

JOB DESCRIPTION

HEAD OF SOCIAL SERVICES, HOUSING & LEISURE

GRADE: ?????? Salary: ????????

A. PRIMARY ROLE

1. To work with the Corporate Management Team, heads of service, elected members and external partner organisations to ensure that the Council provides the citizens of Gwynedd with Services of the highest possible quality within the resources available and which reflects corporate strategies and policies.
2. To develop suitable performance management processes that give clear and measurable outputs which allow the Service to compare the results with the targets set by the Corporate Management Team.
3. To regularly report to elected members, Corporate Management Team on the performance of the service and advise on any areas requiring improvement.
4. To ensure clear results by making the best use of the Council's resources and by providing an excellent service to the customer which corresponds to the priorities of the Council and responds directly to local needs.
5. To function as the "Director of Social Services" according to Section 6, Local Authority Social Services Act 1970 with responsibility and the right to direct access to bring the attention of the Management Team, the Cabinet and the Full Council to any matters or operations that do not comply with these statutory responsibilities.

B. PRINCIPAL ACCOUNTABILITIES

1. **Operational Management Autonomy** within agreed policy, strategy and resources to effectively and efficiently manage.
 - Finance
 - Staff
 - Technology
 - Property
 - Risk
 - Performance
2. **Service Delivery**
 - Ensure provision of high quality services to meet customer needs, within available resources
 - Co-operate with other services and agencies to ensure an integrated approach to service delivery
 - Develop operational policies
 - Implementation of strategic change
 - Agree on exceptional operational issues to be led by Strategic Director

3. **Leadership**
 - Lead, motivate and develop staff
 - Develop and promote culture of the organisation
 - Collaborate with internal and external partners
 - Promote culture of continuous improvement
4. **Business Planning and Review**
 - Lead business planning and review processes
 - Responsible for internal change and service reform/development
 - Overall responsibility for performance management within the Service
5. **Corporate Agenda**
 - Bridge between strategic and operational policies
 - Promote one council culture
 - Contribute to strategic development
 - Agree and deliver on the milestones within *manageable* programme
 - Promote and implement corporate policies and priorities e.g. cross-cutting themes

C. KEY COMPETANCIES (in addition to the Council's main corporate competencies framework)

1. **Working within the political dimension**
 - creating effective connections/enabling appropriate working across the boundary of politics and management
 - building strategy with mayor/leader, cabinet and members
 - maintaining effective relationships with elected members, region and Government
2. **Leading change and developing the organisation**
 - maintaining consistency with underlying values while developing the culture
 - working with uncertainty, ambiguity and the inevitability of change
 - developing appropriate use of power, empowering staff and managers
 - facilitating continuous growth of the top team
3. **Maintaining personal perspective and self-knowledge**
 - maintaining self-awareness and a curiosity about perspectives other than one's own
 - maintaining belief or faith in self
 - developing personal resilience, sustainability and emotional literacy
 - keeping a sense of humour
4. **Developing and enabling effective partnerships and external relationships**
 - being a champion of the local authority, local government and local democracy
 - orchestrating effective public and private partnerships for both strategic development and service delivery
 - working with communities and other agencies
 - effective use of the press and media to achieve appropriate profile

5. **Maintaining focus on strategic and long-term issues**
 - scanning the horizon to generate an awareness of potential scenarios
 - developing, holding and promoting a vision/strategic view for the organisation and local area
 - holding an awareness of the organisation's strategic capacity
 - communicating a sense of collective purpose and priority

6. **Leading and integrating Performance Management**
 - creating a culture focused on high performance, innovation, and customer service
 - being able to turn around areas of under-performance
 - sustaining continuous improvement across all service areas
 - demonstrating the achievement of public value

7. **Leading and Managing People**
 - motivates and encourages teams and individuals
 - provides direction and feedback
 - creates a climate of respect
 - effectively conveys a vision to teams and individuals
 - delegates work effectively
 - recognises and understand other's responses to particular situations while keeping focused on service delivery
 - creates and provides a safe environment for team members to develop through risk taking
 - understands and recognises the potential damage caused n conflict

8. **Communication**
 - shares and listens to information, opinions and ideas
 - communicates effectively
 - understands the motivational power and importance of good communication
 - selects and uses communication methods and media appropriate to a range of audiences
 - possesses effective interpersonal communication skills
 - understands the dangers of working from assumptions
 - appreciates the feelings of others and understands the importance of inclusion and consultation

9. **Self Management**
 - is pro-active
 - accepts personal responsibility
 - provides stability in times of change
 - possesses high levels of self awareness
 - exercises integrity
 - is emotionally resilient and aware
 - prioritises tasks and makes effective use of time

D. PRINCIPAL AREAS OF RESPONSIBILITY

- Elderly
- Children and Families
- Business
- Homelessness & Supported Housing
- Housing & the Private Sector
- Gypsies & Travellers
- Supporting People
- Residential & Day Care
- Community Care
- Leisure

The above provides an outline of the duties and responsibilities which are attached to this post. It is not a comprehensive or exclusive list and duties may be varied from time to time which do not change the general character of the job or the level of responsibility entailed.