

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 Strategic Commissioning
Role Purpose:
<ul style="list-style-type: none"> ▪ To lead strategic commissioning across the Council and with partners with a particular focus on adults and communities. ▪ The post holder will lead the development of the Haringey Strategic Commissioning Framework and be responsible for all aspects of the framework as they apply to the areas of adults and communities, across the Council's span of responsibilities. ▪ The post holder will through a team of lead, joint and strategic commissioning managers deliver a strategic and effective commissioning function.
Main Responsibilities (in addition to indicative accountabilities on generic profile):
<ol style="list-style-type: none"> 1. To develop strategic approaches to deliver the Borough Plan and to drive excellence in service quality within a tight financial environment. 2. To take lead responsibility for the strategic commissioning activity arising from the relevant Borough Plan priorities and key corporate programmes 3. To communicate a compelling view of the future – producing relevant strategies, frameworks and commissioning plans based on needs assessment, intelligence and evidence base recognising the need to offer adaptable responses to changing needs. 4. To continue to strengthen the partnerships with Haringey Clinical Commissioning Group and actively contribute to the on-going development of joint commissioning and service integration 5. To develop and maintain effective arrangements which foster and strengthen relationships, within the Council, with NHS partners and with other key stakeholders. 6. To lead on partnership working across the voluntary and community sector and to optimise this relationship to improve residents' outcomes 7. To ensure co-design and the active involvement of users, carers and residents are embedded across all commissioning activity 8. To maintain close and effective relationships with assessment, practice and clinical services (health and social care) and contribute to robust safeguarding procedures. 9. To take lead responsibility for the commissioning aspects of designated corporate priorities. 10. To influence and contribute to the Capital Strategy, recognising the implications for all commissioning activity 11. To lead on the partnership and collaborative working necessary to deliver core objectives
Knowledge, Qualifications, Skills and Experience (in addition to those on generic profile):
<ol style="list-style-type: none"> 1. To maintain an up-to-date knowledge of local and national issues affecting the portfolio and actively participate in the development of policy, practice and service delivery. 2. To lead in the development and review of relevant services / service standards and directly lead on commissioning and quality assurance

Job Specific Profile

Dimensions:
<ul style="list-style-type: none">▪ The Head of Strategic Commissioning will hold the staffing and commissioning budgets for adults and community commissioning, as well as other budgets as required.▪ The post holder will manage a team of commissioning managers.
Organisational Structure (attach as an appendix)

