

JOB DESCRIPTION

POST TITLE	Head of Strategy and Engagement (0.8FTE)
GRADE	Head of Function
FUNCTION	Strategy and Engagement
PERMANENT BASE	Headquarters, 197 Eyre Street, Sheffield
RESPONSIBLE TO	Deputy Chief Fire Officer
RESPONSIBLE FOR	Corporate Governance Manager x2 Communications Team Leader Corporate Admin and Information Services Manager

POST BACKGROUND

This is a head of function post which is part of the Service's senior management team, sitting on the Corporate Management Board. It oversees the service's roles relating to strategy/policy development and implementation through research and corporate intelligence, performance, data and risk analysis, staff and public engagement, customer relations, and related governance issues.

OVERALL PURPOSE OF JOB

To provide management responsibility for the process of researching, developing, implementing and engaging on the Service's corporate strategy and policy making. It also requires the post-holder to undertake general service management responsibilities required of all Corporate Management Board members.

MAIN RESPONSIBILITIES

1. Service Management responsibilities

- Sit on Corporate Management Board to provide leadership and scrutiny to contribute to Service decision-making
- Provide corporate leadership through promotion of the organisational aim, values, and priorities
- Contribute to monthly meetings to scrutinise reports to relevant Authority meetings, review organisational performance, risk, and other key issues
- Be a signatory to the annual statement of assurance and related party transaction statements
- As a head of function, be responsible for leadership, business planning, budget management, performance, risk, and business continuity within the functional area
- Attend relevant meetings of the Authority as appropriate, including the Fire and Rescue Authority, Audit Committee, and Stakeholder Engagement Board

2. Strategy/Policy Development, and Corporate Planning

- Take responsibility for providing robust data, research and analysis to enable the Service to proactively develop organisational plans, make strategic decisions, and best match resources to risk
- Develop and manage the Service's performance management and planning framework
- Oversee the writing, publication and consultation of key strategic documents such as the Strategic Plan and Integrated Risk Management Plan

- Provide the corporate performance management and risk management processes and reporting framework
- Provide a strategic data function that enables management decisions to be made, and is responsive to demands to provide information to improve or better target service delivery interventions
- Use data analysis to provide and recommend suitable interventions to reduce emergency incidents and other service demand

3. Staff and Public Engagement

- Take responsibility for all aspects of consultation and engagement with internal and external key stakeholders, including formal consultation on issues such as the Integrated Risk Management Plan
- Oversee all corporate campaigns and related activity to achieve the organisational aim of making South Yorkshire safer, using data and incident analysis to prioritise the use of resources such as media relations, marketing, owned and social media channels, and direct engagement
- Oversee staff engagement on issues such as information and knowledge management, change management, and organisational development, via the intranet, publications, social media, and direct engagement
- Be responsible for the Service's reputational risk management, and horizon-scanning to provide strategic advice to senior managers on reputational and public interest issues which may affect the Service
- Management of Service events
- Ensuring the organisation's corporate identity is upheld

4. Governance and Customer Services

- Under the direction of the Director of Finance and Resources, deliver specific corporate governance work, such as:
 - Provision of administration function for reporting to the Authority, and information/briefing documents for elected Members
 - Oversee the Service's Publication Scheme, and response to Freedom of Information requests
 - Oversee the implementation of the Service's Customer Complaints and Compliments policy
 - Oversee the provision of related Service elements of governance issues such as the Statement of Assurance and Constitution
- Take responsibility for customer service, front desk reception and switchboard service

5. Financial Management

- Be responsible for designated budgets, ensuring that the Authority's financial management policies are fully implemented.
- Have overall accountability for the programme budgets of in accordance with standing orders and financial regulations, obtaining value for money and ensuring that the resources are deployed in the interest of effective service provision.
- Co-ordinate appropriate capital and revenue budgets for programmes and revenue budget monitoring and management processes and arrangements.

- Monitoring costs, timescale and resources used and taking action where these deviate from agreed tolerances.

6. Legislative Requirements

- Ensure that the Authority complies with legislative and other statutory requirements for:-
 - Health and Safety
 - Equal Opportunities and discrimination, including requirements under the Equality Act
 - To ensure all duties are carried out in accordance with the Authority's IT Security Policy
 - To ensure information is securely maintained and treated confidentially in accordance with Service Policy, the Data Protection Act and other information Acts.

7. Staff Development

- Act as welfare and attendance manager in accordance with the policies of the Authority concerning the absence and fitness for duty of Service Managers.
- Monitor and assess the performance of managers and staff within the context of service plans, providing advice, support and remedial action where necessary.
- Conduct individual performance and development reviews with Service Managers and establish individual development plans and targets.
- Ensure Managers and staff are appropriately trained and receive guidance on policies, procedures and legislation to comply with relevant corporate requirements and statutory duties.
- To fully participate in SYFR's Performance Development Review process according to the responsibilities of the role.
- To practice and promote SYFR's Equality and Diversity and Health and Safety Policies and to conduct oneself in a manner that is consistent with SYFR's core values at all times.
- To ensure that risk is managed effectively within the section in accordance with corporate strategies and plans.
- To attend as required any training courses that will contribute to the effective performance of the post holder.
- Comply at all times with the Code of Conduct for officers of the Authority and such other professional requirements as to standards of conduct.
- To be responsible for the accurate and appropriate processing of data, ensuring compliance with organisational policies and procedures (i.e. data protection).
- To carry out such other duties within the department as from time to time may be required, which are commensurate with the grading of this post.

ANY OTHER INFORMATION (including special conditions of service)

NOTE: This document is produced as a guide to the general nature of the post and the list of duties is neither exhaustive nor exclusive.