

JOB DESCRIPTION

Job Title: ~~Executive Head of Adults and Safeguarding Services~~

Service Group: Adult Social Services and Housing

Responsible to: Strategic Director Adult Social Services and Housing

Dimensions

Budget £50m approx

Staffing 100 approx.

Contacts Members, Health Trusts, Integrated Care Organisations, senior colleagues across the Council, Private voluntary and Independent sector

Purpose of Job

Service Leadership

1. Lead the strategic commissioning and development of social work and health assessment services for vulnerable adults.
2. Lead the professional development of the social work and health services in Sutton
3. Strategic Lead for social services for people with learning disabilities, physical disabilities, mental ill health and well being (including dementia), and Executive operational lead and budget holder for all vulnerable adults requiring statutory social work and health assessment services in Sutton, being accountable for ensuring that the Council delivers national policy regarding these client groups.
4. Strategic lead on Adult Safeguarding.
5. Manage and deliver personalised adult social services to Sutton citizens to deliver relevant stages of the Transforming Lives customer journey, and account for performance in these areas to the Strategic Director.
6. Ensure that the Council and the Borough meet statutory responsibilities and requirements for vulnerable adults, to achieve key local and national performance targets and ensure value for money.
7. Work with health partners, and deliver joint or integrated services, through appropriate statutory mechanisms, for adults requiring social care and health services.

Corporate Leadership

8. As a Senior Management Team Member contribute to the strategic direction and management of the Council.
9. Influence the way in which services for vulnerable adults are delivered across the Council and the Borough to improve

access, co-ordination, and efficiency and effectiveness, choice and control.

10. Support the development of preventative services to reduce dependency on institutional models of care and support

Partnership

11. Lead on the production and implementation of relevant strategies and strategic plans, in partnership with other agencies, citizens and carers, which meet the needs of vulnerable adults in these client groups.
12. Lead in partnership on the development of joint strategic needs assessments with health for vulnerable adults.

Service Specific Responsibilities

Performance Management

13. Lead and manage the service unit so that services are delivered and commissioned in accordance with the Council's vision and values, objectives, strategies and policies (including in particular its equal opportunities and environmental sustainability policies), statutory and policy requirements.
14. Prepare and manage revenue and capital budgets held by the service units so that they meet the requirements of the Council's medium term financial strategy and annual performance plan, remain within allocation and make the best use of resources.
15. Achieve continuous improvement in quality, cost, cost effectiveness and fair delivery as required by the annual performance plans, performance regimes, reviews etc.
16. Prepare, agree with the Strategic Director and implement the service units' service, annual performance and business plans.
17. Ensure that relevant, timely, predictive and accurate management information (financial, performance and human resource) is supplied.
18. Ensure that the Strategic Director is informed about important or sensitive matters affecting the service unit, and consult with and seek advice on such matters.

Employee Management

19. Lead, motivate and manage employees to deliver Council and service objectives in accordance with the Council's personnel and other relevant policies, by generating a shared sense of purpose and developing them to perform to the best of their abilities.
20. Ensure that professional social work and health governance is met to a high standard.

21. Appraise, set and monitor the delivery of objectives and targets for service employees, which reflect Council objectives and ensure the delivery of service objectives.

Generic Service Responsibilities

22. Maintain effective relationships with the Corporate Management Team, Heads of Services, local Health partners, Private, Voluntary and Independent sector partners and providers, Police, Probation and other agencies, service users and carers, in order to develop and implement commissioning strategies and strategic plans, leading and supporting partnership arrangements where required.
23. Respond to media and press enquiries to ensure that complex and sensitive matters are handled accurately, portray the Council in the best possible light, and promote best practice widely to improve the reputation of the Council.

Member relationships

24. Assist Members carry out their Ward and representational responsibilities by ensuring timely, appropriate responses and information sharing on service matters.
25. Act as the key point of contact for members on matters affecting the unit and relevant to the role.

Community Partnership

26. Ensure effective partnership with the community through clarity of purpose, shared responsibilities, appropriate communication and consultation and by developing community capacity.
27. Ensure that service users and their carers are included in, and central to the development, implementation and evaluation of service provision.

Personal

28. Act in accordance with and promote the Council's core Vision and Values
29. Help the Strategic Director develop and implement corporate strategies and policies and represent and deputise for the Strategic Director as required.
30. Carry out other comparable tasks as may be reasonably required.

14/4/10

LONDON BOROUGH OF SUTTON JOB DESCRIPTION

**Surname and Initials
of Job Holder:**

Vacant

Post No: 10 1547

Job Title: Head of Planning and Performance

**Job Title & Post No of
Person to whom Job
Holder normally
reports:**

Safer Sutton
Partnership Manager

Job Grade: SM1

Group: Chief Executive's

Post No: TBC

Unit: Sutton Safer Partnership Service

Date JER signed:

TBC

Section: Planning and Performance

General Purpose of the Job

1. To act as the formal deputy for the Safer Sutton Partnership Manager across all aspects of the SSPS and local MPS.
2. To strategically lead all SSPS planning and performance activities.
3. Develop a planning and performance management strategy for the SSPS and local MPS.
4. To manage the SSPS Planning and Performance Team.
5. To act as corporate adviser on planning and performance issues in relation with SSPS and local MPS activities.
6. To manage two teams, comprising five members of staff.
7. To undertake problem solving, project management and trouble-shooting activities on behalf of the Chief Executive across directorates and partner agencies as required.

Specific Duties

1. Ensure all staff in the SSPS Planning and Performance Team are effectively managed.
2. Oversee the management of all SSPS and local MPS budgets and income streams are effectively managed and monitored in accordance with the relevant regulations and accepted Council and local MPS practices.
3. Take a lead role in the implementation of cost effective procurement processes to support the business needs of the SSPS and local MPS.
4. Work with partner agencies at a senior level to maintain effective financial

management and financial control over the SSPS and local MPS finances.

5. Be responsible for proper audit trails for all SSPS and local MPS services and projects are maintained and to ensure information is available for financial audits and other investigations.
6. Develop a Planning and Performance Strategy and action plan.
7. To maintain a strategic understanding of Crime and Disorder, Drug and Alcohol related issues.
8. Attend Council and MPS committees, task groups, forums, meetings and working parties as the representative from the SSPS. To attend and regularly chair project, service and finance review meetings.
9. To manage the provision of financial information to facilitate services and project management effectively across the SSPS and local MPS.
10. Develop Local Area Agreements and Strategic Assessment Processes.
11. Foster and develop effective and efficient financial information sharing protocols between SSPB partners and agencies.
12. Take a lead role in the effective management of services to ensure that the SSPS meets objectives and targets.
13. Contribute to and maintain an up-to-date understanding of strategic developments in the SSPS and local MPS and to find ways of managing the performance of these effectively.
14. Develop effective working relationships with senior officers and elected members from the Council and MPS, promoting an interest in the work and direction of the SSPS and local MPS, including reactive and proactive work.
15. Oversee the introduction of amendments and improvements to service specifications and contract documents in help meet targets. To ensure that all specifications are cost effective and achieve the aims of Best Value.
16. Identify the need for change in working practices and managing performance across the SSPS and local MPS. To take appropriate action to manage this change within the Planning and Performance Team.
17. Manage all financial planning, budget review process and review of financial processes and procedures.
18. Take responsibility for all inventories and asset registers belonging to the SSPS and, when required, local MPS.
19. Ensure all financial decisions are properly evidence-based across the SSPS and local MPS.
20. Oversee the production of information for all external surveys and data analysis and management information.
21. Undertake Crime and Disorder strategic assessments.
22. Oversee all substance misuse data and management Information and reporting.
23. Oversee all functional and change management projects.

24. Work with partner agencies at a senior level to create successful outcomes of allocated tasks and assignments.
25. Foster and develop effective and efficient information sharing protocols between SSPS partners and agencies.
26. Oversee the production of reports and management information when required or as instructed by a senior manager.
27. Oversee the production of statistical and management information reports as requested by senior managers within the SSPS or local MPS.
28. Oversee the production of development and maintaining a data feed of information to support all strategic and operation decision making within the SSPS and local MPS.
29. Ensure all internal and external performance indicators and targets are publicised, understood and achieved.
30. Manage all performance reviews across the SSPS.
31. To attend committees, task groups, forums, meetings and working parties as the representative from the SSPS and on occasions chair such meetings.

General Matters

32. Ensure all Planning and Performance staff and their work complies with relevant legislation.
33. Promote a positive image and to actively contribute to the work of the SSPS.
34. Undertake other such comparable duties as may be required from time to time by a senior officer.
35. Carry out all duties in accordance with the Council's Equality and Diversity Policy Statement and Core Values.

POLITICAL RESTRICTION

This post is politically restricted by virtue of the Local Democracy, Economic Development and Construction Act 2009

To be completed by the job holder

I agree the above Job Description.

Signature:

Date:

To be completed by the person the job holder normally reports to

I agree the above Job Description.

Signature:

Date:

To be completed by the Strategic Director/Executive Head

I agree the above Job Description.

Signature:

Date:



JOB DESCRIPTION

JOB TITLE: Head of Service – Information and Pupil-Based Commissioning

GROUP: Children, Young People and Learning Services

RESPONSIBLE TO: Chief Officer

Grade: To be confirmed

Service Responsibilities

To support the relevant Executive Head in the development and delivery the Commissioning Agenda across CYPLS in :

- The procurement of commissioned services to meet pupil needs to include preparation of client specification and monitoring supplier performance for the following:
 - School Place Planning
 - SEN Transport
 - School based commissioning for “traded” services
 - Any other relevant educational service

The Head of service is tasked:

- To provide strategic leadership in relation to the development of academies, liaising with other council departments, monitoring the transition budget and progress in respect of each applicant school.
- To be the lead officer responsible for the assessment of School premises and to analyse information and prepare reports on the condition of school premises, needs and priorities and to monitor school performance in this area.
- To provide strategic leadership in relation to pupil place planning and to support the relevant Executive Head in the delivery of statutory functions in this area
- To provide strategic leadership in relation to capital and planning services as they relate to CYPLS and to lead the team
- To collect and analyse soft and hard data and contribute to the development of the strategic plan for CYPLS
- Lead on emergency planning, business continuity and Health and Safety
- To contribute to the strategic response to initiatives relating to education - working to the relevant Executive Head
- To be the lead officer responsible for traded services to Schools and Academies.
- To lead relevant teams and any other service /team allocated by the Chief Officer responsible for this area.

Main Purpose of the Job

1. To manage the Information and Pupil Based Commissioning Service area within Children, Young People and Learning Services ensuring effective service delivery, outcomes and high levels of performance which will support the Council's business plan, goals and aims, service action plans and analysing performance information as appropriate and demonstrating commitment to the vision for the group.
2. To provide direction / leadership for specific areas within Children, Young People and Learning Services and contribute to the overall strategy and leadership of the group. To include the implementation and monitoring of policies and procedures and delivering governance of the service, building alliances across services and teams.
3. To be the Council's expert for the specific service area
4. Risk Management; fully consider the policies and procedures relating to the management of risk taking account of political, legal, financial elements.
5. To make appropriate and legal decisions concerning the rights and liberties of service users of the Children, Young People and Learning Services.
6. To ensure that the Children, Young People and Learning Services works collaboratively with partner agencies (statutory and independent) to further the aims of the Council and the Children, Young People and Learning Services.
7. To be accountable for the formulation of budgets within appropriate constraints, budget management, with regard to efficiency, cost reduction and value for money in line with Council financial procedures.
8. Lead service with regards to Safeguarding, take personal responsibility by embedding into policies and procedures, culture and day to day practice.

Specific Duties and Responsibilities

1. To contribute to the strategic leadership on behalf of Children Young People and Learning Services and partner agencies for children and their families, articulating vision, enthusiasm, commitment, inspiring motivating and guiding others towards goals.
2. To provide leadership for and manage a specified group of services within Children, Young People and Learning Services as a whole, setting standards to achieve improved outcomes for children working to a common goal and managing risk for the Council.
3. To lead and/ or commission the purchasing of services for the service area ensuring compliance with EU and Council requirements and monitoring contracts to ensure services are effective and value for money.
4. To deputise for the Chief Officer across the specified service area as required and to represent the service, group and Council as appropriate.

5. To participate in the general management of the service, including initiation, chairing or participation in specific groups. Preparing reports as appropriate for senior managers, members and other stakeholders. Undertaking management investigations as required.
6. To ensure the service area has effective operational and strategic relationships with other groups within the Council and agencies to ensure effective service delivery and development.
7. To provide expert advice and guidance to Chief Officers and Members on the specific service area
8. To ensure service delivery contributes to corporate and other relevant goals and objectives.
9. To ensure services provided are of a high quality through the use of regular audit mechanisms and that relevant performance targets are met.
10. To ensure service quality is promoted and developed through the experience of evidence based practice, value for money and other reviews.
11. To maintain knowledge of all relevant legislation, policy and guidance and ensure compliance in service areas.
12. To carry a diverse range of management responsibilities in relation to the staff of the allocated group of services using Council policies and procedures including: Performance management, Human Resources, workforce development and communication across the specific service area ensuring that staff are aware of all relevant legislation, policy and guidance.
13. To ensure effective liaison with other services in respect of relevant multi disciplinary staff teams building alliances across teams departmental and organisational boundaries to win outcomes.
14. To delegate appropriately, proactively address performance issues and take relevant action directly.
15. To recruit staff competent staff to enable good service delivery.
16. To ensure systems and arrangements are set up to monitor information and provide accurate management information of services managed. Completing Equality Impact Assessments as necessary.
17. To involve service users and key stakeholders in all aspects of service provision and development ensuring that customer needs and wants are at the heart of the service delivery and design.
18. To respond to complaints, queries and representations in relation to specific service area within timescales. To act as independent manager within the Council's complaints procedures.
19. To ensure that budgets are kept within defined limits, early identification of projected over-and under-spends to the Chief Officer, take avoiding action - this

entails ensuring effective alignment of resources, controlling specified budgets to ensure value for money and within specified guidelines and constraints. Clearly focusing on achieving results with fewer resources that can deliver better value for money.

20. To undertake the role of lead officer for the Service in specific areas of strategic and policy development as directed and agreed with the Chief Officer.

21. To ensure that policies and procedures are understood and practice guidelines are followed in relation to the Children, Young People and Learning Services.

22. To ensure the Chief Officer is alerted to any risks to the Service or the Council (e.g. media attention or civil court action, such as judicial review), together with plans of action to avoid or mitigate.

23. To plan for and respond to internal and external inspection and audit requirements and processes.

24. To operate at all times within a framework of Equality and Diversity, equal access and anti-discriminatory practice, within relevant legislation and corporate and service policies and procedures.

25. To ensure effective management of any buildings within service area and that all health and Safety procedures and requirements are complied with

26. To undertake any other duties commensurate with the post, as directed by the Chief Officer.

Contacts and Relationships:

- commissioners in social care, health and housing
- voluntary & independent organisations, private sector providers, other local authorities
- maintained schools and Academies
- internal Sutton Council Departments e.g. HR, legal services, corporate procurement
- NHS Health Trusts and PCTs
- Private and Voluntary Sector Providers
- Citizens
- Stakeholders
- Internal Provider Services

Responsibility for supervision/management of people

- No of staff up to 30 – including Capital and Planning and those teams providing traded services to schools.
- If the jobholder supervises/manages posts in more than one location: yes
- Supervision/management is shared with another post in the structure: no
- Please attach (wherever possible) and/or outline below the organisational structure:

Responsibility for Resources
Work Environment:
<ul style="list-style-type: none"> • Office based and able to work in the field with stakeholders
Work Demands:
<ul style="list-style-type: none"> • Normal responsibilities of a Head of Service post • Prepared to put in relevant hours when required to meet exceptional demands.
Physical Demands:
<ul style="list-style-type: none"> • None Specifically

Person Specification

Job Title

**HEAD OF SERVICE – Information and Pupil-Based
Commissioning**

Group

CHILDREN, YOUNG PEOPLE AND LEARNING SERVICES.

MINIMUM ESSENTIAL REQUIREMENTS		METHOD OF ASSESSMENT	PRIORITY
Education, and/or Experience, Qualifications and Training			
1.	Educated to degree level or equivalent (a recognised professional qualification in keeping with the specific service area e.g. Social Care, Health, Education) with evidence of Continuous Professional Development.	Application	1
2.	A proven track record of delivering improved outcomes for Children, young people and their families.	Application/ Interview	1
3.	Proven management and leadership experience. A management qualification would be advantageous.	Application/ Interview	1
4.	Ability to work collaboratively with other disciplines, Council groups, external agencies and the community in order to develop and deliver responsive, personalised, quality and co-ordinated service	Application/ Interview	1
5.	Ability to manage and monitor and deliver on budgets and service performance including making efficiency savings.	Application/ Interview	1
Knowledge			
6.	Understanding and knowledge of key legislation and national drivers relating to Social Care/Education/health.	Application/ Interview	1
7.	Good knowledge of and capacity to interpret proposed and actual legislation relevant to CYPLS and able to provide interpretation of legal points and produce relevant supporting documentation.	Application/ Interview	1
8.	Up to date professional and technical expertise in relation to the needs of the service area and competence in providing interpretation, analysis, advice and guidance to less senior staff on complex issues/cases.	Application/ Interview	1
9.	Understanding of the Performance Management Framework applicable to the service area.	Application/ Interview	1

MINIMUM ESSENTIAL REQUIREMENTS		METHOD OF ASSESSMENT	PRIORITY
Skills and Abilities			
10.	Able to develop and maintain a strategic vision and direction for the service, including the development of service plans and work programmes. Ability to share the strategic direction and lead and motivate others to deliver.	Application/ Interview	1
11.	Able to establish systems to monitor, evaluate and manage performance.	Application/ Interview	1
12.	Able to deliver service improvement and to lead staff through significant change.	Application/ Interview	1
13.	Able to work co-operatively and supportively with colleagues. Skilled at working in partnership with other professional disciplines in an open but assertive style and represent the Council in external forums.	Application/ interview	1
14.	Able to demonstrate an awareness and understanding of the council's working environment, including the expectations and policies of Members and activities of other parts of the Council, to determine action.	Application/ interview	1
15.	Able to liaise, influence and negotiate in an appropriate style	Application/ interview	1
16.	Able to use information technology effectively.	Application/ interview	1
17.	Able to budget, manage and interpret financial information to aid decision making.	Application/ interview	1
18.	Able to generate proposals that will keep the impact of budget reductions on front line services to a minimum ensuring that supporting plans are cost effective yet high quality and value for money.	Application/ interview	1
19.	Able to demonstrate high standards in communication using appropriate methods and styles for the situation. h	Application interview	1
20.	Able to maintain high standards under pressure and to organise and prioritise work to meet deadlines.	Application/ interview	1
21.	Able to anticipate, meet and exceed the needs and expectations of service users by involving the community, being accessible and working in partnership to deliver Value for money.	Application/ interview	1
22.	Able to manage high level and complex meetings within the context of Safeguarding and effectively chair strategy and practice meetings	Application/ interview	1

MINIMUM ESSENTIAL REQUIREMENTS		METHOD OF ASSESSMENT	PRIORITY
Other			
23.	Undertake and engage in successful supervision and appraisal	Application/ interview	1
24.	Keep up to date with latest relevant research findings and practice developments, incorporating these findings and developments into the team's objectives.	Application/ Interview	1
25.	Able to take personal responsibility to ongoing training and professional development and encourage this in others.	Application/ interview	1
26.	Willing to adhere to and promote the Council and CYPLS policies and procedures e.g. Core Values, Equality and Diversity, Health and Safety, Environmental policies and all other Borough and Departmental policies and procedures.	Application/ Interview	1
27.	Willing and able to work flexible hours. (Actual hours are those required to carry out the duties of your post. They may involve evening and possibly weekend work)	Application/ Interview	1



JOB DESCRIPTION

JOB TITLE: Head of Service – Improvement and Support Services

GROUP: Children, Young People and Learning Services

RESPONSIBLE TO: Chief Officer

Grade: To be confirmed

Service Responsibilities

This service is responsible for providing monitoring, intervention, challenge and support to all schools and settings.

Management oversight of:

- Advice and Inspection
- Music Service
- Inclusion support Services
- English as Additional Language/Traveller Education Service teams
- Education Business Partnership
- Early Years
- 14-19 management
- Borough School Attendance Service
- Behaviour Support Team
- Educational Psychologist
- Pupil Referral Units

Shared responsibility on the development of an integrated early years service in partnership with the Head of Service (Integrated Service for Young Children)

Main Purpose of the Job

1. To manage the Improvement and Support Services area within Children, Young People and Learning Services ensuring effective service delivery, outcomes and high levels of performance which will support the Council's business plan, goals and aims, service action plans and analysing performance information as appropriate and demonstrating commitment to the vision for the group.
2. To provide direction / leadership for specific areas within Children, Young People and Learning Services and contribute to the overall strategy and leadership of the group. To include the implementation and monitoring of policies and procedures and delivering governance of the service, building alliances across services and teams.

3. To develop the traded business to schools (including Academies) and other educational settings
4. To be the Council's expert for the specific Service area
5. Risk Management; fully consider the policies and procedures relating to the management of risk taking account of political, legal, financial elements.
6. To make appropriate and legal decisions concerning the rights and liberties of service users of the Children, Young People and Learning Services.
7. To ensure that the Children, Young People and Learning Services works collaboratively with partner agencies (statutory and independent) to further the aims of the Council and the Children, Young People and Learning Services.
8. To be accountable for the formulation of budgets within appropriate constraints, budget management, with regard to efficiency, cost reduction and value for money in line with Council financial procedures.
9. Lead service with regards to Safeguarding, take personal responsibility by embedding into policies and procedures, culture and day to day practice.

Specific Duties and Responsibilities

1. To contribute to the strategic leadership on behalf of Children Young People and Learning Services and partner agencies for children and their families, articulating vision, enthusiasm, commitment, inspiring motivating and guiding others towards goals.
2. To provide leadership for and manage a specified group of services within Children, Young People and Learning Services as a whole, setting standards to achieve improved outcomes for children working to a common goal and managing risk for the Council.
3. To lead and/ or commission the purchasing of services for the service area ensuring compliance with EU and Council requirements and monitoring contracts to ensure services are effective and value for money.
4. To deputise for the Chief Officer across the specified service area as required and to represent the Service, Group and Council as appropriate.
5. To participate in the general management of the service, including initiation, chairing or participation in specific groups. Preparing reports as appropriate for senior managers, members and other stakeholders. Undertaking management investigations as required.
6. To ensure the service area has effective operational and strategic relationships with other Groups within the Council and agencies to ensure effective service delivery and development.
7. To provide expert advice and guidance to Chief Officers and Members on the specific service area

8. To ensure service delivery contributes to corporate and other relevant goals and objectives.
9. To ensure services provided are of a high quality through the use of regular audit mechanisms and that relevant performance targets are met.
10. To ensure service quality is promoted and developed through the experience of evidence based practice, value for money and other reviews.
11. To maintain knowledge of all relevant legislation, policy and guidance and ensure compliance in service areas.
12. To carry a diverse range of management responsibilities in relation to the staff of the allocated group of services using Council policies and procedures including: Performance management, Human Resources, workforce development and communication across the specific service area ensuring that staff are aware of all relevant legislation, policy and guidance.
13. To ensure effective liaison with other services in respect of relevant multi disciplinary staff teams building alliances across teams departmental and organisational boundaries to win outcomes.
14. To delegate appropriately, proactively address performance issues and take relevant action directly.
15. To recruit staff competent staff to enable good service delivery.
16. To ensure systems and arrangements are set up to monitor information and provide accurate management information of services managed. Completing Equality Impact Assessments as necessary.
17. To involve service users and key stakeholders in all aspects of service provision and development ensuring that customer needs and wants are at the heart of the service delivery and design.
18. To respond to complaints, queries and representations in relation to specific service area within timescales. To act as independent manager within the Council's complaints procedures.
19. To ensure that budgets are kept within defined limits, early identification of projected over-and under-spends to the Chief Officer, take avoiding action - this entails ensuring effective alignment of resources, controlling specified budgets to ensure value for money and within specified guidelines and constraints. Clearly focusing on achieving results with fewer resources that can deliver better value for money.
20. To undertake the role of lead officer for the service in specific areas of strategic and policy development as directed and agreed with the Chief Officer.
21. To ensure that policies and procedures are understood and practice guidelines are followed in relation to the Children, Young People and Learning Services.

<p>22. To ensure the Chief Officer is alerted to any risks to the Service or the Council (e.g. media attention or civil court action, such as judicial review), together with plans of action to avoid or mitigate.</p>
<p>23. To plan for and respond to internal and external inspection and audit requirements and processes.</p> <p>24. To operate at all times within a framework of Equality and Diversity, equal access and anti-discriminatory practice, within relevant legislation and corporate and service policies and procedures.</p> <p>25. To ensure effective management of any buildings within service area and that all health and Safety Procedures and requirements are complied with</p> <p>26. To undertake any other duties commensurate with the post, as directed by the Chief Officer.</p>
<p>Contacts and Relationships:</p> <ul style="list-style-type: none"> • commissioners in social care, health and housing • voluntary & independent organisations, private sector providers, other local authorities • maintained schools and Academies • internal Sutton Council Departments e.g. HR, legal services, corporate procurement • NHS Health Trusts and PCTs • Private and Voluntary Sector Providers • Citizens • Stakeholders • Internal Provider Services
<p>Responsibility for supervision/management of people</p> <ul style="list-style-type: none"> • No of staff 261. • If the jobholder supervises/manages posts in more than one location: yes • Supervision/management is shared with another post in the structure: no • Please attach (wherever possible) and/or outline below the organisational structure:
<p>Responsibility for Resources</p> <ul style="list-style-type: none"> • Financial responsibilities: overall management of service/staffing budgets worth £4,000,000
<p>Work Environment:</p> <ul style="list-style-type: none"> • Office based and able to work in schools and in all other venues consistent with carrying out the full range of duties

Work Demands:

- Normal responsibilities of a Head of Service post
- Prepared to put in relevant hours when required to meet exceptional demands.

Physical Demands:

- None Specifically
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DRAFT

Person Specification

Job Title HEAD OF SERVICE – Improvement and Support Services

Group CHILDREN, YOUNG PEOPLE AND LEARNING SERVICES.

MINIMUM ESSENTIAL REQUIREMENTS		METHOD OF ASSESSMENT	PRIORITY
Education, and/or Experience, Qualifications and Training			
1.	Educated to degree level or equivalent (a recognised professional qualification in keeping with the specific service area e.g. Social Care, Health, Education) with evidence of Continuous Professional Development.	Application	1
2.	A proven track record of delivering improved outcomes for Children, young people and their families.	Application/ Interview	1
3.	Proven management and leadership experience. A management qualification would be advantageous.	Application/ Interview	1
4.	Ability to work collaboratively with other disciplines, Council groups, external agencies and the community in order to develop and deliver responsive, personalised, quality and co-ordinated service	Application/ Interview	1
5.	Ability to manage and monitor and deliver on budgets and service performance including making efficiency savings.	Application/ Interview	1
Knowledge			
6.	Understanding and knowledge of key legislation and national drivers relating to Social Care/Education/health.	Application/ Interview	1
7.	Good knowledge of and capacity to interpret proposed and actual legislation relevant to CYPLS and able to provide interpretation of legal points and produce relevant supporting documentation.	Application/ Interview	1
8.	Up to date professional and technical expertise in relation to the needs of the service area and competence in providing interpretation, analysis, advice and guidance to less senior staff on complex issues/cases.	Application/ Interview	1
9.	Understanding of the Performance Management Framework applicable to the service area.	Application/ Interview	1

MINIMUM ESSENTIAL REQUIREMENTS		METHOD OF ASSESSMENT	PRIORITY
Skills and Abilities			
10.	Able to develop and maintain a strategic vision and direction for the service, including the development of service plans and work programmes. Ability to share the strategic direction and lead and motivate others to deliver.	Application/ Interview	1
11.	Able to establish systems to monitor, evaluate and manage performance.	Application/ Interview	1
12.	Able to deliver service improvement and to lead staff through significant change.	Application/ Interview	1
13.	Able to work co-operatively and supportively with colleagues. Skilled at working in partnership with other professional disciplines in an open but assertive style and represent the Council in external forums.	Application/ interview	1
14.	Able to demonstrate an awareness and understanding of the council's working environment, including the expectations and policies of Members and activities of other parts of the Council, to determine action.	Application/ interview	1
15.	Able to liaise, influence and negotiate in an appropriate style	Application/ interview	1
16.	Able to use information technology effectively.	Application/ interview	1
17.	Able to budget, manage and interpret financial information to aid decision making.	Application/ interview	1
18.	Able to generate proposals that will keep the impact of budget reductions on front line services to a minimum ensuring that supporting plans are cost effective yet high quality and value for money.	Application/ interview	1
19.	Able to demonstrate high standards in communication using appropriate methods and styles for the situation. h	Application interview	1
20.	Able to maintain high standards under pressure and to organise and prioritise work to meet deadlines.	Application/ interview	1
21.	Able to anticipate, meet and exceed the needs and expectations of service users by involving the community, being accessible and working in partnership to deliver Value for money.	Application/ interview	1
22.	Able to manage high level and complex meetings within the context of Safeguarding and effectively chair strategy and practice meetings	Application/ interview	1

MINIMUM ESSENTIAL REQUIREMENTS		METHOD OF ASSESSMENT	PRIORITY
Other			
23.	Undertake and engage in successful supervision and appraisal	Application/ interview	1
24.	Keep up to date with latest relevant research findings and practice developments, incorporating these findings and developments into the team's objectives.	Application/ Interview	1
25.	Able to take personal responsibility to ongoing training and professional development and encourage this in others.	Application/ interview	1
26.	Willing to adhere to and promote the Council and CYPLS policies and procedures e.g. Core Values, Equality and Diversity, Health and Safety, Environmental policies and all other Borough and Departmental policies and procedures.	Application/ Interview	1
27.	Willing and able to work flexible hours. (Actual hours are those required to carry out the duties of your post. They may involve evening and possibly weekend work)	Application/ Interview	1

LONDON BOROUGH OF SUTTON

JOB DESCRIPTION

**Surname and Initials
of Job Holder:**

Post No: 101105

Job Title: Executive Head of Policy &
Customer Services

Grade: Hay 2

**Job Title & Post No. of
Person to whom Job
Holder normally reports:**

Group: Chief Executives

Unit: Policy & Customer Services

Chief Executive

General Purpose of the Job:

To lead the council's work on corporate strategy, community engagement, improvement and performance management and customer services.

