

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 with 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.

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.

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.

Job Specific Profile

Job Title and Service Area:
Head of Area Regeneration for.... (either North Tottenham, South Tottenham, Place or Wood Green) Regeneration Regeneration, Planning and Development
Role Purpose:
To lead and drive strategic regeneration initiatives in in your geographic area , including by co-ordinating, commissioning and delivering major physical, social and economic regeneration projects.
Main Responsibilities (in addition to indicative accountabilities on generic profile):
<ol style="list-style-type: none"> 1. To be accountable and responsible for leading the development and delivery of strategic regeneration initiatives in your geographic area, defining and managing multi-year programmes. 2. To drive and co-ordinate a multi-disciplinary approach to regeneration across the council, act as an expert policy adviser on regeneration in the borough, and work with delivery partners such as the Development Vehicle or appointed developer partner on schemes 3. To secure inward investment in Haringey and specifically your area of focus, including by identifying and securing external and internal funding, identifying new commercial and business opportunities, building relationships with current and potential investors and bringing forward development sites. 4. To secure the support and collaboration of colleagues, Members, stakeholders and the wider community in delivering the council's regeneration objectives, influencing the work of senior colleagues and stakeholders including by challenging orthodox approaches, promoting innovation, and imaginatively using internal and external communications. 5. To commission delivery of regeneration programme objectives where appropriate, ensuring effective client management and oversight of all services and providers, as well as being accountable for and managing programme and project budgets. 6. To be part of the Regeneration Senior Management Team, working closely with the Director, Assistant Director, other Service Heads and lead Cabinet Member(s) to deliver corporate and programme objectives.
Knowledge, Qualifications, Skills and Experience (in addition to those on generic profile):
<ul style="list-style-type: none"> ▪ Experience of leading, managing and delivering a complex multi-disciplinary area regeneration programme, including physical, social and economic regeneration projects based on good community and stakeholder relationships. ▪ Excellent knowledge and understanding of the site appraisal and development process demonstrated by previous commercial experience. ▪ Excellent understanding of funding opportunities from both the public and private sectors. ▪ Experience of commissioning and managing work from external providers. ▪ Experience of negotiating and influencing at a senior level, and excellent political awareness including the ability to advise elected members.
Dimensions:
<p>Other information:</p> <ul style="list-style-type: none"> ▪ Number of direct reports (dependent on role between 2 to 3) ▪ Annual budget responsibility of approx £80k to £150m revenue; Captial of between £1m to £150m. Nature of projects will determine budget and this increase or decreased.
Organisational Structure (attach as an appendix)