Generic Role Profile: Strategic Leadership Level B - Assistant Director

**Role Purpose, Context and Scope:**
- Accountable for developing and directing the corporate activities of the Council at a strategic delivery level.
- Horizon scanning 1-3 years; emerging practices and seek out the latest thinking and innovation across their service areas.
- Work with Councillors in setting and delivering the strategic aims and objectives of the Services they lead.
- Provide strong leadership, direction and guidance to senior managers regarding the allocation of resources, risk management, change management and management behaviours within the services they lead.
- To role model the values and behaviours of the organisation so others can see and hear, and learn from you.
- Lead on developing the capability of the workforce so the organisation has the right skills at the right time in the right place.

**Indicative Accountabilities:**
- To influence and contribute to delivering objectives set out in the Corporate Plan considering the impact of internal and external factors.
- 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.
- Lead and work collaboratively across all service areas with other senior managers (including those from partner organisations and agencies) in order to generate efficiencies.
- Effectively lead and manage staff (set, monitor and evaluate objectives on an annual basis).
- Drive significant cultural change through the corporate infrastructure.
- Be accountable for associated budget and have affordable plans in place to deliver the Medium Term Financial Plan.
- Provide assurance that the services are compliant and performance monitoring is part of the corporate rhythm, and exceptions have robust action plans.
- Lead and work collaboratively across programmes and services areas to ensure effective risk management and organisational resilience, including developing effective procedures to implement the Council’s policy and strategy.
- Be an ambassador for Haringey.

**Example Job Titles at Level B:**
- Assistant Director
- Director of Adult Social Services
- Programme Director Tottenham

**Indicative Performance Measures:**
- Specific measures from the Medium Term Financial Plan.
- Achievement of Council’s Corporate Priorities.
- Achievement of the outcomes within the Council’s Corporate Priorities and Workforce Plan within their service.
- Participate in external assessments e.g. Ofsted, Peer Review.

**Indicative Knowledge, Qualifications, Skills and Experience:**
- Deep knowledge of concepts, principles and practices gained through extensive experience and development in a specific field.
- Degree level or equivalent qualification plus substantial post qualifying in specialised field.
- 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.

**Haringey Values:**
- Lives, and can articulate for others, our values: Human ▪ Ambitious ▪ Accountable ▪ Professional

**Leadership Qualities:**
- **Achieving Ambitious Outcomes** – Makes sure that all activities contribute towards the organisation’s vision and goals. Typically looks two to three years ahead.
- **Service Excellence** – Continually strives for a better future. Measures success and takes action to achieve and maintain excellence.
- **Thinks Differently** – Has sharp thinking to look at information in a new way. Comes up with many ideas and advocates change/new approaches. Is comfortable being uncomfortable.
- **Visible Leadership** – Is a corporate leader, showing teams the strategic direction. Understands individuals, what motivates them and how to get the best from people.
- **Work in Partnership; One Council** – Uses initiative to build networks and relationships internally and externally, consulting widely, particularly with residents. Understands the nature of conflict and finds ways to deal with this.
- **Open Communication** - Assertive and influential. Maintains a calm and optimistic tone, and has the confidence to challenge and persevere, even in the face of strong opposition. Listens to and shows empathy for different perspectives.
Job Title and Service Area:

Assistant Director of Internal Shared Service
Chief Operating Officer

Role Purpose:

To lead and direct the delivery of a customer-focused multi-functional shared support service; providing Finance, Procurement, Human Resource, ICT and Revenues & Benefits services to both internal and external customers, enabling the Council to meet its strategic goals and outcomes.

Main Responsibilities (in addition to indicative accountabilities on generic profile):

1. Responsible for the further development of the customer-focused, performance driven culture that seeks continuous improvement and high performance; building organisational capability and adding value to the Council by supporting front line services more efficiently and at a reduced cost.
2. To lead the Shared Service Centre and ensure the customer is at the centre of all aspects of Shared Service Centre service delivery.
3. To develop strong working relationships with internal and external customers, commercial partners and key stakeholder groups.
4. To manage the shared service centre relationship with Council senior management, partners, suppliers and other key stakeholders. Seek opportunities and / or partnerships to optimise and expand service delivery and seek new commercial opportunities to increase external income and / or reduce costs.
5. Responsible for all aspects of governance of the Shared Service Centre including development and delivery of business plans, budgets, manage commercial relationships, data integrity, delivery of statutory duties, risk management, assurance, health & safety, and compliance with all relevant legislation and Council Policies.
6. As a subject matter expert, contribute to improved design and implementation of new processes and technology across all functions, and be the senior responsible officer for shared service centre project delivery.
7. To seek opportunities and / or partnerships to optimise and expand shared service delivery and seek new commercial opportunities to increase external income and / or reduce costs.
8. To constantly review Shared Service Centre risk and compliance; ensure through internal controls, internal and external audit and assurance activities that all necessary controls are appropriate and effective.

Knowledge, Qualifications, Skills and Experience (in addition to those on generic profile):

- Experience in working in a shared service environment with a professional qualification in at least one of the Shared Service disciplines
- Has a successful record of delivering transformational change and operational efficiencies through technology and continuous improvement.
- Has a strong track record of creating, motivating and leading high performance teams; developing and mentoring individuals to achieve to their own potential; actively identifies and seeks out talent and supports them in their personal development; oversees succession plans.
- Has a demonstrable track record of developing high quality relationships both internally and externally.
- Has a proven track record of delivering services to specification and within agreed cost envelope.
- Ability to horizon-scan, seeking opportunities to enhance service deliver and / or meet future changing needs of the Council.

Dimensions:

Role reports to: Chief Operating Officer

Other information:

- circa 350 staff.

Organisational Structure (attach as an appendix)