

HINCKLEY AND BOSWORTH BOROUGH COUNCIL

JOB DESCRIPTION

DIRECTOR (COMMUNITY SERVICES)

Accountable to: Chief Executive

Accountable for: Older Persons Manager
Private Sector Housing Manager
Cultural Services Manager
Strategic and Community Planning Officer
Housing Options Manager
ASB and Tenancy Manager
Community Safety and Performance Manager
Housing Repairs and Investment Manager
Housing Repairs Operations Manager

Grade/Salary: £75,000pa

Standard hours of work: 37 hours per week

Job purpose: To manage a specific portfolio of services, activities and functions to high standards of customer service, within the agreed budget, and to assist/deputise for the Chief Executive in contributing to the effective and efficient strategic corporate management of the organisation to meet overall Council objectives.

The post holder will be expected to ensure the effective, responsible and efficient operation of the services set out in the appendix, within the overall framework of supporting the achievement of objectives in the Council's Corporate Plan.

Principal responsibilities:

1. Direct and manage the specific functions delegated to the post holder to ensure delivery of agreed standards of service, identifying and co-ordinating effective cross-service and cross agency relationships.
2. Ensure that the Council's 'customer care' policies are implemented across the relevant areas of responsibility, including arrangements for effective consultation with outside bodies and organisations, such as District/Borough Councils, County Council, Parish Councils, Regional Bodies, Voluntary Organisations, Police, Health and the wider general public of the Borough.

3. Make a strategic contribution to the development and maintenance of effective partnership-working within and outside the Borough boundaries, to demonstrably achieve corporate and community objectives.
4. Direct and contribute to the wider corporate management of the Council through an effective working relationship with the Chief Executive and elected Members, providing formal and informal advice and guidance, as necessary.
5. Foster effective communication, consultation and working relationships with employees and their representatives, particularly in the areas of work for which the post holder is directly accountable.
6. Contribute directly to relevant meetings of the Council, Executive, Committees and other Member groups.
7. Ensure effective performance management is operated within the post holder's accountability to ensure that the Council focuses on outcomes.
8. Ensure the effective operation within the team of corporate personnel policies and practices, particularly in relation to the Officers' Code of Conduct, financial and contract rules and procedures, data quality, appraisal, development, equalities, absence management, health and safety, discipline and grievance.
9. Manage resource allocation (personnel, physical assets and finance) in a way most effective to deliver corporate objectives, within the overall resource allocated.
10. Acknowledge and be sensitive to the differing demands and aspirations across the district, especially between the town and village communities, as well as between village communities themselves, and ensure that appropriate focus is given to rural issues and implications, within available resources.
11. Be flexible in response to change and new legislation, in particular to the implementation and continuous challenge demanded by resource constraints and efficiencies.
12. Ensure that internal management and service delivery takes proper account of equalities/diversity implications.

Appendix 1

Housing

- * Housing options/homelessness
- * Private sector housing
- * Council house estate management and tenancy enforcement
- * Housing responsive repairs
- * Housing planned maintenance
- * Older persons' accommodation
- * 24 hour control centre.
- * Choice-based lettings
- * Resident involvement
- * HRA Investment Plan
- * Council house new build and acquisition

Community Safety

- * Endeavour
- * Anti-Social Behaviour (ASB) management
- * Domestic Abuse outreach services.
- * Community Houses.
- * Supporting Leicestershire Families locality lead

Cultural Services

- * Active travel
- * Arts and tourism
- * Children and young people and safeguarding
- * Event management
- * Health and Wellbeing
- * Hinckley Leisure Centre
- * Markets
- * Sports Development
- * Town centre(s) management, including CCTV

Partnerships, Community Planning and Voluntary Services

- * Council lead for county/multi agency community partnership agendas.
- * Development of Community Strategy
- * Coordination, support and maintenance of key Hinckley and Bosworth partnerships
- * Support to the Voluntary and Community Sector (VCS) Partnership and Commissioning Hub.
- * Development and support for the Local Strategic Partnership, Community Relations and Parish Fora.
- * Delivery of the Rural Strategy.