

Role Profile

Assistant Director – Stevenage Direct Services

Overall position

- This is an ambitious role, providing a range of services to both benefit Stevenage as a place as well as to provide excellent services to customers across the borough
- We are proud of the services we provide and for the first time we have brought together a range of services, from recycling, to housing repairs, parks, garages and street cleaning, into one team
- The successful candidate will lead and set the tone for these in-house services, developing new plans to further improve services and enhance the Town, and showing commercial acumen to achieve the best results
- This new role aims to further develop our offer, find new business opportunities and make a lasting impact on the Town

The opportunity

- This is a first rate opportunity to develop and lead a diverse group of customer focussed services – seeing strategy through into implementation and seeing positive results first hand
- We have allocated major investments into these key services, from £10m set aside to modernise our garages to over £1.5m to improve play areas, several £m invested to improve our fleet, and major investments in technology within Housing Repairs
- You will lead a large proportion of the Council's workforce, engaging with them to set high standards of customer service and performance and demonstrate great passion for the Town
- There is scope for innovation, maximising technology, investing in assets and infrastructure and in our teams to give the best services we can

What we are looking for

- Experience working at a strategic level
- Experience working with contracts or delivery teams, potentially with some of those services within the scope of the role
- Able to demonstrate how to lead and effect transformation, with positive engagement of management teams and staff through change
- Significant experience of working with elected Members and/or Board Members and the ability to influence opinions to secure the best possible outcomes for the Council and the Town
- Experience of developing commercial propositions, efficiency projects/programmes and bringing forward new ideas
- Ability to work at pace