

| CORPORATE DIRECTOR Customer and Communities | | |
|---|---|---|
| Director of Service Improvement Need close links to Director of Business Support | Director of Customer Services | Director of Communication, Consultation and Community Engagement |
| Re-engineering and “change” resource for all services Delivering new models for externalising service delivery, e.g. outsourcing/ mutuals / social enterprises (“Gateway” process) Locality Delivery Team development Margate Task Force Community budgets Supporting Independence Welfare reform Kent Supported Employment Building Social Capital (SILK) Big Society Volunteering Workplace Transformation (specification) Youth Service Youth Offending Service KDAAT Supporting People | Gateway Delivery Contact Centre Health watch Libraries & Archives Registrars & Coroners Arts & Kent Film Office Sport, Leisure & Olympics Community Learning & Skills Adult Learning Adult Apprenticeships Community Safety Trading Standards/ Kent Scientific Services Emergency Planning Public Rights of Way/Country Parks | Engagement / public involvement Community Liaison Improvement and Engagement (equality in service delivery) Business partners- Directorate communications Internal Communication/Engagement Communications and media relations Social Marketing |

Please note: The headings listed below the 1st and 2nd tier Director posts are intended to be indicative of the functions contained within that division and directorate.