

Service Director – Property Grade 22

Job Focus

To be read in conjunction with Strategic Implementation – Council Partnership and Commissioning Job Profile.

This role is based within [Place](#). Find out more about [working for Kirklees](#).

Role Description

Strategic Leadership to the development of system leadership, new models of service delivery in the context of maximising economic growth in the Borough.

Provide professional and technical oversight of policy direction and statutory plans with focus on strategic housing.

Cost effective delivery of high-quality place-based services for strategic housing.

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

Embed use of national best practice, lessons learned, national, regional & local performance data and intelligence to drive continuous improvement in operational practice.

Ensure there is a service framework for monitoring achievement of desired impact and feedback loop to strategy and policy framework.

Ensure the consistent application of intelligence level decision making.

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

Ensure that service strategies and policies are reflective of 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 service delivery workforce of appropriate capacity and capability to meet current and future need.

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

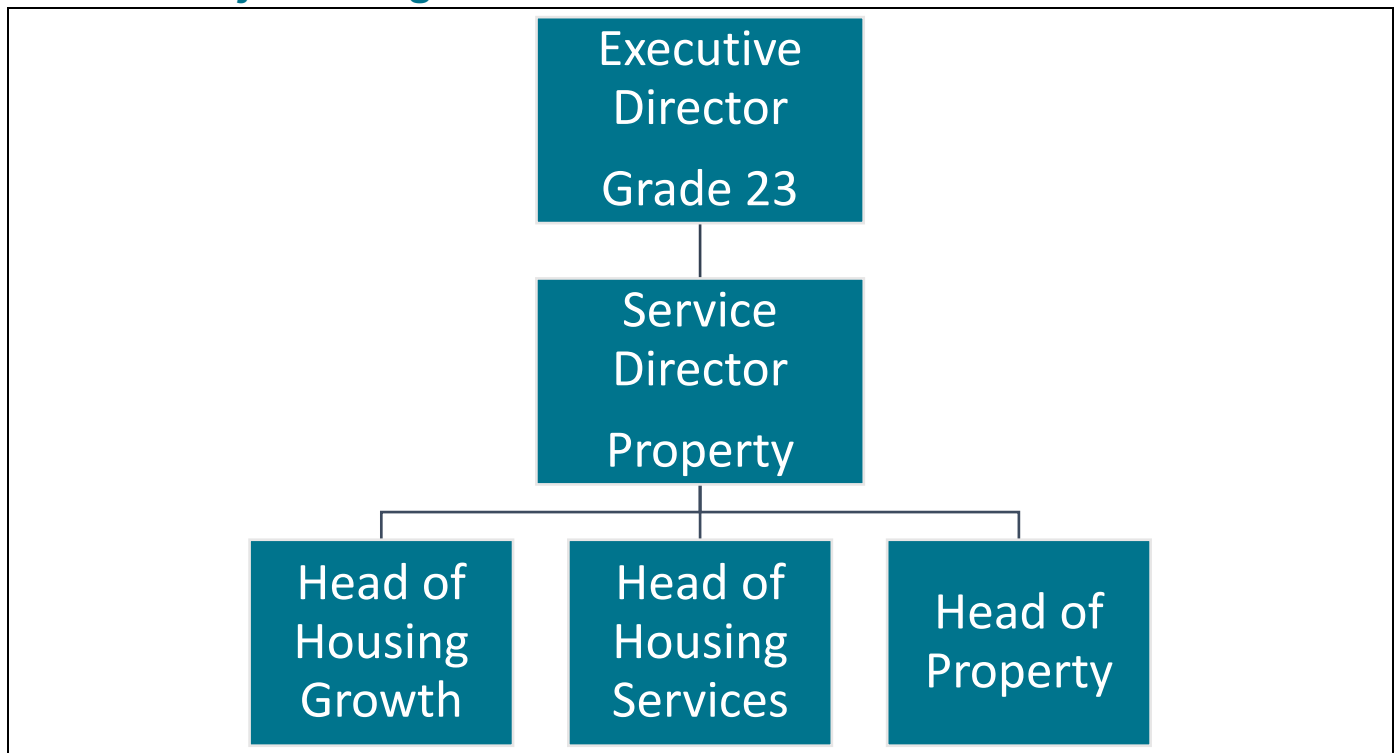
Effective corporate management with other Service Directors to drive standards as set out above in the work of all.

Leads change across services and beyond professional boundaries

Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Qualified to degree level (ideally with relevant professional qualification)	Essential
Substantial leadership experience in a relevant setting providing a depth and breadth of knowledge across the field.	Essential
Significant leadership experience of delivering commercial services	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 economic development 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
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
Personal and professional credibility which gains the confidence of members, managers, staff, and partners across the economic development community	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 at the highest internal level and at an executive level externally	Selection Process
Able to work collaboratively 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
Accepts a basic DBS check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential

Position of job in organisational structure



For Office Use Only:

Job Category	Leadership Team	Grading ID	H00004
Job ID	80102728	Last Updated	August 2026
Job Focus	Yes	Career Progression	No

Contractual Variants

DBS Category	Other	DBS Type	Basic
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

Service Director – Grade 22

Job purpose

These roles are responsible for a group of related outcomes. They translate the overall strategy into co-operative plans and commissions which ensure the desired outcomes are delivered for local people.

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

Key areas of responsibility as a Service Director

Manage a group of related intelligence led commissioning functions and be accountable for translating the overall commissioning strategy for their area into commissioning plans relating to needs assessments, market development and resource allocation and monitoring.

Re-shape policy to develop locally relevant, intelligence led strategic operational plans and develop medium term commissioning plans to contribute to the delivery of directorate objectives and are based on local realities and high standards (market trends, opportunities innovations etc) to achieved desired outcomes for local people.

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.

Maintain a strong overall oversight of the needs of residents, establishing strong relationships internally and externally in order to develop a full understanding of the current and future needs of residents.

Proactively build and maintain external networks to ensure efficient strategic management of the total public sector resources available in the area and to help position the organisation as the local democratic leader of public services.

Form strong strategic relationships with a broad range of external service providers in order to create opportunities that will help position the organisation as the market leading enabler of effective public services in the region.

Make authoritative, intelligence led technical/professional recommendations regarding commissioning and statutory service provision obligations which ensure ongoing high-quality provision of best practice services in the short and longer term.

Plan and design services which meet the needs of the local people of Kirklees, balancing set resources constraints with the need to ensure compliance with statutory requirements and to provide a tailored mix of appropriate services of the highest quality.

Take overall responsibility for the appropriate commissioning of a range of services delivered by the full spectrum of local and national service providers in order to deliver service outcomes to meet the needs and future needs of the citizens of Kirklees.

Manage delegated resources, prioritising effectively in order to demonstrate value for money and ensure services are delivered within agreed financial parameters.

Take overall responsibility for ensuring the effective management of commissioned contracts in order to ensure service provider compliance with contractual requirements and targets so that the highest possible levels of service quality are upheld.

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

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 Executive 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 Executive 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.

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](#).
DBS check at the appropriate level.

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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Job ID	80101908	Last Updated	August 2026
Job Focus	Yes	Career Progression	No

Contractual Variants

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