**JOB DESCRIPTION**

**Post:** Corporate Manager (Business Support & Development)

**Directorate:** People

**Department:** Environmental Health

**Location:** To be confirmed - any of the locality offices

**Reports to:** Head of Environmental Health

**Responsible for:** Business Support and Development; Health Improvement Team

**Salary: PO6 (subject to review)**

**Hours:** 37 hours per week, Monday to Friday, additional hours as and when required. A flexible working scheme is in operation.

**Duration:** Permanent

*All employees are expected to model the Customer Care behaviours of “Serve Passionately, Engage Positively and Deliver Consistently.”*

**JOB PURPOSE:**

To assist the Head of Department in providing an effective, efficient and results-focused approach to promoting excellence in service delivery across the Department in line with the Council’s policies and procedures.

To strategically manage the Business Support & Development portfolio and provide support to the Department, and when required to the Directorate, in the following areas:

* Strategic and Community Planning
* Risk management
* Performance Improvement
* Quality and Environmental systems
* Research & Policy development
* Customer care and engagement
* Communications and Marketing
* Information Management including systems development, FOI and Data Protection
* Health Improvement

The post holder will be expected to make a significant contribution to the strategic vision, direction, development and management of the Department including setting and achieving the key outcomes and targets; as well as ensuring a performance improvement focus to the work of the Department.

The post holder will be required to work collaboratively and proactively to foster and sustain effective relationships and partnerships with a wide range of internal and external stakeholders including other officers, elected members, outside bodies and local citizens to advance our Corporate and Departmental priorities.

**MAIN DUTIES AND RESPONSIBILITIES:**

1. Manage and support transformational change and the transition of services, ensuring the integration of functions and responsibilities to fulfil the Council’s vision and Corporate Plan.
2. Assist with creating a high-performing Department by ensuring compliance with statutory and Council requirements, carry out research as required and contribute to the development, implementation and monitoring of policies, procedures, objectives and targets.
3. As a member of the Department’s management team, contribute to Corporate policies and objectives including quality and environmental systems, customer care, emergency preparedness, risk management, business continuity and health and safety arrangements.
4. Contribute to and develop internal relationships and external partnerships which support the work of the Council and the Department to drive organisational capability, and to build a culture of effective team working, service excellence, high performance, innovation and collaboration. Participate in internal and external working groups/ partnerships and professional groups as required and represent the Head of Department on required.
5. Identify and analyse trends and opportunities relating to all areas of responsibility and demonstrate continuous improvement and innovation in service delivery.
6. Support the Head of Department in leading on the development, delivery and monitoring of the Business, Unit and Performance Improvement Plans, establishing and maintaining financial, administrative systems and risk management systems across the Department and managing staff performance to achieve same.
7. Lead, develop, manage and review management information systems and processes and oversee information handling eg FOIs, customer complaints and internal and external communications for the Department, including with stakeholders and third parties.
8. Lead, manage, develop and embed customer care and engagement, marketing and communication, ensuring a ‘customer-based’ approach throughout the Department.
9. Lead, develop and manage Performance Improvement for the Department, supporting other Unit managers in developing and implementing service improvement.tegies, including rt internal and exteranl improvment
10. Lead, develop and manage delivery of health improvement activities to support internal and external strategies, including management of activities under relevant themes of the Council’s Community Plan.
11. Lead in the development and maintenance of management systems for the Department including ISO 9001:2000, ISO 14001, IIP etc.
12. Identify, develop and implement suitable projects, which compliment and promote the Department’s aims and objectives and source appropriate funding where applicable.
13. forrtment and where requried te, the Directorateg streamsAssist the Head of Department in the preparation of budget estimates and manage budgets, ensuring compliance with Council policies and financial regulations.
14. Produce management information reports, briefings, consultation responses, returns and all papers relevant to the service area as required. Prepare and present reports for Council committees and meetings and advise and brief Elected Members, where appropriate, on issues relevant to the work of the Unit. Attend Council and Committee meetings and represent the Council as required.
15. for the Departmente ormation the to the Manage and develop staff to ensure that they and any employees for which they are responsible:

* Promote a “One Council” approach;
* Effectively manage their teams, positively contributing to wellbeing and high levels of employee engagement;
* Implement and review appropriate training and development programmes for employees to ensure sufficient skills, capacity and knowledge within the service.
* Operate within Council policies and procedures;
* Deliver services in the most efficient and equitable manner and in accordance with Council governance and financial regulations;
* Efficiently and effectively manage available resources;
* Deliver their agreed targets;
* Work in a corporate and collaborative way with other services and departments.

1. Deputise for and represent the Head of Department, within their area of responsibility, internally and with external organisations as appropriate.
2. Undertake any other relevant duties that may be required and are commensurate with the nature and grade of the post.