

# Job description and specification

<b>Job Title:</b>	Director of Financial and Customer Services (section 151 Officer)
<b>Directorate:</b>	Corporate Services
<b>Grade:</b>	D
<b>Reports to:</b>	Executive Director, Corporate Services
<b>Location:</b>	Sandbach

## Your job

You will provide strategic leadership and accountability to drive forward and promote all aspects of Finance, Procurement and Customer Services, leading, managing and developing high performing teams with the required requisite capabilities and skills for the future, working with colleagues across the Council's directorates and services, residents and partners. Service areas include:

- Finance (Revenue, Capital and Treasury Management reporting and monitoring)
- Procurement
- Customer Services, comprising Online Services, Customer Contact Centre, Revenues and Benefits

You will provide strategic financial leadership to the Council, acting as S.151 Officer and professional guidance and support to the Executive Leadership Team, Corporate Leadership Team, Cabinet and other Members in managing the Council's financial frameworks to ensure a balanced budget and unqualified financial statements.

## In this job you will

- Lead, develop, support and motivate a high performing finance and customer services that works collaboratively and effectively across the Council to understand and advise on key business drivers, risks and opportunities from a finance perspective. To ensure the finance and customer services provided are valued and the teams are viewed as trusted partners.
- Provide dynamic and strategic leadership to ensure that the Council has effective stewardship and governance arrangements, supporting and encouraging a culture of enabling support with a strong framework of good governance.
- Lead and direct the delivery of procurement and commercial expertise across the Council driving a tangible link to robust contract management practice with a strong focus on optimise best business practice, fiscal performance, risk management and compliance. With responsibility for the deployment of best business practice and category management strategies across the Council that align to the Procurement Strategy, Contract Management Framework and the broader Commissioning Strategies
- Direct and oversee an integrated service operation for Customer Services, maximising economies of scale, driving improvements in performance and maximising revenues collected.
- Oversee the design and delivery of a whole system response to support residents facing financial hardship as a result of welfare reform, engaging with partners and other agencies for prevention, early intervention and crisis support.
- Assist the Executive Director of Corporate Services as required, deputising when necessary at both local and national levels and, carrying out other duties and responsibilities as may be required from time to time while displaying the skills, experience and flexibility expected of a Director.

## In this job you will need

You must be able to demonstrate the following essential requirements:

- Educated to degree level or equivalent
- Qualified Accountant (CIPFA / CCAB)
- Expert knowledge of finance and customer services performance best practice, emerging trends and innovations
- Relevant professional qualifications, substantial post qualification experience with significant senior management experience
- Substantial evidence of political awareness and experience of successful management in a senior position at the political/management interface
- Management experience and skills as well as the ability to make seasoned professional judgements
- High levels of analytical, creative and interpersonal skills and an understanding of the political environment of the Council.

## Our culture

For us, it is not just about our achievements as an organisation, but about how we do it. At Cheshire East Council we are working for a brighter future together –

- **We have a shared purpose**
- **We are supported and well led**
- **We are treated fairly and highly valued**
- **We succeed together**

This is all underpinned in our employee deal and everyone is expected to uphold their commitments by living by our values and demonstrating our behaviours.

## Our values

**Flexibility:** adaptable, open to learning and resilient

**Innovation:** creative, challenges convention and always looks to improve

**Responsibility:** delivers on promises, efficient and has integrity

**Service:** listens, delivers quality, is reliable and enables others

**Teamwork:** respectful, inclusive and contributes at all levels

### Our COMMITMENT

#### Shared purpose

- Provide a safe and positive working environment
- Setting clear performance objectives with realistic timescales for delivery
- Having fair and efficient policies and procedures in place and applying them consistently
- Listen, respond and act appropriately when you tell us about something that is inappropriate or wrong

#### Well led

- Provide honest, respectful and responsible leadership
- Be fair, consistent and timely in our decision making
- Work with you, enabling you to do your best work every day with the right resources, tools and technology

#### Valued people

- Have regular, useful team meetings, keep you informed and provide an opportunity for everyone to share their views
- Treat you as individuals, be respectful, flexible and supportive
- Care for your health and well-being
- Provide you with regular, meaningful and constructive feedback on your performance through one-to-ones and performance review meetings

#### Succeeding together

- Offer you opportunities for learning and developing
- Recognise and value your hard work and contribution
- Work together as one team and one council to deliver the best service for our customers and communities

### Your COMMITMENT

#### Shared purpose

- Bring a positive and can do attitude into work
- Be proactive and always responsive to our customers and communities
- Work responsibly and ask for help if you need it
- Tell us if you see or experience anything that is inappropriate or wrong

#### Well led

- Be honest and reliable
- Get involved, keep informed, make suggestions and share your ideas
- Embrace technology and new ways of working

#### Valued people

- Participate fully and make helpful contributions to team meetings
- Be respectful of others and work flexibly and collaboratively with colleagues and partners
- Care for your health and well-being enabling you to maximise your attendance at work
- Value helpful constructive feedback and act upon it

#### Succeeding together

- Take the opportunity to learn and develop
- Be supportive and appreciate others
- Work together as one team and one council to deliver the best service for our customers and communities

# Working for a brighter future together

