

SERVICE DIRECTOR

FINANCE



Grade and Tier	Chief Officer – Band 4	Reference:	COF0020
Reports to:	Strategic Director Customer and Corporate Services	Job Type:	Strategic Leader

Role Purpose

- This role ensures that the relevant statutory financial duties, responsibilities and accountabilities for the Council and Executive are discharged.
- The role also provides strategic advice and guidance to the Chief Executive, elected Members and Senior Leadership Team on the financial management and policy of the Council ensuring that a clear focus on all financial matters, including tax, treasury management activities, appropriate strategies and vehicles are in place to deliver the best financial benefits.
- To lead, shape, develop and champion the Council's financial agenda as required by the Chief Executive and Executive.
- Communicate the vision of the Council, and motivate and influence others to acquire this.

Member of the Federation for: Customer and Corporate Services Directorate, and Executive Office; to encourage the best use of resources, avoid duplication and silo working, facilitating knowledge transfer between the senior team.

Statutory and Key Responsibilities/Accountabilities

- The Council's Section 151 Officer
- Land searches

Key Responsibilities**Corporate and Organisational**

- To act as a key financial advisor to the Council so that financial policies are agreed and implemented.
- To attend as a member of the Corporate Management Team.
- Act as the lead policy and professional advisor on financial strategies and specific revenue collection, including Council Tax, Business rates and Housing Benefit overpayments within own department and provide specific subject matter expertise and advice to Directors, Chief Executive and Members as required.
- Ensure own department delivers the policies set by elected members, ensuring all employees understand and act on the aims of the organisation, in order to meet the needs of the people of Plymouth.
- Ensure that Members and SLT understand and act on advice in order to meet their responsibilities for management of budgets including control frameworks, income generation, revenue collection and the delivery of services.
- Provide strong, visible leadership, challenge and direction through compelling communication of the financial vision and values of the Council both internally and externally
- Embed climate change actions across the functions of the Finance department contributing to core reductions in support of the Council's pledge to become carbon neutral by 2030.
- Lead services including the Financial Accounting, Financial Planning, Management Accounting, Capital Accounting, Insurance, Treasury Management, Company Support, Revenues, Housing Benefit, Deputyships and the Service Centre teams, circa 175 FTE.

Performance and Finance

- Take lead responsibility for the overall leadership and management of the department ensuring the Council's financial, human resources and other assets are planned, deployed and managed effectively to deliver the priorities.
- Ensure the department provides cost effective and efficient services for customers.
- Embed a positive, innovative culture, which responds effectively and efficiently to deliver an outstanding customer focused service with best in class policies and practices which respond continually to the changing internal and external environments.

Customer and Communities

- Contribute to the development of programmes of local engagement and communication within the city with stakeholders and local communities designed to promote the work of the Council and own department and deepen the Council's understanding of those it exists to serve.
- Create an environment and culture that empowers and requires employees to work collaboratively and effectively across the department, with the Directorate/Federation, organisation and with partners.
- Lead and challenge own direct reports to create continuous improvement and service delivery that is innovative, customer focussed and effective in delivering the Council's agreed outcomes.

Partnerships and external relationships

- Develop long term, mutually beneficial relationships with partners including Government departments, public institutions, other local authorities, Government agencies, charities and, where appropriate, commercial organisations. To bring about suitable integration of service delivery, to successfully deliver expected outcomes and benefits for the city.
- Be proactive at regional and national level in promoting and advocating for financial resources for the city and its communities to deliver improvements and opportunities for residents and businesses.

Governance

- Ensure the statutory duties of the department are met in accordance with legislation, guidance and regulatory requirements.
- Ensure effective measures are in place to manage and mitigate risk to protect the financial probity of the Council and the city.

Role Accountabilities	Role Outcomes
<p>Corporate and Organisational</p> <ul style="list-style-type: none"> ▪ Development and delivery of Medium Term Financial Plan and performance across the Council, including contract management. ▪ Responsible for all statutory financial reporting and grant claims. ▪ Lead a department with particular responsibility for provision of corporate financial services to all service areas and where appropriate others, ensuring efficient financial performance and delivery of outcomes. ▪ Build a consistent approach to leadership styles across the organisation to derive an empowered leadership culture. ▪ Support the Chief Executive in determining the financial implications of Organisational Design of the Council and applies principles in own department. 	<ul style="list-style-type: none"> ▪ Plymouth is recognised as a great place to live and work because of the development of the city and the services the Council delivers. ▪ Plymouth has high fiscal performance with financial resources deployed to best and most efficient advantage. ▪ The performance management framework is clearly communicated, implemented and monitored to ensure good performance is recognised. Performance is managed by outcomes and poor performance is addressed quickly. ▪ There is a collaborative approach to managing Trade Union/professional association and other relationships relating to employment matters.

