

Northumberland County Council

**JOB DESCRIPTION**

<b>Post Title:</b> Neighbourhood Services Divisional Manager	<b>Director/Service/Sector :</b> Local Services, Neighbourhood Services	<b>Office Use</b>
<b>Grade:</b> 13	<b>Workplace:</b> County Hall but expected to be an Agile Worker	JE ref: Z107 HRMS ref:
<b>Responsible to:</b> Head of Neighbourhood Services	<b>Date:</b> November 2019	<b>Lead &amp; Man Induction:</b>

**Job Purpose:** To provide professional and technical advice on all Neighbourhood Service functions  
 To provide effective leadership, coordination and strategic management of the Neighbourhood Services function.  
 To build effective relationships with Councillors, Committees and other agencies, to support the delivery of Neighbourhood Services.  
 Organisation and responsibility for specifically identified work programmes/activities, systems or management processes across the area as agreed by the Head of Neighbourhood Services.  
 To make a positive and effective contribution to the overall management of the Place Group and the Council.  
 To manage resources from across Corporate Neighbourhood Services and other Departments on specific/ad-hoc projects in a collaborative manner.  
 To instil a culture of Customer Care and Engagement across the Division.

Staff	Lead a team of circa 400 Professional, Technical and support staff and, as necessary Interims and Sub-Contractors providing front line Waste, NEAT, Countryside, Green Space and back office services.
Finance	Effectively manage budgets, service contracts and service level agreements with contractors, clients and community partners to the value of circa £20 million pa revenue. Contributing to the efficient and effective running of the team, including the financial management of resources allocated to specific projects, including managing capital budgets of circa £2 million pa.
Physical	Effectively manage a sizable portfolio of physical assets, including Operational Depots, large Vehicle Fleet, Crematorium and Cemeteries, Urban Parks, Open Spaces, Playing Fields, Countryside and Rights of Way Infrastructure assets throughout the county including Country Parks, Visitor Centres, Local Nature Reserves, Woodlands, Reclamation Land and other sites. Also ensure all relevant data is maintained, updated and utilised in the most efficient format possible..
Clients	Leads, develops and oversees the delivery of Neighbourhood Services that have a significant impact upon the well being of all residents, visitors and businesses in that area. Ensure compliance with relevant legislation, council policies and procedures.

**Duties and key result areas:**

1. Provide management and Professional advice to the Service Director of Local Services and Head of Neighbourhood Services on all matters of Countryside and Area Management standards, regulations, practices and procedures relating Neighbourhood Services issues. Ensure that all relevant strategic plans, policies and statutory requirements are effectively developed and implemented
2. Determine, manage, delegate and direct the most effective utilisation of human (including sub-contractors), physical and financial resources of the service to effectively achieve corporate objectives, within allocated budgets and in an imaginative and innovative way.
3. To effectively manage a substantial team of professionals and managers, who will be overseeing the delivery of services, on a day-to-day basis.
4. Ensure the provision of timely and accurate advice and information on the development and review of Neighbourhood Services Area Management standards, regulations, practices and procedures.
5. Read and understand the operating environment to ensure that services develop, remain viable, responsive and totally customer focused.
6. Set and deliver policy and strategy, for the provision and maintenance of Green Spaces and Countryside associated infrastructure, giving direction to operational services, supporting other long term departmental and corporate strategic priorities.
7. Ensure that an efficient, high quality and cost effective service is delivered by private sector partners, commissioned to provide additional professional support, to ensure the delivery of the Council's agreed priorities. To provide professional advice to, and develop working relationships with elected members, Corporate Directors, or Heads of Service on strategic matters, relating to Neighbourhood Services , including contributing to the preparation of Service plans and to contribute to the preparation of and take a lead on substantial elements of the service.

8. Prepare reports for and attend relevant meetings of the County Council.
9. Profile budgets, agree burden rates and income targets. Monitor expenditure and income, to ensure budgetary targets are met, across revenue and capital budgets and third party projects. Utilise and further improve accounting systems for the service functions.
10. To develop, implement and operate effective and efficient programme and, where necessary, project management frameworks that ensure they are embodied in the way the Authority provides its services.
11. Ensure the provision of robust mechanisms for establishing and monitoring the standard and effectiveness of Neighbourhood Services related strategies, policies and practices, in accordance with externally accredited quality systems.
12. Ensure that both staff and service development is fully supported through appraisal, training and development and to develop systems that effectively link in with the 'Stronger Together' ethos and the corporate financial strategy.
13. To effectively supervise and motivate staff and individuals by coordinating, directing and delegating work, as appropriate, providing clear guidance and motivating staff to achieve service objectives. Implement quality standards, planning and workforce development processes, within the service and assist in the recruitment, selection, induction, discipline, training and development of staff within the service, as appropriate. Always maintaining positive relationships with employees.
14. Promote and maintain procedures and safe systems of working to comply with Health & Safety and employment legislation.
15. Maintain effective management, communication systems and processes within the service and, in conjunction with senior colleagues, ensure that employees, at all levels, are fully aware of their respective roles, functions and responsibilities and changes to legislation or Council policies.
16. Continuously promote effective partnership arrangements, for the delivery of high quality services, through effective and constructive relationships with colleagues and external contacts.
17. To provide a Neighbourhood Services input to other corporate strategies/activities of the Council and contribute to the Regional/National Local agenda.
18. Ensure effective joint working and planning with all relevant external agencies, so as to promote effective collaboration and to maximise the Council's role, function and influence in relation to all aspects of service provision, including actively promoting the role of the service and Council at local, regional and national level.
19. To be proactive in the identification of opportunities for 'value for money improvements', in resource usage and to monitor and report on the performance of all assets, including bringing forward rationalisation/expansion proposals as necessary.
20. As an integral member of the Neighbourhood Services Management Team, lead and fully participate in the corporate planning and management processes for the service.
21. To actively promote and represent the interests of Northumberland and the County Council, in relation to service activities and policies at a local regional and national level, as appropriate, particularly through participation in relevant programmes, showcasing good practice and contributing to exchange networks.
22. To interpret, explain and enforce statutory and County Council regulations, ensuring appropriate procedures are followed, that parties have a proper understanding of their position and attempting to reach legitimate, mutually agreeable solutions, through negotiation.
23. To be accountable for expenditure against allocated budgets, ensure effective spend against established targets and compliance with financial regulations.

