

JOB SUMMARY

Post Title	<i>Strategic Director of Community Services</i>						
Job Family	<i>Leadership</i>	Pay Range	20	Line Manager to others?	Yes /No	Role profile ref	<i>SM02</i>
Service Area	<i>Community Services</i>						
Line Manager	<i>Chief Executive</i>						
Location	<i>County Hall/Agile</i>						

Job Purpose

To provide strategic leadership and operational oversight for the Council's Community Services portfolio, ensuring the delivery of high-quality, sustainable services that meet residents' needs and support the Council's vision for regeneration, environmental stewardship, and economic growth.

To play a key role in the overall leadership of the organisation, serving as an ambassador for the Island while fostering a high-performing, motivated and engaged workforce committed to service excellence.

The postholder will lead on:

- Regeneration & Economic Development – Driving place-based regeneration initiatives and economic growth strategies.
- Environment, Planning & Building Control – Shaping environmental strategies, planning policies, and sustainability objectives while ensuring statutory compliance.
- Commercial Services – Overseeing income-generating services, balancing commercial viability with public value.
- Highways PFI & Waste Contract Management – Managing strategic partnerships for highways maintenance and facilities management.
- Public Realm – Maintaining and enhancing public spaces to improve community wellbeing and civic pride.
- Regulatory Services – Delivering licensing, environmental health, and enforcement functions to protect public safety.
- Libraries, Museums & Heritage – Preserving and promoting cultural heritage, managing museums and archives, and delivering accessible library services.
- Archaeology – Safeguarding archaeological assets and supporting heritage-led regeneration.
- Leisure Services – Providing inclusive leisure opportunities that promote health and wellbeing.
- Bereavement & Registration Services – Ensuring compassionate, efficient delivery of bereavement and statutory registration services.

Job Context

- Serve as the council's principal advisor to councillors and the corporate management team on all matters within the directorate portfolio
- Act as a role model in driving cultural change that reflects the council's values and behaviours framework and embedding customer-centric principles into strategy, policy and service design.
- Lead the development and implementation of key strategies for regeneration, planning, and commercial services aligned with corporate priorities.
- Provide clear leadership direction to service managers, fostering innovation and continuous improvement and which secures best value across all activities undertaken by employees, contractors, and partners.
- Translate political objectives into actionable plans for regeneration, environment, highways, and commercial services.

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- Manage a diverse portfolio including highways PFI, waste contracts, planning and building control, public realm, and regulatory services, coastal management, regeneration and commercial services.
- Control and manage directorate resources and budgets in line with the council's financial regulations and scheme of delegation, ensuring cost effective service delivery, and maximisation of income generation opportunities.
- Build and maintain effective working relationships with elected members, political groups, government agencies, businesses, and community groups on all aspects of the directorate's work.
- Represent the Council at regional and national forums as necessary.
- Champion staff engagement, continuous improvement and being risk aware.
- Ensure legal compliance, robust risk management, and effective business continuity arrangements, including emergency planning.
- Establish clear metrics and accountability for service delivery, ensuring best value and continuous improvement.
- Act as an ambassador for the Council and the Island in strategic forums and negotiations.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Significant senior strategic management experience, within a local authority.	<p><i>Extensive experience in senior strategic leadership and management of complex, high-profile projects and contracts, providing clear direction and technical support across portfolio services.</i></p> <p><i>Ability to articulate purpose and direction, motivating multi-disciplinary teams to achieve shared goals and align priorities for timely delivery of critical outcomes.</i></p> <p><i>Proven record of delivering innovative solutions to complex community challenges, embedding common values and customer-centric approaches.</i></p>	X	
Demonstrable experience of developing and effectively delivering an organisation's vision, values and strategic objectives within a political environment.	<p><i>In-depth understanding of local government statutory and operational responsibilities in highways, transport, and waste, supporting effective strategy and policy development.</i></p> <p><i>Skilled in influencing and implementing strategic policies and decisions, translating political priorities into actionable plans aligned with corporate vision.</i></p> <p><i>Demonstrated creativity and problem-solving capability to design strategies that deliver sustainable improvements.</i></p> <p><i>Track record of initiating and overseeing corporate projects, policy development, and robust service planning and performance management systems.</i></p> <p><i>Ability to command respect at strategic, professional, and political levels, ensuring successful delivery of high-profile services critical to the community.</i></p>	X	

