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| **JOB OUTLINE** |
| **JOB TITLE: Head of Service** | **JET CODE: N/A** |
| **SERVICE**:  |
| **DIVISION:**  |
| REPORTING TO: Executive Director |
| **JOB PURPOSE**:To develop and lead on integration of service provision, service planning and performance management, ensuring their effective delivery.To lead and manage an efficient and effective group of services at all times promoting a culture of continuous improvement.As a member of the Corporate Management Team contribute to the development of the organisation in order to deliver the Council’s agreed objectives, plans and targets.Assist the Executive Director and support colleagues to deliver work across the Directorate and to contribute to the overall delivery of the Council’s corporate plans, priorities and objectives.To identify and lead on opportunities to transform services within service area, and to support the transformation of services across the Council. To identify opportunities to work collaboratively with partners, community representatives, and external organisations. |
| **MAIN DUTIES**:**KEY RESULT AREAS*** 1. Promote continuous improvement through best value, performance management and best practice to achieve the Council’s aims.
	2. Ensure effective systems to develop, manage, monitor, evaluate and review performance at service levels and deliver agreed actions, service standards and budgets.
	3. Ensure collection and retention of accurate management information necessary for corporate and statutory reporting.
	4. Contribute to the setting of the budget for the service and maintain effective budgetary control to ensure the most cost effective delivery of services within the statutory duties and policies of the Council.
	5. Maintain awareness of developments in national policy, best practices and new techniques and to be conversant with all relevant legislation in order to ensure that the Council’s policies and practices conform to statutory provisions.
	6. In accordance with the Council’s Human Resource policies and procedures, direct and control recruitment, selection, training, development, management and motivation of all employees to ensure the highest possible level of performance.

**1.7** Ensure the effective procurement of contracted services, in accordance with Council policies and procedures, and delivery of services to the agreed specification, targets and costs.**1.8** Maintain effective systems to ensure the health, safety and welfare of all Council employees and any member of the public who may be affected by Council activities.**1.9** Promote effective management of assets and embed risk management within all services.**1.10** Where necessary initiate discussions on service issues as they affect the Council and represent the Council on external working parties to improve service delivery. Where appropriate represent the Executive Director by chairing working parties.**1.11** Maintain and develop arrangements for consultation with senior staff, trades unions and other stakeholders in accordance with Council policy, in order to develop the services and resolve issues in accordance with approved policies.**PRINCIPAL RESPONSIBLITIES:****2.1** Provide Services appropriate to the corporate priorities and business needs of the Council; manage the delivery of Services to agreed service standards and within budgets.**2.2** Ensure the Executive Director is appraised of performance and of emerging issues and seek direction or support as and when appropriate.**2.3** Act as a role model to promote collaborative working demonstrating the ‘One Council’ approach to service management and delivery.**2.4** Lead the development and delivery of Services, policies and strategies that contribute to social inclusion and ensure equality of access.**2.5** Ensure that Services comply with the Council’s statutory and regulatory obligations and lead the assessment and management of critical areas of risk.**2.6** Lead the strategic development and delivery of integrated services.**2.7** Lead the consultation and assessment of the needs of each client and develop services which respond to and address identified needs. **2.8** Lead the assessment of services needed to meet the current and expected needs of client groups and the development of services to meet these needs.**2.9** Lead consultation with representative and user groups to inform and influence policy and practice development.**2.10** Advise Elected Members on policies, practices and actions required to ensure compliance with the Council’s statutory obligations.**2.11** Lead the development and delivery of policies, procedures and services to ensure compliance with the Council’s obligations.**2.12** Represent the Executive Director or Chief Executive at relevant meetings.**2.13** Demonstrate the East Lothian Way values and behaviours through daily actions and interactions.**OTHER DUTIES:****3.1** To work effectively within the political dimension.**3.2** To develop and sustain effective external relationships, appropriate partnerships and strategic alliances in pursuit of the Council’s interests, promote good external relations with other local authorities, government departments, public agencies, community bodies, the media, the private sector and the public.**3.3** Undertake such other duties and responsibilities that may be required by the exigencies of the service.**3.4** To act as the representative of the Council where appropriate.**3.5** Promote the Council’s vision and values and a corporate culture which is positive, customer focused and supports employee engagement to the highest standards. **3.6** In all matters and at all times act according to the Nolan Principles for public life and personally demonstrate agreed corporate qualities and behaviours.**3.7** Promote equality and diversity in employment and in access to services. |

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| **Essential Requirements for this Role****Education**: * Educated to Degree standard or equivalent and/or equivalent level of knowledge/ training/ experience required to do the job.
* Evidence of Continuing Professional Development.

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**Disclosure Scotland:** * This role requires **PVG clearance** for regulated work with children and/or protected adults.  ELC will submit a PVG application on behalf of the preferred candidate and receipt of the subsequent PVG certificate will be **required** **prior** **to commencement**.

**OR*** This role requires **Basic Disclosure Clearance** to allow access to the Public Sector Network**.** ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be **required prior to commencement**.

**Scottish Social Services Council:** * None.

**Other:*** The provisions of the Local Government and Housing Act (1989), as set out in the Local Government Officers (Political Restrictions) Regulations 1990 will apply to your employment and requires that this post is designated as politically restricted or politically sensitive. Public and political activities are restricted whilst holding this post. A person cannot be both an employee and an elected member of the Council.
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| **PERSON SPECIFICATION** |
| **Attributes** | **Essential** | **Desirable** |
| Education, Registration & Training | Educated to Degree standard or equivalent and/or equivalent level of knowledge/ training/ experience required to do the jobEvidence of Continuing Professional Development  | Relevant Post Graduate QualificationsBusiness Management Qualification e.g. MBASecond Professional Qualification in relevant subject |
| Previous Experience (Paid & Voluntary Work) | Broad ranging senior professional and management experienceShaping services to meet changing customer needs on an ongoing basisStrategic Planning: creating a compelling strategic vision for everyone to work towardsComplex Service Development and DeliveryProject development and successful completionPartnership working with external agenciesComplex resource management: people/ finance/ business resources |  |
| Knowledge/ Skills /Competencies | Knows and understands:* Local and Central Government Policy
* Acute political and conflict management skills

Is an effective:* Communicator including influencing/ negotiating and encouraging a culture of open communication
* Manager of Performance: setting high standards and keeping self and others focused on outcomes
* Leader and strategic planner: leading, engaging and motivating people
* Change Manager and developer of Organisational Culture: driving effective, collaborative working
* Partnership worker
* Problem solver and decision maker

Is able to:* Think and act both strategically and operationally
* Challenge existing systems, practices and processes
* Bring people together and build consensus
* Translate strategy into action

IT Skills:* Work, Outlook, Powerpoint
 | IT Skills:* Excel, Access
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| Personal Qualities | Strategic thinkerTransformational leaderAdaptableSelf-disciplinedTeam playerIntegrityResilienceSelf-awarenessPerceptive and intuitiveDiplomaticCreativeOpen mindedObjectiveConfident (and therefore credible) |  |