

## CHIEF OFFICER JOB DESCRIPTION

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POST REF:	V/CS/AA001
DESIGNATION:	HEAD OF RESOURCES MANAGEMENT & SAFEGUARDING
GRADE	CHIEF OFFICER (HoS)
RESPONSIBLE TO:	DIRECTOR OF SOCIAL SERVICES
DIRECTORATE:	SOCIAL SERVICES
LOCATION:	DOCK OFFICES

### **A/ MAIN PURPOSE OF POST**

1. Act as the Council's Head of Service for Resources Management, Safeguarding & Performance Division
2. As a key member of the Social Services Management Team, contribute to the effective strategic management of the Social Services Directorate and promote and represent the work of the Council and our partner agencies.
3. Act as the Head of Service for the following service areas:
  - Safeguarding;
  - Performance (including Complaints);
  - Commissioning and Resources;
  - Training and Staff Development;
  - Services for Carers;
  - Reshaping Services and Collaborative Working; and
  - Regional Working.
4. Deputise for the Director as required.
5. Deliver services that are effective, efficient and economic, that address the needs of the people of the Vale of Glamorgan, which are congruent with the Council's objectives and the Reshaping Services agenda.

6. Work with and support Cabinet Members, Scrutiny Members and all Elected Members in their Ward roles.
7. Work in partnership with other Council Services and external organisations to achieve common objectives in accordance with the Corporate Plan, Community Strategy and Directorate Plan.

## **B/ CORPORATE RESPONSIBILITIES AND OBJECTIVES**

8. Contribute to the effective strategic management of the Council and the Directorate of Social Services and promote and represent the work of the Council and our partner agencies.
9. Manage services and work with others in order to achieve improved performance and a culture of continuous improvement and encourage creativity and innovation in service delivery.
10. Manage services in line with the Council's performance management framework, to ensure high levels of performance, the meeting of performance targets and the continuous improvement and development of services.
11. Place the customer at the heart of service delivery, promoting a high standard of customer care and service delivery, and dealing with complaints rapidly and fairly.
12. Facilitate and participate in the introduction of policies, procedures and practice guided by themes of customer focus, integrity, continuous improvement, involvement and fairness.
13. Ensure a responsive citizen-focused approach in the planning, commissioning and delivery of services.
14. Plan, manage and control Service budgets, ensuring that services are provided cost effectively, with accountability to the Director of Social Services for ensuring that the budget is effectively controlled within the cash limits available.
15. Remain aware of changes in the external environment, which will affect the services including national and local trends, legislation and policy change.
16. Advise and inform elected members and prepare strategic plans / reports and ensure that all plans and reports arising from the Division are written to a high standard, ensuring that corporate requirements are met.
17. Attend and contribute to meetings of the Cabinet, Scrutiny and other Council meetings as appropriate.
- 18.** Implement and comply with all corporate plans and strategies, including the Human Resources Strategy, Workforce Plan, Communications Strategy and Medium Term Financial Plan.

## **C/ OPERATIONAL RESPONSIBILITIES**

19. Develop, lead and manage the Social Services Directorate function in relation to Safeguarding and Performance, Commissioning and Resources, Staff Development and Training, Residential Services and Collaborative Working and achieve the appropriate and agreed quality standards for the Division.
20. Provide and promote clear leadership and performance management within the service, ensuring the effective performance of all managers.
21. Maximise income and external funding opportunities in line with Council Policy.
22. Provide leadership and professional supervision / support to Operational Managers and other relevant staff in line with Council policy and regularly review and address their performance, training and development needs to achieve Directorate and Council priorities and aims.
23. Facilitate effective communication within the Division and other services and organisations, consulting stakeholders and Trade Unions.
24. Develop and maintain operational procedures to assist and guide staff to meet both statutory and Council policy requirements.
25. Oversee the management of sickness absence within the Service.
26. Ensure compliance with the Council's Financial Regulations, Standing Orders, Policies and Procedures.
27. Implement the principles of the Council's Equal Opportunity Policy while carrying out the above duties.
28. Adhere to Health and Safety legislation / relevant Council policies and procedures and to take reasonable care for the health and safety of yourself and other persons who may be adversely affected by your acts / omissions.
29. Implement the principles of the Council's Environment Policy while carrying out the above duties.
30. Report without delay any safeguarding concerns to the appropriate safeguarding officer.
31. Such other duties and responsibilities commensurate with the grade and in accordance with the general character of the job as may reasonably be required by the Chief Officer from time to time.

**D/ COUNCIL WIDE RESPONSIBILITIES**

- 32. Ensure compliance with the Council's Financial Regulations, Standing Orders, Policies and Procedures.
- 33. To implement the principles of the Council's Equal Opportunity Policy whilst carrying out the above duties.
- 34. To adhere to Health and Safety legislation / relevant Council policies and procedures and to take reasonable care for the health and safety of yourself and other persons who may be adversely affected by your acts / omissions.
- 35. To implement the principles of the Council's Environment Policy while carrying out the above duties.
- 36. To report without delay any safeguarding concerns to the appropriate safeguarding officer.
- 37. Such other duties and responsibilities commensurate with the grade and in accordance with the general character of the job as may reasonably be required by the Chief Officer from time to time.

SIGNED: \_\_\_\_\_ DATED: \_\_\_\_\_  
(Director/Chief Officer)

SIGNED \_\_\_\_\_ DATED \_\_\_\_\_  
(Post holder)