

Job Title	Head of Service	Thematic Area:	Environment & Public Protection
Grade	HAY 1		
Date of Issue: March 2026			

The Personnel Specification outlines the main attributes needed to adequately perform the post specified. In drawing together, the specification, a critical examination of the job description has been undertaken to pinpoint those elements of the post deemed as essential.

The Personnel Specification is intended to give prospective candidates a better understanding of the position's requirements. It will be used as part of the recruitment process in identifying and shortlisting candidates and in determining an applicant's suitability for employment, whilst giving due consideration to the need to make reasonable adjustments in line with the requirements of the Equality Act 2010.

Essential
1. Physical
<ul style="list-style-type: none"> • Communication skills: Verbal – to be able to liaise effectively face to face and by telephone. Written – to be able to produce accurate and concise documents, reports, letters and general correspondence. • Able to make clear and effective presentations to public meetings, multi-agency groups and committees.
2. Qualifications
<ul style="list-style-type: none"> • Final professional qualification(s) in a relevant discipline related to the service areas/functions or significant working experience in the services relevant to this post. • Evidence of management competencies.
3. Experience

- Minimum five years proven management experience to include- project management, people management, budget management, performance management and best value.
- Have worked at a senior managerial level in a complex organisation comparable to local government.
- Effective skills to enable management of a varied team with differing skills and abilities.
- Effective skills to enable management of a varied team with differing skills and abilities.
- Extensive knowledge of issues affecting the service area.
- Excellent understanding of local government processes and functions
- Experience of overseeing large scale change programmes by being outcome focused
- Demonstrated experience in project planning that aligns to the organisational framework/corporate plan which enables the delivery of transformational change.
- Understanding how transformational change underpins the Medium-Term Financial Plan.
- Experience of delivery of high-quality customer services.
- Understanding of local government decision making and governance and experience of working with elected members.
- Leadership evidence in a public sector environment and with change management/transformation skills.
- Strong and positive service delivery champion for the service with a focus on continuous improvement.
- Play a key leadership and management role in developing a strong commercial function for the organisation.

4. Training

- Ability to demonstrate continuing professional development beyond final professional qualification.
- Willingness to undertake any training considered appropriate for this post.

5. Special Knowledge

- Practical, in-depth knowledge of current developments in the relevant area(s) of service.
- Working knowledge of service/s.
- Knowledge and understanding of issues in central and local government that may impact on the service.
- Knowledge and understanding of the importance of public accountability, media relations and quality customer care.
- Knowledge and commitment to the delivery of corporate priorities of Sandwell MBC.
- Knowledge and understanding of relevant legislation.
- Fluent in manipulating data, manage data gathering / analysis tools.
- Working at the highest level of the organisation with a good understanding of transformational change.

6. Circumstances (personal)

- Available for evening and weekend meetings as necessary.
- Be able to travel around the Borough.

7. Organisational Characteristics

- A team player with a concern for the personal development and support of his/her staff. The ability to continue to develop a hybrid agile workforce which is aligned to the corporate operating principles.
- Commitment to working corporately and with other services and in partnership with other agencies and local people in order to deliver the Council's priorities.
- The ability to operate in a commercial environment.
- Ability to lead projects/project groups.
- Ability to lead, motivate, delegate and ensure targets are met.
- Ability to prioritise workload and meet tight deadlines.
- Ability to communicate confidently and persuasively to gain support on key issues.
- Excellent forward planning skills.
- Excellent interpersonal skills.
- Self-motivated, confident, enthusiastic and tenacious approach to work, resilient and emotionally intelligent.

8. Practical and Intellectual Skills

- Leadership and people management.
- Ability to work with local communities, private sector agencies and other officers at the highest level in other public bodies.
- Ability to communicate positively and persuasively to gain support on key issues.
- Ability to organise oneself in the face of conflicting demands and priorities and working effectively under pressure.
- Ability to develop new initiatives, policies and practices in anticipation of or in response to change.
- Ability to produce and interpret complex reports.
- Strong organisational skills.
- Delivery of sound and evidenced recommendations for strategic decisions. Demonstrate reliable judgement and the ability to devise and adapt creative approaches to unusual challenges.

9. Values & Behaviours

- Ability to work well with others at all levels within the organisation.
- A creative thinker who can challenge the thinking of others, who may be more senior in a nonthreatening and productive manner.
- Ability to motivate and influence others at all levels through positive relationships.
- Self-motivated and decisive.
- Confident in dealing with a wide range of individuals and organisations.
- Able to motivate, inspire and lead others – delegating appropriately to achieve goals.
- Strong interpersonal skills
- Ability to work flexibly across areas of diversity.

10. Legal Requirements

- Politically restricted post.

9a. Background Checks

Please ✓ required check(s) referring to Section 9 of [Guidance on completing individual sections of the Personnel Specification](#)

The post is subject to the following Background Check(s) which will be undertaken, where applicable, following a conditional offer of appointment.	a) Enhanced DBS with Children's and Adults Barring List Check	<input type="checkbox"/>	Only one or none of these checks (a – f) may be applicable.
	b) Enhanced DBS with Adults Barring List Check	<input type="checkbox"/>	
	c) Enhanced DBS with Children's Barring List Check	<input type="checkbox"/>	
	d) Enhanced DBS Check	<input type="checkbox"/>	
	e) Standard DBS Check	<input type="checkbox"/>	
	f) Basic Disclosure Check	<input type="checkbox"/>	
	Police Vetting Check	<input type="checkbox"/>	This check may also be required in addition to one from (a-f) above
	No Check Required	<input checked="" type="checkbox"/>	

10. Politically Restricted Post

Is this post a "politically restricted post"?

Yes

No

Applicants can gain further information on Politically Restricted posts in the "Information for job applicants' booklet".

11. Language Requirements

Is this post covered by part 7 of the Immigration Act (2016), and therefore, the ability to speak fluent and spoken English is an essential requirement for this role? For example:

- The employee will work in a customer-facing role.
- The employee is required to speak to members of the public in English and this forms a regular and intrinsic part of the role.
- The employee requires a command of spoken English, to enable the effective performance of the role.

Yes

No