery. Contribute to the Local Area Communities work across the City.

Ensure robust emergency planning procedures are in place and that staff are fully trained for a peace time emergency. In event of such an occurrence the post holder will be expected to play a lead Director role.

To participate in the duty chief officer rota as both Duty Chief Officer (DCO) and DCO Buddy, ensuring that required learning is undertaken where necessary.

The post holder is also responsible for ensuring business continuity systems across the Services are in place, functioning and fit for purpose.

As could be reasonably expected with a senior role, 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.

2. Reputation Management

To understand the ambitions of elected members and to shape our plans and strategies to deliver these outcomes, understanding and advising on the implications of different courses of action.

Promote, protect, enhance and develop the reputation of the Council and the services for which the post holder is responsible by delivering real voice and choice to customers.

Establish, develop and maintain effective and co-operative communication, working relationships and arrangements with all internal and external stakeholders.

Optimise the potential of the service and to ensure that initiatives, strategies and policies are presented positively and ensure fair and equal access for our customers.

Ensure effective and proactive relationships with regional and governmental and professional bodies in the interests of Sheffield.

3. Resource Management (Financial, Human, Physical)

Be responsible for the production of a plan that ensures effective management of all resources, within a corporate context ensuring that:

- a) Arrangements are put in place to ensure the service has a clear framework for ensuring compliance with the Council's Financial Regulations and Financial Policies;
- b) That the service business is conducted in a manner that meets the highest standards of financial management;
- c) The resources of the service are targeted at priorities and demonstrate value for money.

Ensure compliance with Financial Regulations and Standing Orders and maintain spending within approved levels.

Manage the service budget and deliver value for money by diligent monitoring and efficient working practices.

Develop, implement and maintain a robust and sustainable management and staffing structure and cost effective use of any physical or ICT resources allocated to the service.

Ensure the service's activities, duties and responsibilities are delivered in accordance with agreed Council policies and procedures, in particular equality of opportunity and health and safety.

4. Performance Management

Understand the expectations of the Senior Leadership Performance Framework and Annual Governance Statement.

Produce Business and Service Development Plans and ensure that the plans are developed and implemented via a framework of customer and staff involvement.

Prepare service, business and development plans ensuring coordination and compliance with Council and Portfolio targets, building in strategies and measures for continuous improvement of service.

Conduct annual performance reviews in accordance with Council policy, ensuring that all staff are clear about their performance objectives and have the necessary training and development to do their jobs.

Establish and maintain standards and performance indicators for the management of the service together with the associated monitoring and reporting systems, ensuring these are actively communicated, promoted and implemented.

Develop and promote positive employee management to harness skills and abilities, develop potential, and increase motivation through effective performance management.

Maintain effective liaison with all Council Portfolios in relation to the functions of the service via the PLTs and Business Partners in each Portfolio.

Create and manage a dynamic and successful service which delivers the priorities of the administration and improves the quality of life for citizens in Sheffield.

Ensure the voice of customers is both sought and valued and explicitly influences and shapes the design of services.

General Conditions

Terms and Conditions of Service

This post is on Chief Officers' Terms and Conditions

Equalities, diversity, and inclusion

We are committed to fairness and social justice and welcome applications from everyone. We value our diverse workforce and aim to work together to make the most of our differences. Under the Disability Confident Scheme, disabled applicants, who meet the essential criteria of this job, are guaranteed an interview.

Council Policies and Procedures

To deputise for the Executive Director as required

Lead on Service Business Continuity Planning and ensure that your leadership team know this plan and can direct staff to follow the Business Continuity Plan as required.

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.

To undertake any other duties in agreement with the post holder and manager. Significant changes that may affect the role and responsibilities of the post or the job description would be managed through an agreed process in consultation with the Trade Unions.

This is a politically restricted post

Issue date: September 2021.

Person Specification

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

Minimum Essential Requirements	Assessment Method
Essential Qualifications	
Educated to at least degree level or demonstration of significant experience and/or a relevant qualification	AF/I
Knowledge, Experience, Skills	
A successful track record and proven achievement as a very senior manager with extensive experience in a related field in a large, complex organisation.	AF/AC/I
Knowledge and experience of leading and managing services which may be large and diverse in type. Ensuring professional standards are maintained and in compliance with procedures and statutory requirements	AF/AC/I
Inspiring others – creating the right cultures and providing a powerful sense of purpose that energises others to deliver a changing agenda.	AF/AC/I
Customer focus – using feedback and insight to understand customers changing needs; working collaboratively by breaking down barriers with partners and internally between departments.	AF/AC/I
External focus – understand the different needs of our communities a focus that is attuned to the local, regional and national agenda.	AF/AC/I
Experience of successful involvement in and management of large scale or major projects and of leading and managing change whilst effectively motivating, empowering and generating commitment of employees.	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
Managing organisational resources (financial, human and infrastructure) – running the business responsibly and assuring quality of service delivery.	AF/AC/I
Evidence of success in establishing effective performance measures and a performance culture that has achieved significant outcomes for citizens.	AF/AC/I
Prepared to challenge constructively the current “as is” position and articulate the potential future opportunities.	AC/I
Effective communication skills, including the ability to promote understanding to a variety of audiences using a variety of communication channels and media.	AC/I
Ability to develop and maintain constructive and ethical relationships.	AC/I
Ability to understand financial and legal/contractual information and to develop innovate strategies to maximise service provision within tight financial limits and to maximise funding available.	AC/I
Ability to develop and implement perceptive and innovative approaches to positive action, cohesion and develop policies and practices to combat all forms of discrimination.	AC/I

Behaviours – our ways of working	
Collaboration: working with others, both internally and through partners, harnessing different skills, experience and perspectives to achieved shared commitment to service delivery.	AC/I
Communication: Clear about priorities, communicates directly and honestly and promotes understanding, invites participation and seeks feedback.	AC/I
Innovation: Looks to the future and develops a compelling vision that is understood by others. Leads on opportunities, challenges and changes.	AC/I
Ensuring fairness: role models the values set out in the Council’s Plans and Vision, values people as individuals, show respect and positive regard for others	AC/I

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"/>

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