



Job description: Director of Resident and Business Services

- Designation: Director of Resident and Business Services
- Grade: JNC
- Reports to (Designation): Executive Director of Corporate Resources
- Directorate: Corporate Resources

Main purpose of the job

To lead the Revenues, Benefits, Customer Services, Registration Service, Corporate Complaints, Emergency Planning, Business Continuity, Health and Safety, Facilities Management and Passenger Services. To develop strategies to improve service delivery and reduce cost. To work with a broad range of stakeholders internal and external in the delivery of these services.

Management roles and expectations

As a Lewisham Director you will:

- Ensure corporate and strategic modelling through demonstrating commitment to Council values and translating the vision into strategic intent.
- Ensure performance and quality improvement through leading and nurturing others to lead and manage innovative approaches to achieving results.
- Ensure best use of resources through defining priorities and securing appropriate resources to achieve the Council's objectives.
- Ensure services contribute to the corporate whole through interpreting external needs and trends and creating synergies to achieve corporate goals.

Summary of responsibilities and personal duties

- To lead and manage a portfolio of services including: Revenues, Benefits, Customer Services, Registration Service, Corporate Complaints, Emergency Planning, Business Continuity, Health and Safety, Facilities Management and Passenger Services.
- Line management responsibility for up to 6 direct reports and overall leadership and direction for all staff in the Public Services Division.

- To review and modernise services continuously and to take advantage of new technologies to secure the most efficient and effective ways of delivering services.
- To encourage and influence resident and business behaviours to improve revenue collection rates and contribute to the ongoing financial health of the council.
- To lead on the development and delivery of the council's approach to welfare benefits to ensure that all the borough's residents have access to the financial support they are entitled to.
- Lead on the council's approach to accessible customer services and the development of on line services for those that can access them with a safety net in place for those who are digitally excluded. Develop and deliver strategies to reduce the number of digitally excluded residents and businesses.
- Lead on the council's planning, preparedness and response to emergency incidents, working with partner organisations (Borough Resilience Forum) to preserve life, protect property and continue to deliver critical services.
- Lead the council's facilities management service on the cleaning, maintenance and security of circa 100 buildings. Ensuring proper processes are in place to meet statutory health and safety obligations in the delivery of these services.
- Lead on the delivery of the council's passenger service which is responsible for the safe transportation of some of the borough's most vulnerable adults and children.
- Lead on the Council's approach to and delivery of the corporate Health and Safety Service.
- As a member of the senior leadership team of the Council to work collaboratively with other directors and external stakeholders to achieve the Council's Corporate Strategy and priorities.
- Working within a complex environment, to work collaboratively to deliver services within budgets and prepare services for future challenges. To play a crucial role in achieving the desired step change in both culture and approach when modernising services, responding to savings and targets, as well as working corporately to maximise efficient and effective working across the council.
- Overall responsibility for all services within the division and oversight and management of all aspects of the budget circa £40M to secure strong financial planning, control and value for money.
- To be jointly accountable, with the rest of the senior leadership team, for the delivery of the Council's Equality and Diversity action plan and will personally lead and champion it.
- To personally lead or enable staff in the division to lead cross council projects on issues as defined by the Corporate Strategy. These limited number of reviews per year will tackle complex priority issues and also enable new skills and experiences to be developed by staff to aid their future career development.
- Deputise for the Executive Director as requested. This is a shared deputising role with the rest of the corporate management team.

- To participate in the Council's emergency planning arrangements as an on call member of the strategic or tactical response team at the appropriate level.
- To ensure that Health and Safety legislation and the Council's Health and Safety requirements are all complied with across the division and the council.
- Develop strong working relationships with the Mayor and elected members, providing expert and specialist advice and support on areas within the scope of your responsibilities and help formulate Council objectives and policies in these areas.
- Develop a clear performance management framework that encourages continued performance improvement and manage systems to achieve high performance in all service areas.
- Develop and maintain strong working relationships with other Council directorates, and other external agencies in the public, private and voluntary sectors
- The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and to ensure appropriate representation of the Council with residents, the Mayor and all elected members and external bodies.
- This is a politically restricted post under the Local Government and Housing Act 1989 and the Local Government Officers (political Restrictions) Regulations 1990. The individuals holding this post cannot have any active political role. Politically restricted employees are prohibited from:
 - standing for office as local councillors, MPs, MEPs, Members of the Welsh Assembly or Members of the Scottish Parliament,
 - canvassing on behalf of a political party or a person who is, or seeks to be, a candidate, and
 - speaking to the public at large or publishing any written or artistic work that could give the impression that they are advocating support for a political party.

