

### RESOURCES DEPARTMENT OBJECTIVES

#### Our purpose:

- To enable the Council as a whole to achieve excellence
- and
- To enable the best outcomes for the Community and the Council by
    - providing the right awareness of the challenges from a customer, community, strategic and financial perspective
    - Supporting service delivery in the most appropriate way

#### With specific responsibility to:

- Provide excellent **customer services** through one stop shops, over the phone plus increasingly through the web, and where possible to do so jointly with key partners in and beyond the public sector.
- Create a simple framework for working effectively with **communities** which involves all Council services, other public sector providers, together with business and voluntary sector partners
- Provide a comprehensive framework for the resourcing, development, management, engagement and motivation of **staff** as the Council changes and faces new challenges and opportunities – the Council as an ‘employer of choice’
- Provide excellent, low cost and integrated **support services** for the Council as a whole and for other partners where appropriate
- Provide excellent **financial planning** and advice
- Manage all the Council’s **assets** effectively including its corporate estate, maximise the use of assets, create income, maintain a prosperous city centre, and support regeneration activity across the district.
- Provide a centre of excellence for **project delivery** in particular for capital projects, property maintenance and infrastructure projects