Redcar & Cleveland Borough Council

Job Description and Person Specification

POST TITLE	Assistant Director – Neighbourhoods
DIRECTORATE	Growth, Enterprise, and Environment
GRADE (SCP's)	Chief Officer Band B
JOB EVALUATION NO.	H0167
REPORTING RELATIONSHIP	Executive Director – Growth, Enterprise, and Environment
ACCOUNTABLE FOR	Service Lead – Transport, Engineering and Highways, Waste & Fleet Services Lead, Service Lead - Safer Communities & Streetscene
GENERAL CONTACTS	Engage with elected members, colleagues, internal and external stakeholders, businesses, intermediaries, relevant personnel within partnering organisations, community groups. Develop, manage and broker relationships at a senior level with key local, regional, national and international businesses as well as stakeholders representing the Council, and ensure that the Borough's strategies and policies are taken into account and delivered as appropriate.
JOB PURPOSE	Provide strong strategic guidance and leadership to the Council's Growth, Enterprise and Environment directorate focussing on delivering excellence in all Neighbourhood Services and driving improvements to ensure an excellent environment for citizens and businesses of the borough whilst at the same time contributing to the wider directorate and Council priorities

KEY DUTIES AND RESPONSIBILITIES

1 Provide effective management and leadership to all services, disciplines and operational frontline staff within the responsibility of the Assistant Director.

2 Participate in all directorate key priorities offering skills and expertise where appropriate.

3 Develop robust budget management arrangements across all revenue and capital funding streams and implement these across all areas of responsibility. In addition, tightly manage budget pressures and any required budget reductions

4 Provide effective health and safety, financial and contract management for the area of responsibility, including the maximising of opportunities to create and secure value for money and social value solutions in a changing environment.

5 Ensure that services are reviewed to anticipate the changing environment, any legislative changes and emerging opportunities and are strategically led to develop innovation and high standards of performance. This must also be done in close collaboration with the relevant Cabinet lead.

6 To ensure that all statutory responsibilities, contained in all relevant legislation are met, thereby delivering successful outcomes for the benefit of the citizens, elected members and the employees of the Council.

7 Ensure that the Community Safety Partnership is supported and functions well in accordance with statutory requirements. Lead on community safety and anti-social behaviour and ensure a joined up response working in close partnership with key agencies, including the Police.

8 Strategically lead on enforcement issues related to neighbourhood services including licensing and car parking enforcement, whilst ensuring a joined up response for the Council to enforcement issues across the Borough.

9 Strategically lead the Council's fleet and vehicle workshops to ensure all legal requirements are met and investment in the Council's fleet and its ongoing maintenance is effective. Ensure that the service is reducing emissions.

10 Strategically lead the Council's highways and engineering maintenance and investment responsibilities and ensure the services are clearly managed. Ensure the engineering and highways team works within the context of statutory highways guidance and are also focused on appropriate local solutions.

11 Support the borough's Emergency Planning function, including having responsibility within the emergency response command structure and enabling Neighbourhood services are trained and mobilised to respond to major incidents. To be part of the council's emergency planning on-call rota.

12 Strategically lead on the development and maintenance of the environment for the borough to ensure Streetscene services are delivering against local expectations within the context of available budgets.

13 Support local events that showcase the borough by ensuring a joined up environmental response that supports the wider event.

14 To represent the Council at key Neighbourhoods related cross-Tees Valley projects such as waste management and the energy recovery facility.

15 Develop and maintain strong strategic partnerships ensuring that partnership working and collaboration are utilised to benefit the citizens within the borough.

16 Use performance standards to measure and manage the performance of services to ensure a high standard of service quality is maintained.

17 Develop a 'one team' approach across Neighbourhoods, ensuring staff respond in a timely way to service issues and complaints from residents and elected members.

18 Ensure the Council complies with statutory responsibilities under the Environment Protection Act (and related legislation) in relation to waste and street cleansing activities.

19 To be part of the Authority's on call rota.

CORPORATE RESPONSIBILITIES

1 To undertake such duties as may be commensurate with the seniority of the post.

2 To ensure that the Council's health & safety policies are followed and training is undertaken in all pertinent health and safety procedures.

3 To partake in the Council's and directorate's staff training and development policies as well as the Council's system of employee performance appraisal.

4 To treat all information gathered for the Council and directorate, either electronically or manually, in a confidential manner.

5 All employees are required to demonstrate a commitment when carrying out their duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council's Equality & Diversity Policy.

6 To be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of Corporate and directorate objectives.

7 To ensure the high standards of customer care and responsiveness are met at all times.

8 To ensure the principles of value for money in service delivery are fundamental in all aspects of involvement with internal and external customers.

9 To ensure that the highest standards of data quality are achieved and maintained for the collection, management and use of data.

10 To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual's knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.

Author Neil Shaw Date October 2026

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Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	Education to degree level or equivalent.	**E**	
2	A professional qualification in a relevant discipline.	**E**	
3	Evidence of Continuing Professional Development.		**D**
	Experience & Knowledge		
4	Recent and extensive experience of operating at a senior management level within an organisation of comparable scale and complexity and in a service area relevant to the post.	**E**	
5	Significant experience of successfully developing, leading and delivering improvement in frontline services.	**E**	
6	In depth knowledge of strategically leading frontline services that deliver results.	**E**	
7	In depth experience of significant financial management and delivery capital projects.	**E**	
8	Significant experience in the delivery of innovative programmes/projects which have improved services.	**E**	
9	A track record of managing people and showing leadership through effective performance management of staff.	**E**	
10	Experience of working with external partners and stakeholders and developing effective relationships which deliver.	**E**	
11	Experience of working constructively with trade unions on complex change issues.	**E**	
12	Demonstrable success in enhancing organisational reputation.	**E**	
13	Experience of developing effective relationships with elected members / politicians and working in a political environment.		**D**
	Skills & Ability		
14	Demonstrable knowledge of the statutory and regulatory, issues relevant to the specific post.	**E**	
15	The skills and competence to provide leadership to empower, enable, develop and motivate the workforce.	**E**	
16	Ability to manage large and complex budgets and deliver alternative service models of delivery where budget challenges make this essential.	**E**	
17	Ability to personally lead organisational change and develop a can-do culture.	**E**	
18	An ability to encourage innovative solutions, balanced against commercial and financial awareness.	**E**	
19	Strong communicating, influencing and negotiating skills.	**E**	

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	Other Requirements		
20	Flexible approach to work by responding to the needs of the services including at time requirements to work beyond normal working hours.	**E**	
21	Highly motivated, flexible approach.	**E**	
22	Strong team player, committed to an ethos of continuous improvement.	**E**	
	Commitment to Equal Opportunities		
23	Commitment to equal opportunities	**E**	
24	Knowledge of equality and diversity in terms of operational practice and current legislation.	**E**	