Internal contacts

Internal contacts will include the Mayor and Cabinet, the Executive Management Team (EMT), approximately 20 peer Directors and several direct reports.

External contacts

External contacts will include colleagues across London Councils, direct suppliers of services and goods, local voluntary and community groups, health, emergency services, government departments, tenants and residents associations, local businesses and a range of other stakeholders with specific service area interests.

Chair of the Borough Resilience Forum.

Other information

- The post holder will be required to carry out the duties of the post with due regard to the Council's relevant codes and procedures.
- All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.
- Undertake other duties, commensurate with the grade, as may reasonably be required.
- Consideration will be given to restructuring the duties of this post for a disabled post holder.
- This job description may need to be amended by the directorate to meet the changing needs of the service.
- Number of fully managed staff: 6 (approx. 400 in total)

Person specification

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- Directorate: Corporate Resources

Note to candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Knowledge and skills

- Detailed knowledge and appreciation of the services and functions within the portfolio. **S**
- Comprehensive knowledge of the approach to delivering a Revenues and Benefits service and the associated financial risks for the Council. **S**
- Comprehensive knowledge of the emergency planning and business continuity management arrangements required for a London borough. **S**

- Comprehensive knowledge of customer service strategy development and delivery to ensure accessibility for all. **S**
- Knowledge of the challenges and opportunities an inner-city urban local authority faces. **S**
- Knowledge of service interventions and processes which enable the delivery of efficiencies and new effective models of operational delivery. **S**
- Knowledge of the Health and Safety obligations in the delivery of the services within the portfolio. **S**
- Well-developed oral and written communication, interpersonal and influencing skills.
- Project planning and process management skills including risk assessment.
- Performance and financial management skills.
- Ability to develop and sustain partnerships.
- Excellent leadership and people management skills at a senior level.
- Understanding of the political interface in a local authority and the role and needs of elected members

Qualifications

- Evidence of continuous professional development.
- Educated to degree level or equivalent level of work experience at a senior level relevant to the field.

Experience

- Substantial experience of leading strategically across a range of operational services including Revenues, Benefits, Customer Services, Registration Service, Corporate Complaints, Emergency Planning, Business Continuity, Facilities Management and Passenger Services. **S**
- Significant experience of leading transformational change to improve service delivery and reduce cost in a complex organisation. **S**
- Substantial experience of advising on the strategy and policy across Public Services in a large organisation including planning at a corporate level and across agency boundaries. **S**
- Experience of design and implementation of web site services and improving accessibility.

- Substantial experience of providing strategic direction, service/financial planning and leadership with a track record of delivering improved outcomes. **S**
- Experience of managing significant and high risk complex budgets, financial information and budget setting process, staying within budget limits and delivering agreed savings. **S**
- Experience of working within the political context and environment. **S**

Personal style and behaviour

- Demonstrates strong commitment to public services.
- Uses political judgement and sensitivity.
- Shows credibility as an influencer and demonstrates determination.
- Challenges the status quo and established wisdom.
- Has a high degree of integrity.
- Shows a resilience and toughness under pressure.
- Demonstrates strong interpersonal and networking styles.
- Shows a high drive for achievement.
- Demonstrates strong commitment to the promotion of equality and diversity.
- Shows a high degree of awareness towards the needs of Lewisham residents.

Other special requirements

- Willingness and ability to work occasional evenings and weekends to maintain service.

Political Restricted posts

The Local Government & Housing Act 1989 imposes restrictions on political activities for certain categories of local government employees. In accordance with this legislation, this post is politically restricted and as such the post holder must refrain from being a candidate for election, an election agent or sub agent, an officer of a political party, or sub committee of such a party or canvass, speak to the public at large, publish written or artistic work or display posters in support of a political party or sub group of such a party.

DBS disclosure

Not required.

Physical requirements

Generally candidates must meet the standard Lewisham requirements for the post.