

 St Albans City & District Council	Job Outline		
Job Title	Strategic Director (see Strategic Director generic role profile)		
Grade	SD		
Directorate	Customer, Business and Corporate Support (Resources)		
Accountable to	Chief Executive		
Statutory duty	Section 151 (tbc)		
Line management	Up to 8 direct reports, including up to 3 Assistant Directors		
Date created	October 2021	Date updated	August 2024

Job Purpose

As a member of the of the Senior Leadership Team, accountable to the Chief Executive, you will actively provide corporate ownership, ambition and support to design and deliver leading edge strategies and services to ensure St Albans City and District Council is the best it can be and provides a great place for people to live, work and visit.

Specific areas of responsibility are to: -

- Deliver a service for all initial customer contact, transactions, case work, compliments and complaints for every Council team and service,
- Deliver all business support services including property, estates, finance, ICT, HR, procurement and governance,
- Ensure Councillors are provided with the appropriate support and services to carry out their duties,
- Manage the delivery of all income and debt across the Council,
- Ensure all Council business is completed within required governance and audit requirements,
- Support all Council teams to deliver their customer interactions in the most efficient way,
- Oversee the council's property portfolio and delivery of built environment projects,
- Lead and co-ordinate transformation of services (including different delivery models and channel shift through digital technology),
- Create and monitor Medium Term Financial Plan.

Key Areas of Delivery

Provide strategic leadership on, and ensure effective delivery of, the following services:

- Customer support – includes customer services, digital access, all applications, enquiries & non-technical transactions, revenues and benefits, case services
- Business support – includes transformation, ICT, digital applications, OD, HR, payroll, property, estates, legal, finance, internal audit, procurement, data protection, debt recovery
- Corporate support – includes governance (Monitoring Officer), democratic and councillor services, elections, town and parish liaison, contract procurement

The job holder will be required to be flexible and undertake any other appropriate duties according to the needs of the organisation and commensurate with the post.