To Take Responsibility For:

- Leading corporate policy and partnerships
- Leading strategic solutions to deliver effective customer services
- Corporate performance management
- Scrutiny responsibilities
- Leading 100+ staff (36 policy and 70+ customer services)

Budgetary responsibility:

To be responsible for a total budget of £ 5.55M

Leadership & Working with Members

1. As a member of the Corporate Management Team, provide advice and expertise on corporate strategy, policy, community engagement, performance management, scrutiny and customer services.
2. Advise Council Members on corporate strategy and policy, community engagement, performance management, scrutiny and customer services.
3. Establish and maintain effective working relationships with executive and

scrutiny members, and provide briefings/organise training for Council Members.

4. Ensure effective strategic planning processes and align these with the Council's priorities and with internal and external communications.
5. Lead and implement strategies for the holistic delivery of customer services that reflect best practice and meet statutory requirements and the needs of both the Council, other partners and the Service's customers.
6. To champion the development of the Council's leadership skills, and taking an organisational development approach to leading the council-wide change
7. Promote the Council's core values and ensure the Council's reputation is promoted locally, across London and nationally.
8. Represent the Chief Executive within and outside the Council.
9. To act as Programme Director for council-wide programmes

Partnerships with the Community

1. Establish effective Council-wide partnership working through the Sutton Partnership and its associated groups, and with pan-London and national organisations including: the Greater London Authority, London Councils, Capital Ambition, the Audit Commission and the Local Government Association.

.Management & Finance:

1. Provide leadership, direction and support the staff in the Policy & Customer Services business unit. Line manage functions including: Head of Chief Executive's Office, Policy & Improvement Teams, Head of Customer Services
2. Develop effective policy, customer services, community engagement and performance management strategies.
3. Monitor the financial performance of the Unit against agreed budgets, actions and performance targets. Take corrective action when these show any adverse trends.
4. Support the Chief Executive in the management of the Chief Executive's Group.
5. Represent the business unit at a corporate level.
6. Develop and monitor effective information systems and performance management procedures.

7. Develop individual staff of the business unit through a combination of appraisals, staff briefings, secondments, training, working parties and workshops, having particular regard for the Council's Diversity and Equality Policy.
8. Actively support and participate in the Council-wide initiative to achieve and maintain Investors in People status, and other appropriate awards and accreditation.
9. Ensure that all Health and Safety legislation and regulations are complied with and that risk assessments are carried out across all service areas.
10. Participate as necessary in the Council's Emergency Planning arrangements and respond to all major emergencies affecting staff.

Communication

Ensure good communication and networking between the Unit and its staff, the community and other statutory, public, private and voluntary organisations.

Ensure that values, goals, policies and procedures are communicated effectively both externally and internally through the most appropriate media.

General

To carry out any other duties commensurate with the post as may reasonably be required

To be completed by the Job Holder

I agree the above job description

Signature:

Date:

To be completed by person Job Holder normally reports to

I agree the above job description

Signature:

Date:

Job Title:

To be completed by Chief Officer

I agree the above job description

Signature:

Date:

LONDON BOROUGH OF SUTTON

PERSON SPECIFICATION

JOB TITLE: Executive Head of Policy and Customer Services

GROUP: Chief Executives

POST NO:

No.	Education and/or Experience	Priority1 or 2
	<p>Proven track record of working in corporate senior management in a large complex organisation.</p> <p>Demonstrable knowledge and track record of managing complex front facing customer services & budgets</p>	1
	<p>Skills and Abilities</p>	
	<p>Demonstrable effective strategic planning expertise to achieve the implementation of policy as follows:</p> <ul style="list-style-type: none"> • Development of corporate policy and sustainable partnerships • Effective customer service solutions • Economic Strategy • Organisational Development • Corporate Performance Management and value for Money 	1
	<p>Demonstrable understanding of the political nature of local and central government, the democratic process, and its operation.</p> <p>Understand the wide range of services provided by local government and current social policy issues.</p> <p>Significant and extensive track record of managing numerous employee, financial and other resources, demonstrating accountability and responsibility within a strong performance management culture.</p>	1 1 1

Excellent communications and inter-personal skills and the ability to foster strong and effective working partnerships with members, staff, stakeholders, customers, Government departments and agencies.	1
Demonstrate solid track record of effective and complex change management.	1
Ability to organise and present information in a compelling way to inform, persuade, interpret and convince.	1
Additional Factors	
Willing to work evenings on a regular basis and occasionally outside 'standard' business hours	1

Date:

Appointing Manager:

Criteria marked Priority 1 are necessary which applicant **must have** to be appointed. Priority 2 criteria are also essential, but may be learned or developed further after appointment. We normally **shortlist** using Priority 1 criteria.

LONDON BOROUGH OF SUTTON

JOB DESCRIPTION

**Surname and Initials
of Job Holder:**

Post No: 101105

Job Title: Executive Head of Policy &
Customer Services

Grade: Hay 2

**Job Title & Post No. of
Person to whom Job
Holder normally reports:**

Group: Chief Executives

Unit: Policy & Customer Services

Chief Executive

General Purpose of the Job:

To lead the council's work on corporate strategy, community engagement, improvement and performance management and customer services.

To Take Responsibility For:

- Leading corporate policy and partnerships
- Leading strategic solutions to deliver effective customer services
- Corporate performance management
- Scrutiny responsibilities
- Leading 100+ staff (36 policy and 70+ customer services)

Budgetary responsibility:

To be responsible for a total budget of £ 5.55M

Leadership & Working with Members

1. As a member of the Corporate Management Team, provide advice and expertise on corporate strategy, policy, community engagement, performance management, scrutiny and customer services.
2. Advise Council Members on corporate strategy and policy, community engagement, performance management, scrutiny and customer services.
3. Establish and maintain effective working relationships with executive and

scrutiny members, and provide briefings/organise training for Council Members.

4. Ensure effective strategic planning processes and align these with the Council's priorities and with internal and external communications.
5. Lead and implement strategies for the holistic delivery of customer services that reflect best practice and meet statutory requirements and the needs of both the Council, other partners and the Service's customers.
6. To champion the development of the Council's leadership skills, and taking an organisational development approach to leading the council-wide change
7. Promote the Council's core values and ensure the Council's reputation is promoted locally, across London and nationally.
8. Represent the Chief Executive within and outside the Council.
9. To act as Programme Director for council-wide programmes

Partnerships with the Community

1. Establish effective Council-wide partnership working through the Sutton Partnership and its associated groups, and with pan-London and national organisations including: the Greater London Authority, London Councils, Capital Ambition, the Audit Commission and the Local Government Association.

Management & Finance:

1. Provide leadership, direction and support the staff in the Policy & Customer Services business unit. Line manage functions including: Head of Chief Executive's Office, Policy & Improvement Teams, Head of Customer Services
2. Develop effective policy, customer services, community engagement and performance management strategies.
3. Monitor the financial performance of the Unit against agreed budgets, actions and performance targets. Take corrective action when these show any adverse trends.
4. Support the Chief Executive in the management of the Chief Executive's Group.
5. Represent the business unit at a corporate level.
6. Develop and monitor effective information systems and performance management procedures.

7. Develop individual staff of the business unit through a combination of appraisals, staff briefings, secondments, training, working parties and workshops, having particular regard for the Council's Diversity and Equality Policy.
8. Actively support and participate in the Council-wide initiative to achieve and maintain Investors in People status, and other appropriate awards and accreditation.
9. Ensure that all Health and Safety legislation and regulations are complied with and that risk assessments are carried out across all service areas.
10. Participate as necessary in the Council's Emergency Planning arrangements and respond to all major emergencies affecting staff.

Communication

Ensure good communication and networking between the Unit and its staff, the community and other statutory, public, private and voluntary organisations.

Ensure that values, goals, policies and procedures are communicated effectively both externally and internally through the most appropriate media.

General

To carry out any other duties commensurate with the post as may reasonably be required

To be completed by the Job Holder

I agree the above job description

Signature:

Date:

To be completed by person Job Holder normally reports to

I agree the above job description

Signature:

Date:

Job Title:

To be completed by Chief Officer

I agree the above job description

Signature:

Date:

LONDON BOROUGH OF SUTTON

PERSON SPECIFICATION

JOB TITLE: Executive Head of Policy and Customer Services

GROUP: Chief Executives

POST NO:

No.	Education and/or Experience	Priority1 or 2
	<p>Proven track record of working in corporate senior management in a large complex organisation.</p> <p>Demonstrable knowledge and track record of managing complex front facing customer services & budgets</p>	1
	<p>Skills and Abilities</p>	
	<p>Demonstrable effective strategic planning expertise to achieve the implementation of policy as follows:</p> <ul style="list-style-type: none"> • Development of corporate policy and sustainable partnerships • Effective customer service solutions • Economic Strategy • Organisational Development • Corporate Performance Management and value for Money 	1
	<p>Demonstrable understanding of the political nature of local and central government, the democratic process, and its operation.</p>	1
	<p>Understand the wide range of services provided by local government and current social policy issues.</p> <p>Significant and extensive track record of managing numerous employee, financial and other resources, demonstrating accountability and responsibility within a strong performance management culture.</p>	1

Excellent communications and inter-personal skills and the ability to foster strong and effective working partnerships with members, staff, stakeholders, customers, Government departments and agencies.	1
Demonstrate solid track record of effective and complex change management.	1
Ability to organise and present information in a compelling way to inform, persuade, interpret and convince.	1
Additional Factors	
Willing to work evenings on a regular basis and occasionally outside 'standard' business hours	1

Date:

Appointing Manager:

Criteria marked Priority 1 are necessary which applicant **must have** to be appointed. Priority 2 criteria are also essential, but may be learned or developed further after appointment. We normally **shortlist** using Priority 1 criteria.

Job Description

Job Title: Executive Head of Community Living

Service group: HSS

Responsible to: Strategic Director Housing and Social Services

Responsible for: Housing Centre Manager, Supported Housing and Development Manager, Domiciliary Support Services Manager.

Dimensions

Budget: £2.1m

Staffing: 60

Contacts: Members, Health authority, senior colleagues in other departments, health providers, GPs, YOT consortium (police, probation, EWO), ACPC, voluntary and independent sector.

