

Generic Role Profile: Strategic Leadership Level B - Director

Role Purpose, Context and Scope:

- Accountable for developing and directing the corporate activities of the Council at a strategic delivery level.
- Horizon scanning 1-3 years; emerging practices and seek out the latest thinking and innovation across their service areas.
- Work with Councillors in setting and delivering the strategic aims and objectives of the Services they lead.
- Provide strong leadership, direction and guidance to senior managers regarding the allocation of resources, risk management, change management and management behaviours within the services they lead.
- To role model the values and behaviours of the organisation so others can see and hear, and learn from you.
- Lead on developing the capability of the workforce so the organisation has the right skills at the right time in the right place.

Indicative Accountabilities:

- To influence and contribute to delivering the council's strategic objectives, considering the impact of internal and external factors.
- Create and build effective relationships internally and externally with key stakeholders and instil in direct reports the imperative for accountability, responsibility and collaboration with others, for example: Councillors, other Boroughs, the communities we serve and partners.
- Lead and work collaboratively across all service areas with other senior managers (including those from partner organisations and agencies) in order to generate efficiencies.
- Effectively lead and manage staff (set, monitor and evaluate objectives on a annual basis).
- Drive significant cultural change through the corporate infrastructure.
- Be accountable for associated budget and have affordable plans in place to deliver the Medium-Term Financial Plan.
- Provide assurance that the services are compliant and performance monitoring is part of the corporate rhythm, and exceptions have robust action plans.
- Lead and work collaboratively across programmes and services areas to ensure effective risk management and organisational resilience, including developing effective procedures to implement the Council's policy and strategy.
- Be an ambassador for Haringey.

Example Job Titles at Level B:

- Director of Children's Services
- Director of Environment & Resident Experience
- Assistant Director for Strategy, Communications and Collaboration

Indicative Performance Measures:

- Specific measures from the Medium-Term Financial Plan.
- Achievement of Council's Corporate Priorities.
- Achievement of the outcomes within the Council's Corporate Priorities and Workforce Plan within their service.
- Participate in external assessments e.g. Ofsted, Peer Review.

Indicative Dimensions:

- Work involves development of specific service areas and integration of internal services with some integration with external partners.
- Has a prime responsibility for the financial management of specific service area.
- Jobs at this level operate with a wide level of discretion over staffing, resources and decisions provided that actions are consistent with Council policies.
- Can lead and deliver in a political environment.

Leadership Qualities:

- Achieving Ambitious Outcomes** – Contributes to the organisation's vision and creates goals that have a clear focus and purpose.
- Service Excellence** – Brings something extra to the organisation so it's able to achieve the best results. Makes excellent use of resources to achieve the highest standard of results.
- Thinks Differently** – Works with increasing complexity and ambiguous situations. Actively participates in continuous development, anticipates issues and isn't afraid to instigate changes and innovation.
- Visible Leadership** – Makes him or herself into a definite leadership figure, recognised by the whole team. Is a clear leader, walks the talk.
- Work in Partnership; One Council** – Demonstrates organisational sensitivity – understands structures, political sensitivities and dynamics – of their own, and external partners' organisations – which shape how things get done.
- Open Communication** - Has presence, credibility and influence. Presents compelling and coherent arguments to convince and involve others. Is approachable and responds quickly to the needs of the audience.

Haringey Values:

- Lives, and can articulate for others, our values: Human ▪ Ambitious ▪ Accountable ▪ Professional

Indicative Knowledge, Qualifications, Skills and Experience:

- Deep knowledge of concepts, principles and practices gained through extensive experience and development in a specific field..
- Membership of appropriate professional body or evidence of continuing professional development (CPD) is desirable
- Excellent communication skills.
- Ability to work with high level internal and external stakeholders.

Job Specific Profile

Job Title and Service Area:
Director of Environment and Resident Experience
Role Purpose:
<p>The purpose of this role is to provide strategic leadership, to the Council’s universal, resident and customer services including Community Safety, Waste, Streets, Enforcement, Regulation, Parks, Leisure, Parking & Highways, Customer Services, Revenues & Benefits.</p> <p>In fulfilling this role, the Director will be expected to set a tone and culture in line with that across the Council, and one which proactively engages all of Haringey’s communities in service design, development and delivery. The Director will be the Council’s lead advisor in respect of the green agenda, as well as relevant service specific issues. As a member of the Council’s Leadership Team the Director will be expected to authentically uphold the values of the Council, be a visible and proactive community and staff leader, and champion equalities, diversity and inclusion across the organisation.</p>
Main Responsibilities (in addition to indicative accountabilities on generic profile):
<ol style="list-style-type: none"> 1. To play a full and proactive organisational leadership role across the Council as part of the Council Leadership Team 2. To provide clear advice to the Leader of the Council, Cabinet Members and the wider Council in respect of the full range of complex issues contained within the portfolio 3. To discharge relevant statutory duties and responsibilities in relation to the environment and resident engagement portfolio 4. To champion and deliver service excellence across all services within the portfolio 5. To engage Haringey’s communities to design and implement strategies which deliver high-quality outcomes for the borough - making it a great, green and safe place to live, promoting community engagement and ensuring a sense of civic pride 6. To lead the council’s corporate approach to customer services and resident experience, ensuring that our services are resident focussed, inclusive, responsive and excellent 7. To maximise the use of the councils’ resources and assets to achieve its priorities in relation to the portfolio as a whole, ensuring that all services deliver within their agreed budgets 8. To provide strategic leadership and direction across borough-wide environment programmes and influence public policy and decision making 9. To develop effective partnerships between the council, local communities, stakeholders and other agencies in order to achieve improved outcomes for Haringey’s communities, businesses and residents 10. To build and maintain strong partnerships with external organisations in order to support the Council’s objectives – including GLA, neighbouring boroughs, the Metropolitan Police and the Community & Voluntary Sector 11. To have oversight of all major contracted services, leading performance reviews as appropriate, and to advise on future options for delivery of those services in line with the Council’s insourcing aspirations 12. To be outward focussed, bringing ideas, best practice and innovation to the design and delivery of services in order to better meet the needs of Haringey’s diverse community 13. To influence regional and national policy in relation to the environment, safer communities and community cohesion
Knowledge, Qualifications, Skills and Experience (in addition to those on generic profile):
<ul style="list-style-type: none"> • Authentic leader with a preference for a distributed and inclusive leadership style • Considerable experience of leading complex resident services, with a demonstrable track record of successful outcomes • Experience of leading and motivating large teams of people in an organisation of similar size and complexity and managing large and/or multiple budgets in a constantly changing environment • Ability and passion for engaging and involving local communities in service design, delivery and improvement • Appreciation of best practice relating to safer communities, the environment, welfare reform and customer services – with an absolute commitment to excellence

Job Specific Profile

- Comprehensive knowledge of the strategic context for the delivery of the services contained within this portfolio
- Track record of successful service improvement within comparable services
- Knowledge of current environmental issues and statutory and regulatory requirements
- Ability to initiate, develop and implement strategies to address complex cross-cutting issues
- Credible leader of partnerships, with the ability to advocate and champion for Haringey's communities in a range of different partnership scenarios

Dimensions:

Role reports to: Chief Executive

No. Direct reports: 4

Total staff headcount: c700

Staff budget: c£21m

Total budget: c£67m