

Job Title: Head of Business Support and Improvement

Grade: 14

Our Vision

We have a clear vision for Staffordshire - an innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Directorate Purpose

Staffordshire County Council is one of the largest local authorities in the UK with an ambitious vision for Staffordshire and its people. Achievement of that vision will be underpinned by the support of the county council's Economy, Infrastructure and Skills directorate (EI&S). The vision for EI&S is to help Staffordshire's economy grow, so that everyone has the opportunity of a good job and good prospects in a beautiful, safe, accessible, vibrant, cultural, prosperous, business friendly and sustainable county.

Service Purpose

The Highways & Built County team is a multi-disciplinary team whose purpose is to manage, maintain and sustainably improve Staffordshire's Built Environment so that amongst other things it is safe, accessible, functions well, promotes inward investment and economic growth, and supports social cohesion and healthy lifestyle choices.

This will be achieved by:

- Keeping the network in the best condition possible with resources available using asset management to enable the lowest whole life cost of asset ownership
- Supporting Staffordshire's economy to grow, generating more and better-paid jobs ensuring that work on the highway is of the required quality
- Improving customer satisfaction with Staffordshire County Council and enhance its reputation
- Ensuring that highway information required to manage and maintain the network and support asset management decisions is available, is held in the best place is accurate and of the required quality
- Taking action to reduce waste generation, re-use resources where possible, reduce energy use, increase sustainable travel, adapt to climate change already taking place and for the future
- Keeping the network safe for all users, improving network resilience

and availability, providing a freer flowing network, supporting events on the highway and where issues do occur, efficiently and effectively administering claims

- Keeping our people safe from harm and empowering them to challenge convention, innovate, grow, share knowledge and deliver best-in-class services.

Reporting Relationships

Responsible to: Assistant Director for Highways and the Built County

Responsible for: Resilience and Business Continuity Manager, Contract Regulation and Governance Manager

Key Accountabilities:

1. Member of the corporate Operational Management Team (OMT), contributing to the management of the Council by working with the Senior Leadership Team, Wider Leadership Team and OMT colleagues to ensure consistent management practices in line with approved policies and procedures.
2. Lead, coach, mentor, empower and develop team members to ensure they deliver a customer focused, modern professional service, challenging work practices as required and ensuring that each member feels part of a healthy and high performing team.
3. Lead the development and implementation of a best practice framework for functional level service commissioning, contract and performance management. Aligning strategic and political priorities to annual and long-term budgets and ensuring highway services meet the needs of local communities.
4. Lead the development and implementation of highway management policies, strategies, and large, complex, high value plans relevant to the service area.
5. Leading, managing and commissioning large scale multi-faceted highway's service programmes and activities relevant to the service area (both proactive and reactive) whilst ensuring contract compliance, quality and value for money are achieved.
6. Establish, develop and maintain relevant contacts and stakeholder relationships to enable effective regional working, and to ensure the Staffordshire's voice is heard in the context of developing strategies and policies relevant to the business area.
7. Representing the Council and/or the service at public and democratic meetings, as defined by the constitution, relating to highways by engaging consulting and communicating changes and representing the Council at public inquiries, public meetings and in court.

8. Member of the Staffordshire Highway's Operational Board, providing expert challenge and foresight to support continuous evolution and operational improvement of the partnership delivery model to provide a safe, reliable and resilient local road network that enables access to economic growth.
9. Create and continuously foster a culture of innovation through inspiring and encouraging teams to challenge convention, using avenues into National and professional groups and bodies to position Staffordshire as a best-in-class Highways Service
10. Ensure effective contract governance arrangements across the service area that support the political constitution of the council, including the administration of quality and performance management systems that drive continuous improvement in customer service, quality assurance and value for money.
11. Lead the Staffordshire Highways Innovation Hub engaging with academia, business and sector stakeholders to identify, develop, test and upscale new delivery solutions that support accountable managers to drive continuous improvement across the service area.
12. Act as strategic lead for the service in, Resilience and Emergency Response Health, Safety & wellbeing and premises and fleet management including development of appropriate long-term strategies,co-ordinated delivery actions and monitored compliance across the service.
13. To take both the strategic and operational lead in the Climate Change agenda within the service. Engaging and contributing to sector wide developments in the field and translating those and council plans priorities to create, monitor and continuously improve associated service strategies and practices.
14. Act as strategic lead for effective delivery of integrated support services, ensuring that ICT and Highways Asset Management systems are developed and maintained in order to support increased performance and efficiency across the service.
15. To act as the Senior Lead Officer responsible for future skills development and succession planning within the service. Working with stakeholders to identify skills gaps and opportunities presented by sector wide and local developments and address these through an innovative, enhanced service

offer of continuous professional development to ensure a highly skilled, adaptive and resilient workforce.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.





The content of this Job Description and Person Specification will be reviewed on a regular basis.


Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme*	Criteria	Measured by
	Qualifications <ul style="list-style-type: none"> • Educated to degree level or equivalent relevant experience in a relevant discipline. • Relevant professional qualification or equivalent relevant experience • Management qualification or significant management experience 	A A A
  	Knowledge and Experience <ul style="list-style-type: none"> • Significant experience of successfully leading, managing and motivating multi-discipline teams and individual members of staff to achieve their maximum potential. • Awareness of relevant legislation and statutory duties relating to the service area. • Significant experience in commissioning and performance, relationship, and contract management across different types of contractual relationships. • Significant experience of policy and strategy development including interpreting and incorporating legislative changes • Experience of developing systems and data to drive continuous service improvement. • Significant experience of operating as part of the senior management team providing challenge and foresight to drive improvement • A thorough understanding of the current challenges facing local government generally as well as for highway services coupled with financial and commercial awareness • Experience of implementing organisational goals and objectives in a complex and/or multi agency environment 	A/I A/I A/I A/I A/I A/I A/I

	<ul style="list-style-type: none"> • Demonstrable experience of implementation of effective outcomes in a cost-effective manner • Experience of working in partnership to deliver transformation • Experience in successfully managing financial budgets 	<p>A/I</p> <p>A/I</p> <p>A/I</p>
	<p>Skills</p> <ul style="list-style-type: none"> • Ability to understand and respond to different perspectives and take a cross organisational perspective • Ability to provide leadership, directing and empowering people to deliver results • Ability to problem solve, evaluating and investigating issues and generating practical solutions in an innovative way. • Ability to foster and champion innovation, leading to the successful commissioning of innovative best in class services, further enhancing the County Council's reputation • Effective communication skills with demonstrable influencing and persuasive skills across diverse organisations and audiences • Ability to think and plan strategically. • Committed to delivering the highest professional standards and probity • Enhanced interpersonal skills; with the ability to build effective relationships with colleagues, elected members, partners, stakeholders and investors/government departments. • Ability to balance competing and conflicting demands and pressures whilst maintaining a focus on exceptional customer service • Ability to prioritise and adapt to change. • Political awareness. 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

This post is designated as a casual car user



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting

Talent & Resourcing Team 01785 27830