

Job Profile

Head of Service

Grade: Reward Band 5

Date created: November 2013

Date amended: July 2017

About the Job To be part of the commissioning team and lead specific commissioning work to improve outcomes for service users and deliver the council's plans, priorities, and strategies specifically in the area of early years provision, to achieve value for money, consistent with good practice. As a member of the council's senior leadership group to carry collective accountability with Directors and other senior managers for the achievement of the council's strategic and service outcomes.

This is what we need you to do...

- Lead and manage commissioning that will contribute to improved outcomes for service users and deliver the council's plans, priorities, strategies and statutory commitments that achieve value for money, consistent with good practice.
- Develop strategic commissioning plans and make/recommend decisions to meet identified needs.
- Ensure a focus on outcomes for our customers, regardless of internal or partnership structures, continuously reviewing opportunities to improve service efficiency and effectiveness.
- Meet the council's stated management standards of behaviour and performance to develop and maintain a high performance culture.
- Commission services through the specification and procurement of service provision, awarding of contracts, working in partnership with other agencies and the voluntary sector and allocation of grants to meet identified needs of clients.
- As part of the GCC commissioning team and working collaboratively, implement the council's priorities and strategies through effective commissioning to achieve value for money and meet community needs, which are consistent with good procurement, HR and financial practice, as well as within the law.
- Lead and manage a portfolio of commissioning functions as required, to improve outcomes for service users and deliver the council's plans, priorities and strategies to achieve value for money, consistent with good practice.
- Ensure development of a provider market for provision that will support identified needs and commissioning intentions.

Special Conditions

- Under the provisions of the Local Government Housing Act 1999, this post is deemed to be politically restricted.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Proven track record in the leadership, management and development of cross-service issues and opportunities as part of 'corporate' responsibility.
- Experience of working in a political environment including briefing elected members.
- Proven experience of the preparation and presentation of controversial information to the public.
- Leadership of change.
- Experience of working in the different aspects of commissioning
- Experience of having worked in a commissioning / planning capacity in the NHS as well as local government

Knowledge, Skills and Understanding

- Proven skills in effective involvement and partnership work with stakeholders, (e.g. adults, parents, young people, families, voluntary and private sectors) to develop and improve service provision.
- Successful financial management at strategic and operational level.
- Project and programme management skills and the ability to work to challenging deadlines.
- Ability to lead / support corporate projects, including consulting with the community.
- Ability to develop productive working relationships with people at all levels.
- Ability to persuade and influence at the highest level.
- Negotiation skills.
- Leadership and management of high performing teams and successful experience of the management of the range of HR, workforce development requirements.
- Good knowledge of how to understand local needs and priorities.

- Knowledge and understanding of how local government *and* the NHS 'works'

Behavioural attributes

- Personal credibility to provide leadership for professionals and other senior stakeholders.
- Able to cope and function effectively when working in a pressured environment.
- Able to work effectively with people at all levels within the council, schools, the NHS and with the public and able to build effective strategic relationships at the highest level.
- Politically astute.
- Emotionally resilient.
- Flexible, creative, self-starter, focused.
- Organised and able to meet tight deadlines.
- Able to respond to a changing pattern of demand at work which can be unpredictable and unplanned requiring constant shifts of priority.
- Demonstrates the Gloucestershire Leader Behaviours.

Education & Qualifications

Essential

- Relevant leadership / management qualification
- Educated to at least degree level.

Desirable

- Relevant commissioning or CIPS qualification.