

WYCOMBE DISTRICT COUNCIL

JOB DESCRIPTION

DESIGNATION: Head of HR, ICT & Shared Support Services

POST NUMBER: SHA01

POST GRADE: 11

DATE: March 2012

JOB PURPOSE

To deliver excellent services to the people of Wycombe District in line with the Council's vision, values, resources, strategic and service priorities.

To lead and manage the Human Resources, ICT, Customer Services and Shared Support Services functions in order to deliver the Council's strategic and service objectives.

To work with and advise the Leader of the Council, Deputy Leader of the Council and Cabinet Members on matters relating to the development and delivery of strategic priorities & objectives, services and performance in relation to human resources.

To advise the Council, Committees and Members of the Council on matters relating to Council functions, policies and services.

To contribute to the development of the Council's vision, values and strategic priorities.

RESPONSIBLE TO:

The Corporate Director.

The Corporate Director, in consultation with the relevant Cabinet Member(s), is responsible for the performance management and review of assigned Head of Service (and in line with Council policies and the conditions of service of the Joint Negotiating Committee for Chief Officers of Local Authorities).

RESPONSIBLE FOR:

The Head of HR, ICT / CSC & Shared Support Services is responsible for the following corporate functions: -

- Strategic HR
- Strategic Facilities Management
- ICT/CSC client management
- Shared Support Services, including
 - HR Operations
 - Accountancy
 - Payments
 - Insurance
 - Facilities Management operations
 - Corporate administration

Managing and/or contributing to the management of the Council's salary budget and business unit & operational revenue and capital budgets

To take lead responsibility for the development, delivery and review of strategies in connection with the human resource function, including:-

- The Human Resource Strategy
- The ICT Strategy
- The Customer Services Strategy
- Facilities Management Strategy

The performance management of Section Heads and Team Leaders in line with the Council's Performance Management Framework.

The management and development of the Council's Human Resources, ICT / CSC and Shared Support Services functions. In conjunction with Corporate Directors to bring together work programmes to deliver strategic objectives, priorities and service objectives.

Securing and managing resources to achieve strategic and service objectives within the Council's agreed financial framework.

KEY ACCOUNTABILITIES

Leadership

To lead, manage and motivate officers within the functions to deliver efficient and effective public services in line with Council strategic and service objectives and the wider Government agenda.

To work with the Chief Executive, Corporate Directors, Corporate Managers and Heads of Service to ensure a consistent approach to the management of Council services and management of change.

To communicate the vision, values and strategic priorities of the Council so that officers are engaged and motivated to deliver the Council's strategic and service priorities & objectives.

Member Relations

To develop and maintain effective working relationships with Elected Members so that they are well informed and involved.

Corporate Governance

To advise the Members, Cabinet and Committees of the Council to ensure that policies are determined in a way consistent with the effective, financially prudent and legal authority of the Council and within the principles of sound governance.

Strategic Planning

To contribute to the development and implementation of the Council's Corporate Plan in line with Council's vision, values, resources and strategic priorities and objectives.

Represent the functions on the development of Council strategies and implement agreed actions.

Financial Management

To secure and manage resources to achieve strategic and service objectives and within agreed financial estimates and the Strategic Financial Plan.

Performance Management

To ensure the efficient and effective management of resources to achieve strategic and service objectives within agreed resources.

To evaluate, review and report on the performance of the Human Resources, ICT / CSC and Shared Support Services functions.

People Management

To establish an organisational culture that provides opportunities for staff development and encourages personal development, encourages and rewards high performance, provides managers with flexibility to meet their service needs within a common framework, promotes equal opportunities and fair treatment for all, promotes the Council's core values and provides excellent services valued by partners, Members, managers and officers.

To manage the Human Resources, ICT / CSC and Shared Support Services functions in line with the Council's Performance Management Framework and people management policies.

Organisational Development

To support the Chief Executive, Corporate Directors, Leader of the Council and Cabinet to organise and deploy resources to achieve strategic and service priorities and to: -

- Provide greater customer focus and joined-up delivery to customers through the use of e-commerce-type technology
- Enhance the services delivered to customers and to improve customer perception of the Council
- Become a more efficient and cost effective organisation.
- Deliver strategic and service objectives within agreed resources

Community Leadership

To work with Members of the Council to ensure that the local community is consulted and engaged in the work of the human resources function and the issues facing the District.

To ensure that the needs of the local community are identified in the development of policies and services.

External Relations

To develop and maintain effective relationships with key partners and stakeholders in order to deliver excellent services for the people of Wycombe District.

Other Duties

To undertake any other duties commensurate with the level and expectation of this post (including emergency planning).

Equal Opportunities

To comply with and actively support the Council's equal opportunities policy and to ensure practices are consistently applied throughout the Council in employment and service delivery.

Health & Safety at Work

To have due regard to the responsibilities and duties set out in the Council's Health & Safety Policy in respect to personal and other peoples health, safety & welfare.

PERSON SPECIFICATION

EXPERIENCE

- Significant experience of senior management within a diverse organisation (preferably with experience within the public sector and local government) including advising elected Members on policy and strategy.
- A proven track record of successfully managing a corporate human resources function that has delivered effective performance.
- Experience of managing and developing staff, including the establishment of a positive performance culture, that has delivered effective performance and continuous service improvement.
- Experience of successful participation in corporate management and the development of corporate objectives, policies and strategies.
- Evidence of successful development and implementation of strategies, policies and practices that deliver high quality, customer focused services and translate organisational & service ambitions into real achievements.
- Evidence of successful leadership and management of a significant service development.
- A record of success in creating equality in service.
- Ability to effectively project manage complex and cross-cutting service developments, building consensus to deliver the outcomes to the Council's requirements.

QUALIFICATIONS

- Degree level qualification
- Senior membership of a relevant professional body
- Post graduate management qualification (e.g. MBA)
- Evidence of continued professional development

ABILITY, SKILLS & KNOWLEDGE

- Ability to develop, communicate, persuade and gain ownership for a new clear vision and direction for the human resources function.
- Ability to think, plan and act strategically and corporately, with a creative approach to problem solving and delivery in demanding circumstances and with competing priorities.
- A clear understanding and knowledge of the working of local government including its legal, financial, social and political context.
- A clear understanding and knowledge of human resources responsibilities.
- Effective presentation, communication and interpersonal skills and ability to apply these effectively to a variety of audiences.
- Ability to communicate a compelling vision of what is to be achieved and how it is to be achieved
- Ability to lead, motivate and challenge others to achieve high performance.
- Ability to instil confidence and inspire others.
- Ability to build positive relationships, to influence and persuade others.
- Ability to build partnerships and productive working relationships with others (internal & external)

OTHER

- Willingness to act flexibly, corporately and collaboratively
- An enthusiastic ambassador for the Council, its stakeholders and partners.
- Personal and professional credibility which will command the respect and confidence of Members, senior managers, staff, external partners and other stakeholders.
- A strategic thinker with a creative and innovative approach.
- A strong and effective manager, who leads by example and is an effective communicator, determined, positive and approachable.
- A robust individual, resilient enough to cope with the demands of the role.
- Highest standards of conduct and probity.