

# Generic Role Profile: Strategic Leadership Level C - Head of Service/Senior Professional Lead III

## Role Purpose, Context and Scope:

- Accountable for leading and managing specific Council services at a tactical delivery level, providing professional expertise, leading on a complex programme or the commissioning of services for the Council.
- Horizon scanning 1-3 years; emerging practices and seek out the latest thinking and innovation within their service.
- Work with Councillors to implement the strategic aims and objectives of the Service.
- Provide strong leadership management and guidance regarding the allocation of resources, risk management, change management and behaviours within a specific service area.
- To role model the values and behaviours of the organisation so your teams can see and hear, and learn from you.
- Manage and develop the workforce within their service area.

## Indicative Accountabilities:

- To have robust, affordable operation plans in place to deliver the Corporate Plan on time and to budget.
- Create and build effective relationships internally and externally with key stakeholders and instil in direct reports the imperative for accountability, responsibility and collaboration with others, for example: Councillors, other Boroughs, the communities we serve and partners.
- Work collaboratively across all service areas with other senior managers (including those from partner organisations and agencies) in order to deliver services, generate efficiencies and create synergies wherever possible.
- Lead, manage and develop staff so that they are capable of and motivated to achieve the corporate and service aims and objectives.
- Drive significant cultural change through the corporate infrastructure in order to drive service excellence.
- Be accountable for associated budget and have affordable plans in place to deliver the Medium Term Financial Plan.
- The service area you manage is compliant and performance management is monitored, and remedial action is taken promptly and at pace.
- Lead and manage robust, safe and resilient services that deliver in challenging times, including maintaining accurate risk registers, business continuity plans and information asset records.
- Be an ambassador for Haringey.

## Example Job Titles at Level C:

- Head of Service
- Programme Manager
- Service Lead/ Professional Expert/Commissioner

## Indicative Performance Measures:

- Specific measures from Medium Term Financial Plan.
- Achievement of Council's Corporate Priorities.
- Achievement of Workforce Plan targets.
- Support as required external assessments e.g. Ofsted, Peer Review.

## Indicative Dimensions:

- Work involves management of specific service areas or specific programmes or providing professional expertise or commissioning of services with some integration with external partners.
- Generally has a direct responsibility for the financial management of specific service area.
- Jobs at this level operate with some discretion over resource allocation. Decisions taken are consistent with Council policies and procedures. There is managerial control exercised through the review of results.
- Can deliver in a political environment.

## Haringey Values:

- Lives, and can articulate for others, our values: Human ▪ Ambitious ▪ Accountable ▪ Professional

## Indicative Knowledge, Qualifications, Skills and Experience:

- Deep and detailed knowledge of principles and practices gained through extensive experience and development in a specific field.
- Degree level or equivalent qualification plus relevant experience.
- Membership of appropriate professional body by examination e.g. CIPFA, RICS or evidence of continuing professional development (CPD).
- Excellent communication skills.
- Ability to work with high level internal and external stakeholders.
- Ability to manage complex service delivery within a challenging and political environment.
- Understands the commercial context of the service they provide.
- Ability to exercise initiative and good judgement in delivering service and Council aims and objectives.

## Leadership Qualities:

- Achieving Ambitious Outcomes** – Takes responsibility for the delivery agenda; planning activities and for achieving results. Typically looks 12 months ahead.
- Service Excellence** – Consistently strives to achieve the best for the community and residents. Focuses on quality in everything. Has a positive and dynamic approach.
- Thinks Differently** – Handles complex information. Comes up with a range of ideas and proposes well thought out solutions.
- Visible Leadership** – Leads service confidently; builds and supports teams. Understands the skills and capabilities of the team, provides feedback and encourages development.
- Work in Partnership; One Council** - Understands the value of working together. Looks to build relationships, share information and collaborate on important issues, to achieve better results.
- Open Communication** - Open, friendly, clear and confident. Adapts the way they communicate and can make an impact, influencing others and building support. Listens carefully to others to understand different views.

## Job Specific Profile

Job Title and Service Area:
Head of Leader's Office Strategy and Communications Chief Executive's service
Role Purpose:
To provide high level support and advice to the Leader and Cabinet on strategic and day to day issues, across portfolio areas, so that they can carry out their roles effectively.
Main Responsibilities (in addition to indicative accountabilities on generic profile):
<ol style="list-style-type: none"> <li>1. To act as senior adviser to the Leader of the Council on contentious and complex issues, providing briefing material and ensuring follow up action is taken as needed.</li> <li>2. To lead the work of the Leader's Office in providing an outstanding service that meets the needs of the Leader and Cabinet in fulfilling their executive and community leadership roles.</li> <li>3. To work closely with the Policy and Communications teams to help drive forward and communicate the Council's priorities.</li> <li>4. To contribute positively to the leadership of the Council, including leading on projects on behalf of the Leader and Cabinet.</li> <li>5. To lead on an engagement plan for the Leader and to oversee the Leader and Cabinet's role in public affairs and stakeholder management.</li> <li>6. To provide a link role between the political administration and the Chief Executive, Corporate Board and the wider Corporate Leadership Group, ensuring effective development of the leadership policy programme and the appropriate connectivity with broader corporate strategic planning arrangements.</li> <li>7. To maintain a high level of awareness of current and emerging political, social, economic and communication developments at a local, pan-London and national levels.</li> </ol>
Knowledge, Qualifications, Skills and Experience (in addition to those on generic profile):
<ul style="list-style-type: none"> <li>• Education to degree level, and/or equivalent work experience</li> <li>• Experience of operating at the most senior level of an organisation and working directly with and for politicians</li> <li>• Experience of leading and managing people and outcomes through influence and cooperation</li> <li>• Ability to demonstrate a pragmatic approach to turning future opportunities, risks and policy developments into operational activity and clear outcomes that benefit Haringey residents and the Council.</li> </ul>

## Job Specific Profile

Dimensions:
<p>Role reports to: Assistant Director, Strategy and Communications</p> <p>No. Direct reports: 6</p> <p>Other information: Please note that this role will be politically restricted under the terms of the Local Government and Housing Act 1989.</p>