

<b>Job Title</b>	<b>Director People Services Strategy and Commissioning</b>
<b>Pay Grade</b>	TBE
<b>Directorate</b>	People Services
<b>Division</b>	People Services Strategy and Commissioning
<b>Reports to</b>	Corporate Director People Services
<b>Location</b>	Dependant on the Line Manager
<p><b>Role Purpose</b></p> <p>The Director of People Services Strategy and Commissioning will:</p> <ul style="list-style-type: none"> <li>• Lead and direct the strategic and general management of the of the Strategy and Commissioning Division</li> <li>• Lead and direct the strategic development of the People Services Commissioning function for statutory and non-statutory services.</li> <li>• Advise the Leader, Chief Executive and Corporate Director in respect of reforms and responses to the national government agenda that impact on commissioning services across the People Services Directorate.</li> <li>• Lead on and be responsible for providing advice to elected members</li> <li>• Develop and maintain effective working relationships with all relevant stakeholders both internal departments and members, and externally including with health, schools, stakeholders, providers, voluntary sector, service users, government bodies etc.</li> <li>• Lead and direct the effective development and implementation of key strategies and commissioning on behalf of the Council and People Services</li> <li>• Lead and direct the integration of health and social care across Harrow and North West London (NWL)</li> <li>• Represent and otherwise deputise for Portfolio Holders and Corporate Director of People Services, as required</li> </ul>	
<p><b>Job Context (Key outputs of team/role)</b></p> <p>The post holder will:</p> <ul style="list-style-type: none"> <li>• be based within the People Directorate within Harrow Council and report directly to the Corporate Director People Services and holds the strategic lead for strategy and commissioning across People Services.</li> <li>• be a member of the People Services Leadership Team, Corporate Leadership Group (CLG) and Education Service Management Team.</li> <li>• work across the directorate and organisational boundaries in a cross cutting and collaborative way seeing the links and synergies with budgets, resources and policies that will promote the Council's agreed priorities and put the interest of the Council first.</li> <li>• act as lead officer and directly advise the Corporate Director, council committees and panels including Cabinet and Scrutiny sub committees and council members on all strategic policies and practices relating to the People Services Directorate. <ul style="list-style-type: none"> <li>– Responsible for the effective management of: <ul style="list-style-type: none"> <li>– a revenue commissioning budget approx. £60m,</li> <li>– a capital budget approx. £28m,</li> <li>– management of 1-4 direct reports and approximately 25 staff</li> <li>– indirect management of internal and external multi-disciplinary staff including professional specialists</li> </ul> </li> </ul> </li> <li>• Lead and direct the strategic and general management of the following services / functions:</li> </ul>	

- Strategic Commissioning and Market Management
- Arranging Care Team, Contract Monitoring Team and the Adults and Children's Complaints Team and Information Requests Team.

- **Generic Duties**

- *Implement and champion, through service and staff development, the Council's Health and Safety, Equal Opportunity and Information Security Policies.*
- *To ensure that the post holder complies with their responsibilities as laid out in the council's health and safety policy and takes an active role in promoting a positive health and safety culture.*
- *Promote and ensure participation in the Council's individual performance appraisal and development initiatives and information management best practice.*
- *To support the operation and general elections when requested by the returning officer.*

- **(The Following Generic Duties are for Managers with Delegated Budgetary Authority - please delete and amend where appropriate)**

- *To motivate, train, develop and performance manage staff to maintain an effective workforce capable of meeting its objectives.*
- *To manage the function so that the services provided are responsive to customer requirements, accessible to all areas of the community and provide value for money*
- *To develop the structures, systems and policies necessary to support effective service delivery.*
- *To formulate annual operational plans and budgets for the function **or team** so that there are clear priorities and appropriate resources are allocated to their achievement.*
- *To resolve the most complex and high level operational issues so that they are resolved effectively and precedents are set for the resolution of similar issues.*
- *To develop **or contribute to** longer term (2-3 years) plans for the services managed so that they are developed in line with Council and Government priorities and customer requirements.*
- *To ensure services link effectively with related service provision, within or external to the Council, so that coherent and value for money services are provided. Where appropriate, and in conjunction with other service providers, to undertake joint planning of service delivery and/or for the closer integration of service provision.*
- *Prepare monitor and control the service budget to ensure that expenditure is in line with the agreed business plan.*
- *To manage the teams and service provided in a way that promotes the Council's approach to diversity.*
- *Provide performance management for Council employees working within the service.*