<ul style="list-style-type: none"> ▪ Lead and manage a service area ensuring efficient and effective delivery of functions and that organisational values and behaviours are promoted and followed. <p>Performance and Finance</p> <ul style="list-style-type: none"> ▪ Advise the Chief Executive and Executive in the preparation and delivery of the Council's revenue and capital budget, treasury management and capital strategy so that it is aligned to the corporate plan and city priorities. ▪ Accountable for delivery of own service budget within agreed tolerances. ▪ Ensures there is an appropriate performance framework in place to manage service performance and delivery objectives within department ▪ Ensuring the appropriate control environment exists: leading on all Audit matters including external audit and Devon Audit Partnership. ▪ Responsible for a range of services including those relating to housing benefit, council tax, some of which have substantial required income targets (comprising Council Tax, business rates, Housing Benefits overpayments and sundry income) and delivering benefits to residents. ▪ Responsible for Client Financial Services – and Deputyship. <p>Customer and Communities</p> <ul style="list-style-type: none"> ▪ Ensure services are efficient and focused on continuous improvement within agreed levels of customer satisfaction to best meet the needs of customers and citizens. ▪ Ensure efficient processes and ease of use business focused support to customers. ▪ Lead the Council's Commercial Services. <p>Partnerships and External Relationships</p> <ul style="list-style-type: none"> ▪ Create and manage effective relationships and partnerships with a broad range of stakeholders, building support amongst them in order to deliver better public services. ▪ Promote the city by supporting and participating in key corporate events. <p>Governance</p> <ul style="list-style-type: none"> ▪ Member of Strategic/Tactical Command team for civil emergencies and business continuity in liaison with the police/other agencies as appropriate. Member of the out of hour's rota. ▪ Support and advise the Audit Committee 	<ul style="list-style-type: none"> ▪ The Finance workforce understand the Council's values, priorities and desired outcomes. There is demonstrable evidence of engagement and progress. ▪ The Council has a long-term financial strategy and plan (MTFS) which is clear and supported by Members and Chief Officers. The revenue and capital budget is delivered within agreed tolerances. ▪ Reduced resources are required in chasing up income payments. ▪ Financial risks are managed and steps taken to mitigate and ensuring decisions are taken to manage and mitigate them. Measures are in place in respect of Anti-Fraud and Audit matters. ▪ Customer experience and satisfaction is improved department and there are measures in place to demonstrate that. ▪ Statutory functions are delivered, risks are mitigated and feedback is used to engender a culture of continuous improvement. ▪ Strong networks have been established in the region and the city has received demonstrable investment from a range of funding agencies. ▪ A range of partnerships have been developed which have delivered better outcomes for Plymouth's citizens. ▪ Plans and training are in place and resourced to deal with a range of emergencies. Business continuity is in place. ▪ All Council information is held securely, safely and in line with legal and statutory requirements. ▪ Effective measures are in place to manage and mitigate risk to protect the reputation and liability of the Council.
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<ul style="list-style-type: none"> ▪ Deliver statutory functions within the Finance department. Ensure that the department is compliant with all statutory, regulatory, safeguarding and audit requirements, including those of HMRC, external auditors, Health and Safety Executive and Information Security. 	
<p>Essential Qualifications and Experience</p>	<p>Essential Skills and Behaviours</p>
<ul style="list-style-type: none"> ▪ A qualified accountant with substantial experience and understanding of: <ul style="list-style-type: none"> ○ CIPFA codes of Practice as applicable to local authority accounting ○ IFRS and accounting standards, ○ Companies Act 2006 and its application to local authority owned and controlled companies ○ Corporation tax and its application to local authority owned and controlled companies ○ VAT across all council activities ○ Evidence of continuous professional development. ▪ Substantial experience gained in a large, complex, multi-disciplinary organisation of senior strategic leadership achievement and experience consistently developing financial strategies and translating them into effective operational delivery plans. ▪ Experience of successful management and implementation of complex policy issues leading to organisational / cultural change. ▪ Experience of deploying commercial and transformational acumen within large organisations. Business acumen - cost and customer experience ▪ Experience in the financial aspects of statutory and legal, income and recovery ▪ Extensive experience in working effectively and impartially with elected members and in supporting the democratic decision-making process ▪ A broad knowledge of public sector service delivery including direct delivery and commissioning. ▪ Experience of working as a visible System Leader. ▪ Experience of engaging and involving communities to whom statutory or other services are provided. ▪ Experience of using a range of change management and transformation 	<ul style="list-style-type: none"> ▪ Able to be a collaborative system leader across council and wider with focus on community and citizens. ▪ Able to translate complex strategies into what is required to deliver cultural, organisational and technological improvements. ▪ Able to translate vision, complex concepts, financial information, principles and practices into clear compelling organisational strategies and plans. ▪ Financial acumen to be able to interpret and interrogate complex financial information. Ability to identify income generation opportunities/income streams in line with Council vision. ▪ Accounting skills and strong financial awareness to include revenue and capital, treasury management strategies, pension investment and asset management. ▪ Advanced analytical and numeracy skills, ability to use a wide range of data and information for formulating plans and projects, writing reports and presentations. ▪ Able to understand performance management systems and methods to drive continuous improvement. ▪ Ability to coach and mentor others to improve and build a high performance culture. ▪ Ability to develop and maintain effective dialogue with SLT, Members and Partners to protect and promote the best financial interests of the city. ▪ Ability to challenge in a constructive manner to tackle potential financial risks, including fraud, to the organisation.

<p>methodologies to deliver impactful organisational change at pace.</p> <ul style="list-style-type: none">▪ Experience of working and succeeding in complex partnership arrangements.▪ Experience of leading a large workforce to drive performance and a successful culture.▪ Experience of working within and promoting a health and safety and safeguarding culture.▪ Demonstrable commitment and experience of celebrating and valuing diversity.	
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