

JOB DESCRIPTION



Effective Date: November 2021	Location: Maidstone, Swale and Tunbridge Wells Councils and working from home
Job Title: Director of Mid Kent Services	Grade: 15
Responsible to: Mid Kent Services Board	No. of Staff Responsible For: 7
Employing authority: Maidstone Borough Council	
PURPOSE OF JOB	
<p>To lead Mid Kent Services (MKS) and be accountable for strategic direction and service provision in line with the agreed governance arrangements. Functions within MKS are currently Internal Audit, HR, ICT; Legal, Planning Support and Revenue and Benefits (including debt recovery)</p> <p>To drive innovative ways of internal and external working to improve the quality, efficiency and resilience of shared services ensuring best practice.</p> <p>To explore and maximise opportunities with other public and private sector organisations to deliver cost savings and to drive additional income.</p> <p>Contribute to the officer leadership teams for Maidstone, Swale and Tunbridge Wells borough councils generally and advise both the MKS Executive Board and MKS Member Board to ensure a clear sense of direction and purpose for MKS, assisting them in policy formulation to ensure the vision and strategic policy objectives of the Partnership are realised.</p>	

MAIN ACCOUNTABILITIES

- Provide strategic leadership, direction and management for the operational performance and development of Mid Kent Services including guiding a range of strategies for each of the partner authorities including with respect to Workforce, Council Tax Reduction Schemes and Income Recovery ensuring effective management, resources, processes and systems are in place
 - Report to and be accountable to the partner organisations according to the governance arrangements in place which include the Member MKS Board and Shared Service Boards relating to each service.
 - As a member of the partner officer leadership teams work with and support each Chief Executive and team in advising elected members, providing a clear sense of direction and purpose and assisting them in policy formulation to ensure the councils' vision and strategic policy objectives are realised and provide collective leadership for the councils
 - Contribute to the three partner officer leadership teams in terms of both the overall strategic leadership of the partner organisations and the specific contribution from MKS services
 - Establish and maintain a positive working relationship with Ashford Borough Council – as a partner to the Internal Audit Shared Service
 - Establish and maintain positive working relationships with organisations to which MKS provides services
 - Identify and evaluate new opportunities including for the expansion of shared services, for MKS to provide services to other organisations or other income generation
 - Directly line manage the shared Heads of Service and managers ensuring that services perform to the highest level ensuring that the requirements of the partners are met within agreed resource parameters and the regulatory framework of each authority
 - Act as the project sponsor for transformation and other projects as identified from time to time
 - Ensure effective contribution from MKS services to key projects and internal boards identified by the partner authorities
 - Raise the profile and represent MKS ensuring that the partnership effectively contributes, communicates, links and influences on a corporate, sub-regional, regional and national basis
 - Ensure that the statutory obligations of the Councils are met including with regards to Equal Opportunities, Freedom of Information, Data Protection, Risk Management and Health and Safety, with regard to both employment and service delivery.
 - Commitment to the Councils' Strategic Plan
 - To undertake any training and development as required
 - To comply fully with the Councils' Equal Opportunity Policies
 - To comply fully with the Councils' Health and Safety at Work Policies
 - To assist as required in the Councils' Emergency Plan arrangements
 - To comply fully with the Councils' IT Security Policy
 - To undertake other duties commensurate with the grade of the post
- This job description may be amended from time to time and, in addition to the duties set out, the post holder may be required to undertake additional or other duties nationally, regionally and locally as required by the Chief Executive.

PERSON SPECIFICATION

Director of Mid Kent Services



Attributes:		Essential/ Desirable
Education, Training and Knowledge	<ul style="list-style-type: none"> ➤ Educated to degree level or professional qualification ➤ Member/eligibility for membership of a relevant professional body ➤ Understanding of the principles and practice of business planning and an innovative approach to investment capital and commercial opportunities ➤ Knowledge of political, strategic, policy, operational and technological matters and the cross cutting challenges concerned with shared service delivery 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
Experience	<ul style="list-style-type: none"> ➤ Extensive senior level experience of business and organisational development which could be in local government or in the private sector ➤ Successful track record of leading, directing and managing a range of professional and operational services in diverse organisation/s ➤ Management of complex budgets, driving cost efficiencies, monitoring expenditure and gaining relevant commercial income. ➤ Developing and delivering a shared vision and strategy with the ability to engage and maintain relationships with a wide range of staff and stakeholders. ➤ Proven record of developing strategies, plans and programmes and ensuring they deliver on the agreed outcomes and targets. ➤ Overseeing the setting and management of budgets and resources ensuring a strategic approach to 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

	<p>budgetary and financial issues.</p> <ul style="list-style-type: none"> ➤ Contribution to major strategic innovation programmes and leading transformation initiatives to achieve significant savings and to maximise income generation. ➤ Leading, managing, inspiring and performance managing staff groups, both directly and in project teams to ensure high quality delivery. 	<p>Essential</p> <p>Essential</p>
Personal Competencies	<ul style="list-style-type: none"> ➤ Passion and commitment to excellence, customers, innovation and improvement. ➤ Ability to play a critical role in the drive towards commercialism and income generation. ➤ Leadership skills to engage, develop and motivate others to ensure best performance in a changing partnership environment. ➤ Highly developed communication and interpersonal skills including written, oral and presentation skills with the ability to create confidence in others. ➤ Ability to work collaboratively and in partnership to find opportunities to drive forward service quality, resilience, savings, income generation and best practice. ➤ Enabling approach to identifying, leading, managing and supporting major organisational change programmes developing internal and external relationships. ➤ Advanced problem solving and business analysis skills with the ability to professionally balance the interests of key stakeholders when recommending solutions. ➤ Skilled in managing and delivering complex projects and programmes of work to meet business needs and organisational strategies. ➤ Sensitivity and ability to develop effective interfaces acting with integrity and to act as a role model to 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

	<p>others.</p> <ul style="list-style-type: none"> ➤ Flexible and adaptable approach to dealing with a changing landscape and working environment. ➤ Enabling approach to identifying, leading, managing and supporting major organisational change programmes developing internal and external relationships. 	<p>Essential</p> <p>Essential</p>
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COMPETENCY PROFILE

Service	<ul style="list-style-type: none"> • Assertive and proactive with commitment to high standards of service delivery • Analytical skills • Ability to work in a challenging environment and cope with change • Able to work at pace, demonstrate enthusiasm and deliver results.
Teamwork	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Effective negotiating, influencing and decision-making skills • Developed leadership skills to encourage teamwork
Responsibility	<ul style="list-style-type: none"> • Self-motivated with the ability to balance short-, medium- and long-term objectives for the effective delivery of programmes of work. • Flexibility to juggle a range of projects and issues • Ability to work under pressure and to tight deadlines
Integrity	<ul style="list-style-type: none"> • Effective in diplomacy, negotiation and political sensitivity as well as the ability to communicate to a variety of audiences • Developing effective internal and external relationships • Demonstrating high levels of trust and personal accountability.
Value for Money	<ul style="list-style-type: none"> • Right first-time approach • Always weighs up options to deliver cost effectiveness • Ensuring commitments are delivered within budget, on time and in line with expectations. • Flexible and innovative and a lateral thinker.
Equality	<ul style="list-style-type: none"> • Awareness and commitment to promoting equal opportunities • Be open to new ideas and concepts