

**WREXHAM COUNTY BOROUGH COUNCIL
JOB DESCRIPTION**

JOB TITLE	Chief Officer Social Care	
DEPARTMENT	Chief Executive	
SERVICE/TEAM	Strategic Leadership Team	
REPORTS TO (JOB TITLE & JOB ID)	Chief Executive	
GRADE	Chief Officer salary range – agreed 22 Nov 18	
VERSION CONTROL	Final 22/11/2018	

SECTION 1: JOB PURPOSE

<p>To support the Chief Executive in the overall strategic, corporate management and financial leadership of the Council to ensure the outcomes in the Council Plan are met.</p> <p>As a member of the Senior Leadership Team, to personally and actively contribute to the collective leadership goals, to ensure the achievement of our corporate aims to deliver long term improvement and sustainable services.</p> <p>To lead, organise, manage and develop the assigned Chief Officer departmental portfolio, ensuring continuous improvement of the Council’s services which align with the corporate priorities and outcomes.</p> <p>Direct and discharge the Council’s statutory duties and responsibilities in portfolio.</p> <p>This post holder will also act as the statutory officer for the position of Director of Social Services</p>
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SECTION 2: DIMENSIONS – see structure chart and technical area

Deputising for the Chief Executive: The post holder will be expected to deputise for the Chief Executive (Head of Paid Service) where necessary and either in the full role or for specific allocated responsibilities. These arrangements will be set out by the Chief Executive to ensure clarity on responsibilities in the event of his/her absence, whether planned or unplanned. The Chief Executive will determine and publicise a first point of contact in his/her absence, but all post holders have this responsibility, therefore may be contacted. The designated point of contact provided will either act and deal with the matter, or allocate the responsibility to one of the Chief Officers, depending on the nature of the contact.

The Council has approximately 5306 employees including those in schools. The Council’s net annual budget (excl. HRA) is £232.9m.

The post holder has a number of direct reports for the functional areas which he/she is responsible for.

SECTION 3: PRINCIPAL DUTIES AND RESPONSIBILITIES

Corporate and Strategic Leadership	
1	Contribute to the strategic leadership and management of the Council to ensure the achievement of the Council's key objectives and strategies.
2	Ensure the delivery of a one Council approach to develop and achieve the outcomes in the Council plan, including its vision, values and priorities, adhering to governance and financial requirements.
3	To be personally accountable for the successful outcomes of allocated major projects and cross-cutting priorities, including commissioning, operational delivery, leading delivery teams and developing and implementing robust performance management arrangements.
4	Coach, support and guide leadership colleagues to achieve joint understanding of challenges, risks, and opportunities to support a One Council approach.
Management accountabilities and performance management	
5	To ensure that the Council's statutory services and duties are met and to fulfil the role of the Council's Chief Officer (as above) relevant to post.
6	Lead, coach, develop and motivate dynamic and effective service teams that can deliver diverse, innovative and cost effective services to achieve the organisation's key priorities and improvement aims.
7	To ensure all services recognise the importance of safeguarding, and in the delivery of the services safeguards and promotes the welfare of children and vulnerable adults across the Authority.
8	To challenge the key outcomes for each function using a commissioning approach to establish a coherent, efficient and effective strategy and achieve key objectives.
9	To lead the development of a clear vision and strategy and implement operational plans to ensure the high quality, efficient and effective delivery of the department's functions.
10	To lead the department in adhering to legislation, policies, procedures and processes of the Council for the discharge of its duties e.g. performance management, HR & OD practices, legal duties and powers, financial management, health and safety, emergency management, project management, risk management (indicative list only).
11	Undertake any statutory role, relevant to the service, as assigned by the Council.
12	Direct and maintain effective financial management to ensure that each relevant service area operates within budget and meets agreed targets. Operate as a single strategic leadership team to ensure robust financial management across the Council's budget areas.
13	Develop and ensure positive partnership working arrangements, providing an executive lead for the Council on designated external groups. Develop working relationships with key stakeholders at local, national and regional level, in particular in other North Wales Authorities, partner organisations and other Public Sector Bodies. Seek opportunities to work with these groups and lead or contribute to regional and national initiatives to reduce costs or improve services in Wrexham.

14	To achieve results against the key areas of responsibility for which you are responsible and demonstrate consistent year on year improvement.
15	To establish and maintain positive working relationships with wider partners/ stakeholders, including Welsh Government, Welsh Audit Office, inspectorates and other relevant professional bodies and delivery partners.
16	Establish and maintain strong and effective working relationships with elected Members through communication and engagement, providing high level advice and support to maintain and improve Council performance. Jointly develop the vision, priorities and community relationships through co-leadership with elected members.

SECTION 4: Values based behavioural competencies – Page 6

SECTION 5 : Chief Officer role specific technical brief

The portfolio of the Chief Officer Social Care

The Chief Officer position has a generic job description and person specification with a technical area of responsibility as detailed below;

The Chief Officer post will report to the Chief Executive (Head of Paid Services) and will be responsible for all aspects of the portfolio of services. These may be subject to change, and will be reviewed to reflect changing priorities and the mix of skills and abilities contained in the Senior Leadership Team. These will be subject to agreement in discussion with the Chief Executive. This may result in some of the functional areas that report directly to the Chief Officer varying over time. Changes to these reports will be in accordance with the constitution.

Portfolio dimensions : Approximate headcount/FTE 672/595 and budget £56.7m

To undertake the statutory role of Director of Social Services.

To lead the strategic and operational delivery of personal social care for adult citizens, children, young people and their families in Wrexham.

To lead and implement strategies to achieve the effective development and delivery of preventative services for adults & children, young people and their families.

To ensure that the Council has proper safeguards to protect vulnerable children, young people and older people.

To lead and deliver an effective single safeguarding unit for the Authority for Children's and Adult's services. To ensure its effective development and delivery to embed a high standard of safeguarding practices in all of the Council's business.

To work with the Chief Officer for Education & Early intervention to ensure the Social Care functions operate as a seamless service.

Promote and support multi-agency working through effective partnerships.

To lead and develop regional and national social care initiatives which will positively contribute to improved services.

Standard Job Description Clauses for all posts:

Job Evaluation: This job description has been compiled to support the HAY evaluation process.

Other Duties: The duties and responsibilities in this job description are not exhaustive. The postholder may be required to undertake other duties that may assigned or delegated by the Chief Executive/Executive Director which are consistent with the above and within the general scope of the Head of Department post.

Review: The Council reserves the right to review the scope of this job description, the content of which may be amended from time to time.

Job Title	Chief Officer Social Care
Job Evaluation ID	
Grade	Chief Officer salary range

Requirement	Essential	Desirable	Measured by*
Qualifications			
Degree level, or equivalent higher education qualifications (or equivalent experience)	Y		F/C
Evidence of continuing professional development (CPD)	Y		F/C
Professional Management Qualification e.g. MBA		Y	F/C
Specialist Knowledge			
Recent and extensive experience in a senior corporate role and of operational management within defined portfolio	Y		F/I
Experience of working as part of a wider senior management team	Y		F/I
Public Sector Experience		Y	F/I
Ability to communicate effectively with a diverse range of audiences using a high standard of written and oral communication skills	Y		F/I
Project Management experience		Y	F/I
A significant track record of leading and delivering people related change in a complex organisation	Y		F/I
Experience of working with Trade Unions		Y	F/I
Ability to prioritise deliverables within a complex organisation	Y		F/I
Recent experience of managing multi £million budgets with a diverse range of services,	Y		F/I
Comfortable working within a changing environment and dealing with uncertainty	Y		F/I
Practical and Intellectual Skills			

Ability to provide motivational leadership through empowering and enabling others	Y		F/I
Able to analyse complex situations, advise on risks and contribute to/make decisions	Y		F/I
Able to use influence and persuasion to shape outcomes and gain support – across functions internally and externally	Y		F/I
Experience in coaching and/or mentoring senior managers		Y	F/I
Comfortable with Media Management		Y	F/I
Personal Attributes			
Demonstrating the appropriate behaviours which align to the Council's values (see attached values based behavioural competencies)	Y		F/I
Confidence to work remotely from the wider team without losing corporate perspective	Y		F/I
Personal Circumstances			
Ability to travel across the County Borough to carry out work (e.g. attend meetings / visit clients or work sites)	Y		
Equality			
Knowledge of and commitment to Equality and Diversity	Y		F/I
Understanding of the importance of Welsh Language and Culture	Y		F/I

* Each of the requirements specified must be measurable. Please indicate the approach that will be taken to assess whether applicants meet the requirements:

F Job Application Form

C Certificate of Qualification

I Interview

T Test

Corporate Values based behavioural competencies – October 2015

<p>TRUST Saying what you are going to do, doing it, letting people know what you've done. Builds confidence and can be relied upon to do or provide what is needed or right</p>					
<ul style="list-style-type: none"> Follows through on actions and commitments 	<ul style="list-style-type: none"> Publically takes responsibility for actions and gives credit to others where due 	<ul style="list-style-type: none"> Communicates in an open and transparent way, provides accurate and straightforward explanations, avoids jargon/technical terms 	<ul style="list-style-type: none"> Supports a workplace environment where everyone can talk and act without fear of blame or repercussions 	<p>Leadership behaviours</p> <ul style="list-style-type: none"> Builds partnerships (internal and external) to the benefit of Council and service users communicates a clear vision of the desired outcomes presents the vision with confidence and enthusiasm 	<p>Negative behaviours - Communication can be inconsistent, does not share knowledge, breaks promises, avoids responsibility/passes action to others inappropriately, does not show empathy or compassion for others, inappropriately advances own position on an issue.</p>
<p>RESPECT Valuing and having consideration for the people and communities we work with, promotes the benefits of having a diversity of viewpoints, skills and experiences</p>					
<ul style="list-style-type: none"> Puts others at ease, even in difficult 	<ul style="list-style-type: none"> Treats sensitive or confidential 	<ul style="list-style-type: none"> Communicates in a timely and accurate way, 	<ul style="list-style-type: none"> Manages their emotions, addresses 	<p>Leadership behaviours</p> <ul style="list-style-type: none"> Role models effective team 	<p>Negative behaviours - Speaks critically of others or the Council, is rude or impatient</p>

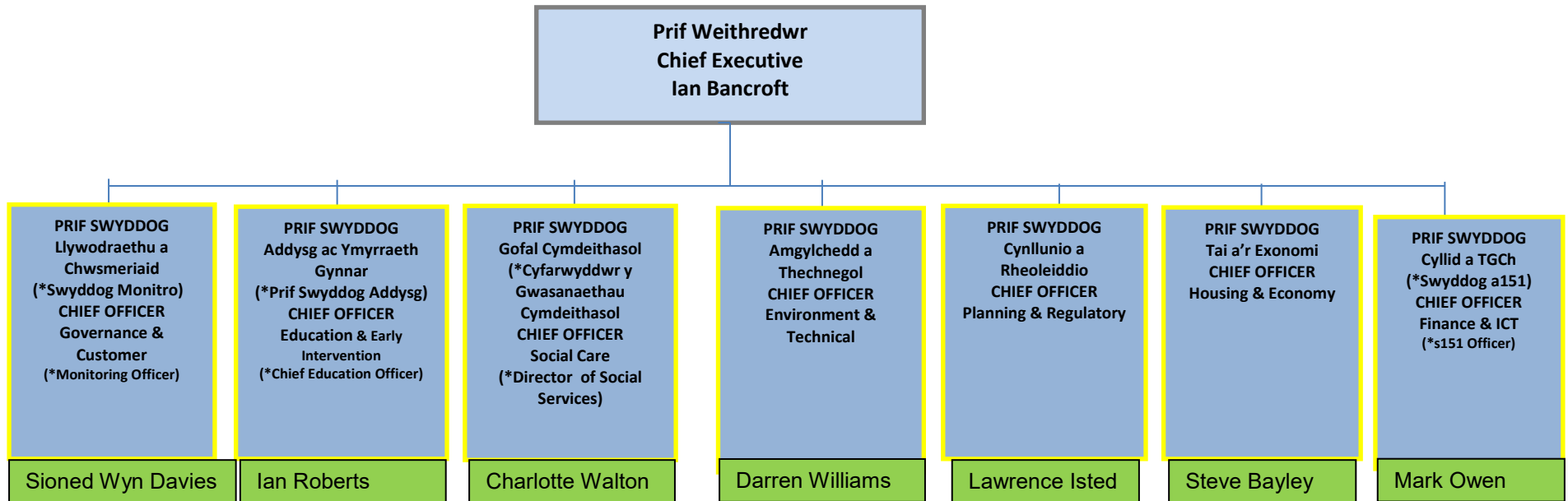
<p>situations, treats others fairly, showing regard for their opinions, promotes inclusion and diversity</p>	<p>information appropriately</p>	<p>understands who will be affected by an issue/change and ensures they are kept informed and communicated with appropriately</p>	<p>issues constructively in a calm professional manner</p>	<p>working behaviours such as consultation, constructive feedback and supportive challenge</p> <ul style="list-style-type: none"> actively engages and consults with stakeholders from all communities 	<p>with others, displays discriminatory behaviour or language, acts in a threatened way when faced by those with greater knowledge/experience, is unaware of others feelings and is unsupportive of colleagues.</p>
<p>INNOVATION The ambition and enthusiasm to be creative and make Wrexham the best, applies new thinking and ways of working to achieve continuous improvement and overcome workplace challenges</p>					
<ul style="list-style-type: none"> Gets involved with opportunities to shape change, contributes ideas and suggestions 	<ul style="list-style-type: none"> Collaborates with others, is open to new ideas and encourages new but workable solutions to problems 	<ul style="list-style-type: none"> Challenges established practices to pursue continuous improvement 	<ul style="list-style-type: none"> Responds to changing situations as they arise with minimal supervision 	<p>Leadership behaviours</p> <ul style="list-style-type: none"> Creates, nurtures and sustains a climate of continuous improvement and enthusiasm for strategic, organisational and developmental opportunities 	<p>Negative behaviours Unwilling to adopt new ideas or ways of working, constantly firefighting whilst avoiding dealing with root causes, operates within 'comfort zone', does not respond well to challenge/feedback from others.</p>

FLEXIBILITY The ability to adapt to changes and to create new climates to achieve results, embrace new practices					
<ul style="list-style-type: none"> Modifies plans, objectives and behaviours readily according to changing conditions, work responsibilities 	<ul style="list-style-type: none"> Demonstrates a 'give it a go' or 'can do' attitude 	<ul style="list-style-type: none"> Encourages and supports others to adapt to change, explains the reasons for change 	<ul style="list-style-type: none"> Recovers quickly from unexpected obstacles and setbacks, finds alternative ways to achieve objectives 	Leadership behaviours <ul style="list-style-type: none"> Demonstrates a clear sense of purpose Considers the political impact of actions and works positively within the political process 	Negative behaviours Reluctant to change, has a narrow view of work/responsibilities, unwilling to take on new or slightly different aspects of work, ignores feedback, unable to respond to the unanticipated.
INTEGRITY Confidence in people to deliver, accountability at the right level					
<ul style="list-style-type: none"> Takes responsibility for quality of work, keeps promises and commitments made to colleagues, supervisors/managers, customers 	<ul style="list-style-type: none"> Behaves in a way that encourages learning – recognises mistakes, learns from the experience 	<ul style="list-style-type: none"> Recognises conflicts of interest but upholds decisions that are in the Council's interests even if they are unpopular 	<ul style="list-style-type: none"> Ensures that their actions, including when in conflict, are done in a manner that demonstrates understanding of others viewpoints and maintains high standards of professionalism 	Leadership behaviours <ul style="list-style-type: none"> Understands risk implications, prioritises long term strategic goals over short term tactical opportunities, 	Negative behaviours Says one thing and does another, blames others for mistakes or unpopular decisions, covers up mistakes, fails to recognise good work, pays little regard to health & safety/safeguarding or other rules, is disrespectful about colleagues and/or customers, ignores

					the bad behaviour of others.
COMMITMENT Actively contributes to the Council's achievements, is dedicated to deliver on our priorities and become a strong community					
<ul style="list-style-type: none"> Is dedicated to the task, does not give up, sees work through to the end and does what it takes to get completion 	<ul style="list-style-type: none"> Maintains attendance, encourages, coaches and supports others to stay productive and proactive, takes steps to develop self 	<ul style="list-style-type: none"> Recognises, rewards and appreciates the contributions of individuals and the team 	<ul style="list-style-type: none"> Builds an understanding of customer needs in order to anticipate and manage demand, service options and opportunities 	Leadership behaviours <ul style="list-style-type: none"> Actively develops skills to take the organisation forward, creates a culture of empowerment, recognition, learning and growth 	Negative behaviours Fails to meet targets, avoids responsibility, reluctant to engage, makes little contribution to team/service improvement, displays contradictory values.

SECTION 6: STRUCTURE CHART

**Strwythur Uwch Reolwyr
Senior Management Structure
1 Ebrill 2019/1 April 2019**



- Rôl Statudol
- Statutory role

Cymeradwyd ar 22 Tachwedd 2018
Approved 22 November 2018