

Service Director – People, Culture and Traded Services Grade 22

Job Focus

To be read in conjunction with Strategic Implementation – External/Customer and Front Door Job Profile.

This role is based within [Public Health and Corporate Resources](#). Find out more about [working for Kirklees](#).

Specific Responsibilities

Cost effective delivery of high-quality place-based services including People Services, Cultural Services, Museums and Art Galleries, Venues, Tourism, Markets, Catering, Cleaning, Bereavement and Traded Services.

Ensure a suitable quality assurance framework is in place for all areas specified above.

Create a culture of high expectations in service delivery that is joined up and focused on excellence and delivering agreed outcomes.

Lead the development and delivery of the Council's People Strategy, ensuring workforce priorities support the delivery of corporate objectives, organisational change and improvement.

Provide strategic leadership across People Services including workforce planning, organisational development, leadership development, talent management, employee wellbeing, recruitment, retention and succession planning.

Embed the use of national best practice, national, regional and local performance data, workforce intelligence and insight to drive continuous improvement and inform service planning.

Provide commercial oversight and leadership to services that are designed to trade at a profit as one of their primary objectives, including services delivered to schools and other customers.

Develop constructive relationships with recognised Trade Unions and employee representatives, promoting effective partnership working and positive employee relations across the organisation.

Lead organisation-wide culture change and workforce transformation programmes, ensuring the Council has the capacity, capability and leadership required to meet future challenges.

Champion modern, customer-focused and digitally enabled services, including People Services, that support managers, employees, customers and the organisation to achieve its objectives.

Be responsible for operational services as specified from time to time.

Enshrine a partnership ethos within related work with public and statutory agencies to support jointly commissioned outcomes.

Ensure elected Members are appropriately engaged, briefed and supported in relevant decision-making.

Drive forward changes and transformation, working collaboratively with Trade Unions and employee representatives whilst maintaining focus on organisational outcomes.

Articulate clearly and work towards a strong vision of what a modern, flexible and inclusive local authority of the future looks like.

Develop and deliver workforce strategies, organisational development initiatives and leadership capability programmes required to support a modern, flexible local authority.

Ensure that service strategies and policies reflect the Council's corporate policies and behaviours.

Establish and monitor clear service delivery budgets in line with available resources and improvement targets.

Develop and deliver a workforce of appropriate capacity and capability to meet current and future need across the portfolio.

Provide technical advice and support on appropriate service delivery models to maximise outcomes.

Work effectively with other Service Directors to provide corporate leadership and drive consistent standards across the Council.

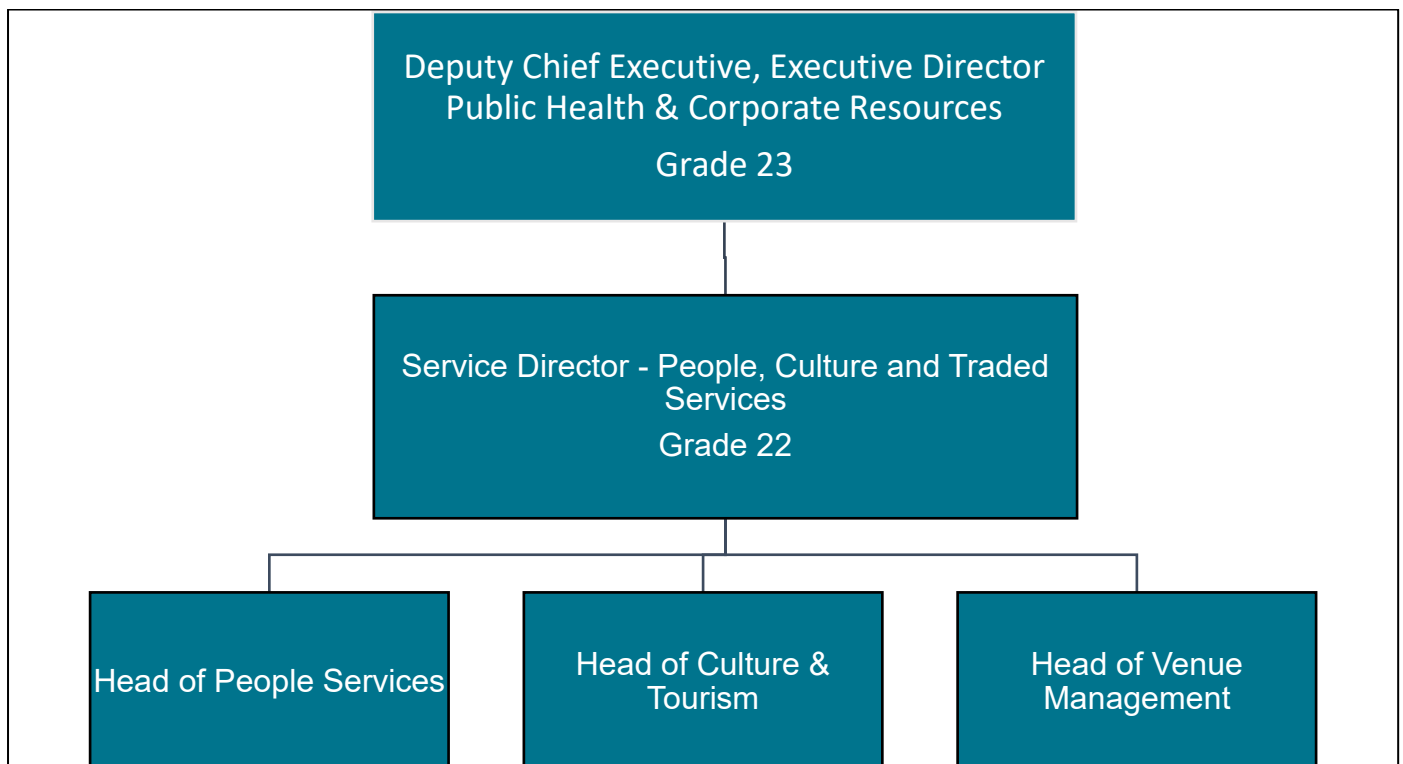
Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Educated to degree level (ideally with relevant professional qualification).	Essential
MCIPD qualified and able to demonstrate providing depth and breadth of knowledge with up-to-date knowledge of external issues (legislative, regulatory, best practice standards etc.).	Essential
Strong HR/OD background and significant level of senior level leadership experience in a large, complex organisation, providing depth and breadth of knowledge to act with credibility at this level.	Essential
Substantial leadership experience in a relevant setting providing a depth and breadth of knowledge across the field.	Essential
Experience of leading, managing and integrating a wide range of diverse, dynamic, and complex services and able to lead through a matrix structure.	Essential
Proven ability in driving performance and productivity, developing the performance of colleagues through ownership and accountability.	Essential
Ability to build impactful relationships across diverse service areas and work effectively with stakeholders across the community.	Essential
Significant experience of strategic planning, improvement, and implementation.	Essential
Ability to translate complex problems into functional policy using intelligence to develop and evaluate options delivering a strategic impact.	Essential
Excellent people leadership skills and strong sense of doing what's right for residents.	Essential



