

Job Description

POST IDENTIFICATION

Post Title	Head of Adult Services				
Grade	Head of Service				
Service Area	Adult Services				
Service Team	Click here to enter text.				
Responsible to	Director/Chief Executive				
Areas of Responsibility	Adult Services				
Number of staff responsible for	50+	Political Restricted Role <small>(refer to special conditions section)</small>	Yes	DBS Required	Yes
Job Evaluation Proforma (to be completed by a manager only when creating a new job or amending an existing role)					

JOB PURPOSE

To lead and manage the Service Area, providing dynamic leadership and strategic vision to drive forward the Council's agenda and to ensure positive outcomes for all of the communities and residents of Newport

To be the Lead Officer for the Council in this Service Area, and to advise the Corporate Management Team and Members on all matters relating to the service, ensuring the Service Area meets all current legislative, regulatory, professional and quality standards.

To contribute to the Council's Corporate Management Team on strategic and corporate issues building a culture of collaborative and cross functional working across services to deliver improvements and efficiencies within the Council.

To act as advocate for the residents and communities of Newport, ensuring their voice is heard and taken into account when developing strategies and delivering outcomes.

KEY RESULT AREAS

1. To lead and direct the strategic delivery for the Service Area ensuring service plans and priorities are in line with the overall Council's corporate objectives and contribute to the delivery of the City Council's vision, goals and core values
2. To actively review all services within the Service Area ensuring the most effective and efficient delivery methods are employed and play a leading role in the delivery of a customer focused service foreseeing and responding to change programmes alongside partners and stakeholders.
3. To ensure that statutory obligations are met and complied with and that service and individual performance standards are continually monitored and reviewed and agreed performance targets are set and met.
4. To take responsibility for developing, monitoring and reviewing effective strategies in the Service Area, taking into account internal pressures and the resources available as well as the needs of key stakeholders and local residents
5. To develop effective working relationships with Members, the Corporate Management Team, other Heads of Service, employees, trade unions, relevant external organisations and the local community in order to maximise the efficiency of the service
6. To be accountable for people, financial and other resources allocated to the Service Area, ensuring they are aligned to the Council's priorities and diligently utilised throughout the service.
7. To lead and ensure the motivation and wellbeing of the workforce, and ensure our employees are supported and developed in accordance with the Council's people policies and procedures
8. To ensure compliance, throughout the Service Area and with external providers, with the Council's Health and Safety Policy and statutory requirements and promote safe risk management principles

9. To champion best practice and to research and develop new and innovative approaches to service provision in order to maximise resources available and meet the standards and expectations of the customers, the Council and its stakeholders
10. To work with the Corporate Management Team and lead on cross cutting initiatives to ensure the effective integration of Service Areas and services across the Council. Deputise for officers as appropriate.
11. To ensure the effective promotion and implementation of the principles of equal opportunities in relation to employment and as a service provider
12. To represent, chair and lead the Council on a range of other local, national and international bodies.

This job description sets out the main result areas of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION		
ESSENTIAL		DESIRABLE
Qualifications	<ul style="list-style-type: none"> Management qualification or significant experience in a senior management role within a large multi-site organisation. A professional qualification in a discipline relevant to the role. Evidence of continuing professional and personal development. 	<ul style="list-style-type: none"> Senior membership of a relevant professional body / a qualification that supports and develops the skills and abilities required for the post. A degree or equivalent level of qualification in a relevant discipline to the service area.
Knowledge	<ul style="list-style-type: none"> Knowledge and understanding of policy and operational issues confronting the range of disciplines within the service area and within a large multi-site organisation. Thorough and up to date understanding of legislation, statutory obligations and public sector issues which affect the provision and delivery of a quality service. Extensive knowledge of the strategic challenges facing local government. 	<ul style="list-style-type: none"> Click here to enter text.
Experience	<ul style="list-style-type: none"> Significant experience at senior management level in a related service area. Proven track record of successful and consistent achievement in leadership, delivering sustainable service improvement and excellent results. Experience of working effectively in cooperation with a wide range of internal and external bodies, including both statutory and non-statutory organisations. Evidence of progressing policy development in employment and service delivery. Experience of strategic policy making and implementation at management level. Experience of successful development and implementation of strategies, policies and practices that deliver high quality, customer focussed services. Experience of successful partnership working to meet aims, objectives and strategies of a large multi service organisation 	<ul style="list-style-type: none"> Evidence of robust financial management with a track record of achieving good service outcomes within tight financial constraints

Aptitude & Skills	<ul style="list-style-type: none"> • Ability to provide clear leadership and strategic direction in a manner that secures commitment and ownership • Excellent communication, negotiation and networking skills and to be able to apply these to a wide range of individuals, groups and organisations • Ability to apply innovative thinking and judgement to initiate and manage change in strategic and operational issues to meet targets and desired outcomes • Ability to operate an effective performance management framework, including service planning, target setting and performance appraisal to drive up standards • Understanding of the wider legislative and economic context within which service responsibilities are to be fulfilled • Understanding of working in a political environment and an ability to develop effective working relationships with elected members • Ability to effectively project manage complex and cross-cutting service developments • To have an adaptable management style in order to lead change • Ability to lead, manage and motivate people to achieve high levels of performance • To be customer orientated in the delivery of the services • Ability to communicate a compelling vision of what is to be achieved and how • Ability to build positive relationships, to influence and persuade others • A commitment to continuous learning for self and others • Ability to act flexibly, strategically and collaboratively 	<ul style="list-style-type: none"> • Click here to enter text.
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Equal Opportunities

Equal Opportunities	Understand and demonstrate a willingness to promote positively the Strategic Equality Plan of Newport City Council
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Welsh Language Requirements

The Authority is committed to delivering an equally high quality service in Welsh and English and will support staff in providing this. All posts have to be assessed in respect of the Welsh Language requirements.

Welsh requirements for this post (see [Welsh Language Skills Assessment](#) for skill levels)

Listening / Speaking Skills	Choose an item.	Writing Skills	Choose an item.	Reading / Understanding Skills	Choose an item.
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Special Conditions

Disclosure & Barring Service Disclosures	This post will result in you having substantial contact with children, the elderly, sick or disabled. The Authority, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those which would normally be regarded as spent. You must complete the relevant section on the application form – your
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Special Conditions

	application will be returned if this section is incomplete. If successful in your application you will subject to a Disclosure and Barring Service Disclosure. Further information about Disclosure and Barring Service Disclosures and the Council's approach to recruiting ex-offenders should follow the application form, if not contact the person named in the advertisement
Politically Restricted	The post you are applying for is politically restricted under the provisions of the Local Government and Housing act 1989. If you wish to receive further information about politically restricted posts e-mail human.resources@newport.gov.uk
Other (including physical demands and working conditions)	As a senior officer you will be required to adopt a flexible approach to working, alongside the requirement to work outside of normal office hours as appropriate to support the Councils wider priorities.

Training

Undertake all mandatory training relevant to the role and be responsible for your own Continuing Professional Development.

To find out more about working for Newport City Council, visit www.newport.gov.uk or click [here](#)

