



**Job Outline**

Communities and Environment

Job Title	<b>Director of Culture and Customer Services</b>	Post Number	POST0637
Responsible to	Executive Director of Communities and Environment	ERYC Grade	Director Band 2
<p><b>Overall Purpose:</b> To act as the lead professional officer for delivery and principal advisor to the Council on all culture and customer service matters, including libraries, customer services, museums, archives, arts development, leisure, active communities, tourism delivery and catering.</p>			

<b>Principal Accountabilities</b>	
1	To lead, manage, deliver and develop the strategic management of the service, working with the Executive Director of Communities and Environment to deliver the Council's vision, ambitions, and priorities for the East Riding and its residents.
	Delivery of divisional, cross directorate and multi-agency projects and partnerships including involvement of the public.
	Maximising opportunities which lie ahead, and deliver effective, cost-effective services over a large rural area.
2	To determine and authorise revenue and capital provisions for these services to the established standards of the Council and to achieve a competitive position for demonstrating best value and to be responsible for the setting, monitoring and authorisation of expenditure against defined budgets.
3	To integrate and promote the full range of services forming effective partnerships within and beyond the Council, ensuring equality of access to all the East Riding Population.
4	To represent the Council on multi-agency partnerships and groups as required.
5	Ensuring that services are managed competitively in the marketplace, maximising revenue and minimising expenditure whilst delivering in accordance with the agreed service plan.
6	To contribute to the management of the Council by membership of the Council's Senior Leadership Team, making a significant contribution to the work of this group.



7	To be accountable for achieving the service objectives, standards, performance measures and activity targets set out in the Service Plans together with Council objectives and targets as allocated.
8	To advise Elected Members on the above issues.
	The above principal duties and responsibilities do not include or define all tasks which may be required to be undertaken by the postholder. The duties and responsibilities may vary without changing the character of the duties or the level of responsibility entailed.
	Although designated to serve as Director of Culture and Customer Services you may be required to serve in any post of a similar nature and responsibility and at such other place of employment within the Council as may be required.
	Responsible for Safety, Health and Welfare of all employees managed and others in accordance with Health and Safety at Work etc. Act 1974, and related legislation, and with the Council's Safety Policy and programme, including Safety Standards and guidelines produced or accepted by the Council and accountable for achieving the objectives of the Council's Safety Policy within the sphere of his/her control.
<b>Special Conditions</b>	
	The weekly hours are 37 per week plus additional time as may be necessary to ensure the efficient operation of the service; including evening/night and weekend work as required.
	Represent the service at Committees and any other meetings.
	The grading of the post takes these special conditions into account.



**Employee Specification**

**Post Title: Director of Culture and Customer Services**

**ERYC Grade: Director Band 2**

**Essential Criteria**

- Substantial senior management and leadership experience, expertise, skill and aptitude in pertinent disciplines.
- Extensive financial management skills with experience of managing large scale, diverse budgets together with commercial acumen and thinking.
- Extensive experience in strategic planning of services in terms of infrastructure and operations, meeting defined objectives.
- Substantial experience of different techniques to monitor service delivery against targets and supporting/encouraging improvement where necessary.
- Has drive and energy, is flexible, tenacious, self-motivated, and able to work collaboratively.
- Strong communication, negotiation, and mediation skills at a high and sensitive level.
- Education to degree level or equivalent in experience.
- Relevant professional experience in at least one main element of the service.

**Desirable Criteria**

- Understanding of Local Authority initiatives and support for health and social care, contributing to prevention and early intervention agenda.
- Experience working in a political environment.
- Understanding of legal basis of service delivery issues.
- Experience of dealing with media enquiries.
- A relevant service area professional qualification.
- Demonstrates confidence and decisive decision-making abilities.
- Long term strategic thinker, open minded, optimistic, positive, and passionate about service delivery.
- Experience managing major projects and initiatives both directly and through strong partnership working.
- Motivational and inspirational, with the ability to give constructive criticism and encourage the team to achieve the best outcomes.
- Experience and expertise in managing, leading, motivating, and developing diverse management teams.
- Strong influencing and advocacy skills.
- Committed to helping user groups, treating them with respect and inspiring confidence, taking action to improve customer care.
- Experience and expertise in generating creative solutions and opportunities, communicating these with the team and ensuring implementation.