

HINCKLEY AND BOSWORTH BOROUGH COUNCIL

JOB DESCRIPTION

DIRECTOR (CORPORATE SERVICES)

- Accountable to:** Chief Executive
- Accountable for:** ICT Services
Leicestershire Revenue and Benefits Partnership
Finance
Customer Services and Compliance
Corporate Governance
Information Management
Estates and Assets
Human Resources, Transformation and Elections
Procurement
- 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

Corporate Governance/Monitoring Officer

- * Democratic Services and Civic Office support
- * Communications and Information governance
- * Senior Information Risk Officer (SIRO)
- * Website strategy and management
- * Legal services
- * Human Resources/Transformation (incl. Channel Shift)
- * Payroll
- * Electoral services
- * Customer Services
- * Performance and Risk Management
- * Corporate Support (post, printing and scanning)
- * Procurement

Finance

- * Budget setting and monitoring
- * Treasury Management
- * Insurance
- * Payments
- * Income and sundry debt recovery
- * Cash receipting
- * Internal Audit
- * Corporate Fraud

Estates and Asset Management

- * Management of the non-housing property portfolio
- * Acquisitions and Disposals
- * Planned and Reactive Maintenance
- * Leasing of the commercial estate and the Atkins Building
- * Facilities management

ICT

- * Corporate advice; PC/software/network maintenance; server management
- * Support for service transformation and efficiency gains
- * Management of external ICT function provider

Leicestershire Revenues and Benefits Partnership

- * Council Tax - billing, collection and enforcement
- * Business Rates - billing, collection and enforcement
- * Housing Benefit
- * Council Tax Support (previously known as Council Tax Benefit)
- * Discretionary Payments
- * Prevention and Detection of Fraud