

Head of Service Design and Community Participation

JOB DESCRIPTION

POST TITLE: Head of Service Design and Community Participation

GRADE: 14

DEPARTMENT: Strategy and Communities

REPORTS TO: Assistant Director, Strategy and Co-Design

PURPOSE OF THE JOB

- Responsible for services that lead on the delivery of the council's transformation priority to put residents at the heart of everything we do, working directly with communities to shape the places they live in and make decisions about issues which affect their lives.
- The role will lead on service and intervention design, working with residents to create, develop and shape local services and support local people to lead in their community.

PRINCIPAL ACCOUNTABILITIES

1. Supporting the Assistant Director with leading and managing the strategic and operational activities of the Service Design and Community Participation teams to ensure delivery of the Council's transformation priority to put residents at the heart of everything we do.
2. Develop and implement the service design and community participation strategy across council activity and within localities with a clear and ambitious delivery plan ensuring this is underpinned by innovation, co-design and partnership working with and led directly from the community.

3. To work collaboratively and strategically with Heads of Service across Strategy and Communities and in departments across the Council to ensure a culture of participatory, co-design approaches to service design and delivery is embedded in all we do.
4. Champion the use of service design and community participation techniques across the council acting as corporate ambassador for the transformation priority of putting residents at the heart of all we do.
5. Maximise the social impact generated through service design, engagement and participation activity across the council and with the community.
6. Support the Assistant Director in managing the pipeline of service design and participation work council-wide, ensuring that resources are well-managed, used effectively and that all work is aligned to council wide transformation priorities.
7. Create the conditions for a council wide culture that is responsive to learning, change and continuous improvement.
8. Have an outward focus to delivery, including acting as a senior ambassador for the Council and proactively ensure that the work of the service is well communicated both internally and externally at both a senior and operational level.
9. Oversee the implementation and delivery of projects, programmes and strategies across the service and ensure the development of the service is informed by future practice within its specialisms.
10. Plan the recruitment, ongoing training and development of the staff resource within the team.
11. Provide leadership, motivation and the positive management of performance for the team developing a culture of team performance improvement, and accountability.
12. As a leader and senior manager model behaviours that demonstrate an active commitment to stand against all forms of discrimination and racism in the work place and work to make Southwark more equal and just.

JOB CONTEXT

Southwark Council provides services to a diverse community of in excess of 300,000 people, in inner London. A dynamic and vibrant part of London, Southwark has challenges in terms of having areas of economic deprivation and social inequality alongside areas of large scale physical, social and economic growth that has over the last quarter of a century revitalised significant parts of the borough.

The Council, in addition to being an organisation delivering a wide variety of services, many via its own 4,500 strong workforce utilising an annual revenue spend of over £300m, is also the largest landlord for social housing in London and one of the largest in the country.

The aim of the Council is to provide high quality, accessible, cost effective services to all sections of the community, seeking to help each resident be able to realise their own potential, and seek to make Southwark as a place more equal, challenging within society all forms of discrimination and racism.

To achieve its aims the Council needs to communicate effectively with a wider variety of audiences on the work and plans of the Council for the community: this includes not only those who live and work in Southwark as a place but strategic partners, including the Mayor's office, GLA, the health service, business and commerce and central government to name a few.

The Leader and Cabinet form the political, strategic and civic leadership of the Council holding accountability to the electorate of Southwark for delivery of effective and efficient Councils services (including statutory services); allied with delivery of the majority groups political programme objectives for the benefit of the population of the borough.

To support the Councils objectives and service delivery the Council needs to develop a framework of policy to provide structure and direction for the organisation. This will cover the whole spectrum of Council work, and will need be flexible enough to allow for review, revision and creation of new policy as required.

To achieve delivery of the Council's plans there is a need to develop a borough plan, Southwark 2030, which sets out the longer-term commitments for the place to the people of Southwark. The Council also produces a delivery plan, which seeks to set clear deliverable objectives and the work the Council will need to undertake to achieve the objectives.

Southwark 2030 and the Council Delivery Plan need to be informed by innovation, intelligence, strategy expertise and resident and community-led approaches to ensure there is a strong evidence base which to make decisions and to measure impact. This, alongside collaborative partnership working, will be critical to the successful delivery of local priorities.

This post plays a very significant role in shaping the change and transformation direction of the Council. It also has a wider impact as a champion for new ways of designing and delivering services, with community participation at the heart of how we deliver lasting change across the borough. Residents and the community will be at the heart of how the role delivers change and improvement across our places and neighbourhoods. Being a champion of a one council approach to delivery is key.

Grade/Conditions of Service

This post has been assigned a grade of 14.

This job description was written at a specific time and is subject to change as the requirements of the council and the role develop. The postholder may be assigned responsibilities that are not stated in the job description.

Working hours are a minimum of 36 hours per week. The postholder is expected to work the hours necessary to get the job done. Hours are in accordance with the requirements of the service and the postholder may be expected, on a regular basis, to work outside of the council's core hours. This will include attendance at evening meetings as required by the council's committee schedule.

This post is considered politically restricted under the terms of the Local Government and Housing Act 1989 (as amended) as a 'specified role'.

Employment is subject to a probationary period of twenty six weeks from the postholder's start date with Southwark Council, during which time the postholder will be required to demonstrate to the council's satisfaction their suitability for this post.

PERSON SPECIFICATION

The person specification describes the knowledge, experience and skills required to carry out this role.

Key: S Shortlisting criteria

I Evaluated at interview

Knowledge, including qualifications	How assessed
Expert knowledge of design and its application in public service provision and policy alongside leading/managing community participation activity ideally within a complex politically led setting.	S I
Knowledge of the local government sector or equivalent and how this relates providing high quality professional change and transformation strategy advice within a political environment.	S I

Experience	How assessed
Expert knowledge and understanding of service design and innovation methods with extensive experience of using these to deliver change in complex environments.	S I
Experience of strategic planning and successful project and budget management in a medium to large organisation, ideally in the public sector.	S I
Significant experience in building and managing collaborative relationships within and across communities and places.	S I
Experience of co-designing services and interventions with residents, service users and key stakeholders.	S I
Successful track record of prototyping and piloting within design projects and leading team members through an iterative service design process.	S I

Experience (cont'd)	How assessed
Experience/knowledge of the creation of digital services, including working with developers.	S I
Expert knowledge and understanding of qualitative research, including research ethics and the broad range of user research methods.	S I
Expert experience and knowledge in modern and innovative engagement and participatory methods.	S I
Experience of leading and managing a team, coaching junior colleagues and ensuring high performance standards.	S I
Experience of prototyping and piloting within design projects and leading team members through an iterative design process.	S I
Experience of leading user research projects with vulnerable people.	S I

Aptitude, skills and competencies	How assessed
A proven track record of influencing strategic decision makers with outstanding communication abilities.	S I
Able to lead and manage a multidisciplinary team of professionals applying sound performance management principles to achieve outcomes.	S I
Able to understand and use business analysis techniques within change projects, supported by qualitative and quantitative research methods to ensure an evidence-led approach to policy design and delivery.	S I
Models behaviours that demonstrate an active commitment to stand against all forms of discrimination and racism in the work place and work to make Southwark more equal and just.	I