

Job Description and Person Specification



Job Description

Job Title	Divisional Support Manager
Grade	8
Service	Safer Housing and Communities
Reports to	Head of Safer Housing and Communities
Location	One Friargate
Job Evaluation Code	D2675D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

1. Contribute to the delivery of the One Coventry Plan by developing and managing a customer focused, high quality and value for money set of services designed to stimulate local economic growth.
2. To identify solutions and co-ordinate activities within the Division to help deliver the Regulatory Services Operational Plan, assisting the team with corporate systems and governance support.
3. To support the Regulatory Services management team to deliver the capital programme and refresh key service strategies.
4. This set of services requires building relationships with and working with local businesses, partners, government, and other key stakeholders to encourage and facilitate investment and employment growth in the city.
5. To deputise where necessary for the Head of Safer Housing and Communities.

Main Duties & Key Accountabilities

Core Knowledge

1. Under the general direction of the Strategic Lead and the Head of Safer Housing and Communities, plan, design, execute and manage projects to develop and support the delivery of service improvement initiatives and increased productivity for the Division.
2. Lead on the development of divisional systems and design new, innovative business processes as appropriate to encourage investment and employment growth, working with internal and external Stakeholders as required.
3. To work with the Strategic Lead and Heads of Service to develop policy options and practical solutions to ensure the implementation of the One Coventry Plan.
4. Lead on the implementation of monitoring systems to track programmes, outputs, risk, issues etc. Use these systems to create and analyse performance management data and implement solutions with stakeholders, working with all Council service areas including Governance Services, ICT and Customer Services as required. Report back to the Strategic Lead and the Head of Safer Housing and Communities.
5. Identify and design new procedures and processes (process mapping) that will allow services within the Division to improve and meet performance targets, including the collation and analysis of data derived from systems. Present and report results to the Divisional Management Team, informing on performance in line with mandatory and statutory targets.
6. Strategically manage the performance of service areas, using data to measure and report on the effectiveness and impact of the service and actively contribute to the continuous improvement of the Division. To ensure that managers have the digital tools to manage and measure progress against targets set out in the Council Plan.

7. Work with all service areas within the Division to implement projects to enhance performance and implement strategies and programmes as directed by the Strategic Lead and Head of Safer Housing and Communities.
8. Lead on Corporate and Divisional Risk Management. Be able to drive continuous improvement on reporting and systems to enable senior managers to embed and monitor agreed identified mitigations, reviewing any red flag projects with the Strategic Lead and Head of Safer Housing and Communities.
9. To be responsible for ensuring that any new Corporate/Division systems e.g. political reporting, are implemented and resulting performance outcomes are managed and reported.
10. Take the lead on Health and Safety for the division.
11. Direct and support the Division on corporate digital strategies.
12. Manage Freedom of Information requests and create responses on behalf of Divisions within the Council.
13. To develop and monitor customer management systems within the Division. Report on good customer practice to create and foster a customer focused culture.
14. Manage and report on any Corporate Complaints received within the Division ensuring they are processed in line with Corporate Policy. Develop complaint systems to provide best practise and improved customer service. Lead on ensuring the Service gathers customer feedback that influences on-going improvement.
15. Be a member of the Police and Crime Board and to take a lead role on behalf of the Strategic Lead and Head of Safer Housing and Communities in managing the PCB meetings as well as divisional meetings. Delivering corporate performance to senior managers and taking the lead on corporate initiatives.
16. Represent the Head of Safer Housing and Communities where appropriate and positively contribute to wider corporate meetings.
17. Develop strong working relationships with team members, colleagues across the Council including the Senior Leadership team and their divisional Heads of Service.
18. Undertake financial procedures including the authorisation of spending within e-procurement, ensuring accuracy and security when dealing with expenditure and income, ensuring records and monitoring of financial transactions are kept up to date.
19. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Key relationships

External Customers Landlords Agents Tenants Residents	Internal Councillors MP's Senior Managers Other service areas
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:
Senior Regulatory Technical
Support Officers

Person specification

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Knowledge	
Good understanding of local government decision making process, and the role of elected members.	
High level of political awareness.	
Knowledge of equal opportunities, and how to ensure that services are equally accessible and appropriate for the diverse needs of service users.	
Knowledge of the policy context and challenges facing local government at national and local level and understanding of the services it provides.	
Knowledge of the principles of Project Management.	
Knowledge of the Councils Customer Care standards and Complaint's policies.	
Knowledge of principles of continuous improvement, customer care and performance.	
Knowledge of Freedom of Information and General Data Protection and Regulation.	
Skills and Abilities	
High level of Digital knowledge and proven application	
Proven ability to operate successfully at strategic and operational level within a large multi-functional organisation.	
Flexible and creative approach to work with the ability to adapt to changing working environments to meet organisational, third party and customer needs.	
Ability to work across organisational boundaries to achieve corporate and divisional objectives.	
Able to challenge traditional thinking and champion new ways of working.	
To negotiate, influence persuade at a senior level.	
Co-ordination of activities across a variety of service areas.	
Excellent written and verbal communication skills.	
Experience	
Experience of working in a political environment	
Building and maintaining successful working relationships with senior managers, stakeholders and customers.	
Predicting and dealing with changing priorities.	
Substantial and successful management experience in customer service and/or business support	

Qualifications
Degree level qualification or equivalent experience.
Management / Leadership skill training will be beneficial
Special Requirements
<ul style="list-style-type: none"> • May be required to work outside office hours • May be required to travel in the course of duties • Willingness to undertake any necessary formal training <p>This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.</p>

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