

Assistant Director Role Profile

Job Purpose

As a member of the of the Leadership Team, accountable to the Strategic Directors, you will actively lead and co-ordinate the successful delivery of multiple effective and efficient clusters of services which have a significant impact on the successful running of the Council and the internal and external customers we serve.

You will support the Strategic Director in setting the strategy and leading the relevant Directorate, making and taking responsibility for collective decisions which 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.

You will:

- lead, coach and inspire all teams and staff, role modelling the values and behaviours of the organisation so others can see, hear and learn from you.
- deputise for the Strategic Director being accountable for the management, delivery and decisions of all functions in the Directorate as delegated/devolved by the Strategic Director.
- design and deliver services based on customer and community needs, ensuring compliance with statutory requirements, ensuring the provision and application of specialist skills, resource, knowledge, and expertise.
- work collaboratively with shared collective responsibility across the leadership team to actively contribute to the corporate planning of the Council, ensuring a clear vision is set and all services are aligned to deliver both the vision and Council's culture and values.
- provide strong leadership, direction and guidance to Service, Team managers and their teams regarding the delivery of services, allocation of resources, risk management, change management and staff well-being within the services you manage.

Accountabilities

- Deputises for the Strategic Director, as per delegated/devolved powers and represents the Directorate in the Strategic Directors absence.
- Provides shared collective leadership and responsibility in the Directorate for the implementation of effective corporate governance and management of the relevant clusters; formulation of strategy, policy, plans and targets; designing, communicating and delivering the Council and Directorate's vision and strategic objectives.
- Ensures all services across the Directorate are delivered to agreed standards and that immediate day to day requirements are responded to appropriately, providing expert professional or technical advice, guidance, and solutions.
- Takes responsibility for the governance of our collective decisions – making sure these are grounded in best practice, are transparent, comply with our values and can meet or exceed external scrutiny requirements.

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- Willing to make difficult high-level corporate, service or personal impact decisions which are fair, proportionate and evidenced based, encouraging others to engage with and accept the reasons for your decision.
- Constantly strives for a culture of continuous improvement, finding innovative, affordable, and sustainable solutions to ensure delivery of consistently excellent processes and activities.
- Engages with and builds internal and external positive relations to ensure all views and requirements are fully considered and supports others to do the same.
- Ensures the best use of resources, setting and reviewing budgets, reducing costs, generating income, and seeking the most cost-effective delivery solution.
- Focused on ensuring every opportunity for learning is undertaken. Actively develops high performing teams who are motivated to work together, develop their skills and deliver service and project objectives to the best of their ability.
- Develops and reviews directorate and service plans, making informed decisions through seeking feedback, assessing performance measures, and reviewing relevant insight. Taking responsibility to reduce silo working and encourage enhanced customer experience.
- Actively leads and promotes corporate initiatives and projects, leading, or supporting cross cutting pieces of work to ensure timescales, outcomes and benefits are delivered.
- Supports, updates, and delivers Council wide procedures in relation to governance, equality, risk, health and safety, well-being, and other legal requirements.
- Manages and monitors business continuity arrangements in the event of emergencies and local critical incidents, including participating in out-of-hours call out and management cover, in accordance with the Council's emergency plans.
- Develops and maintains positive working relationships with councillors, colleagues, customers, partners and external agencies.

NB: The accountabilities captured above are in addition to those of a Service Manager.

Qualities

- *Service Excellence* – Focused on delivering the very best for our customers. Inspires others to meet customers, challenge processes, uses digital solutions, measuring success and taking action to achieve and maintain excellence.
- *Visible Leadership* – Focussed on wellbeing, understands individuals, the importance of development and what motivates them. Is personally resilient and able to coach and inspire people to be the best they can be.
- *Work in Partnership* – Has a strong sense of purpose, acting with authenticity and integrity. Builds relationships and networks, consults widely, and encourages teams to work, learn, reflect and deliver.
- *Powerful Communicator* - Assertive and influential, with the confidence to challenge and persevere. Able to manage complex, contentious, and high-profile communications, displaying

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empathy for different perspectives and able to elicit buy-in from relevant stakeholders.

- *Achieving Ambitious Outcomes* – An energetic corporate leader, showing teams the strategic direction. Determined to strive for a better future, promotes and inspires creativity, is future orientated and takes ownership for decisions.
- *Thinks Differently* – Positive and solution focussed, sharp thinking to look at information in a new way, navigates complexity and advocates change/new approaches. Is comfortable being uncomfortable.

Competencies and abilities

- Detailed and thorough understanding of relevant legislation, regulations and standards
- Knowledge and understanding of:
 - developments and challenges facing local government and the wider public sector
 - best practice in corporate governance and service delivery
 - performance management and target setting
 - project management
 - partnership working and stakeholder engagement
 - procurement and contract management
 - People and resource management
- Commitment to equality of opportunity, actively displaying an understanding of what is required and positively displaying practical application
- Experience of managing at a senior level, leading a multi-skilled and/or multi-functional team covering one or more of the major disciplines in a complex organisation with evidence of recent successful outcomes
- Able to take personal responsibility for corporate decisions demonstrating high levels of customer care for both strategic and other decisions across a diverse range of services / directorate
- Experience of working in an environment which has a politically influenced decision-making structure with a willingness to take a lead on managing the political interface with the ability to persuade and influence political leaders
- Experience of effectively leading a diverse workforce and managing complex budgets and other resources with evidence of delivering successful outcomes for diverse teams spanning more than one specialism.
- Managing the delivery of a range of services, programmes of work and major projects with the ability to work with minimal supervision and to produce tangible improvements in service design, delivery and outcomes.
- Capable of managing and directing physical resources to produce benefits for the wider Council either in terms of better customer experience or better income generation.

Qualifications:

- Educated to degree or equivalent level.

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- Full membership of appropriate professional body or equivalent experience
- Evidence of continuous professional development (CPD)
- Willing to undertake further management education and/or development as part of future CPD
- Management qualification or completion of a recognised management development/leadership programme would be desirable.

Other features of the post:

- This position has been identified as a politically restricted post under the Local Government and Housing Act 1989.
- Working in a flexible way (location, hours and activities) to meet the needs of the role.
- Participating in Emergency Planning, Executive weekend duty cover and response activities as required.