

## Job Description

**Job Title:** Head of Direct Services  
**Department:** Direct Services  
**Reports to:** Chief Officer Finance and Trading  
**Manages:** All service areas covered by Direct Services  
**Band:** J

### Purpose:

The Head of Direct Services provides both operational and strategic support to the organisation. The post holder co-operates with elected Members, the Chief Executive Officer and the Management Team in the development and implementation of the Council's strategic policy, and co-ordinates the functions encompassed by Direct Services.

The post holder directly assists the Chief Officer on all strategic and tactical matters related to Corporate Health & Safety, Emergency Planning, Amenities and the Countryside function, Grounds Maintenance, Procurement, Pest Control, Public Conveniences, Refuse Collection & Recycling, Street Cleansing, Cesspool Emptying, Vehicle Maintenance, Vehicle Operator Licence Compliance responsibility and Fleet Management.

### Main duties:

#### Service related:

- Provide the Chief Officer, Management Team and elected members with high quality, cost effective advice on policy and operational implications of government legislation, guidance, strategies and policies regarding Direct Services related issues in the District.
- Ensure all aspects of service delivery within Direct Services work activities and resources are of the highest quality, value for money, deliver top performance, maximise customer satisfaction and shape a positive perception of the District and the services provided.
- Manage the strategic and operational direction of Direct Services ensuring services support the achievement of the Council's vision and priorities.
- Participate fully with undertaking the Council's responsibilities with regard to Health and Safety at Work, Procurement, Emergency Planning and Business Continuity.
- Exercise delegated authority relating to the post as set out within the scheme of delegation.
- Manage any relevant matters relating to the powers contained in the Environmental Protection Act 1990 the Clean Neighbourhood and Environment Act 2005 and other relevant legislation delegated to the post holder.
- Provide information relating to Direct Services to members of the public and the community.
- Ensure the Council achieves best value from Partnership Working and developing and expanding such arrangements where appropriate, particularly, but not exclusively the Kent Resource Partnership, and providing services for others which attract an income.
- Ensure all approved Service Plan objectives are achieved.

- Actively monitor and anticipate new and changing circumstances which could impact on Direct Services, ensuring strategies, policies and procedures are developed and managed to meet such emerging needs.
- Resolve complex complaints and escalated enquiries.
- Set standards, both qualitative and quantitative, for professional work and to ensure systems are in place for the monitoring of the achievement of those standards.

**Corporate related:**

- Deputise for the Chief Officer as and when required.
- Implement the Council Plan, and enable all Council staff to do so as appropriate.
- Contribute to corporate management including developing relationships with the members of the public, partners and the wider community.
- Promote partnership working and effective relationships at all levels and with all stakeholders.
- Lead and co-ordinate Council wide initiatives and projects as required.
- Deliver on projects to ensure continuous improvement in service delivery.
- Participate in multi-disciplinary, interdepartmental and cross organisational working or task groups.
- Act as the liaison officer as required with key partner organisations.
- Acting as an independent internal Head of Service, carrying out investigations into stage 1 and 2 complaints under the corporate complaints procedure; investigating staff grievances and disciplinary action under HR policies and assisting with complaints investigations by the Local Government Ombudsman.
- Actively participate, develop and facilitate internal staff development courses.
- Facilitate staff development, wellbeing and skill sets to develop individuals and the organisation from within and improve services provided.
- Responsible for ensuring a timely and appropriate response to customer complaints (and FOI requests).

**Dimensions:**

- Overall management responsibility for Direct Services employees [approx. 110 staff]
- Responsible for the following budgets:
  - Trading account turnover approx. £7.5 Million
  - General fund revenue budgets approx. £4.5 Million
  - Capital approx. £750,000
- Based at Dunbrik Depot, Sundridge with required to work at locations across the district

**General responsibilities:**

- Embrace the values and behaviours of the Council.
- Comply with the Council's Safeguarding policy.
- Comply with the Council's Equal Opportunities policy, and to actively promote equality of opportunity wherever possible.
- Comply with the Council's Health & Safety policy.
- Participate in any relevant training for the duties of this post and to achieve the key objectives of the Council.
- Participate fully in the Councils staff appraisal scheme.
- Carry out such other duties as may be reasonably required by the Chief Officer.

## Person Specification

### Job Title: Head of Direct Services

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Relevant professional qualifications</li> </ul>	<ul style="list-style-type: none"> <li>Relevant management qualification</li> </ul>
<b>Knowledge, skills &amp; experience</b>	<ul style="list-style-type: none"> <li>Experience in a relevant senior management position</li> <li>Experience of Partnership Working</li> <li>Comprehensive knowledge of Local Government and Political Processes</li> <li>Tactical experience of working within the services provided</li> <li>Experience of working in a political environment</li> <li>Ability to recognise the changes that will be required for the council to achieve its goals</li> <li>Convey information clearly to a wide range of recipients both internally and externally</li> <li>Develop individuals, whilst ensuring fairness and consistency</li> <li>Delegate authority and responsibility to staff as appropriate</li> <li>Build and maintain good working relationships internally and externally and work effectively in varied team settings</li> <li>Plan work to ensure goals are achieved, taking into account the resources required and ensure adequate systems are in place to meet the section's priorities</li> <li>Access internal resources within and outside Direct Services in order to achieve goals</li> </ul>	<ul style="list-style-type: none"> <li>Strategic experience of working within the services provided</li> </ul>
<b>Approach</b>	<ul style="list-style-type: none"> <li>Display a high level of self confidence</li> <li>Use different influencing styles appropriately</li> <li>Demonstrate enthusiasm and encourage staff to view change positively</li> <li>Display a strong sense of personal integrity and create a culture which values diversity in the workplace</li> <li>Foster an environment of continuous learning and development to help staff realise their full potential</li> <li>Demonstrate respect for others by acknowledging their ideas and contributions</li> <li>Handle emotions effectively and constructively and demonstrate appropriate levels of tact and diplomacy</li> <li>Ability to role model the values and behaviours of the Council</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>Willingness to undertake any relevant training</li> <li>Driving license and own vehicle</li> </ul>	