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

#### **Work Arrangements**

Transport requirements:	Involves extensive travel to work sites, area offices or training venues throughout the County and further a field on occasion.
Working patterns:	Normal office hours but flexi-hours may apply, if cover provided, Stand –by and Call out arrangements may apply.
Working conditions:	Predominantly office based but with some regular exposure to working outdoors.

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**PERSON SPECIFICATION**

<b>Post Title:</b> Neighbourhood Services Divisional Manager	<b>Director/Service/Sector:</b> Local Services, Neighbourhood Services –	Ref: Z107
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>		
<p>Degree level, higher degree, professional qualifications and/or NVQ Level 5, or equivalent standard in a relevant subject, plus recent and relevant post qualification training, additional qualifications and experience in a relevant context.</p> <p>Evidence of experience and appreciation of cross-cutting issues and challenges.</p> <p>In-depth knowledge of professional theory, practice and procedures.</p> <p>Knowledge of current inter/national laws, regulations, policies, procedures, trends and developments.</p> <p>Commercially aware and understands the relationship between costs, quality, customer care and corporate performance assessments.</p> <p>Thorough understanding of Health &amp; Safety legislation and the ability to produce concise but accurate risk assessments.</p> <p>Thorough understanding of contemporary issues within the service.</p> <p>Evidence of continuing professional and managerial development.</p>	<p>Relevant management degree e.g. MBA, DMS</p> <p>Evidence of recent and relevant management training.</p> <p>Understands the diverse functions of a large complex public sector organisation and the relevant professional issues.</p>	
<b>Experience</b>		
<p>Recent and relevant post-qualification experience in a relevant context.</p> <p>A breadth of work experience in selecting and applying the full range of professional methods, tools and techniques in a wide range of work solutions.</p> <p>An evidenced track record of successful management and achievement of objectives in an organisation of comparable scope and complexity.</p> <p>A demonstrable track record of leading and managing teams and delivering outcomes that require collaborative approaches both within the organisation and with external partners.</p> <p>Experience and a proven track record in the formulation and delivery of strategies and policies within an organisation of comparable scope and complexity.</p> <p>Experience and demonstrable success in the management of change and of securing the support of others in the process.</p> <p>Experience of resource management within a comparable organisation.</p> <p>A successful track record of engaging effectively with others at a senior level and building productive partnerships with key stakeholders.</p>	<p>Experience of a range of strategic management functions.</p> <p>Knowledge of local government corporate management systems.</p> <p>Substantial experience of working successfully in partnership with public and private sector organisations.</p> <p>Evidence of successfully supervising staff and their productivity.</p>	
<b>Skills and competencies</b>		
<p>Ability to disseminate acquired knowledge.</p> <p>Ability to motivate and develop staff.</p> <p>Ability to work effectively and take the initiative.</p> <p>Prepares written, verbal and other media communications in a concise way but to best professional standards.</p> <p>Effectively expresses views, using appropriate means, dependent on audience.</p> <p>Numerate and able to effectively analyse and interpret complex business statistics.</p> <p>Persistence in applying a methodical approach to problem solving.</p> <p>Negotiation skills and able to persuade others to an alternative point of view.</p>		

<p>Is an effective advocate for the team, both within and externally.  Maintains a professional demeanour in stressful and difficult situations.  Highly effective in presenting information and expressing appropriate views.  Budgeting and financial management skills.  Well developed skills in Microsoft Office and general IT skills and awareness.  Ability to provide visible and supportive leadership, empowering, enabling, motivating and developing staff and fostering a positive organisational culture.  Ability to operate effectively within the democratic process and to develop productive working relationships with Council Members that command respect, trust and confidence.  Ability to maintain a clear overview of the issues affecting the Council in general and the service in particular.  Ability to propose, develop and implement effective strategies in pursuit of agreed goals and to make clear, informed, appropriate and timely decisions.  Well-developed networking, partnership, advocacy, negotiating and presentation skills that are persuasive and influential with others. Customer orientation and core skills.  Financial and commercial awareness.  Well-developed interpersonal and communication skills, to relate effectively to and command respect, trust and confidence of colleagues, Council Members and other stakeholders.</p>		
<b>Physical, mental and emotional demands</b>		
<p>Normally works from a seated position but with regular need to walk, bend or carry items.  Need to maintain general awareness with some lengthy periods of enhanced concentration.  Regular contact with public/clients in dispute/negotiations with the Council.  Some exposure to working outdoors as necessary.</p>		
<b>Motivation</b>		
<p>A corporate orientation and a commitment to tackling issues in a non-departmental manner.  Dependable, reliable and keeps good time.  Self-reliant, able to exercise discretion and possessing the ability to manage time effectively.  Models and encourages high standards of honesty, integrity, openness and respect for others.  Helps managers and staff create a positive work culture, in which diverse, individual contributions and perspectives are valued.  Proactive and achievement orientated.  Works with little direct supervision.  Personality, conduct and credibility that engages and commands the confidence of colleagues, Council Members and other stakeholders.</p>		
<b>Other</b>		
<p>The ability to drive and, as necessary, work unsocial working hours.  Ability to meet the transport requirements of the post.</p>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits