

Job Description

Job Title:	Assistant Director – Customer and IT Services
Salary:	£65,164 - £69,437 (Assistant Director - Level 1 Grade)
Location:	Office bases will include those at Bodicote and Towcester respectively but will also include all other office locations in both Districts.
Contract:	Permanent
Reports To:	Director: Customers and Service Development
Responsible for:	Reporting directly to the Director: Customers and Service Development and operating as a member of the councils' wider leadership team with direct responsibility for customer strategy, customer experience and IT services for both CDC and SNC. Required to provide strategic and operational leadership, direction and impact across the councils and within the teams to deliver the best outcomes for residents and communities.
Direct Line Management for:	<ul style="list-style-type: none">▪ Customer Contact Centre Manager▪ IT Services Manager

Key Relationships

Externally: Wide network of contacts from within the public and private sectors at national and local level including stakeholders, local partnerships, council owned companies/enterprises regeneration organisations, government departments and business organisations, including council-owned companies.

Internally: Chief Executive, Elected Members, Directors, Assistant Directors, and managers and teams from across the council.

Job Purpose

- Responsible for the leadership, development and implementation of customer and IT strategies across CDC and SNC in order to deliver an improved customer experience.
- Responsible for leading the councils' digital transformation programme in order to deliver improved customer experiences. To continuously improve and develop the customer experience in order to meet the changing demands of residents and communities.
- Responsible for delivery of the customer strategy and IT services providing strategic support and advice to senior management colleagues, teams within the council and members.
- Responsibility for embedding an outcome based customer focused culture.

Corporate Duties and Responsibilities

- Actively contribute and support the leadership team to deliver and monitor the vision, strategic direction and core values of the councils and provide a clear sense of direction, optimism and purpose.
- In conjunction with the senior leadership team ensure that constructive relationships are developed and maintained between each council and the partner organisations which are important to meeting the objectives of both councils.
- Demonstrate your leadership skills through the effective management of your team in achieving high levels of performance
- Ensure that there is a clear and consistent focus across the councils and their partners on delivering an inclusive and outstanding customer experience to all residents and communities of CDC and SNC.
- Ensure that staff are provided with appropriate support and opportunities for personal development to ensure that both councils are in the best possible position to deliver the broadest possible benefits of joint working.
- Manage and monitor performance and resources within the functions to ensure the delivery of high quality services in a manner which demonstrates compliance with relevant policies, guidelines, regulations and national standards.
- Prepare timely budgets in accordance with the corporate framework to deliver priorities and contribute to the business planning process.
- Adhere to both councils' health and safety and equalities policies.
- Deputise for the Director as required.

The list of duties is not to be regarded as an exhaustive list and you should be aware of the need for absolute flexibility in the interest of the organisations and their customers.

Service Specific Duties and Responsibilities

- Responsible for the development, implementation and evaluation of the customer and IT strategies, identifying and addressing customer needs and demands across both councils.
- Ensure the delivery of an excellent customer contact centre, focused on the provision of an improved customer experience.
- Ensure the delivery of an excellent, customer focused IT service, working to address both short term goals and long term vision for the service area.
- Ensure the IT service remains at the forefront of technological developments that enable the delivery of an efficient, customer focused service.

This list should not be considered exhaustive and may change in the future.

Personal Specification

Part 1 – Leadership Experience

- A proven track record of consistent and demonstrable achievement at a senior management level within an organisation of comparable scope and complexity.
- A demonstrable track record of leading, motivating and managing teams to achieve high-performing and significant, sustainable service improvements and outstanding results, through internal and external partnerships.
- Experience of developing and sustaining a culture that meets the needs of and engages with customers and staff within a safe, open and high performing working environment.
- Evidence of establishing a performance management culture to drive continuous improvement, including service planning, target setting, performance appraisal and the management of staff groups.
- A track record of working in and forging successful partnerships with a wide range of internal and external bodies including governmental and non-governmental organisations, the private and voluntary sectors.
- A proven track record of working effectively within a political environment, providing clear, balanced advice and guidance on strategic and operational issues that achieve service objectives.
- A proven track record of applying commercial judgement in making decisions that will deliver cost-effective and efficient results.

Part 2 – Role Specific Experience and Qualifications

- Demonstrable experience in leading and managing a range of services similar to those set out in the job description.
- Demonstration of an intellectual rigour and application of knowledge learned from career history to make a significant impact in the chosen field.
- Qualified to degree level or equivalent.
- Significant experience of working in a fast-paced and challenging environment; and able to make decisions based on good judgement.
- Proven track record of budget management and business planning.
- Evidence of continued professional development in a relevant field.

Part 3 – Key Competencies and Behaviours

As reflected in the Role Competency Profile, and to also include:

- Prepared to quickly and flexibly react to the needs of the councils, their customers and partners.
- Excellent leadership and management skills, at a strategic and operational level and including the ability to delegate appropriately.
- Strong interpersonal skills and the ability to influence and persuade.
- Strong personal commitment to the delivery of first class services.
- High level communication, networking and ambassadorial skills.
- Business acumen.
- Vision and creativity.
- Ambitious, energetic and highly motivated.
- Visible, approachable and accessible; resilient, determined and confident.
- Awareness of own strengths and weaknesses and commitment to addressing areas requiring development.