

# Job Specification

<b>Job Title:</b> Service Director – Strategy Improvement & Intelligence
--

<b>Grade:</b> Service Director Grade E	<b>Job Evaluation Code:</b>
--	-----------------------------

<b>Reporting to:</b> Chief Executive	<b>Manager’s Grade:</b> CX
--------------------------------------	----------------------------

<b>Location:</b> The Wakefield district
---

<b>Service Area:</b> Policy, Performance & Improvement	<b>Service Directorate:</b> Chief Executive Unit
---	--

<p><b>Overall Purpose of the Post:</b></p> <p>To lead and direct the provision of strategic policy advice to the Leader, Cabinet, the Chief Executive and Corporate Management Team which enables them to set the overall direction and strategic priorities for the council.</p> <p>Provide corporate assurance on the development and delivery of key change and transformation strategies/programmes, which are aligned to the delivery of the council’s strategic priorities and outcomes that deliver better outcomes for the district.</p> <p>To be responsible for the overall programmes and projects function to deliver corporate change, transformation and improvement across the council in accordance with the strategic priorities.</p> <p>To develop, publish and review the council’s Corporate Plan by working with the Leader, Cabinet, Chief Executive and the Corporate Management Team to ensure it includes council and district priorities. To drive its implementation and be responsible for monitoring and reporting performance against the plan. To lead on the development and production of service plans that flow from the Corporate Plan ensuring there is a clear line of sight.</p> <p>To develop, implement and lead on the council’s corporate performance management framework, to continually drive improvements in service outcomes for the benefit of residents, communities and businesses across the district, in accordance with the strategic priorities of the council. This includes promoting best practice, value for money and high performance, together with challenging poor practice and performance.</p> <p>To directly advise and give support to the Leader, Cabinet, the Chief Executive and Senior Management on all regional and national developments and policies that could impact on the district, the council and partners.</p> <p>To champion and drive improvement created through the conversion of data into intelligence with an understanding of customer insight, demand management and best practice to inform improvement and decision making. Ensuring high quality research is undertaken that is interpreted and analysed to inform the council about the latest evidence and learning to improve</p>
---

the services we deliver.

To support and maintain a strategic overview of the Council's key corporate and external partnerships.

### Requirements for the post

	Essential	Desirable
<b>Qualifications</b>	Degree or equivalent level or equivalent experience or professional/academic/management qualification  Evidence of continuing professional development including management development.	
<b>Knowledge</b>	Advanced knowledge and understanding of the range of national and strategic policy issues facing local authorities and their partners at a strategic level, particularly in relation to the current fiscal climate and service delivery.  Advanced knowledge of the strategic challenges and opportunities encountered in driving corporate and partnership working and the political and other critical drivers.  A detailed understanding of evidence based-decision making and to use data, information and intelligence to deliver better outcomes.  Advanced knowledge of and understanding of change and business improvement tools and techniques.	Knowledge/ understanding of the Wakefield partnership context

<p><b>Experience</b></p>	<p>Experience of successful leadership at a senior management level in within a large and complex organisation.</p> <p>Experience of working and providing advice in a political environment, handling sensitive political situations</p> <p>Substantial experience of developing and managing effective strategic, corporate and external partnerships with elected members and senior officers and other key partners across the district, region and nationally.</p> <p>Substantial experience of regularly writing strategic and complex reports/ briefing papers, strategies in a clear, concise manner and to a high standard</p> <p>Substantial experience of leading research, analysis and stakeholder engagement for the purpose of formulating policies and strategies</p> <p>Extensive experience of working in an organisation where consultation and engagement with stakeholders directly affects service provision</p> <p>Experience of working in a politically sensitive and confidential environment.</p> <p>Experience of project leadership working with a wide range of internal and external partners to deliver shared objectives.</p> <p>Experience of implementing strategies for staff engagement.</p> <p>Evidence of being able to demonstrate evidence-based decision-making and the use of intelligence to make improvements.</p> <p>Significant experience of influencing, negotiating with and providing challenge to stakeholders</p> <p>Significant experience of providing technical expertise in business change, improvement and transformation</p> <p>Significant experience of the realisation of benefits; whether for citizens, customers, the offset of future risk for the organisation and/or financial</p>	<p>Experience of operating within a performance management framework.</p> <p>Ability to handle a range of policy issues.</p>
--------------------------	---	--

<p><b>Competencies and other skills required</b></p>	<p>Excellent interpersonal skills, ability to communicate effectively, ability to listen, influence, persuade and negotiate with all levels of people effectively</p> <p>Ability to effectively work with partners ensuring appropriate connections are made and enhanced to ensure they work effectively</p> <p>Able to analyse legislation and information and the implications arising from these by developing and presenting complex reports and data to a variety of audiences including elected member meetings, Government departments and senior officers</p> <p>Strong influencing and conflict resolution skills and applies them in building networks and gathering intelligence</p> <p>A strong commitment to performance management culture with ability to set high standards for self and others to deliver objectives</p> <p>Ability to analyse, horizon scan and respond quickly to changing circumstances, whilst maintaining a clear view of overall priorities</p> <p>Self-starter, creative thinker and ability to act corporately and recognise the implications of actions and decisions across the organisation.</p> <p>Highly results orientated with a strong drive to deliver with an ability to meet deadlines whilst maintaining a high quality of work often in pressurised and politically sensitive situations</p> <p>Ability to think and act strategically, responding quickly to changing circumstances, whilst maintaining a clear view of overall priorities.</p> <p>Analytical skills and logical approach to implement processes to ensure that projects are successfully managed and implemented</p> <p>Proven ability to objectively assess solutions to meet business demands, striking the right balance of people, technology and process where required.</p>	
--	--	--

## Key Outcomes/ Activities

To provide effective policy advice and forward planning support to the Leader, Cabinet, the Chief Executive and the Corporate Management Team including research, intelligence gathering, analysis and briefings, promoting organisational development and transformational change.