Purpose of Job

Service Leadership

1. Manage and deliver the Community Living Service and to account for its performance to the Strategic Director.
2. Ensure the Council and the Borough meets its statutory responsibilities for Community Living Services, to achieve key local and national performance targets and to ensure best value.

Corporate Leadership

3. As a Senior Management Team member contribute to the strategic direction and management of the council.
4. Influence the way services are developed and delivered to ensure that information and support exists to enable people to live in the community.

Partnership

5. Lead on the production and implementation of effective strategic plans in partnership with other agencies, tenants and local people, which aim to meet the housing and support needs of vulnerable people.

Corporate Responsibilities

1. Contribute to the development and implementation of Council wide strategies, policies and cross service projects and where required act as lead officer.
2. As member of the Senior Management Team contribute to the direction and management of the Council including corporate management development.

3. Achieve actions assigned to the post holder or to an employee of the service unit in corporate plans.

Generic Service Responsibilities

Performance Management

1. Lead and manage the service unit so that its services are delivered in accordance with the Council's core values, objectives, strategies and policies (including in particular its equal opportunities and environmental sustainability policies).
2. Prepare and manage revenue and capital budgets held by the service unit so that they meet the requirements of the Council's medium term financial strategy and annual performance plan, remain within allocation and make best use of resources.
3. Achieve continuous improvement in quality, cost, cost effectiveness and fair delivery as required by the annual performance plans, fundamental performance reviews or otherwise.
4. Prepare, agree with the Strategic Director and implement the service unit's service, annual performance and business plans.
5. Ensure that relevant, timely, predictive and accurate management information (ie. Financial, general performance and human resource) is supplied.
6. Ensure that the Strategic Director is kept informed about important or sensitive matters affecting the service unit and consult with and seek advice from the Strategic Director on such matters.

Employee Management

7. Lead, motivate and manage employees to deliver Council and service objectives in accordance with the Council's personnel and other relevant policies and by generating a shared sense of purpose and developing them to perform to the best of their abilities.
8. Set Objectives for service unit employees which reflect Council and Service Objectives and related employee development needs.

Member Relationships

9. Help Members carry out their ward and representational responsibilities by ensuring timely, appropriate and facilitative responses and information sharing on service unit matters.
10. Act as the key point of contact for Members on matters affecting the service unit.

Community Partnership

11. Ensure effective partnership working with the community through clarity of purpose, shared responsibility, appropriate communication and consultation and by developing community capacity and team building.

Personal

12. Act in accordance with and promote the Council's core values.
13. Help the Strategic Director develop and implement corporate strategies and policies and represent or deputise for the Strategic Director as reasonably required.
14. Carry out such other tasks as may reasonably be required.

Specific Service Responsibilities

1. Ensure that the department is able to provide a comprehensive range of support services either through external purchase or in-house provision in accordance with best value so that it can meet statutory responsibilities and performance targets
2. Ensure that contracted and externally provided services are high quality and deliver value for money.
3. Manage the provision of high quality, cost effective, internal services to ensure that people receive the best possible service which meets statutory requirements and key local / national performance targets.
4. Ensure that services are developed to meet the assessed needs of individuals in the community for supported living arrangements.
5. Maintain effective relationships with other council departments, the Health Authority, health providers, GPs, the police, probation, independent and voluntary sector in order to develop and implement strategic plans for children's services, by working in partnership and influencing the delivery of services across the borough.
6. Advise the Strategic Director, elected Members and other senior officers with sound the timely advice on all issues relating to support for community living for people with disabilities, in particular on the response to new legislation and any consequent implementation.

LONDON BOROUGH OF SUTTON

JOB DESCRIPTION

**Surname and Initials
of Job Holder:**

[REDACTED]

Post No: 201103

Job Title: Executive Head of Finance

Grade: HAY 2

**Job Title & Post No. of
Person to whom Job
Holder normally reports:**

Group: Resources

Unit: Finance

Strategic Director of Resources

Job Role

The key functions of the Executive Head of Finance are;

- to lead and manage the Finance Service provided to Members, Chief/Senior Officers and Managers;
- to lead and manage the Internal Audit function of the Council, and;
- to act as the Council's deputy S151 officer.

To Take Responsibility for:

- leading the operation and development of the corporate finance function in accordance with Council's policies and strategic objectives
- leading and managing the Finance teams to achieve business plan targets, corporate action plan objectives and performance goals
- Leading c90 staff across corporate and Group functions
- Budgets equating to £4.5 M

Leadership & Working with Members

1. To support the Strategic Director in their corporate and statutory finance functions;
2. to provide leadership to the finance service teams, identify

- continuous improvements in service quality and deliver efficiency savings;
3. to be responsible for performance and be accountable for the Council's reputation in these service areas;
 4. to act as the deputy S151 officer and represent the S151 officer in a professional manner at all times;
 5. to provide key policy, strategy and operational advice to Members in respect of finance matters including audit and pensions;
 6. to develop effective relationships with Members and Executive;
 7. to act as the key adviser to the Council on technical financial and accounting issues including assessing and dealing with the impact of new legislation and government guidance.
 8. To contribute to the strategic direction and management of the Council as a senior member of the Resources Group and to attend the Corporate Management Team when required;
 9. To make a key positive contribution to the delivery of efficiency and value for money across the Council;
 10. Influence the way services are delivered across the Council and the borough to improve co-ordination and increase opportunities.

Service Specific Responsibilities

1. To contribute as a member of the management team to the strategic development and operational management of the Resources Group;
2. manage the provision of high quality, cost effective, internal services to ensure that customers receive the best possible service which meets statutory requirements and key local/national performance targets;
3. ensure that externally purchased services are high quality and deliver value for money;
4. to be responsible for the production of the medium term financial strategy and annual budget review process for all revenue expenditure;
5. to be responsible for the production of the capital programme and its annual review including the funding position;
6. to be responsible for the timely and accurate production of the Council's statutory financial statements in accordance with the latest Accounts and Audit regulations;

7. to be the lead officer for the Council's Audit Committee to advise Members on matters regarding audit, governance, fraud and risk management issues;
8. to be the lead officer for the Council's Pension Fund Working Party to advise Members on matters regarding the fund liability, actuarial reviews and investment strategy;
9. to lead high level training for Members in respect of their roles, to include specific training with Chairs of the Audit Committee and Pension Fund working party as required;
10. to be responsible for construction and implementation of the Council's treasury management policy, strategy and procedures ensuring compliance with the CIPFA code of practice including regular reporting to Members;
11. to ensure sufficient professional support is provided to other services to enable them to run their business effectively and efficiently and in accordance with the Council's process;
12. to take a lead in the professional development of all Finance staff across the Council, including continuing professional development;
13. to be responsible for the Council's main financial systems and ensure that all relevant systems are compliant with the financial and accounting requirements as well as providing sound and effective management in respect of financial transactions;
14. to promote good corporate governance across the Council including adherence to financial regulations and be responsible for completing the annual Corporate Governance Audit in conjunction with the Chief Internal Auditor and the Executive Head of Legal Services;

Performance Management

1. Lead and manage the Finance Service so that the services are delivered in accordance with the Council's Vision and Values, objectives, strategies and policies
2. Prepare and manage budgets held in the service to ensure that it meets the annual performance plan, remains within allocation and makes the best use of resources.
3. Achieve continuous improvement in quality, cost, cost effectiveness and fair delivery as required by the annual performance plans, fundamental performance reviews or otherwise.

4. Lead, motivate and manage employees to deliver Council and service objectives in accordance with the Council's and other relevant policies and by generating a shared sense of purpose and developing them to perform to the best of their abilities;
5. Be responsible for the trainee accountant programme and ensure professional financial training is available to appropriate staff.

Communication

1. Ensure good communication and networking between the Unit and its staff, the community and other statutory, public, private and voluntary organisations.
2. Ensure that values, goals, policies and procedures are communicated effectively both externally and internally through the most appropriate Media

Emergency Planning

1. You may be called upon at any time to respond to a major emergency affecting the community.
2. You will undertake training, develop skills and attend briefings in order to play a full part in the Council's response.

General

1. Act in accordance with, and promote the Council's Vision and Values.
2. Assist the Strategic Director of Resources develop and implement corporate strategies and policies and represent the Strategic Director of Resources as required.
3. Carry out other comparable tasks as may be reasonably be required.

To be completed by the Job Holder

I agree the above job description

Signature:

Date:

To be completed by person Job Holder normally reports to

I agree the above job description

Signature:

Date:

Job Title:	
To be completed by Director/Chief Officer	
I agree the above job description	
Signature:	Date:

LONDON BOROUGH OF SUTTON

Person Specification

No.	Education and/or Experience	Priority1 or 2
	Proven track record of working in financial senior management in a large complex organisation.	1
	Demonstrable knowledge and track record of managing complex services & budgets	1
	Qualified CCAB Accountant	1
	Skills and Abilities	
	Demonstrable effective strategic planning expertise to achieve the implementation of financial regulations and arrangements	1
	Demonstrable understanding of the political nature of local and central government, the democratic process, and its operation.	1
	Understand the wide range of services provided by local government, funding streams and Financial Regulations within the Public Sector.	1
	Significant and extensive track record of managing numerous employee, financial and other resources, demonstrating accountability and responsibility within a strong performance management culture.	1
	Excellent communications and inter-personal skills and	1

	<p>the ability to foster strong and effective working partnerships with members, staff, stakeholders, customers, Government departments and agencies.</p> <p>Demonstrate solid track record of effective and complex change management.</p> <p>Ability to organise and present complex financial, and other, information in a compelling way to inform, persuade, interpret and convince.</p>	<p>1</p> <p>1</p>
	<p>Additional Factors</p>	
	<p>Willing to work evenings on a regular basis and occasionally outside 'standard' business hours</p>	<p>1</p>

LONDON BOROUGH OF SUTTON

JOB DESCRIPTION

**Surname and Initials
of Job Holder:**

Gerald Almeroth

Post No: 201101

Job Title: Strategic Director –
Resources

Grade: HAY 1

**Job Title & Post No. of
Person to whom Job
Holder normally reports:**

Group: Resources

Chief Executive (101101)

Date JER signed:

General Purpose of the Job:

To be the principal adviser to the Council, its Executive, lead spokespersons and officers on strategic financial value for money matters.

To be responsible for developing and implementing strategies for the financial management of the Council, and to ensure that the Council's finances are prudently and effectively managed to achieve the Council's goals and maximise and make best use of its resources.

To be the Council S151 Officer (Local Government Act 1972) responsible for the proper administration of its financial affairs.

To develop and provide a range of finance and non finance services to the public, council groups, councillors, committees and the Council.

Main Accountabilities:

Working with Members

- Work closely with Members to understand and realise their aspirations for the community.
- Look for opportunities to implement councillor's priorities in new and innovative ways.
- Ensure that councillors receive timely information and advice to enable them to make good decisions and to offer solutions to complex issues.
- This includes:
 - Advising the Council and its committees on all matters of general policy and all other matters upon which his or her advice

is necessary.

- Advising the Leader of the Council or where appropriate the party group leader on any matter relevant to the Council's functions for which he/she is responsible.

Strategic Leadership

- Identify best practice and innovation in reducing costs and improving services.
- Work with councillors and Chief Executive to project a vision and strategic goals for Sutton that can be understood and owned by both the community and employees.
- Work proactively as a member of the corporate management team to set and oversee a corporate agenda in accordance with councillors' wishes.
- Create a positive environment in which Sutton's specific values and goals are deeply embedded and staff are keen to turn them into reality. Be a role model for Council staff and the community through personal behaviour that upholds the Council's core values and policies in a professional and fair manner.
- Be aware of and understand how political, economic, social and environmental changes may impact on Council services and activities and ensure effective strategic financial planning to respond to these issues.
- Maintain a strategic overview across all services for which (s)he is responsible and understand the connections between seemingly disparate issues to enable short and long term planning for service delivery.

Management

- Ensure the efficient and effective implementation of the Council's programmes and policies across all group services and the effective deployment of the authority's resources to those ends.
- Promote and implement value for money initiatives across the Council, working with colleagues, corporate management team and councillors.
- Maintain a constant overview of all group services and make appropriate interventions as necessary.
- Progress a strong performance culture with agreed commitment to all plans, objectives and targets and ensure that there are measurable outcomes.
- Manage and be accountable for the Group Heads of Service.
- Create a culture of openness which encourages and enables staff to perform of their best and harness and develop individual strengths to their full potential to achieve Sutton's goals.
- Promote a culture which takes equalities and environmental considerations seriously in employment, service delivery and through work with the community.
- Ensure that any change is implemented in an effective but sensitive

manner that does not alienate the workforce or the community.

Partnership with the Community

- Ensure that the group listens to the views of, and works with the community in developing services.
- Work in partnership with the community including private, public and voluntary organisations to develop effective and accessible services which meet the needs of all groups of people ensuring equalities and environmental sustainability.
- Represent and negotiate on behalf of the Council with external bodies and networks.

Finance

Provide an effective internal audit service to the Council. Be accountable for the management of the Council's borrowing and investments, Council Tax, Revenue and Benefits, Payroll and Pensions services.

Statutory Role

- Ensure compliance across the Council with all statutory requirements in accordance with his or her S151 responsibilities.

Emergency Planning

- The Strategic Director may be called upon at any time to respond to a major emergency affecting the community.
- Undertake training, develop skills and attend briefings in order to play a full part in the Council's response and be pro-active in developing the emergency response process for the Council.

Communication

- Ensure good communication and networking between the group and its staff, the community and other statutory, public, private and voluntary organisations.
- Ensure that values, goals, policies and procedures are communicated effectively both externally and internally through the most appropriate media.

General

- Undertake any other reasonable duties and responsibilities that may be required from time to time.

POLITICAL RESTRICTION

This post is politically restricted by virtue of the Local Democracy, Economic Development and Construction Act 2009

--

To be completed by the Job Holder

I agree the above job description

Signature:

Date:

To be completed by person Job Holder normally reports to

I agree the above job description

Signature:

Date:

Job Title:

To be completed by Director/Chief Officer

I agree the above job description

Signature:

Date:

LONDON BOROUGH OF SUTTON

PERSON SPECIFICATION

JOB TITLE: Strategic Director - Resources

GROUP: Resources

POST NO: 201101

No.	Education and/or Experience	Priority1 or 2
1.	Five or more years managerial experience at senior level in Finance and experience of working corporately at a senior level in a large complex organisation.	1
	Skills and Abilities	
2.	An understanding of and ability to undertake effective strategic planning and achieve the implementation of policy.	1
3.	Knowledge and understanding of the political nature of local government, the democratic process and the finance framework in which local authorities operate.	1
4.	Demonstrate record of success in providing high quality and highly responsive advice and services.	1
5.	Extensive experience of managing staff and other resources within a strong performance management culture.	1
6.	Ability to build successful relationships with elected councillors, senior managers, external partners, private organisations, community groups and other statutory organisations.	1
7.	Qualified Accountant with a professional qualified that is CCAB recognised (Consultative Council of Accountancy Bodies).	1
<p>Criteria marked Priority 1 are necessary which applicant must have to be appointed. Priority 2 criteria are also essential, but may be learned or developed further after appointment. We normally shortlist using Priority 1 criteria.</p>		

**London Borough of Sutton - Adult Social Services & Housing
Job Description**

Job Title: Service Manager – Promoting Independence	Group: ASSH
Post Number: 521330	Unit/Section/Place of Work: Civic
Grade: SM3	Responsible to: Executive Head of Service
<u>Overall Purpose of Job:</u> To act as the interface between Group strategy and front line operational practice, leading and developing the provision of services for adults to: <ul style="list-style-type: none">• Protect and safeguard vulnerable adults, their families and carers, support them to identify and meet their own needs and risks and delivers the principles of personalisation and self-directed support• Create structures that enable the service area to actively learn from, and work with, citizens, staff, health and other partners to ensure quality, effective services• Set in place professional and business standards and process that ensure quality performance and services delivery to meet or exceed national and local standards, local specifications and to deliver value for money• Manage designated budgets to ensure the provision of quality, cost effective services and to comply with council procedures and national regulations <i>This is a generic job profile: specific targets, tasks and specialist knowledge requirements will be agreed as part of annual appraisals and in line with the leadership and management competency framework</i>	

Main Responsibilities:

Specific

1. To provide direction and clear leadership for the service area.
2. Work with citizens, partners and staff to develop innovative, practical solutions that translate service strategy and vision into effective integrated services that deliver professional standards and improved outcomes for vulnerable adults.
3. To ensure that the development and implementation of service improvement plans is driven by citizen, staff and partner feedback – both positive and negative – as well as by strategic plans, and that all citizens in turn receive feedback
4. To deliver on efficiency and savings projects
5. Ensure through strong management and leadership that all managers, staff and partners in the service area manage complex/high risk effectively, ensuring that citizens are safeguarded from abuse whilst managing the risks to staff and the Council
6. To work with colleagues across the Group to develop joined-up business and staff development plans for the service area; to contribute to strategic development and to set and implement Group quality standards and performance indicators that drive forward continuous improvement
7. To promote and ensure the delivery of effective services, applying appropriate quality and performance standards through constant and consistent performance management to manage the service area and audit the delivery of effective services
8. To promote and develop new ways of working within the broad framework of national and local transformation programmes for Social Care, leading culture change to improve the service area and initiating and managing specific change projects within improvement programmes.
9. To develop, recommend and ensure the implementation and review of appropriate adult social care policies, practices and procedures in line with national guidelines.
10. To develop a service culture that thrives on delivering better performance in a person centred way for citizens, build confident and positive integrated teams and establishing management information systems that feedback front-line operational issues and solutions to the strategic plans of the Council.

General

11. This job description describes responsibilities as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future
12. The Council expects all staff in ASSH to meet the relevant professional body's standards (or those of the General Social Care Council's Code of Practice if they are not a member of such a body) and may take action if a member of staff fails to do so. These codes will be taken into account in making any decisions about the conduct of staff. Staff in ASSH must:
 - Protect the rights and promote the interests of citizens and carers;
 - Strive to establish and maintain the trust and confidence of citizens and carers;
 - Promote the independence of citizens while protecting them as far as possible from danger or harm;
 - Respect the rights of citizens whilst seeking to ensure that their behaviour does not harm themselves or other people;
 - Uphold public trust and confidence in social care services; and
 - Be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills.
13. You will carry out your duties in accordance with all borough and departmental policies. Through personal example, you will display and promote the values and behaviours that underpin the organisational strategy and Core Values of the Council and Department, including;
 - the Council's Code of Conduct
 - equalities and diversity
 - EMAS
 - fairness and dignity
 - Health and Safety
 - Value for Money and associated financial accountabilitiesWhere joint working is in place, this will include Trust policies
14. You will work to the detailed duties and specialist knowledge requirements determined by your line manager and agreed in annual appraisal. These will specify your individual responsibility for;
 - such additional duties as are reasonable within the responsibilities of the post and which your line manager may require. This may include providing cover for colleagues in similar roles
 - developing or improving your knowledge in a particular specialist area so as to provide expertise for the team
 - specific tasks which are unique to your team e.g. Caldicott Guidance
 - providing direct or professional support to a particular team, unit or function
 - working at any Council site in line with service needs
 - participating in a Performance Appraisal Scheme, and contributing to your own development and the development of any staff that you are responsible for appraising

15. **CONFIDENTIALITY** - in the course of your employment you will have access to confidential information relating to the Council business. You will be required to exercise due consideration in the way you use such information and should not act in any way, which might be prejudicial to the Council interests. Information which may be included in the category which requires extra consideration covers both access to the general business of the Council and information regarding individuals. If you are in any doubt regarding the use of information in the pursuit of your duties you should seek advice from your line Manager before communicating such information to any third party.
16. **DATA PROTECTION** – the Council is registered under the Data Protection Act 1984. You must not at any time use the personal data held by the Council for a purpose not described in the Register entry or disclose such data to a third party. If you are in any doubt regarding what you should or not should do in connection with the Data Protection Act then you must contact your Line Manager.
17. **HEALTH & SAFETY** - employees must be aware of the responsibilities placed on them under the Health & Safety Act (1974) to maintain a healthy and safe working environment for both staff and visitors. Employees also have a duty to observe obligations under Health & Safety policies and to maintain awareness of safe practices and assessment of risk in accordance with the Risk Management Strategy
18. **FINANCIAL REGULATIONS** - all staff are responsible for the security of the property of the Council and the PCT, avoiding loss or damage of property and being economical and efficient in the use of resources. Staff should conform to the requirements of Standing Orders, Standing Financial Regulations, or other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

Job Activities:

The Service Manager will lead and manage a service area within the ASSH Group, developing and delivering services across all client groups, working directly to the designated Executive Head of Service.

The Service Manager will take on the direct responsibility for:

- Developing and delivering personalised services
- Performance management of staff and services
- Leading the design and continual improvement of Service Area structures and processes
- Business Planning, change and improvement plans
- Resource management (£, people, provision)
- Interfacing strategic plans with service delivery outcomes
- Working in partnership with citizens, partners and providers

The post holder will directly manage a number of team managers/leaders, who in turn manage significant numbers of staff.

Contacts and Relationships:

- commissioners in social care, health and housing
- voluntary & independent organisations, private sector providers, other local authorities
- internal Sutton Council Departments e.g. HR, legal services, corporate procurement
- NHS Health Trusts and PCTs
- Private and Voluntary Sector Providers
- Citizens
- Stakeholders
- Internal Provider Services

Responsibility for supervision/management of people

Please give details below:

- How many employees, voluntary workers or contractors the post has supervisory or management responsibilities for: up to 8
- If the jobholder supervises/manages posts in more than one location: yes
- Supervision/management is shared with another post in the structure: no
- Please attach (wherever possible) and/or outline below the organisational structure:

Responsibility for Resources:

Financial responsibilities: overall management of service/staffing budgets worth several millions.

Work Environment:

Management

Work Demands:

Normal responsibilities of a Service Manager post

Physical Demands:

None specifically

TO BE COMPLETED BY THE JOB HOLDER (or their representative).

I agree the above job description

Signature: _____

Date: _____

TO BE COMPLETED BY THE LINE MANAGER TO WHOM THE JOBHOLDER IS RESPONSIBLE TO.

Signature: _____

Date: _____

Job Title: _____

London Borough of Sutton - Adult Social Services & Housing Job Description

Job Title: Service Manager – Adult Services (Clinical Health/OT)	Group: ASSH
Post Number: 521005	Unit/Section/Place of Work: Civic
Grade: SM3	Responsible to: Executive Head of Service
<p><u>Overall Purpose of Job:</u></p> <p>To act as the interface between Group strategy and front line operational practice, leading and developing the provision of services for adults to:</p> <ul style="list-style-type: none"> • Protect and safeguard vulnerable adults, their families and carers, support them to identify and meet their own needs and risks and delivers the principles of personalisation and self-directed support • Create structures that enable the service area to actively learn from, and work with, citizens, staff, health and other partners to ensure quality, effective services • Set in place professional and business standards and process that ensure quality performance and services delivery to meet or exceed national and local standards, local specifications and to deliver value for money • Manage designated budgets to ensure the provision of quality, cost effective services and to comply with council procedures and national regulations <p><i>This is a generic job profile: specific targets, tasks and specialist knowledge requirements will be agreed as part of annual appraisals and in line with the leadership and management competency framework</i></p>	

Main Responsibilities:

Specific

1. To provide direction and clear leadership for the service area.
2. Work with citizens, partners and staff to develop innovative, practical solutions that translate service strategy and vision into effective integrated services that deliver professional standards and improved outcomes for vulnerable adults.
3. To ensure that the development and implementation of service improvement plans is driven by citizen, staff and partner feedback – both positive and negative – as well as by strategic plans, and that all citizens in turn receive feedback
4. To deliver on efficiency and savings projects
5. Ensure through strong management and leadership that all managers, staff and partners in the service area manage complex/high risk effectively, ensuring that citizens are safeguarded from abuse whilst managing the risks to staff and the Council
6. To work with colleagues across the Group to develop joined-up business and staff development plans for the service area; to contribute to strategic development and to set and implement Group quality standards and performance indicators that drive forward continuous improvement
7. To promote and ensure the delivery of effective services, applying appropriate quality and performance standards through constant and consistent performance management to manage the service area and audit the delivery of effective services
8. To promote and develop new ways of working within the broad framework of national and local transformation programmes for Social Care, leading culture change to improve the service area and initiating and managing specific change projects within improvement programmes.
9. To develop, recommend and ensure the implementation and review of appropriate adult social care policies, practices and procedures in line with national guidelines.
10. To develop a service culture that thrives on delivering better performance in a person centred way for citizens, build confident and positive integrated teams and establishing management information systems that feedback front-line operational issues and solutions to the strategic plans of the Council.

General

11. This job description describes responsibilities as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future
12. The Council expects all staff in ASSH to meet the relevant professional body's standards (or those of the General Social Care Council's Code of Practice if they are not a member of such a body) and may take action if a member of staff fails to do so. These codes will be taken into account in making any decisions about the conduct of staff. Staff in ASSH must:
 - Protect the rights and promote the interests of citizens and carers;
 - Strive to establish and maintain the trust and confidence of citizens and carers;
 - Promote the independence of citizens while protecting them as far as possible from danger or harm;
 - Respect the rights of citizens whilst seeking to ensure that their behaviour does not harm themselves or other people;
 - Uphold public trust and confidence in social care services; and
 - Be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills.
13. You will carry out your duties in accordance with all borough and departmental policies. Through personal example, you will display and promote the values and behaviours that underpin the organisational strategy and Core Values of the Council and Department, including:
 - the Council's Code of Conduct
 - equalities and diversity
 - EMAS
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 - Health and Safety
 - Value for Money and associated financial accountabilitiesWhere joint working is in place, this will include Trust policies
14. You will work to the detailed duties and specialist knowledge requirements determined by your line manager and agreed in annual appraisal. These will specify your individual responsibility for;
 - such additional duties as are reasonable within the responsibilities of the post and which your line manager may require. This may include providing cover for colleagues in similar roles
 - developing or improving your knowledge in a particular specialist area so as to provide expertise for the team
 - specific tasks which are unique to your team e.g. Caldicott Guidance
 - providing direct or professional support to a particular team, unit or function
 - working at any Council site in line with service needs
 - participating in a Performance Appraisal Scheme, and contributing to your own development and the development of any staff that you are responsible for appraising

15. **CONFIDENTIALITY** - in the course of your employment you will have access to confidential information relating to the Council business. You will be required to exercise due consideration in the way you use such information and should not act in any way, which might be prejudicial to the Council interests. Information which may be included in the category which requires extra consideration covers both access to the general business of the Council and information regarding individuals. If you are in any doubt regarding the use of information in the pursuit of your duties you should seek advice from your line Manager before communicating such information to any third party.
16. **DATA PROTECTION** – the Council is registered under the Data Protection Act 1984. You must not at any time use the personal data held by the Council for a purpose not described in the Register entry or disclose such data to a third party. If you are in any doubt regarding what you should or not should do in connection with the Data Protection Act then you must contact your Line Manager.
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18. **FINANCIAL REGULATIONS** - all staff are responsible for the security of the property of the Council and the PCT, avoiding loss or damage of property and being economical and efficient in the use of resources. Staff should conform to the requirements of Standing Orders, Standing Financial Regulations, or other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

Job Activities:

The Service Manager will lead and manage a service area within the ASSH Group, developing and delivering services across all client groups, working directly to the designated Executive Head of Service.

The Service Manager will take on the direct responsibility for:

- Developing and delivering personalised services
- Performance management of staff and services
- Leading the design and continual improvement of Service Area structures and processes
- Business Planning, change and improvement plans
- Resource management (£, people, provision)
- Interfacing strategic plans with service delivery outcomes
- Working in partnership with citizens, partners and providers

The post holder will directly manage a number of team managers/leaders, who in turn manage significant numbers of staff.

Contacts and Relationships:

- commissioners in social care, health and housing
- voluntary & independent organisations, private sector providers, other local authorities
- internal Sutton Council Departments e.g. HR, legal services, corporate procurement
- NHS Health Trusts and PCTs
- Private and Voluntary Sector Providers
- Citizens
- Stakeholders
- Internal Provider Services

Responsibility for supervision/management of people

Please give details below:

- How many employees, voluntary workers or contractors the post has supervisory or management responsibilities for: up to 8
- If the jobholder supervises/manages posts in more than one location: yes
- Supervision/management is shared with another post in the structure: no
- Please attach (wherever possible) and/or outline below the organisational structure:

Responsibility for Resources:

Financial responsibilities: overall management of service/staffing budgets worth several millions.

Work Environment:

Management

Work Demands:

Normal responsibilities of a Service Manager post

Physical Demands:

None specifically

TO BE COMPLETED BY THE JOB HOLDER (or their representative).

I agree the above job description

Signature: _____

Date: _____

TO BE COMPLETED BY THE LINE MANAGER TO WHOM THE JOBHOLDER IS RESPONSIBLE TO.

Signature: _____

Date: _____

Job Title: _____

692110

Job Description

Job Title: Head of Library and Heritage Services	Group: Environment and Leisure
Post Number:	Business Unit/Section: Leisure and Libraries
Grade:	Responsible to: Executive Head of Leisure and Libraries

Overall Purpose of Job:

To be responsible for the overall management of all library and archive services from nine service points, two mobile libraries and the Schools Library Service.

To be responsible for the overall management of heritage services delivered from the Central Library and historic houses.

To assist the Executive Head of Leisure and Libraries in the overall strategic management and planning of the service.

To ensure the future development of the library and heritage services are planned in accordance with the Council's Core Values and Strategic Priorities and departmental objectives and service plans.

Main Duties and Responsibilities:

1. To be directly accountable for the future development of library, archive and heritage services to meet the existing and changing needs of customers.
2. To be responsible for the management of the revenue and capital budgets within the service.
3. To ensure the optimum use of resources, including premises, equipment, IT infrastructure, staff and stock to deliver the highest standards of service.

4. To have direct line management responsibility for the following posts:

Assistant Head of Libraries
Heritage Manager
Facilities manager
Principal Librarian Information
Principal Librarian Reading
Principal Librarian Childrens and AV
Principal Library Manager

And to be responsible for the day-to-day management of all staff working in the library and heritage services (87 FTE posts).

