

Job Description



Job Title: Assistant Director – Operations & Regulatory Services
Directorate: Housing, Development & Growth
Responsible To: Director of Housing, Development and Growth
Grade: DH4 - £105,063 - £110,154

Job Purpose

1. The core purpose of this post is to support the delivery of the Stronger Together vision and strategy of the Council through the provision of high quality operational and regulatory services. The post-holder will ensure the delivery of high-quality services against agreed priorities and standards, with a strong focus on continuous improvement and value for money.
2. The post leads the following activities:
 - Transport Strategy, Planning and Delivery
 - Highway Operations
 - Environmental Sustainability
 - Waste Collection & Disposal
 - Streetcare & Greenspace
 - Fleet & Workshops
 - Markets Management
 - Parking
 - CCTV & City Security
 - Emergency Planning
 - Environmental Crime
 - Licensing & Transport
 - Programme Management

Key Accountabilities

Role specific

- To support the Director in translating strategic vision and priorities into operational plans, monitoring their progress on a regular basis, identifying exceptions and risks and putting in place appropriate strategies to address issues.
- To ensure optimum models of service delivery based on business intelligence and best practice.
- To ensure resilience in service delivery, based on excellent planning and logistics.
- To ensure that services are adaptive and responsive to changing needs and circumstances.
- To contribute strongly and consistently to the council's ambitious to be a green city with a beautiful natural environment, including our network of parks and open spaces.
- To plan improvements to our transport system and ensure effective and timely delivery of those plans, working with local and national partners
- To ensure that the council keeps our city moving by maintaining a high-quality highways network.
- To ensure that relevant assets and equipment are maintained to a high standard, and that there is proper capital planning with respect to upkeep and replacement.
- To deliver licensing and regulatory services that are fair and consistently applied, and that contribute to the council's goals of facilitating economic growth and civic pride.

- To oversee an emergency planning function that is a leading example of best practice in terms of forward planning and emergency response, working as a key member of the Local Resilience Forum.
- To contribute strongly the council's ambitions to promote environmental sustainability, including in the way that the council recycles and disposes of waste.
- To work closely with the community safety team and the police in ensuring that we maintain a zero-tolerance culture with respect to anti-social behaviour and environmental crime.
- To coordinate the delivery of a reliable and effective out-of-hours service for the Council.
- To oversee the management of the city markets.
- To provide high-quality facilities management and bar services.
- To demonstrate innovation and continuous improvement in the way that services are provided and the community is served, reflecting the council's ambitions as a digital-first authority, a commercial council and in promoting asset-based community development.
- To be the Senior User on the Hanford Waste and recycling Centre Project.
- To provide programme management for projects across the HDG Directorate.

Corporate

- To determine the best models of service delivery, across the division which delivers a high-quality customer experience, achieves high performance and contributes to the council's ambitions to be a commercial council.
- To develop/negotiate joint approaches to local service planning and delivery in partnership with all the relevant internal and external services providers and regional and national bodies.
- To support and implement the Council's budget strategy within Government controls, including delivering on the requirements set by the section 151 officer on senior budget holders.
- To develop and maintain appropriate relationships with diverse stakeholders including; elected members, council officers, local communities, businesses, Government departments, and other external agencies in order to maximise capacity and pool resources wherever possible, including undertaking work with and for other LAs.
- To ensure the Council is equipped and supported to address all Government inspection and other external scrutiny in order to secure positive outcomes and high levels of achievement.
- To ensure that the right systems, policies and procedures are in place which secure a high standard of probity, regularity and control at all times, including with respect to information governance.
- Actively contribute to the role of the local authority as a corporate parent, in supporting our looked after children and care leavers to thrive
- To embrace and role model the council's commitment to develop a culture of continuous improvement and restorative practice.
- To ensure all employees within the portfolio have clear delivery plans, both in terms of their team as well as individually so that responsibility for achieving outcomes is shared and accountability is clear.
- To act as an ambassador for the Council, promoting and enhancing the authority's image as a Member-led authority ambitious for the city, supporting the formation of strategic alliances and developing effective working relationships on a local, regional and national basis.
- To lead on excellent employee relations through staff consultation and regular contact with Trade Union representatives at all levels.
- To promote equal opportunities with our communities and staff through personal example, open commitment and clear action.
- To develop a positive working environment encouraging active involvement of employees in shaping the co-production and delivery of services.

