

## JOB DESCRIPTION

<b>POST TITLE:</b>	<b>Divisional Quality &amp; Performance Manager</b>
<b>GRADE:</b>	<b>11</b>
<b>DIVISION / UNIT:</b>	<b>Traded Services</b>
<b>DEPARTMENT:</b>	<b>Environment, Neighbourhoods &amp; Growth</b>
<b>REPORTS TO:</b>	<b>Head of Traded Services</b>

### PURPOSE OF THE JOB

This position will work across all services within the division to facilitate and deliver quality, strategic planning, performance, compliance and business improvement systems. All whilst increasing added value to meet the needs of residents, customers and all other relevant stakeholders.

To lead on developing, delivering, embedding and maintaining of management systems such as Investors in People, ISO 9001, ISO 14001, ISO 45001 or bespoke local equivalents to enable Traded Services' ability to consistently provide quality staff, products and services.

To co-ordinate, analyse and report on all service related national, corporate, key and local performance indicators.

### PRINCIPAL ACCOUNTABILITIES

#### Responsibilities

1. To build and continually develop your knowledge of Traded Services' business and service areas by continual proactive engagement whilst applying leadership skills in influencing, negotiating, communicating and collaboration with managers in those service areas. Apply that knowledge to ensure consistency of approach on service quality and performance requirements whilst supporting and providing expert advice.
2. To lead on the design, development, implementation and ongoing maintenance of divisional standardisation systems, process and procedure including but not limited to system standards, product standards, service standardisation, Health & Safety standards and environmental compliance.
3. To lead and take responsibility for the development, implementation and ongoing maintenance of the divisional business performance regime including; objective

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setting, continual improvement of systems, reporting and communication of outcomes.

4. Work collegiately leading Divisional service managers in corporate compliance requirements including but not limited to business and continuity planning, business risk management and information governance. Undertaking and assessing reviews and audits to ensure ongoing compliance and continuous improvement.
5. To work with services to understand operational software packages in use and the interdependencies with quality and performance. Additionally, actively utilising corporate digital management software programmes such as Assure, SharePoint, Power Bi and Sway for operational efficiency.
6. Responsible for co-ordination, implementation and ongoing management of a standardisation system for the division evidencing commitment to investing in their people by means of training & development and creating a great place to work (Investors in People is an example) Compliance including; Ensuring divisional objectives, policy, systems and procedures are established and maintained. Undertaking, commissioning and assessing management reviews and auditing to ensure ongoing compliance and continuous improvement.
7. To lead on the facilitation, capturing and communicating annual and medium term business objectives and strategies including risk and continuity planning in liaison with the Divisional Leadership Team.
8. To be responsible for the development, management, maintenance and review of the council's arrangements for complying with corporate, legislative and regulatory frameworks governing the access to, retention, sharing and disposal of information.
9. Manage and deliver social value activities, events and projects including but not limited to stakeholder engagement, our place in the community (schools, charity functions and local/small business), back to work / employment programmes, black history month, national awareness and social conscious days and events.
10. To lead on securing additional funding for the division and its related services, bidding for external funds with other agencies and partners, and identifying income generating opportunities ensuring on going service delivery standards whilst reducing the use of the council's finance resource.
11. To lead on the digital engagement and communication programmes for the Division. This includes but not limited to online recruitment programmes, content management (Web, Intranet, SharePoint), surveys and results, resident engagement and internal and external event participation.

## JOB CONTEXT

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Southwark is a modern council delivering for its residents in the heart of London. It is a vibrant and diverse borough with exciting and ambitious plans for the future. Our Traded Services divisional team supports delivery across the borough for the benefit of Southwark and its residents.

Performance and Quality sits within the Traded Services Division. Traded Services contains Business Units which deliver fleet services, street lighting, pest control services, sign and steel product fabrication workshops, parks and play equipment, public realm maintenance and much more.

Traded Services are a direct labour organisation with a self-delivery model proud of providing services to not only Southwark Council but other public sector bodies, private companies and individual customers.

### Traded Services' Vision

- To be the provider of choice with skilled and motivated staff.

### Traded Services' Aims

- To provide value for money and a financial surplus.
- To invest in our people.
- To innovate and utilise digital technology.
- To exceed resident and customer needs.

This role is responsible for ensuring the council continues to provide excellent quality and sustainable services and delivers in accordance with the relevant council strategies, fairer future promises, council plan targets and Southwark Stands Together (the Council's values and commitment to addressing racial inequality).

### Our Fairer Future Values are:

- treating residents as if they were a valued member of our own family
- being open, honest and accountable
- spending money as if it were from our own pocket
- working for everyone to realise their own potential
- making Southwark a place to be proud of
- always work to make Southwark more equal and just
- stand against all forms of discrimination and racism

The Council Plan sets out the council's commitments across six themes.

- A place to call home
- Climate Emergency
- A green and fair economic renewal
- Tackling health inequalities
- A great start in life

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- Southwark Stands Together

## STRUCTURAL ARRANGEMENTS

The post holder formally reports to the Head of Traded Services and is a member of the Divisional Management Team.

Whilst not directly responsible for a large staff group the post is accountable for implementation and execution of policy, procedures and processes in relation to performance and quality requirements across the Division. The staff groups and numbers to be directed and advised will vary but will generally comprise professional (members of Divisional Management Team) technical (service function lead officers) support (back office and administration) and operational (front line) staff.

As quality and performance lead for the Traded Services division there is an expectation that the post holder will have networking skills to work with and across multiple complex service structures.

## FINANCIAL RESPONSIBILITY

Responsible for assessing and controlling divisional spend and expenditure on quality and performance activities and profiling service costs across the division, including costing, analysis and financial controls to inform DMT of decisions.

Responsible for collation of divisional cost intelligence used to inform on strategic direction, operational policy and decision making in relation to quality and performance.

## CONTACTS

This role will represent the Council and division with other council staff, tenants, residents, elected members, external contractors, partners and other organisations. You will have a significant impact on use of Council resources and the ability to deliver positive outcomes for the tenants and residents of Southwark.

The role will have regular contact with Chief Officers and other senior managers across the Council giving advice, challenging perceptions around the delivery of services and promoting new ways of working.

The post holder is responsible for ensuring maintenance of accredited standards and working closely with 3<sup>rd</sup> parties for compliance.

The business unit is committed to continuous improvement in quality of service. The post holder will be responsible for ensuring that all activities are consistent with best value. This includes assisting in the preparation of the performance plan for the business unit and individual work plans and learning and development plans.

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Uses comprehensive knowledge and skills to negotiate independently while providing guidance and training to others on how to help the organisation by obtaining consensus between internal or external parties who may have different or competing interests.

## **GRADE / CONDITIONS OF SERVICE**

The employment is subject to a probationary period of twenty-six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council's satisfaction your suitability for the position in which you are employed.

## **SPECIAL CONDITIONS OF SERVICE:**

Required to demonstrate or acquire a thorough understanding of the Council's Equal Opportunities Policy and demonstrate through her/his actions a proper commitment to its application.

The post holder will be prepared to work outside normal hours, including weekends, when necessary.

The post holder will be required to travel within the borough to multiple depot and office locations.

Must wear and utilise all Personal Protective Clothing and equipment in line with task.

## **This post has been evaluated at grade 11**

This pay grade is governed by Governed by NJC for LGS (Green Book) Conditions Document. The Spinal Column Points (SCPs) within our Southwark Pay Structure are defined by the Green Book document.

Contractual hours - minimum of 36 hours per week.

## PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job.

<b>Knowledge, including educational qualifications:</b>	<b>Essential (E)</b>	<b>How assessed (S/ I/ T)</b>
The post holder should be qualified to degree level or equivalent, this may include consideration of relevant work experience.	E	S
Demonstrate evidence of continued professional and personal development within a relevant discipline.	E	S
<b>Experience:</b>		
Management of working with quality management systems including knowledge of setting quality policy, processes, procedures and standards.	E	S/I
Developing and implementing policies, initiatives and strategies to support business services and performance management.	E	I
Of managing or working with multi-disciplined teams	E	I
Production and management of strategic & operational business performance indicators and target setting processes.	E	S/I
Experience at a strategic level in performance monitoring and reporting, strategic and business planning and supporting organisational development.	E	I
Of delivering in a complex multi-project, multi service environment.	E	I
Of digital innovation adoption, advanced data base utilisation and information technology for service delivery.	E	i
<b>Aptitudes, Skills &amp; Competencies:</b>		
Strong leadership and networking skills	E	I
Strong written and oral communication skills, with excellent attention to detail. Ability to interpret, disseminate and present information to a variety of internal and external audiences in a way that informs and influences their decision making.	E	I
Strong digital skills	E	I
Ability to lead and commission detailed business analysis to establish the key drivers for the delivery of services, and be able to convert strategic vision into practical reality	E	I
<b>Special Conditions of Recruitment:</b>		

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Comply with and promote the Council's Equal opportunities policy
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<b>Key:</b>	<b>E</b>	Essential	<b>S</b>	Shortlisting criteria
			<b>I</b>	Evaluated at interview
			<b>T</b>	Subject to test

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