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Demonstrable evidence of developing close, strategic relationships with a wide range of external organisations.	<i>Experienced in managing complex stakeholder relationships and driving cultural change through inspirational leadership and customer-focused service delivery.</i>	X	
Demonstrable experience of driving organisational development and cultural change within a large organisation.	<i>Proven ability to lead organisational cultural transformation and deliver customer-focused services through inspirational leadership.</i>	X	
Demonstrable experience of leading effective corporate performance and planning processes.	<i>Proven ability to implement and sustain performance management systems that consistently achieve required outcomes.</i> <i>Demonstrated ability to apply conceptual knowledge to inform, plan, and monitor performance against corporate vision, goals, and outcomes</i>	X	
Demonstrable experience in the control and oversight of significant organisational finances.	<i>Strong commercial acumen with evidence of developing strategies that increase income and ensure budget compliance.</i>	X	
Proven track record of promoting, leading and managing change and of harnessing the strengths and talents of employees at all levels in a large organisation.	<i>Skilled in coaching and mentoring senior officers, fostering professional competence and continuous improvement.</i> <i>Committed to embedding corporate values, promoting learning, and creating an inclusive, safe, and healthy workplace culture.</i> <i>Proven ability to model leadership that embeds corporate values and empowers staff to deliver proactive, customer-focused services.</i> <i>Proven ability to lead and foster a positive health, safety, and wellbeing culture, ensuring compliance with council policies and actively engaging staff in promoting a safe working environment</i>	X	
Demonstrable evidence of proven success in the achievement of equality of opportunity in employment and service delivery.	<i>Proven ability to lead diversity initiatives, challenge discrimination, and maintain compliance with duties and obligations.</i>	X	
Extensive knowledge and understanding of the major issues facing local government.			X
A clear understanding of and commitment to, corporate and partnership working.	<i>Experienced in building and sustaining partnerships that deliver long-term benefits for the community.</i>	X	
Proven ability to champion performance management and best value within a large organisation.	<i>Skilled in identifying and mitigating strategic risks, ensuring resilience through business continuity and emergency planning.</i>	X	

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Proven ability to work across service boundaries and to facilitate the delivery of cross cutting activity.	<i>Effective communicator with strong negotiation and presentation skills, engaging elected members and stakeholders to inspire confidence and drive innovation.</i>	X	
Proven ability to maintain clarity about organisational priorities, how to define them and how to use resources effectively to achieve them.	<i>Effective communicator with strong negotiation and presentation skills, engaging elected members and stakeholders to inspire confidence and drive innovation</i>	X	
Proven ability to identify and pursue the potential of ICT and e-services in securing service improvement and increased efficiency.			X
Proven ability to gain and retain the confidence of elected members of all political parties.	<i>Strong interpersonal and presentation skills to engage elected members in developing strategic options, keep them informed of progress, and provide expert advice to support decision-making</i>	X	
Proven ability to assist elected members in their development of the Councils overall policy, direction and strategy.	<i>Politically astute, maintaining credibility and positive relationships in a political environment.</i>	X	
Proven ability to align political policy imperatives with service outcomes to achieve the overall strategies of the Council.	<i>Strong interpersonal and presentation skills to engage elected members in developing strategic options, keep them informed of progress, and provide expert advice to support decision-making.</i>	X	
Proven ability to represent the Council in a variety of settings.		X	
Demonstrate behaviours which model the Council's values.		X	
Ensure support is provided in response to a corporate emergency	<i>Experienced in emergency response leadership, including silver command responsibilities and out-of-hours crisis coordination</i>		X
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to degree level or equivalent standard.		X	
Post graduate qualification may be required or ability to demonstrate equivalent ability.		X	
Relevant professional qualification may be required.			X
May require relevant certifications including evidence of fluency in English language.		X	
Other Requirements			
<i>Demonstrates tenacity and the ability to maintain a positive outlook in the face of challenges</i>			
<i>Demonstrates the drive, commitment, and energy required to deliver complex programmes successfully</i>			
<i>Ability to perform effectively under pressure and manage competing priorities</i>			

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Exceptional organisational skills

Organisation Structure (optional)