

Role Profiles for Divisional Directors include the following Generic Duties

	Generic Duties/Accountabilities
1.	Ensure compliance with your responsibilities as laid out in the council's equal opportunity policy and take an active role in promoting and enabling equality of opportunity, promoting the diverse needs and aspirations of Harrow's community, ensuring equality and diversity is mainstreamed in all service/directorate activities.
2.	Ensure compliance with your responsibilities as laid out in the council's health and safety policy and take an active role in promoting a positive health and safety culture.
3.	Promote and participate in the council's investors in people (IiP) and individual performance appraisal and development (IPAD) initiatives.
4.	Ensure compliance with the council's information security policies and maintain confidentiality.
5.	Lead and manage the Division so that services provided are responsive to customer requirements, accessible to all areas of the community, and provide value for money.
6.	Develop the structures, systems and policies, necessary to support effective service delivery and to enable "continuous improvement".
7.	Where appropriate, and in conjunction with other service providers, undertake joint planning of service delivery and/or for the closer integration of service provision.
8.	Promote, develop and maintain effective contacts and relationships with customers, customer representatives, community groups, Council Members and service/operational partners, to facilitate service delivery, performance review and the continuous development of service provision.
9.	Lead, motivate, train, develop and performance manage staff, to maintain an effective workforce capable of meeting service objectives.
10.	Resolve the most complex issues within the professional area(s) managed so that they are resolved effectively and precedents are set for the resolution of similar issues.
11.	Formulate annual operational plans and budgets for the function so that there are clear priorities and appropriate resources are allocated to their achievement.
12.	Develop longer term (2-3 years) plans for the services managed so that they are developed in line with Council and Government priorities and customer requirements.
13.	Prepare monitor and control Divisional budgets to ensure that income/expenditure is in line with agreed plans.
14.	Ensure that capital expenditure, including all projects funded externally, is completed in accordance with agreed schedules.
15.	Manage inter-directorate and inter-agency projects undertaking leadership of multi-disciplinary and multi-agency teams to achieve agreed objectives.
16.	Implement, maintain and develop Performance Management Systems to meet Statutory

	and Corporate reporting requirements.
17.	Evaluate the environmental impacts of services and take action to minimise these impacts over time.
18.	Support the operation of local and general elections when requested by the Returning Officer.
19.	Contribute to the overall management and strategy of the Directorate.