**Tier 3: Programme Director Neighbourhoods**

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| **SUPPORTING COMMUNITIES** |

**COMMON INFORMATION TO ALL ROLES IN THIS DIRECTORATE**

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| Supporting Communities Directorate: summary of directorate purpose |
| The ‘Supporting Communities’ directorate will be focused on creating the conditions for people to lead high quality and fulfilling livings in healthy, safe and resilient communities. Enabling a vibrant local economy creating an attractive, clean and safe environment and providing a range of leisure and recreational services are all part of this. This directorate will also be responsible for maintaining and developing our buildings and physical assets which also affect people’s quality of life. |

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| Leadership Family Purpose: |
| The Supporting Communities Family is made up of employees who are focused on delivering the specialist professional business services required by any organisation, irrespective of industry sector, that enable those in frontline services to deliver to customers in an efficient manner, within a professional business framework. All employees in this family work at a professional level within their respective discipline. They have a body of theoretical and practical knowledge commensurate with part or full qualification of a relevant professional body. With the exception of the leadership family, their most likely career path is within their own discipline. |

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| Tier 3: Job summary (common to all Tier 3 jobs): |
| These are Head of Service or Specialist Expertise jobs whose primary activity is determining the strategic direction of the organisation and leading the policies, activities and service improvements required to deliver the strategy. Employees in this family have progressed to a level in the organisation that is beyond the top of their original professional discipline. They operate at a directorate, divisional or service level, beyond the level of the specialist or technical team. They are required to think at a conceptual level and to own and implement the corporate strategy. |

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| Tier 3: common accountabilities: you have specific responsibility for an area of focus within a designated directorate as well as corporate responsibilities as follows |
| * Advise the Tier 2 post-holder(s), Council and Members on all aspects of the services the post holder is responsible for and support the administration in the delivery of its priorities, with a particular focus on the services the post-holder is accountable for / has strong links to. * Demonstrate a wide understanding of the national and local political environment, used to influence the thinking and direction of stakeholders. * Create a culture of accountability, ensuring delivery to agreed outcomes. They will identify talent and develop capability to ensure a highly skilled, committed and motivated workforce. * Create the conditions for effective collaboration between stakeholders by establishing relationships and building trust and rapport in order to build a shared sense of purpose across Camden, unlocking the borough’s collective resources for the benefit of all. * Be ambitious, challenging and innovative in their approach to driving high standards, quality and value for money. They will empower others to be courageous and try new approaches in order to improve services and outcomes for customers. * Scan the environment and seek out the latest thinking, tools and technologies across all sectors. * Be authentic, inspirational and engage others through their personal leadership and ability to make the Council’s vision meaningful to all. |

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| Tier 3: how does this role differ from a Tier 2 role |
| * Requiring applied and theoretical knowledge, and an ability to work out problems or devise new approaches from first principles. This tier is normally associated with a professional or academic qualification or gained through a detailed grasp of involved practices and procedures. * Development and integration of a major service or group of services which have a significant impact across the local authority or the central co-ordination of strategic functions which support the delivery of all local authority service * Influencing, developing and changing the motivation and behaviour of people are frequently and regularly required, and are central to the achievement of objectives. * These roles require thinking within clearly defined policies, principles and specific objectives, under readily available direction from senior management. Differing situations requiring the identification and selection of solutions through the application of acquired knowledge rather than; situations requiring analytical, interpretative and/or constructive thinking and a significant degree of evaluative judgement. |

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| Job specific accountabilities |
| * We are seeking an experienced leader who can drive significant change to deliver our Neighbourhoods vision, who can mobilise and excite senior leaders across the organisation and the borough to deliver new ways of working in how we use our assets, deliver our services and support our communities * **You lead and engage:** As an effective leader, you’ll need to align and enable employees, members, partners and citizens to deliver the Neighbourhoods vision. This will be critical in creating a climate and culture which supports people to take risks and deliver their best for the Borough and citizens. * You mobilise senior leaders to create joined up solutions across the borough, partner organisations and citizens, building commitment & excitement from them to drive change * **You think strategically and create clarity:** To deliver the ambitions of Camden 2025 / Neighbourhoods, we need people who can ‘join up the dots’, challenge current thinking and develop creative solutions to difficult issues. * You help create new ways of working, drawing new insights to fundamentally re-define how things are done and boil down complexity to provide clarity and focus * **You take ownership:** If we are to successfully deliver transformational change then we need people who take responsibility for issues that might not fall under their formal area of responsibility. New ways of working can only be achieved if we are prepared to take calculated risks and challenge established ways of doing things. * You create new opportunities and take bold and decisive action to capitalise on these, while creating an environment that encourages and supports others to take calculated risks. * **You work collaboratively:** If we are to make the best use of collective resources and ensure the best outcomes for citizens, we need people who can create an environment that enable others to work together effectively. * You manage relationships for the long term – building trust, openly tackling conflict and finding win/win solutions. You set priorities and make choices based on the wider needs of the borough or the community and not just your own service area. * **You drive improvement:** If outcomes for citizens are to be delivered in line with our Camden 2025 / Neighbourhoods vision, then we need to people who can address issues & risks head on to drive tangible improvement. * You constructively challenge peers, partners, members and senior leaders to deliver change and you’re prepared to take appropriate action to tackle under-performance * **You constantly look for new ideas:** We need to be continually inquisitive if we are going to drive innovation. We need people who are clued up with what’s happening in the borough, with citizens and the broader environment. * You shape the agenda, seeking out ideas & learning from the best organisations, not just from the sector. You’re at the forefront of thinking and influence policy makers * **You have strong identity:** We need to build trust with citizens, colleagues and partners if we are to deliver our ambitions. We need people who can deliver what they promise and not be afraid to admit when mistakes are made. * You’re not afraid to take a stand, acting on Camden’s values, challenging powerful individuals or groups to act on their stated values and go out on a limb to defend what your believe in. * **You focus on citizens:** We need to have a continual focus on the outcomes for the communities we serve. This means ensuring citizens and other stakeholders are engaged and listened to when making decisions about their services, and enabled to develop solutions for themselves. * You embed a culture focused on citizens, ensuring that staff & partners keep the needs of residents at the forefront of everything they do, while role modelling this yourself * **You’re committed to Camden:** For us to deliver the ambitions of Camden 2025 / Neighbourhoods, there needs to be a shift in thinking from being professionals delivering a ‘job’ to genuinely working with the energy of our neighbourhoods in a more relational way. * You put the organisation and borough’s needs before your own team’s needs and support decisions made that benefit the Borough, even if they are involve difficult choices to be made   Above all, we’re looking for people who are passionate and have shown they can mobilise people and deliver significant change that improves outcomes for people, whatever sector you come from.   * You will report to the Director of Development who shares co-responsibility to deliver the Neighbourhoods vision with the Director of Community Services * You will have management responsibilities for the Council’s Property Services team which manages the Council’s commercial portfolio * You will oversee the management of the Council’s commercial portfolio – lease renewals, rent reviews, marketing and letting of commercial space and be responsible for delivering MTFS savings associated with the Council’s commercial portfolio * You will contribute towards the leadership of the Development division   **Key services managed by this post include:** Neighbourhoods, Property Services (valuations, rent reviews, property advice, lease renewals, commercial negotiations)  **Key partners this post is required to work with include:** Senior Officers, Members, Ward Cllrs, Developers and private and voluntary sectors  **Line Management Responsibilities:** Direct line management responsibilities for the Senior Practitioner: Commercial Portfolio. Matrix management of Neighbourhood Strategic Lead (seconded from Strategy and Change). |