To be responsible for the development and implementation of the Council's corporate Performance Management and Improvement framework ensuring that there is robust and constructive challenge that achieves better performance outcomes ensuring an effective performance culture.

To create a positive culture around the need for good quality data, information and intelligence and be responsible for comparison, analysis and interpretation and the provision of strategic insight and intelligence to inform strategic and operational decision-making and the completion of statutory returns.

To contribute to the formation, development and delivery of initiatives that are outward facing together with the private, voluntary and community sectors in the district that support improved outcomes for the district.

Designing and conducting research projects, for example, surveys of residents or clients, interpreting research and analysis to inform the council about the latest evidence and learning for the services we deliver.

To be responsible for the projects/programmes, change team responsible for the implementation of change and improvement activity across the council to deliver the councils strategic priorities.

To be responsible for the development of and support to effective corporate and external partnerships for the benefit of the district.

To lead on developing key relationships, at a district, sub-regional, regional and national level to maximise the potential benefits to the council and district from local, sub-regional, regional and national developments.

To be a member of the and work with the Chief Executive Unit management team, on corporate improvement activities and developing initiatives to effect significant culture change.

To continually review the service provided ensuring it is fit for purpose, provides good quality intelligence and is as effective and efficient as it can be.

Promote and deliver positive solutions to support the delivery of the council's ambitions relating to Equality, Diversity and Inclusion. To represent the council at policy, performance, improvement, customer and equality forums across the council and with partners.

Promote and deliver positive solutions to support the delivery of the councils strategic priorities, relating to customer outcomes and satisfaction, including customer involvement, customer engagement and, stakeholder engagement.

To develop and maintain good working relationships with partner organisations, internal and external customers and stakeholders to achieve the councils priorities.

To act as an advocate for Wakefield Council in negotiations and discussions with local partners, other local authorities and sub-regional partners and at national/regional events, ensuring that local priorities are given appropriate focus.

To ensure that all policy work is developed and not duplicated in other service areas ensuring there are links between corporate areas, services and partners to improve the quality and reduce unnecessary plans and strategies.

To horizon scan and ensure all good practice across the wider public and private sectors is considered by the appropriate stakeholders to benefit the district.

Manage the corporate council relationship with key Government departments, regional and local partners, for example MHCLG, Local Government Association, the Combined Authority and establish good working relationships with and co-ordinate through them and other partners, the voluntary and community sector, etc.

To work with services to ensure the cross-cutting priorities and the priorities of the council are understood.

To deliver an effective and clear service planning framework that links to the council's Corporate Plan.

To establish and maintain good and effective working relationships with partner organisations in Wakefield, other local authorities, voluntary national bodies and funding agencies and to facilitate processes to gain consensus across partners.

To be responsible for taking opportunities and initiatives, promote coordination so that major events, participation initiatives and opportunities for innovation achieve maximum impact and securing funding to make these initiatives and programmes happen.

To create the mechanism by which the Chief Executive and the Corporate Management Team understand what programmes and projects are being delivered across the organisation, including associated benefits, risks and issues.

Manage organisational changes related to initiatives to support improvements in services.

Effectively manage and monitor budgets within designated areas whilst ensuring that the Council maximise resources by securing additional investment and increased efficiency when opportunity arises.

To take overall responsibility for the service providing clear leadership for staff and ensuring that service and individual performance is managed in accordance with the council's performance management framework.

Promote a positive attitude towards all health and safety and welfare issues, ensuring that all staff are aware of and observe both statutory and authority requirements as ways of achieving a safe working environment.

Ensure the service meets the requirements of good governance as stated in the council's Constitution, policies and procedures.

Involve and engage staff in all aspects of service development, encouraging innovation and the spread of new ideas.

Provide effective supervision and performance development reviews in accordance with identified need.

Develop and implement a performance culture within the service which to deliver agreed objectives consistently, effectively and efficiently.

To ensure that services are delivered in line with relevant legislation, council priorities, objectives and policies including those relating to employment, equality and diversity and customer experience.

As a director, to take part in the emergency planning rota.

**The duties and responsibilities highlighted in this Job Specification are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.**

### **Responsibility for Resources:**

**Employees (Supervision): All staff in Policy, Performance, Programmes & Projects and Partnerships**

#### **Financial:**

Responsible for net revenue budgets in the region of ..... and capital budgets dependent on programme requirements.

#### **Physical:**

Considerable responsibility for manual and computer data collection and storage to meet Council and funding partner requirements.

Various performance and business intelligence computer systems

### **Customers and Clients:**

#### Personal Contacts

Internal: Elected members, Senior officers within the service, within other services.

External: Senior officers of other councils, MPs, senior representatives of Government Departments, private and public agencies and professional bodies, contractors, businesses, community groups, potential investors and members of the public.

### **Working Conditions:**

Some travel throughout the district, sub-region and city region, attendance at national meetings and events.

Occasional out of hours working.

### **Characteristics of the post:**

Employees are encouraged to participate in training activities in order to enhance their own personal development.

This post is deemed to be politically restricted and has been identified as a specified politically restricted post.

### **The employment checks are required:**

- Evidence of entitlement to work in the UK
- Evidence of essential qualifications – as detailed in this job specification
- Two satisfactory references
- Confirmation of medical fitness for employment
- Registration with appropriate bodies (where applicable)

**The following employment checks are required for those positions which are based in a school or working with vulnerable young people and adults:**

**Evidence of a satisfactory safeguarding check e.g. An Enhanced DBS Disclosure**

Date completed: January 2021