

JOB DESCRIPTION FORM

Job Title: **Service Director – Infrastructure and Environment**
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Job Holder:
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Reports to: **Adrian Chapman, Executive Director – Place and Economy**
(Name & Title)
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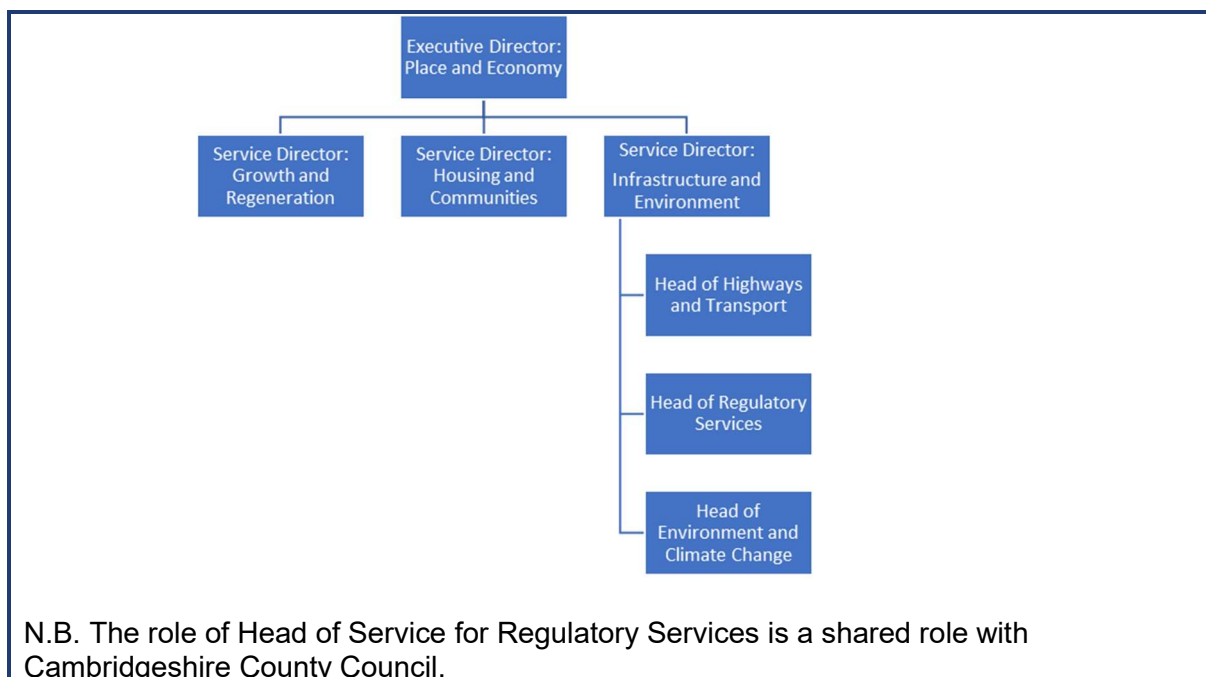
1. Job Purpose:

A Service Director of the Council and member of the Extended Leadership Team (ELT), this role takes collective and shared responsibility for the effective leadership and corporate management of the Council's services and delivery of improved outcomes and the achievement of value for money.

Acting as a professional lead on all matters within their portfolio of responsibility, the post is responsible for a range of Council services that includes, but is not limited to:

- Highways and Transport
- Regulatory Services, including Trading Standards, Environmental Health, Licensing, and Coroner Services
- Climate Change and Energy Strategy
- Waste and Recycling
- Aragon Direct Services Client

2. Organisation:



3. Leadership and collaboration:

Provide clear, compelling, and inspiring leadership to the Council contributing to the delivery of the Council's purpose and strategic priorities, communicating a clear vision and purpose to positively engage others, internally and externally.

Effectively contribute to the development and delivery of the Council's Corporate Strategy, Medium Term Financial Strategy and Workforce Plan. Actively understand the challenges faced by colleagues across the organisation to be able to support all ELT colleagues to deliver their objectives as well as those of the whole council.

Create a high-performance culture by providing strong and motivational leadership to drive continuous improvement, efficiency savings and higher levels of satisfaction for residents of the County. Actively promote the council's priorities and ways of working and the Council's values and behaviours to ensure they are delivered throughout the organisation.

Role model and take responsibility for ensuring an effective approach to corporate parenting and safeguarding of vulnerable people is embedded in areas of responsibility. Develop and implement effective communication and engagement arrangements with service users, stakeholders, communities, and partnership agencies to facilitate effective relationships that drive improvements in service delivery.

Actively develop and maintain strong and strategic relationships with key external stakeholders in the public, private and community and voluntary sectors, to optimise opportunities for delivering services in partnership wherever this would generate improved outcomes, effectiveness, or efficiency.

Ensure that the Council is able to specifically influence, work with and achieve collaborative benefits and investments, in partnership with the Cambridgeshire and Peterborough Combined Authority, NHS Cambridgeshire and Peterborough Integrated Care System and the Greater Cambridge Partnership and District and City Councils.

As a Senior Responsible Officer (SRO) or Sponsor of major programmes and projects of change and delivery, ensuring effective programme and project management approaches are applied, ensuring delivery to time, budget, and plan, managing risks and issues dynamically and ensuring benefits planned are realised.

4. Governance:

Fully understand and uphold the Constitution, Scheme of Financial Delegation and Contract Procedure Rules of the Council and ensure that they are followed throughout the directorate as well as that effective strategy, policy and resource considerations are at the heart of decision making so that services are delivered as efficiently and effectively as possible.

Support the democratic process, providing advice to elected members on the appropriate response to local, regional, national, and international matters as well as the internal business of the Council.

Champion and lead risk effective management of risk and the active response to audit findings in relation to service delivery and be jointly accountable with others in CLT for the corporate risk register and corporate risk framework of the Council.

Ensures the Council fulfils its duties in relation to standards, complaints, and scrutiny, to maintains an open culture of transparency, accountability, and ownership, taking responsibility for mistakes, putting them right and learning lessons for future improvement.

Act to protect and improve the overall reputation of the Council, representing the Council at appropriate local, regional, and national forums and in the media, as required.

To promote, preserve and protect the health, safety and wellbeing of councillors, employees, service users, contractors, and partners in the provision of Council services, ensuring that the provisions of all relevant legislation are achieved, such as the Health and Safety at Work Act 1974.

5. Innovation:

Champion innovation by being open minded to new and radical ways to deliver services, actively seeking out good practice from others to learn from to develop our own service design and delivery.

Promote a culture of continuous improvement by encouraging colleagues to share ideas, take appropriate risks, and recognising innovation.

Champion and embed a performance and quality assurance culture that delivers results through rigorous open challenge, personal accountability, and continuous improvement.

6 Equality, Diversity, and Inclusion:

Promote an organisational culture that is positive, safe, respectful, and compassionate, as well as open to change and feedback enabling everyone to feel empowered and valued.

Act at all times in ways that create an inclusive environment where people can thrive and be empowered to do their best. Role model good behaviour and practice and proactively seek ways to ensure staff feel valued and develop a sense of belonging.

Demonstrate awareness of the diverse needs of our residents to inform the decisions made about the services we deliver and ensuring a robust approach to equality impact assessments and their application to employment, service delivery and policy development.

7. Finance:

The post holder is directly responsible for a gross revenue budget of £35m, and a capital budget of £50m.

The post holder will:

- continually review and reshape service delivery to achieve financial efficiencies and maximise opportunities for income generation, whilst maintaining the highest standards of service delivery
- ensure the effective management and deployment of all appropriate budgets in line with agreed financial processes, envelopes and savings, including contract budgets for people services and pooled budgets where appropriate.

8 Staff:

The postholder will be responsible for a workforce of approximately 150.

