London Borough of Tower Hamlets

# Job Description

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| **JOB TITLE:** | **Director Public Realm** |
| **GRADE:** | **Director** |
| **POST NUMBER:** | **C020000001** |
| **DIRECTORATE:** | **Communities** |
| **SERVICE:** | **Public Realm** |
| **RESPONSIBLE TO** | **Corporate Director, Communities** |
| **RESPONSIBLE FOR** | Street Cleansing  Waste Operations and Recycling  Environmental Enforcement and Education  Traffic and Transportation  Highways and Engineering  Parking  Fleet and Transport Services  Tower Hamlets Enforcement  Environmental Health  Trading Standards  Business Continuity  Markets and Street Trading  Horticulture  **Areas of responsibility for the post will be reviewed from time to time by the Chief Executive or Corporate Director.** |
|  | **DBS Basic check required**  **This post is politically restricted** |
| **JOB SUMMARY:** | Provide strategic direction, corporate leadership and advice on all matters relating to the Public Realm and delivery. In doing so, ensure that statutory requirements are met and that accelerated and sustained improvements in performance against Council targets are achieved. |
| **ROLE REQUIREMENTS:** |  |
| 1. | Provide strategic and managerial direction to staff and managers in Public Realm, paying regard to the Council’s strategic agenda and displaying flexibility in order to meet regional and national targets and respond to the changing financial environment. |
| 2. | Design and deliver, in partnership with stakeholders, services tailored to provide maximum choice for the customer and responsive to the needs and aspirations of the local community with the objective of making Tower Hamlets a cleaner, greener and safer place to live and work in and to visit. To raise performance in all aspects of Public Realm service delivery, public access and engagement. |
| 3. | Ensure the development, implementation, monitoring and regular review of the Council’s open space, integrated waste and recycling, transport, air quality and local environment strategies, ensuring that they reflect best practice, are customer focused, outcome based, maximise opportunities for innovation and partnership working, and deliver value for money. |
| 4. | Lead, manage and be accountable for all Public Realm activities ensuring that service plans are produced which specify outcomes, performance measures, standards and resource allocation and underpin these plans with a performance management system involving all staff. |
| 5. | Ensure the effective procurement and management of all Public Realm contracts exploring the potential for shared services and third-sector involvement where appropriate in order to create efficiencies and develop the local economy. |
| 6. | Develop and ensure the timely and effective delivery of a Public Realm capital investment programme aligned to strategic priorities and including bids to external funding bodies where appropriate. |
| 7. | Ensure that all Public Realm services, including those provided by external contractors, have robust Business Continuity Plans and contribute to the discharge of the Council’s Civil Contingency responsibilities. |
| 8. | Ensure the Council is appropriately prepared for business continuity in the event of a major disruption to council services. |
| **CORPORATE RESPONSIBILITIES** |  |
| 9. | Actively contribute to the leadership of the Council in a way that promotes a ‘one organisation’ approach. |
| 10. | Develop and maintain positive relationships with elected members to ensure the Council and directorate strategic priorities are effectively implemented and to support Members in undertaking their strategic monitoring role. |
| 11. | To promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of disadvantaged groups. |
| 12. | Support organisational change and learning, ensuring appropriate systems of performance and development, communication and engagement, quality measures, monitoring and review are in place for all services and the workforce that delivers them. |
| 13. | To promote sustainability including encouraging a culture of innovation and accountability amongst staff. |
| 14. | Participate in the required rota as directed by the Chief Executive/Corporate Director to ensure emergency planning and business contingency arrangements are in place throughout the Council. |
| 15. | Deputise on a rota basis for the Corporate Director, Communities. |
| **PEOPLE** |  |
| 16. | Work collaboratively with the Council’s partners to inform strategic decision making sure that this supports the delivery of specific corporate programmes and the community strategy. |
| 17. | Establish clarity around expected outcomes and standards, providing clear lines of accountability and delegated authority. |
| 18. | Establish and promote a culture of learning and workforce planning that enables staff to realise their potential, manage their careers and therefore improve outcomes for Tower Hamlets residents. |
| **FINANCE** |  |
| 19. | Effectively manage budgets and income delivery targets ensuring that resources are deployed in line with agreed priorities. Ensure that opportunities for efficiencies are systematically explored and developed and drive down spend where appropriate. |
| 20. | Hold managers to account to provide services that are delivered or procured that represent value for money. |
| **SERVICE** |  |
| 21. | Actively consider new and innovative ways of delivering services that provide high quality and good value for money. |
| 22. | Drive the implementation of consistently high-quality service standards and levels of customer service. |
| 23. | Continuously measure and improve customer service processes to improve the consistency, quality and efficiency of services. |
| 24. | Ensure there is effective integration of related services within the directorate and across the Council, ensuring the contribution of partner organisations. |
| **PERFORMANCE** |  |
| 25. | Set strategic objectives and lead delivery through robust business and financial planning. |
| 26. | Hold managers and partners to account for the delivery of targets. |
| 27. | Manage, monitor and control externalised contracts effectively ensuring that Service Level Agreements, service standards and contractual obligations are met. |
| 28. | Ensure that all services within their own area of responsibility, including those provided by external contractors have robust business continuity plans and contribute to the discharge of the Council’s responsibilities. |
| 29. | Lead on borough-wide and strategic initiatives collaborating with internal/external stakeholders to deliver cross Council projects. |
| **OTHER CONDITIONS:**    Adherence to the council’s commitment to the health, safety and welfare at work policy.  To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council’s ‘My Annual Review’ scheme.  To engage and develop all staff in the team to ensure they have clear personal development plans.  Ensure that all duties and responsibilities are discharged in accordance with the council’s policies and procedures, Code of Conduct and relevant regulations and legislation.  To comply with the council’s equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.  To undertake additional duties that may arise from time to time commensurate with the grade of the post. | |

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| **Person Specification for the Post of Director Public Realm** | | **Essential or Desirable** | **Method of Assessment**  **A= Application Form**  **T= Test**  **I= Interview** |
| **Knowledge & Skills** | Ability to balance strategic leadership and direction with effective operational management.  Ability to foster an open and trusting culture with the ability to lead change through others and inspire high levels of performance.  Ability to apply discretion and initiative in dealing with complex issues.  Authoritative and influential with highly developed relationship management and networking skills, and the ability to foster joint working across service and organizational boundaries for the benefit of residents and communities in LBTH.  Naturally engaging with an ability to inspire and command the respect, trust and confidence of colleagues, Council Members and other stakeholders.  Excellent negotiation and influencing skills, able to persuade others to alternative points of view.  Ability to adopt best practice, modern, innovative working practices, which enable the delivery of corporate priorities.  Customer oriented (internal and external facing), with well-developed networking and partnership skills, able to build relationships with a range of stakeholders.  Significant financial and commercial awareness and effective budgeting and financial management skills.  Ability to maintain a clear overview of the issues affecting the Council in general and the service in particular.  Political sensitivity with an ability to make progress in complex policy areas and a strong belief in the value of local democracy and accountability.  Commitment to LBTH Council’s values and behaviours and equal opportunity policy, with an ability to demonstrate personal leadership on the importance of diversity. | E  E  E  E  E  E  E  E  E  E  E  E | A/I  A/I  A/T/I  A/T/I  A/T/I  A/I  A/I  A/T/I  A/T/I  A/I  A/T/I  A/T/I |
| **Qualifications**  **& Experience** | Relevant specialist and/or generalist degree(s) e.g. Legal, Finance, HR/Business  Substantial experience, evidenced by a solid track record of success, leading high-quality services  A successful track record of engaging effectively with others at a senior and strategic level while building sustainable productive partnerships with key stakeholders  Experience in leading on new ways of working and delivery of culture change in a large complex organisation  Significant experience in successfully leading and embedding financially affordable sustainable change, through the support of others in complex and diverse organisations with measurable improvements  Deep understanding of the external commercial and political environment and ability to translate that into organisational actions | E  E  E  E  E  E | A  A/I  A/I  A/T/I  A/I  A/I |

# Health and Safety responsibilities for:

**Directors (second tier) Job Descriptions**

Health and safety responsibilities include:

* overseeing the translation of the council’s health and safety policies, objectives and arrangements into operational practice within their respective directorate service areas.
* implementing corporate and directorate safety policies and supporting procedures within their service areas
* holding staff accountable
* ensuring risk assessments are carried out, reviewed and shared with all appropriate staff
* ensuring staff receive adequate information, instruction, training and supervision
* cooperate with trade union/safety representatives