

Job Description

Date of Issue:

Head of Service

Job Title Head of Service – Parks & Visitor Services	Thematic Area Environment & Public Protection
Grade Hay 1	
Responsible to Service Director – Environment & Public Protection	

This job description is a guide to the work you will initially be required to undertake. It may be reviewed from time to time to meet changing circumstances.

Job Purpose

- Head of Service will have overall service responsibility for a specific service areas or functions. Day to day operational control and development of the service in accordance with the Council Plan and as directed by the senior management team.
- High level professional advice to the council and cabinet members on the service or function.
- To assist and deputise for the Service Director as required.
- To take the lead in developing and delivery of service business plans in order to maximise performance, development, redesign and transformation in support of enhanced service user experience and efficiency, and in line with Council policy.
- Manage allocated budgets in accordance with Council priorities, Financial Regulations, and accounting instructions.
- Provision of outcome focussed high-level professional advice to the Council and Cabinet Members on their service areas or functions.
- Lead/chair corporate/public working groups, enabling cross service and integrated working within the directorate, and / or other directorates
- Work collaboratively with members of the Council executive, and other Council members to ensure service delivery priorities align fully with the Council Plan.
- Attend as required, meetings of the Chief Executive’s Senior Leadership Team, to present activities and changes within the service
- Contribute to performance improvement and the development of Council strategy, as these relate to the service responsibilities of this post
- Be accountable as the designated corporate lead for a plan, Council initiative, theme or project as agreed with the Service Director.

Corporate Responsibilities

- Be an exemplar of the Council’s values and behavioural and cultural standards, and implement the ‘One Team’ vision within the Council
- Devise and implement strategies and plans that enable the transformation of Council services

- Encourage commitment, engagement and enhance job satisfaction by promoting accountability and responsibility at all levels
- Lead or be a member of corporate working groups, providing expertise, and which reflects a commitment to working in partnership
- Work with other service leads to achieve delivery of the Council's performance plan targets
- Be a champion of change and advocate for continuous service improvement

General Responsibilities

Advise the Council, the Council Executive and Cabinet Members on all matters relating to service provision within the postholder's areas of responsibility including the preparation and presentation of reports, ensuring that all decisions are evidenced and supported by sound technical principals.

Convene regular and constructive performance management meetings with managers and other heads of service to ensure progress against performance objectives are monitored and kept under close review, and adopting a 'high support / challenge' approach

Implement council HR and OD strategies that maximise employee engagement and satisfaction, and which create the conditions for all employees to have equal access to opportunities for personal development and growth.

Undertake designated responsibilities as set out in the Council's HR policies and manage and develop relationships with employee representatives as necessary.

Engage service users, clients, partners and employees in the development of service policies and strategies and which improve the customer journey, and ensure these are actively communicated, embedded, and monitored.

Assist the Service Director with high level negotiations to resolve significant and / or controversial matters with stakeholders of the service.

Ensure all allocated resources are utilised effectively and in accordance with the requirements of Council policy and relevant legislation.

Ensure robust financial management of all sections of the service under the control of the post holder, ensuring budgets are managed in line with the Councils agreed priorities, Financial Regulations and accounting instructions.

Responsible for implementation of agreed outcomes and performance targets are being delivered on time and within budget.

Represent the Council on external bodies, with other agencies and working groups, and develop relationships with Council partners which enhance the Council's reputation, and ensures it is a key player in national and regional activities.

Maintain appropriate external professional and institutional contacts to ensure the Council can benefit from the exchange of knowledge, experience and to support the benchmarking of Council services.

Actively monitor and promote Health and Safety and wellbeing across the areas of responsibility.

Carry out all duties in accordance with relevant legislation and best practice and with due regard to the Council's policy, organisation and arrangements for Health and Safety at work. At all times, behave in line with the highest professional and personal standards expected of public office holders.

Present positively to all Council employees in actions, manner and attitude, promoting the Council's policies on equality, diversity and inclusion, and help to create and sustain positive workplace relationships.

Undertake such other duties as may be appropriate to achieve the objectives of the post or to assist the Council in the fulfilment of its objectives commensurate with the post holder's salary, grade, abilities and aptitudes.

Service Specific Responsibilities

To provide a customer-focused parks and visitor service based on the development and implementation of high-quality management standards.

To maximise commercial opportunities for all assigned services that optimise financial sustainability and cost-effectiveness. Key areas of focus include: catering, retail and attractions management.

To maximise the usage and enjoyment of parks and visitor attractions by Sandwell residents and ensure that parks and attractions are seen as community assets that are accessible to all.

To ensure that all leisure activities undertaken in parks and open spaces achieve the appropriate balance between public enjoyment and environmental sustainability.

To ensure the delivery of an appropriate programme of events focused on attracting Sandwell residents to our parks and open spaces and to support the wider corporate / civic events programme.

To ensure that the highest standards of operational management are achieved and where possible these secure external validation – including Green Flag and Visit England.

To lead on the procurement, commissioning and management of external concession contracts where these present the best-value solution to service provision.

To work with the Service Director and Head of Public Realm to deliver capital improvement projects in parks and open spaces, ensuring that projects are delivered robustly to time, cost and quality.

To work with the Head of Public Realm to ensure the highest standards of animal welfare are promoted and maintained in the council's open spaces and attractions.

To support the Service Director to develop opportunities for partnership working, service benchmarking and sharing of best practice across the region and sub-region.