Knowledge, qualifications, skills, and experience	Shortlisting criteria
Demonstrates a flexible, creative, and innovative solutions focused approach.	Essential
Understanding of wider issues in local government, partner organisations, public and private sector.	Essential
Positive can-do attitude with enthusiasm and passion.	Selection Process
Able to foster a culture that is right for Kirklees.	Selection Process
Up-to-date knowledge of external issues (legislative, regulatory, best practice standards etc.) affecting areas of responsibility.	Selection Process
Ability to collaborate, persuade and influence effectively with colleagues, partners and stakeholders at all levels, both internally and externally.	Selection Process
Able to work collaboratively coach and support colleagues; a strong team player	Selection Process
Committed to and champions Diversity and Inclusion.	Selection Process
Committed to and Champions Safeguarding.	Selection Process
Accepts this post is politically restricted.	Essential

Position of job in organisational structure



For Office Use Only:

Job Category	Leadership Team	Grading ID	H00005
Job ID	80100950	Last Updated	August 2026
Job Focus	Yes	Career Progression	No

Contractual Variants

DBS Category	No	DBS Type	No
Health Check	No	Politically Restricted	E-Spec-Dep Chief Officers
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	M Lunn		

Service Director – Grade 22

Job purpose

These roles provide leadership and manage a significant group of related services. They are responsible for interpreting and delivering commissions and objectives into medium term plans.

This role is based within see Job focus sheet. Find out more about [working for Kirklees](#).

Key areas of responsibility

Provide leadership for a significant group of related services, with accountability for translating corporate objectives into intelligence led medium term operating plans (including service innovation and securing budgets).

Lead, motivate and develop staff to create and support a culture of high-quality performance, productivity and continuous improvement by developing ownership for problems, successes, goals, initiatives, people and results at the right levels.

Adapt policies to suit specific local context and ensure that services deliver on agreed outcomes.

Lead operational managers, prioritising available resources to achieve high quality, customer focused service outcomes.

Act as a figurehead for relevant service areas and identify/manage stakeholders to develop effective collaborative working arrangements providing leadership to a significant number of employees.

Play a key role across the city region as a Place Leader developing Kirklees as a key partner within it.

Where appropriate, lead the intelligence led commercial development of services in order to demonstrate success in the marketplace and deliver service improvements to meet future service user needs.

Lead delegated resources (people, financial etc) in order to demonstrate value for money and ensure services are delivered within agreed financial parameters.

Lead the development of a customer insight/management strategy to ensure the organisation is anticipating and meeting customer needs where appropriate.

Act as a pro-active ambassador by identifying, developing and managing appropriate stakeholder relationships (e.g. senior officers, Members, commissioning bodies and external agencies) to enable effective service delivery which meets the needs of customers.

Be accountable for ensuring services operate in compliance with relevant legislation, statutory duties and council policies (e.g. procurement, health and safety, risk management) and implementing changes/improvements where needed. To alert the appropriate body in the event of

failure to abide by regulations and ensure that steps are taken to address. Lead implementation and operation of governance process for identification and management of risk, ensuring effective and timely escalation of issues where required.

Responsibilities as a member of the Senior Management Team

Accountable to Strategic Directors for the collective achievement of outcomes in line with agreed strategic plans.

Accountable to the Executive for the quality of services consistent with the framework set by Strategic Directors and the Chief Executive.

Responsible for regular reporting of performance against outcomes and quality standards.

Responsible for implementing an effective governance process for risk management ensuring significant risk to the achievement of strategic outcomes and opportunities to enhance delivery are identified and managed.

Responsible for creating a performance culture within services which reports on the basis of agreed evidence and policy.

Responsible for the delivery of commissioned outcomes utilising professional and specialist expertise of relevant Heads of Service and Senior managers across the organisation/partners

Accountable to a named Director for performance appraisal and career development.

Responsible for ensuring that relevant elected members are appropriately briefed and supported on all issues within the service director

Carry out other duties as specified from time to time.

Position of job in organisational structure

See specific Job Focus Sheet.

Employee Specification

See specific Job focus sheet.

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 3. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

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