9. Principle areas of accountability:

- Act as the strategic lead on all departmental issues, including highways and transport, regulatory services, waste and recycling strategy, climate change, and energy, commissioning and delivering innovative and high-quality services.
- Act as principal policy advisor to the Executive Director on matters relevant to the role, providing clear and objective advice on matters of policy including the development / implementation of appropriate strategies to meet the Councils' statutory obligations.
- Ensure that policies and service delivery reflect the very different economic geographies and evidenced needs of communities across Peterborough, and advise other services across the council, and our partners, on the same.
- Take responsibility and provide leadership for the management of contracts for service delivery, including those relating, but not limited to, Highways, Waste, Energy Recovery, and Coronial Services.
- Take responsibility and provide leadership for the council's climate change programme, championing the significance of this work in order to ensure an ambitious whole-council approach is developed and taken to achieving agreed targets.
Lead engagement activity with investors, developers, businesses, and employers in order to raise the profile of the climate change agenda and increase inward investment in Peterborough linked to our strategies.
- Lead or contribute to the development and delivery of growth and regeneration programmes and projects relevant to the role, working closely with colleagues across the directorate and council.
- Actively engage in partnership working at regional, national, and international level to raise Peterborough's profile and draw down funding.
- Provide inspirational leadership to a diverse, multidisciplinary workforce, driving customer focused service delivery, embedding a culture of change, continuous improvement, common professional standards and excellent people engagement and management, and ensuring that the Council meets its statutory obligations in relation to all aspects of equalities legislation.
- Lead or actively contribute to relevant partnerships and boards that ensure effective collaboration and delivery, that maximise opportunities for cross-agency collaboration and problem-solving, and that inform and respond to commissioning requirements and decisions.
- Ensure that the voice of individuals, households and communities is heard at every level within the organisation and within partnership arrangements.
- Actively encourage innovation and creativity across the services managed and commissioned, pushing boundaries to improve efficiency, provide value for money and achieve new ways of working.

10. Areas of responsibility:

The post holder will be responsible for the following service areas:

- Highways and Transport, including the contract with the council's Highways services provider, and including attracting and securing external investment, and leading the delivery of complex programmes and projects
- Trading Standards (a service also provided on behalf of Cambridgeshire County Council and Rutland County Council)
- Environmental Health (a service also provided on behalf of Rutland County Council)
- Licensing (a service also provided on behalf of Rutland County Council)
- Coroner Services (a shared service with Cambridgeshire County Council)
- Climate Change, including leading the council-wide response, and securing inward investment for innovative change programmes
- Energy Strategy
- Waste strategy, including the contract with waste and recycling operators, and the energy recovery facility
- Management of the Aragon Direct Services contract

11. Key relationships:

- 1:1 meeting monthly with Executive Director
- Extended Leadership Team meetings
- Directorate Management Team meetings
- Regular meetings with relevant Cabinet Members and Opposition Portfolio Holders
- Relevant meetings with ward councillors
- Annual performance conversation and mid-year review
- Regular e-mail, telephone and personal contact and ad hoc meetings as required

Direct reports

- 1:1 meeting monthly
- Service management team meeting fortnightly
- Regular e-mail, telephone, personal contact, and ad hoc meetings as required

Other contacts

- Frequent contact with support, enabling, and advisory services across the council, including property, legal, finance, communications, procurement, and democratic services
- Frequent contact from elected members, including out of normal working hours
- Frequent requests for advice on a range of issues from officers across the Council

- (including outside normal working hours where necessary)
- Regular contact with CLT/ELT colleagues (at least 2 or 3 times a week) to support their service delivery and strategic issues
 - Attendance at Cabinet Policy Forums, Group Leaders and other meetings requested by the Executive Director
 - Attendance at Cabinet and Scrutiny Committee meetings requested by the Executive Director
 - Regular contact with a range of regional and government officers, in relation to national strategic developments, performance assessment, and inspection and regulatory functions
 - Occasional contact with MPs on issues affecting them or their constituents
 - Representing the authority at external local and national events
 - Contact with statutory, independent, voluntary, and private sector organisations

12. Decision Making Authority:

This post:

- Takes all operational decisions relating to the business and statutory framework of the department, ensuring the Executive Director is kept informed of high-profile matters on a need-to-know basis.
- Informs and/or consults the Executive Director about all politically sensitive and complex matters relating to the business of the department.
- Takes responsibility for the development of strategic business and financial plans for their department in the context of a collaborative corporate and departmental planning framework.
- Takes responsibility for the financial leadership of their department within the overall budget directorate and corporate standing orders and financial regulations.
- Makes recommendations to the Executive Director in relation to strategic policy and planning of the department, recommending priorities, and developing plans in response to those priorities.
- Contributes to the strategic development of the department as a member of the senior management team.

13. Person Specification:

Essential qualification:

- Qualified to degree level or equivalent by experience.
- Evidence of continuous professional and leadership skills development.

Desirable qualification:

- Professional qualification relevant to the role.

Knowledge / Experience: