

Job Title	Director of Corporate Resources & Transformation
Pay Grade	D3
Council	London Borough of Harrow
Responsible to	Chief Executive
<p>Role Purpose</p> <ul style="list-style-type: none"> The post is a Chief Officer and member of the council's Management Board responsible with the Chief Executive for the strategic and general management of the council and specifically the Resources and Transformation Directorate. 	
<p>MAIN ACCOUNTABILITIES</p> <p><u>Leadership</u></p> <ul style="list-style-type: none"> Together with the Chief Executive and members of the council's Management Board, and in collaboration with elected members, establish and implement a vision for Harrow in the development of its services, organisation and workforce. Demonstrate effective strategic leadership and good governance through high standards of personal behaviour. Ensure that structures and processes inform sound decision- making and service delivery, deliver efficiency and value for money and sound financial management. Develop and maintain systems and processes to develop capability, skills and knowledge at all levels within the organisation. Develop and maintain a culture that encourages innovation and improvement and develop and maintain a healthy and effective interface between the Council Members and Officers. Provide well-evidenced and sound advice directly to the Chief Executive, cabinet, portfolio holders and other members of council and attend council, cabinet and other committees and events as required. Promote a positive image of Harrow externally and represent the council at local and national level attending and presenting at such conferences, seminars, meetings and working parties as may be required. Represent the council and/or the Chief Executive in discussions with partner organisations and other stakeholders. Lead and direct corporate and cross council activities as specified by the Chief Executive. Deputise for the Chief Executive within functional areas and other areas as specified by the Chief Executive. <p><u>Commissioning</u></p> <ul style="list-style-type: none"> Maintain and develop effective systems and processes for identifying the needs of the local community and the resources available to deliver agreed outcomes. Maintain and develop an effective framework for consultation and engagement with service users, staff, trade unions, voluntary and community organisations, partners and other stakeholders. Ensure services are commissioned to enable achievement of agreed outcomes through effective, efficient, equitable and sustainable service delivery. Lead innovation in the development of new approaches to service delivery to ensure continuous improvement in value for money, performance and quality of services for Council Taxpayers 	

- Oversee and ensure implementation of service development and delivery plans
- Ensure service agreements and contract arrangements enable service delivery against agreed outcomes
- Ensure monitoring and review arrangements are in place to enable evaluation of service delivery and impact on achieving agreed outcomes.
- Ensure in conjunction with strategic partners, government and other agencies the achievement of council objectives and the fulfilment of statutory obligations and national requirements.

Partnership

- Maintain and develop effective relationships with key partners, service providers and stakeholders and the wider community to facilitate high quality commissioning of services.
- Maintain and develop effective relationships with relevant government departments and other national or regional bodies.
- Ensure the council is equipped to meet government requirements and inspection requirements.

Performance and Resource Management

- Provide effective management arrangements to ensure delegated resources are used to best effect to deliver agreed outcomes
- Sustain a culture to encourage meaningful contribution by employees through their continuing development and commitment
- Develop and maintain effective governance and performance frameworks to clarify accountabilities, expectations and ensure that effective monitoring, reporting and challenge mechanisms are in place.
- Provide effective management arrangements to ensure implementation of the Council's Safety Policy and Safety Management Systems, including any service specific Safety Policy, Codes of Practice and Safe Systems of Work.
- Participate in effective civil emergency planning, leadership and management.

Diversity, Equality and Inclusion

- To provide the leadership, communication and action which will exemplify the Council's values, sense of purpose and commitment to ensure equality of opportunity and strengthen cohesion in the local community.

ROLE SPECIFIC ACCOUNTABILITIES

- To lead and direct the Council's Transformation Programme that will secure the continuous improvement of our core services, in our approach to customer services and of our internal governance processes.
- To lead and direct the development and deployment of the Council's ambition to transform our customer services, our response to our customers, our culture of positively working with our customers.

- Support the Director of Finance and Monitoring Officer to ensure that the associated statutory duties are discharged (See Statutory Guidance for further details).
- Lead and direct the strategic and general management of the following services / functions on behalf of the council:
 - Customer Services
 - IT
 - Communications
 - Human Resources and Organisational Development
 - Strategy & Performance
 - Transformation
- Lead and direct the effective development and implementation of the following key strategies on behalf of the council: -
- Strategic management and setting director of the financial agenda for the Directorate, working partnership with the relevant portfolio holders.
 - Sustainable Community Strategy
 - Corporate Plan
 - Consultation Strategy
 - Corporate IT Strategy
 - Single Equality Scheme
 - Strategy for People
 - Communications Strategy
 - Corporate Health and Safety Policy
 - Information Management Policy
 - Data Quality Policy
- To act as lead officer and directly advise the Chief Executive, relevant council committees and panels including Cabinet and Scrutiny sub committees and council members on all strategic policies and practices relating to the Resources Directorate.

Dimensions

- This is a Chief Officer post and reports to the Chief Executive
- Responsible for the effective management of delegated budgets
- Revenue budget in the order of £19m
- Directly manages up to 5 Directors and has overall responsibility for employees within the responsible Directorate.

Values, Behaviours and Equalities

We want our colleagues to live our values. These values describe what we stand for and how we do things at Harrow whilst inspiring, challenging and guiding us towards the delivery of our organisational ambitions and goals. Our three values are:

Be Courageous, Do It Together and Make It Happen

These values will also help us to achieve our equalities vision of being a proud, fair & cohesive Harrow, a great place to live, work & visit.