

ASHFORD BOROUGH COUNCIL

JOB DESCRIPTION

JOB TITLE:	Director of Customer, Technology and Finance
GRADE:	MG2
POST NUMBER:	6727A
RESPONSIBLE TO	Deputy Chief Executive
JOB SUMMARY:	<p>Provide leadership and direction in the development and implementation of strategic objectives across a range of functions and services that include commercial, statutory and support services to the borough of Ashford. Support the Senior Leadership Team in translating the vision for the borough into a direction for the Council.</p> <p>Overall responsibility for the</p> <ul style="list-style-type: none"> • HR, Customer Services, Communications & Digitalisation, • Finance & IT Services <p>making sure that they are actively supporting the delivery of a commercialisation of services and the corporate plan by driving forward strategies and policies that promote efficient services through digital transformation and putting the needs of the customer first, ensuring they are well managed and in accordance with legislation.</p> <p>This post will also be the strategic lead on commercialism.</p>
ROLE REQUIREMENTS:	
1.	Work with Elected members to develop corporate strategic objectives. Ensure with Management Team that the Council is resourced sufficiently to be able to deliver the objectives and programme delivery.
2.	To raise the profile and reputation of the Council by working closely with partners and key stakeholders.
3.	To represent the Council on key strategic groups to ensure the

	Council has a voice and contributes.
4.	Communicate with key organisations to build trust and openness to foster support and cooperation.
5.	To provide leadership to all professional and operational staff at all levels throughout the Council.
6.	To contribute to a 'can do culture' within the organisation and coach and mentor staff appropriately to achieve a positive outcome for programme delivery.
7.	Ensure that Council priorities are delivered to a high quality, professional standard and appropriately budgeted for, look at innovative financing solutions and explore new opportunities.
8.	Responsible for the management and positive development of a range of strategic and operational relationships external to the council, working with other agencies at a strategic level, in the pursuit of mutual benefits.
9.	Oversee the efficient and effective day to day operation and to establish, with Management Team and then monitor, clear performance targets, both qualitative and quantitative.
10.	To ensure that service areas reporting directly to the post holder are efficient, effective and delivered within budget.
11.	To ensure the council communicates with stakeholders to establish good working and collaborative arrangements to help achieve the goals of the Council.
12.	<p>Equal Opportunities</p> <p>a) To promote equality of opportunity in employment and service provision, and eliminate unlawful discrimination.</p> <p>b) To recognise that people have different abilities to contribute to the Council's goals and performance and to take necessary action to give everyone a chance to contribute and compete on equal terms.</p>
13.	<p>Emergency Planning</p> <p>a) To participate as required in the Council's Emergency Planning operations including undertaking training and exercising as directed</p> <p>b) To participate in the response to an emergency which may involve duties outside your normal job description and at times outside your contracted hours.</p> <p>c) To participate in the recovery stage following the emergency.</p>
14.	<p>Business Continuity</p> <p>In the event that an incident has occurred which disrupts the</p>

	Council's ability to deliver its critical functions, to undertake duties within your competencies in other departments and/or at other locations.
15.	<p>Data Protection</p> <p>To ensure that data quality and integrity is maintained and that data is processed in accordance with Council policy, the Data Protection Act, the Freedom of Information Act, and other legislation.</p>
16.	<p>Health and Safety</p> <p>All employees have responsibilities under The Health and Safety at Work Act 1974. These responsibilities are laid out in the Council's Health and Safety Policy, available on the Intranet or from Personnel.</p>
17.	<p>Safeguarding</p> <p>Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and adults at risk of harm within the borough.</p>
18.	<p>Additional Duties</p> <p>To undertake any additional duties of a similar level of responsibility as may be required from time to time.</p>
<p>OTHER CONDITIONS: Essential Car User</p> <p>Nov 2021</p>	

PERSON SPECIFICATION

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	Essential	Desirable
EDUCATION & TRAINING/ QUALIFICATIONS	Educational/vocational qualification at degree level in a Leadership/Management or related technical subject or significant comparable experience.	
EXPERIENCE	<p>Experience of working in a support service role at senior level developing strategies and leading complex negotiations with stakeholders.</p> <p>Evidence of leading at a senior level. Working with senior leaders in delivering a place making agenda.</p> <p>Strong professional background in a related field.</p>	
SKILLS & KNOWLEDGE	<p>Proven ability to make good quality strategic decisions.</p> <p>Effective leadership skills with ability to engage and maintain relationships with officers, members, partners and other stakeholders.</p> <p>Effective project management skills.</p> <p>Willing to acquire quickly a strong understanding of the political organisation of local</p>	

	government.	
OTHER REQUIREMENTS	<p>A track record in demonstrating a dynamic and ambitious approach to service delivery that unpins strategic vision.</p> <p>Ability to work across professional and organisational boundaries.</p> <p>Ability to adapt and react positively to changing demands and circumstances.</p>	
OTHER ESSENTIAL REQUIREMENTS TO CARRY OUT POST: N/a		



KEY COMPETENCY AREAS

Our Competency Framework has been developed and reviewed over several years in order to achieve a set of professional and key behaviours that our team display every day within our roles.

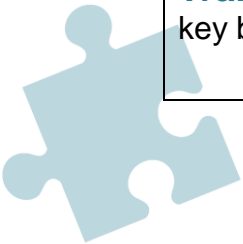
It applies to every member of staff, regardless of their role or service that they work for. It considers best practice but also the level at which our team members work in different areas of their job. So although the competency itself will apply to all levels, how it is evidenced within the individual job role may vary.

The competencies will be used for:

Recruitment and Selection – interview questions will be based on these key behaviours to ensure we are bringing the right people into the organisation.

Performance management including appraisals – to keep checking that we are all displaying the right behaviours that will ensure the success of the council’s aspirations

Training and development – to help our teams and individuals focus on developing key behaviours and characteristics



The 9 basic competencies fall under our three values which are integral to the way we do things around here:

AMBITIOUS	CREATIVE	TRUSTWORTHY
Positive	Innovative	Professional Behaviour
Continuous Improvement	Open to Change	Accountable
Commercial and Enterprising	Decision Making and Problem Solving	Communication