

Job Family:	Delivery – Tactical Implementation	Grade:	11
Job Title:	Head of Cultural Services	Directorate:	Chief Executives: Wellbeing division
Date:	October 2018	Version:	1:2

Role Profile - Details Specific to Job Family

These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.

Role Profile - Details Specific to Grade

Thinking will be concerned with the year ahead, although this will be done within the context of the wider Council strategy. Likely to be leading a function or be an individual contributor who is regarded as the expert in a specific discipline. Will be making technical/professional recommendations which will have a significant impact on Council performance in the short –medium term.

Responsibility for delivering the year-on-year delivery of a specific service area.

Brief Description of job role and department

The post holder is responsible for the Libraries, Heritage and Arts service, the Life Centre and for the development of Sutton’s Cultural Framework. This sits within the Wellbeing division of the Chief Executive Directorate.

The service comprises a network of branch libraries, Heritage houses, Local Studies and Archives and an Arts co-ordinating function. The post holder is responsible for developing and delivering service targets and corporate priorities, managing staff and budgets and ensuring the service is modern and efficient.

The post holder also acts as manager of the Lead Authority role for the London Library Consortium (17 members currently)

Representative accountabilities

- Provide professional expertise to apply best practice to support the development and implementation of operational plans and ensure on-going professional development of self and others
- Provide information to Elected Members to enable them to monitor and delivery of their political objectives and priorities

- Lead the operational delivery of a range of services directly to customers ensuring services deliver the intended outcomes first time and to agreed levels of quality and cost.
- Manage discrete programmes and projects to ensure they deliver their outcomes within agreed standards of cost and time.
- Identify opportunities for the continual improvement of operations for the Council including changes to business processes in order to deliver cost effective services that meet agreed quality standards.
- Develop, motivate and set performance objectives for a senior team/staff in order to support a culture of high quality organisational performance.
- Manage devolved budgets and resources in order to support the delivery of intended outcomes and demonstrate value for money.

Budgetary accountabilities

- c£3.2m

Specific accountabilities

- Interpreting Council policy for the strategic management of the LHA service, including development and delivery of business plans and outcomes against corporate and service priorities and strategies.
- Responsibility for capital and revenue budgets, ensuring that budget and efficiency targets are met and capital projects delivered on time and to budget
- Representing the Council to outside bodies and at appropriate public forums, such as ACE, DDCMS etc. to raise the profile and promote Sutton LHA service as a market leader.
- Advise Members on relevant national issues and potential changes and challenges to the 1964 PLA.
- Responsibility for ensuring flexible and modern working practices are embedded in the service and staff development programmes are in place to ensure staff have the necessary skills to deliver a modern, customer centred service.
- Ensure that staff are performance managed and delivering an outcomes focused approach and that KPIs are understood and delivered at all levels in the service.
- Ensure corporate priorities are delivered and present in business plans.
- Preparing and presenting relevant reports at committees and other public forums.
- Ensure corporate policies and procedures are followed throughout the service
- Responsible for embedding H&S procedures in the service and meeting corporate timetables for risk assessments

Person specification (knowledge, skills, experience and behaviours required in the role)

- Demonstrable experience of managing and motivating a complex team at a senior level and staff across a dispersed network/sites to deliver excellent public services.
- Evidence of providing strong leadership to enhance performance, improve service quality and deliver value for money
- Demonstrable experience of managing libraries, museums or other customer facing cultural venues
- Degree level or recognised qualification in librarianship, museum studies or a related discipline, heritage, arts or relevant experience in the cultural sector
- Experience of working within a local political environment
- Knowledge of the current trends in Libraries and Culture and experience in managing relationships across a disparate group of partners (LLC).

Behaviours

Customer and innovation

- Able to consider the best way a service can be delivered, including partnerships.

- Able to constructively challenge the status quo and seek better alternatives, and show courage in saying what people may not want to hear
- Seeks out and acts on new opportunities, taking difficult and/or unpopular decisions if necessary

Service outcomes

- Finds practical way to overcome barriers and show tenacity in achieving results.
- Understands the political dimension of the work and is sensitive to political agendas and protocols. Works in line with Member requirements.
- Open to change and I am flexible so I can adjust to new circumstances speedily.

Organisation and learning

- Articulates a vision that generates excitement, enthusiasm and commitment
- Proactively takes responsibility for achieving objectives, personal development needs and continuous improvement of self and others.
- Leads change and manages ambiguity to help others find clarity in complex situations.
- Address ineffective, unhelpful or inappropriate behaviour.

Financial and Managerial

- Clearly focuses on achieving results with fewer resources to deliver even better value for money.
- I focus personal attention on specific details that are critical to achieving successful results.
- Manages budgets and resources regularly and consistently
- Makes expectations of outcomes on teams clear and communicates how they contribute to the business plan.
- Actively manages risk rather than avoiding it. Role models risk management thinking such as horizon scanning.

Mandatory accountabilities

- Ensure all health and safety standards are adhered to for the relevant work area.
- Apply diversity and equal opportunities policies in the workplace and national legislation.
- Adhere to the Council's data protection and confidentiality policy, procedures, guidance and national legislation.
- Participate in the Emergency Planning including attending training & support the Borough Emergency Control Centre (BECC) in the event of an emergency.

Adhere to the national regional and Councils safeguarding policy, procedures and guidance.

