

# Kent County Council

## Job Description:

### **Director – Strategic Business Development & Intelligence**

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**Directorate:** Strategic and Corporate Services

**Grade:** KR17

**Responsible to:** Head of Paid Service

#### **Job Purpose**

Lead and develop an effective strategic and service commissioning across the Council. bringing together business, customer and market intelligence and using this to challenge and support the commissioning process. Lead on effective contract management for the council.

#### **Accountabilities**

Directors will work within the KCC Corporate Responsibilities for Senior Officers. In addition, as members of Extended Corporate Management Team, Directors and Corporate Directors will work together to make strategic decisions on the most effective use of the Council's agreed budget, resources and policies and enhance the reputation of Kent as a place as well as Kent County Council as the democratic agent of change in the region.

Lead, develop and review the commissioning framework for the Council to ensure robust internal challenge and contestability within KCC, and to maintain high commissioning standards across the council.

Lead the identification of and develop opportunities for joint commissioning across services, monitor the effectiveness of commissioning activity, and support/challenge devolved commissioning activity as necessary.

Lead the development of a strong client model across the council, ensuring through a commercial approach that the council has the capacity to decommission and re-provision services, and the ability to shape markets and undertake market development.

Ensure the development of a commercial approach to contract management across the council, and lead a dedicated team to ensure the effective management of the Council's contracts for major outsourced services.

Act as client for the council's Strategic Partnership contract.

Develop and devise strategies which enable the bringing together of business and customer information in order to provide corporate oversight for all council services (directly delivered and commissioned) and facilitate scrutiny of business performance.

Provide effective analysis of market and customer data for the council including commissioned resident surveys, complaints data and other customer feedback and integrate this data into the business intelligence and monitoring cycle; a corporate research facility and a corporate market intelligence facility.

Provide expert guidance across the council on the effective analysis of business and customer data; develop data analysis models and skills development interventions to ensure that capacity and skill levels within the council are continuously improved.

Provide the means for corporate oversight of the transition process and governance support for services becoming LATCOs, Trusts and other wholly/jointly owned arrangements.

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*This job description sets out the accountabilities specific to the role. These should be read in conjunction with the Corporate Responsibilities that apply to the Corporate Director and Director roles.*