### **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.

**Main Duties / Accountabilities**

1. Advise the Corporate Director and the Council's leadership team on policy and legislation relevant to People Services Directorate.
2. Resolve complex matters across People Services with the Council's People Services leadership team without recourse to the Corporate Director People Services except in the most serious situations.
3. Provide strategic leadership on the development and implementation of policies, strategies and projects that deliver the responsibilities and priorities of People Services Commissioning including the Local Authority statutory duties for education, ASC and CSC.
4. To act as lead officer and directly advise the Corporate Director, portfolio holders, council committees and panels including Cabinet and Scrutiny sub committees and council members on all strategic policies and practices relating to the People Services Commissioning. Attend council, cabinet and other committees and events as required
5. Lead and direct the development and implementation of the People Services Strategic Commissioning Plan and related projects.
6. Lead and co-ordinate communication on People Services Commissioning both internally and with partners.
7. Develop and maintain effective governance and performance frameworks to clarify accountabilities, expectations and ensure that effective monitoring, reporting and challenge mechanisms are in place for commissioned services, including Council led and joint commissioning with partners
8. Ensure service agreements and contract arrangements enable service delivery against agreed outcomes
9. Ensure monitoring and review arrangements are in place to enable evaluation of service delivery and impact on achieving agreed outcomes.
10. Maintain and develop effective systems and processes for identifying the needs of the local community and the resources available to deliver agreed outcomes.
11. Maintain and develop an effective framework for consultation, engagement and co-production with service users, staff, trade unions, voluntary and community organisations, partners and other stakeholders.
12. Ensure services are commissioned to enable achievement of agreed outcomes through effective, efficient, equitable and sustainable service delivery.
13. Lead innovation in the development of new approaches to service delivery to ensure continuous improvement in value for money, performance and quality of services '
14. Maintain and develop effective relationships and strategic partnership working with key partners, service providers and stakeholders and the wider community to facilitate high quality commissioning of services
15. Lead and direct the integration of health and social care across Harrow and North West

London (NWL).

16. Represent or deputise for the Corporate Director People Services as required at statutory and non-statutory forums e.g. Departmental, Council and partnership meetings and events.
17. 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.
18. Together with the Corporate Director and in collaboration with People Services Management Team and elected members, establish and implement a vision for Harrow in the development of its services, organisation and workforce.
19. Provide strategic leadership to school organisation strategy development and implementation and lead the commissioning of the school organisation capital programme.
20. Lead on a directorate developmental plan to review the use of assets for vulnerable residents and influence the regeneration programme to provide more local resources with potential savings in the future.
21. Secure alternative funding and resources as opportunities arise including bidding for capital and revenue grants and support charitable organisations to secure funding.

**Selection Criteria - Knowledge, Skills and Experience**

<b>Role requirements</b>	<b>Essential</b>	<b>Desirable</b>
Excellent knowledge and understanding of current issues for local government particular across People Services and operating in a political environment.	✓	
Excellent knowledge and understanding of the legislative frameworks affecting LA responsibilities.	✓	
A clear understanding of the diverse nature of Harrow's communities and the implications for achievement and inclusion services.	✓	
Experience of providing high level professional challenge, advice and support to partners, providers, headteachers, governors, Council officers and members.	✓	
Experience of leading on strategic policy development and implementation.	✓	
A strategic and lateral thinker, able to contribute to interdependent leadership and the development of integrated service delivery.	✓	
Experience and success in leading and managing individuals, teams, and budgets.	✓	
Proven experience of managing change and improvement programmes	✓	
Highly developed leadership skills, including evidence of	✓	

strategic thinking and planning.		
Proven ability to provide written reports to strategic and operational partners, including quality cabinet reports, briefings to senior partners etc.	✓	
Excellent critical thinking, influencing, communication and presentation skills.	✓	
High level analytical skills and the ability to draw data from a range of sources and present in a clear, concise manner.	✓	
Proven ability to motivate and manage teams.	✓	
Proven ability to make decisions autonomously when required on difficult issues.	✓	
Proven ability to work on own initiative and organise workload, working to schedule within changing deadlines.	✓	
Ability to work evenings and weekends as required.	✓	
Enhanced CRB clearance.	✓	

**Qualifications**

<b>Role Requirements.</b>	<b>Job specific examples</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Educated to degree level or equivalent or has the equivalent relevant work experience.		✓	
Evidence of continuous professional development		✓	

**Other Requirements**

**The job involves travel for business purposes:**

<b>Manager Signature</b>	<b>Employee Signature</b>
<b>Job Title</b>	<b>Job Title</b>
<b>Date</b>	<b>Date</b>