Key Results Areas

- Improvements in the city's transport network
- The delivery of efficient, effective and customer sensitive operations and regulatory services which are within budget and will:
 - Keep the city safe, clean and looking good.
 - Deliver excellent and financially sustainable operational management services

- All statutory and professional requirements are met with professionalism and consistency, in a financially effective, pragmatic and proactive way.
- Effective and innovative policies, systems, procedures and service delivery models
- To ensure that all services are provided with up-to-date advice in respect of legislation and national and local policy in order to ensure the most effective decisions are made.

Finance and Staffing Dimensions

Gross Expenditure: £19.4m
Gross Income: £15.1m
Capital Budget: £60m
Staff: 394

These duties are neither exclusive nor exhaustive and you may be expected to undertake duties and responsibilities, as directed by the Director of Housing, Development & Growth and/or the City Director.

Person Specification



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Directorate: Housing, Development & Growth

Requirements: Evidenced by: **a:** application form **b:** test **c:** interview

Knowledge and Experience

	c	a	b
Technical			
An appropriate professional qualification within the remit of the professions covered with evidence of continuous professional development.	✓		
A thorough understanding of the statutory and regulatory framework within the service area.	✓		✓
Experience of consistent achievement as a senior leader/manager in one of the service areas.	✓		✓
Experience of leading a significant programme of change which had major impact on staff and processes.	✓		✓
Experience delivering best value through innovative, integrated, client and community focused service provision whilst promoting equal opportunities.	✓		✓
Experience in developing effective working relationships with diverse stakeholders and operating and negotiating with outside agencies	✓		✓
Experience of strategic management and achieving sustainable improvements, with the ability to translate strategic objectives into operational plans.	✓		✓
Experience of effective budget management at a high level and accountability for strict monitoring of resources.	✓		✓
Experience of commercial and business acumen, exploiting new opportunities to achieve output related change and an outward customer facing and community focus.	✓		✓
Experience and ability to use ICT tools to a basic standard (e.g. Word/ Excel/ PowerPoint), Outlook, Blackberry (or other), PC/Laptop, other ICT systems etc.)	✓	✓	

Competency Framework

Should you be shortlisted for an interview, you will also be assessed on the following competencies, where you will need to demonstrate/evidence how you meet the criteria.

Leading and Deciding			
Deciding and Initiating Action; Has strength in judgement and personal responsibility; Takes responsibility for actions, projects and people; works under own initiative; initiates and generates activity and introduces changes into work processes; makes quick, clear decisions which may include tough choices or considered risks. Sees ideas through to delivery.		✓	✓
Leading and Supervising; Has strength in acting as a catalyst; A strong leader with energy, flair, resilience and credibility, Provides others with a clear direction; inspires, leads, motivates and empowers others; recruits staff of a high calibre; provides staff with development opportunities and coaching; sets appropriate standards of behaviour and tackles underperformance sensitively and effectively.		✓	✓

Supporting and Co-operating			
Adhering to Principles and values; Has a strong moral compass; Upholds public service ethics and values; demonstrates integrity; promotes and defends equal opportunities, has a personal and professional commitment to trust, builds diverse teams; encourages organisational and individual responsibility towards the community and the environment.		✓	✓
Interacting and Presenting			
Relating and Networking; Has a strength in rapport building; Easily establishes good relationships with diverse stakeholders including elected members, customers, staff and partners; communicates well with people at all levels, including members, partners and trade union representatives; builds wide and effective networks of contacts.		✓	✓
Persuading and Influencing; Has a strength in persuasion; Gains clear agreement and commitment from others by persuading, convincing and negotiating; makes effective use of political processes to influence and persuade others; promotes ideas on behalf of oneself or others; makes a strong personal impact on others; takes care to manage one's impression on others to maximise opportunities.		✓	✓
Creating and Conceptualising			
Formulating Strategies and Concepts; Has a strength in strategic awareness; Works strategically to realise organisational goals; demonstrates creativity, initiative, resourcefulness and resilience, sets and develops strategies; identifies, develops positive and compelling visions of the organisations future potential; takes account of a wide range of issues across, and related to, the organisation.		✓	✓
Adapting and Coping			
Adapting and responding to change Has strong personal strengths in resilience, bounce back and reconfiguration; maintains a positive outlook. Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; remains calm and focussed; shows an interest in new experiences and challenges. Handles criticism well and responds appropriately.		✓	✓
Enterprising and Performing			
Achieving personal work goals and objectives; Has personal strengths in pride and growth; accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental or training opportunities.		✓	✓
Entrepreneurial and commercial thinking; Is a change agent, having personal strengths in improvement and prevention; Demonstrates commercial and business acumen; keeps up to date with competitor information and market trends, maintains awareness of developments in the organisational structure and politics; tenacious drive for continuous improvement, demonstrates financial awareness; controls costs and thinks in terms of profit, loss and added value.		✓	✓