

## **ROLE SPECIFICATION**

### **CABINET MEMBER - CUSTOMER SERVICES**

#### **CONTEXT**

The majority of the Council's Executive functions are the responsibility of the Cabinet (as assigned to it by law or under the Constitution) who will take most of the day to day key decisions. The Cabinet has to make decisions which are in line with the Council's overall policies and budget.

#### **ROLE**

Members of the Cabinet have wide ranging leadership roles and will need to:

- lead the preparation of the Council's Budget and Policy Framework,
- be the focus for forming partnerships with other local public, private, voluntary and community sector organisations to address local needs;
- ensure that the diverse needs of all groups and citizens are properly reflected in local strategies, plans and service provision;
- commit to the delivery of fair and non discriminatory services to all members of the local community;
- commit to upholding human rights and promoting equality of opportunity and good race relations;
- present where appropriate reports to the Overview and Scrutiny Management Committee or Panels.
- represent the Council's view on Portfolio issues at Council, Cabinet and where appropriate, overview and scrutiny meetings;
- represent the view of the Council on matters of corporate or strategic policy as the lead Cabinet member, to the Government and to other bodies and organisations relevant to the Council's work;
- participate as a member of any panel, task group or other Council forum as appropriate;
- participate in local consultative arrangements and actively engage in communication and dialogue with any bodies and organisations involved in portfolio issues;
- have a responsibility for any functions delegated to the Cabinet as a whole.

## **SPECIFIC ROLES AND RESPONSIBILITIES**

The role of the Cabinet Member for Customer Services is pivotal to the success of the Council in meeting its priorities especially the delivery of a range of Customer Service; E-Government; and Revenues and Benefit Service activities within a corporate and community-planning framework adopted by Council.

In addition, this role has lead political responsibility for the successful delivery of operational and financial performance targets within the Council's Business Planning framework on all issues relating to the Customer Service, E-Government; Communication; and Revenues and Benefit Services portfolio, in conjunction with appropriate Senior Officers.

The main areas of responsibility for Customer Services are:

- participation in the formulation and application of policies and in decision making on cross cutting issues, concentrating on the following policy and service areas:-
  - Customer Services
  - Revenues, Benefits and Fraud Investigations
  - Communication and Marketing of the Council
  - E-Government
  - ICT
  - Local Land Charges
  - The Use and Management of Information
- To ensure that appropriate Strategies and Plans for Customer Services; ICT, and Revenues and Benefit Services in the Borough are researched, formulated and reconciled with other Strategies and Plans of equivalent status;
- To champion the Council's customer service standards within and outside the Council;
- To be a member of the Strategic Governance Board for the Revenues, Benefits and Customer Contact strategic partnership contract.

## **PRIORITIES FOR 2006/07 AND BEYOND**

*Included in the portfolio plan available at [www.rossendale.gov.uk](http://www.rossendale.gov.uk)*