Job Title: Head of Service – Neighbourhood ServicesDate: February 2025

|  | Essential | Desirable |
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| Relevant Knowledge and Experience | Experience in a senior management role within a local authority or similar environment.  In depth understanding of waste management services, and or grounds maintenance, fleet management and corporate assets.  Understanding of relevant legislation, policies, and regulations governing local government operations, particularly in areas related to neighbourhood services.  Experience in budget management, resource allocation, and financial planning within a public sector setting.  Experience and ability to build effective working relationships with a wide range of stakeholders. | Experience of building high performing teams and providing inspirational leadership to the wider organisation that drives a high-performance culture.  Experience of leading and managing organisational change initiatives, including the ability to promote innovation within a complex organisation.  Knowledge of project management methodologies and tools, with the ability to plan, implement, and evaluate projects within specified timeframes and budgets |
| Qualifications | Qualified to degree level or equivalent experience. | Leadership and management qualification.  Project management qualification / training  Certificate in professional competence in transport management.  Certificate in Technical Competence (COTC) or studying towards or willingness to work towards achieving the qualification. |
| Skills and Abilities | Excellent communication skills.  Ability to manage resources effectively, including budgets, staffing, and facilities.  Strong strategic thinking and problem-solving abilities, with a track record of developing and implementing effective strategies to improve service delivery and achieve objectives.  Be able to negotiate, influence and give advice to senior managers and/or Members and partner organisations  Strong attention to detail.  Effective team worker  Able to deliver and lead others under pressure, prioritising work against competing demands to meet deadlines.  Treat all individuals with dignity and respect.  Excellent People Management Skills  Able to motivate employees and have difficult conversations |  |
| Other Requirements | Personal and professional credibility  Drive, energy & enthusiasm to sustain an extensive agenda.  Capacity to work outside of normal office hours and attend evening meetings as and when required.  Ability to drive/travel throughout the borough or between locations as appropriate. |  |