5. To be responsible for the recruitment, selection, training and development of staff within the service unit.
6. To develop professional contacts and best professional practice with colleagues in Sutton, London and nationally. To disseminate best practice and ideas to library and heritage staff and represent Sutton at national and regional events and meetings, including public speaking engagements.
7. To take the lead on developing policies, strategies and business plans for all library, archive and heritage services within the borough.
8. To maintain up to date expertise and knowledge of all relevant issues in public library, archive and heritage services.
9. To ensure the service unit is in a position to respond positively to all relevant Council, Government and other national initiatives.
10. To advise the Executive Head of Leisure and Libraries and elected members, particularly the Lead Councillor for Leisure and Libraries on policy issues relating to the management of the service unit.
11. To work with elected members on major projects developing the library, archive and heritage services.
12. To be responsible for the management of the devolved Schools' Library Service.
13. To represent the Strategic Director and Executive Head of Library, Heritage and Registration Services on corporate working groups. To initiate and lead in-house working groups to develop Council priorities and attend external working groups as required.
14. To manage a range of high profile projects to ensure continuous service development, for example introduction of new technologies, refurbishments. Identify sources of potential funding.
15. To be responsible for ensuring the service unit has a high PR profile both within the borough and nationally, for example, Chartermark, external awards, press coverage.
16. To prepare and present reports and co-ordinate correspondence to meet the Council's standards.
17. To set personal work objectives with the Line Manager and to regularly review such objectives.
18. To undertake any other duties as may reasonably be required by the Strategic Director, Environment and Leisure or his/her representative.
19. To take full responsibility for Health and Safety and to adhere to all Council policies and Core Values.
20. To adhere to and actively promote the Council's Equal Opportunities Policy.

Job Activities:

(Please describe the job activities and how, when and where they are done e.g. types of decision/recommendations; type, content, degree of creativity; range of skills required)

Responsibility for Resources:

(for which the jobholder is personally and identifiably accountable e.g. plant, equipment, vehicles, property, cash)

To be responsible for the management of the revenue and capital budgets within the service.

Responsibility for supervision/management of people

Please give details below:

- How many employees, voluntary workers or contractors the post has supervisory or management responsibilities for:
- If the jobholder supervise/manage posts in more than one location:
- If the supervision/management is shared with another post in the structure:

Please attach (wherever possible) and/or outline below the organisational structure:

Assistant Head of Libraries
Heritage Manager
Facilities manager
Principal Librarian Information
Principal Librarian Reading
Principal Librarian Childrens and AV
Principal Library Manager

And to be responsible for the day-to-day management of all staff working in the library and heritage services (87 FTE posts).

Signed by:

Post holder:

Line Manager:

Assessor: (if required)

Date:

**London Borough of Sutton
Environment & Neighbourhoods Directorate
Job Description**

Job Title: Head of Commissioning and Contract Performance	Group: Environment & Neighbourhoods
Post Number:	Unit/Section/Place of Work: Sutton with occasional travel beyond.
Grade: SM3	Responsible to: Executive Head of Commissioning
<p><u>Overall Purpose of Job:</u></p> <p>The post holder will lead and manage the planning, strategic commissioning, review, development, performance monitoring and quality assurance processes related to the commissioning of all Environment and Neighbourhoods services.</p> <p>A key aspect of the role is to support and develop commissioning staff to ensure that the strategic direction set by the Executive Head of Commissioning is delivered.</p> <p>The post holder will be responsible for the procurement of the agreed strategic commissioning plans of Environment and Neighbourhoods services in Sutton and for managing and developing Commissioning.</p> <p><u>Main Duties and Responsibilities:</u></p> <p>To inaugurate and implement a new strategic commissioning and performance improvement processes for all Environment and Neighbourhoods and support services in Sutton working closely with partners in order to develop and/or provide:</p> <ul style="list-style-type: none"> ▪ Creating an excellent framework for the Directorate's commissioning practice, integrating the strategic planning and day to day process and management of commissioning activity with the work of colleagues across the Council, and where relevant, our external delivery partners. ▪ Moving to a systems led approach to commissioning outcomes. Markets for the provision of Environment and Neighbourhoods Services, including provider relationship development, nurturing skills and aspirations in the sector (public, private and third sector), business development (including social enterprise), promoting take up of funding opportunities and quality improvement (including quality standards, risk and commercial development). ▪ Leadership for the planning, commissioning and delivery of high quality services in Environment and Neighbourhoods in Sutton, within parameters specified by the service Executive Head with service delivery remits, with accountability to Executive Heads of Commissioning. 	

- A flexible but robust structure which will deliver high quality planning, commissioning, performance management and improvement processes to drive change, innovation and excellence in commissioning in line with national and local priorities, ensuring the delivery of needs based, user-focused and effective services across the borough.
- To deliver a comprehensive range of commissioning strategies that have synergy with local and national drivers and are based on the needs and aspirations of the people of Sutton whilst ensuring that clear aims and objectives are linked to performance indicators and targets.
- To work with colleagues in the department and beyond to ensure a strong voice for residents in service design and performance management.
- Leadership to develop commissioning into the critical engine to support the delivery of the Directorate's ambitions shift to becoming a commissioning directorate.
- Leadership to the development of a new Support Service to deliver the behavior change and localism agendas through modernised and flexible commissioning practices.
- Strategies which support the delivery of high quality services and where appropriate de-commissioning and service re-design for all Environment and Neighbourhoods services across the Borough.
- Partnership with peer commissioners and managers to secure data, intelligence and evidence to inform commissioning processes.
- A service and quality assurance and improvement framework for Environment and Neighbourhoods overseeing its ongoing development, embedding a performance management culture, promoting continuous service improvement, delivering beneficial outcomes for service users and their carers.
- Good performance monitoring and data quality mechanisms and processes, including audit of performance in line with national standards and performance measures.
- Secure and manage commissioning budgets and resources where appropriate.
- Support to establish and develop key working relationships with stakeholders including effectively consultation and liaison with residents.
- Identifying ways to drive down costs, eliminate redundant process and create value through effective commissioning.

Job Activities:

The Commissioning Manager will be required to:

- Develop a sustainable commissioning, quality assurance and performance structure and ensure a robust framework within which services are planned, commissioned, managed and financed.

- To develop strong and effective value creating clienting arrangements across all commissioned services and major contracts. Driving up provider performance.
- Manage a diverse staff group and work with joint commissioners in our Waste and Shared Services Partnership.
- Oversee the implementation and ongoing development of a service and quality improvement framework for Environment and Neighbourhoods, in a way that is inclusive of all stakeholders, especially residents.
- To deliver continued improvements in quality and cost through service redesign (to deliver outcomes), effective commissioning and quality-based contract monitoring
- Influence corporate strategies and champion the needs of all residents in Sutton creating a strong feedback loop to meet local need.
- Drive a modernised commissioning agenda. The post holder will be a key driver in moving from the current commissioning model into effective commissioning arrangements for citizen commissioners.
- Demonstrate best value in the commissioning of Environment and Neighbourhoods.
- Further develop and improve partnership arrangements between the local authority, our public and private partners, the voluntary sector, service users and other relevant active partners.
- Communicate and report to a variety of stakeholders including Members, Provider forums, Partnership Boards etc.
- To work closely with the Head of Local Place and Engagement on resident needs assessments and the development of local commissioning.

General

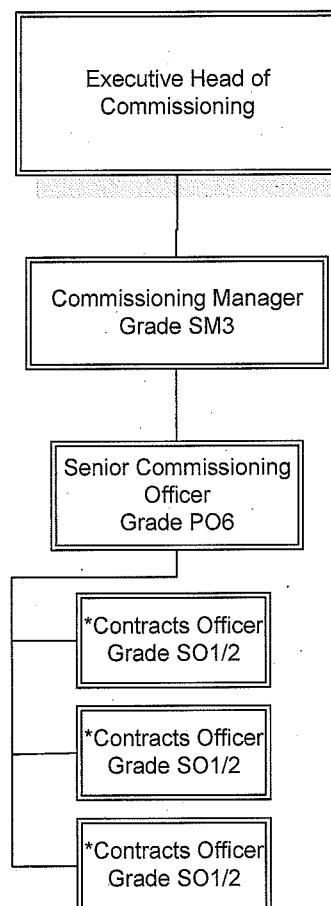
- The post holder may be required to work at any Council site in line with the service needs.
- The post holder will carry out their duties in accordance with the borough's Equalities and Diversity policy and all other borough and departmental policies
- To undertake such additional duties as are reasonable within the responsibilities of the post and which the line manager may require
- This job description describes responsibilities as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.
- All staff have a responsibility to participate in a Performance Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

Contacts and Relationships:

The post holder will be managed by the Executive Head of Commissioning and work to:

- The Strategic Director
- Other Executive Heads of Service
- Directors in Partner Authorities

Responsibility for supervision/management of people



* Or Commissioning Officer PO2 depending on experience and service need.

Responsibility for Resources:

General office equipment.

Work Environment:

Office Based, senior management.

Work Demands:

Normal responsibilities of a senior management post.

Physical Demands:

None specifically

CONFIDENTIALITY

In the course of your employment you will have access to confidential information relating to the Council business. You will be required to exercise due consideration in the way you use such information and should not act in any way, which might be prejudicial to the Council interests. Information which may be included in the category which requires extra consideration covers both access to the general business of the Council and information regarding individuals. If you are in any doubt regarding the use of information in the pursuit of your duties you should seek advice from your line Manager before communicating such information to any third party.

DATA PROTECTION

The Council and the PCT is registered under the Data Protection Act 1984. You must not at any time use the personal data held by the Council for a purpose not described in the Register entry or disclose such data to a third party. If you are in any doubt regarding what you should or not should do in connection with the Data Protection Act then you must contact your Line Manager.

HEALTH & SAFETY

Employees must be aware of the responsibilities placed on them under the Health & Safety Act (1974) to maintain a healthy and safe working environment for both staff and visitors. Employees also have a duty to observe obligations under Health & Safety policies and to maintain awareness of safe practices and assessment of risk in accordance with the Risk Management Strategy.

FINANCIAL REGULATIONS

All staff are responsible for the security of the property of the Council and the PCT, avoiding loss or damage of property and being economical and efficient in the use of resources. Staff should conform to the requirements of Standing Orders, Standing Financial Regulations, or other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

TO BE COMPLETED BY THE JOB HOLDER (or job holders representative).

I agree the above job description

Signature

Date.....

TO BE COMPLETED BY THE LINE MANAGER TO WHOM THE JOBHOLDER IS RESPONSIBLE TO.

Signature

Date.....

Job Title