

The Royal Borough of Kensington and Chelsea

Head of Support Services, Planning and Borough Development

Job Outline

Main Purpose of the Job

To develop, manage, supervise and monitor the work of the Business Support Team and ensure a high quality support service at all times enabling the professional planning function to operate efficiently, effectively and economically, making best use of the technology and resources at its disposal. To ensure an effective customer interface using a range of media including face to face, written communications, telephone, SMS and internet.

Key Accountabilities

- To ensure the effective provision of high quality, leading edge business strategies and practices for the Business Group
- To ensure the effective planning, implementation and facilitation of business systems and processes including the development of new technological initiatives
- To co-ordinate the business Group's approach to corporate initiatives and strategies
- To act as a change agent at a senior level reporting to the Executive Director.

Staff Directly Managed

5

Budget Responsibility 2011/12

£861,900