



JOB DESCRIPTION

POST:	Director - Customers, Vulnerabilities and Governance
REPORTING TO:	Chief Operating Officer
RESPONSIBLE FOR:	Customer Experience Democratic Services Legal Services Internal Audit
GRADE:	Director

MAIN JOB PURPOSE:

To be part of the Senior Leadership Team contributing to strategic and tactical planning for both Councils and leading the overall implementation of the Councils' vision and values, providing a strong sense of direction, integrity, optimism and purpose across both organisations.

To work in a corporate manner taking account of the wider implications beyond the service areas for which you are responsible and, where necessary, working in a matrix management context on various corporate projects.

To ensure that your service areas not only deliver their specific service objectives but also act in a corporate manner, fully engaged in all organisational initiatives including: business and financial planning; workforce development; customer access; marketing and communications, emergency incident responses and collaborative working with other partners.

MAIN DUTIES:

Provide the organisational lead for services related to customer experience, vulnerable residents and good governance. Within this context ensure the management of the services are optimised, whilst seeking opportunities to deliver these in the most efficient and effective way.

To lead on the provision of specialist services to include:

- Customer experience, including corporate customer services, face to face, digital, and telephony services
- Vulnerable people
- Democratic Services
- Legal Services
- Internal Audit

Generic Responsibilities

To produce and implement required strategy/work programmes for the Service Area in conjunction with the Senior Leadership Team.

To support the implementation and realisation of the Councils' Strategic Plans, by developing and implementing service planning, promoting and reporting performance regularly across the two Councils and with partners.

To lead strategic and operational planning to achieve business goals by fostering innovation, prioritising initiatives, and co-ordinating the evaluation, deployment, management of resources and ensuring excellent internal/external communications.

To plan, co-ordinate, direct, and design all operational activities as well as providing direction and support for services, and value for money.

To ensure we deal with our customers in an effective way, whether they are in contact with one Council service or several, ensuring that the services across both Councils are sensitive to the needs of individuals and the wider community.

Provide strategic leadership and oversight of democratic governance across the Councils, ensuring alignment with corporate priorities and statutory obligations. Work with the Monitoring Officer to shape long-term democratic engagement strategies and advising senior political and executive leaders on complex constitutional and policy matters.

Provide strategic leadership and representation for the Councils and a high level operational oversight of the shared legal partnership hosted by West Suffolk Council. Ensuring delivery of high quality, cost-effective legal advice and representation, that fosters innovation and maintains strong partnerships across the partners.

Lead and oversee the Internal Audit function, ensuring it delivers high-quality, independent assurance and advisory services that support effective governance, risk management, and internal control across the council. Manage the hybrid audit delivery model, comprising both in-house resources and services contracted to a third-party provider.

Lead the strategic coordination of services that support vulnerable residents, with a strong focus on addressing the ongoing impacts of the cost of living crisis.

Work closely with local partners, including voluntary and community sector organisations, to co-design and deliver innovative initiatives that build resilience, tackle hardship, and reduce inequalities.

To produce a costed (budgets, resources, IT and people) programme plan each year, reflecting the organisational Medium-Term Financial Plan.

To support the service areas in identifying, specifying and implementing new ways of working which produce demonstrable efficiency savings and/or improved service delivery, and to identify/encourage opportunities for service transformation and improvement.

To work with the Senior Leadership Team and both Cabinets to deliver a transformational agenda that enables both Councils to deliver their corporate objectives effectively and efficiently using innovative approaches.

To build and lead successful joint working arrangements and partnerships in a 'whole system' approach with the wider public, private and voluntary sectors, internal and external service providers and agencies to deliver high quality, cost effective services and improved outcomes for communities.

To ensure that all duties and service activities are carried out in compliance with statutory processes, corporate policies and the Councils' constitutions.

To be accountable for the delivery, continuity, recovery, information security, and risk management of the service. To escalate risks where appropriate.

To ensure the effective use of resources – capital and revenue budgets, resource planning and management. Also to ensure that appropriate controls (e.g. governance, project management, change control, security policies etc.) are undertaken in such a way to ensure high quality and timely outcomes to meet organisational requirements.

To oversee the commissioning, negotiation, and administration of services, in accordance with Council policy.

To lead and/or participate in key strategic projects and undertake research as required.

To play a key role in the interface between two sets of Elected Members and employees, supporting the democratic processes, and providing advice as appropriate. Proactively to manage any conflicts which may arise as a result of having separate political leadership.

To lead the effective management and development of employees within the service, and to maximise the contribution of employees by ensuring that the Councils' performance appraisal and development processes are undertaken effectively, and that the Council's Human Resources and Equalities Policies are applied consistently.

To enhance each council's reputation by promoting a positive image of each organisation and its communities, and to represent each Council equally and without bias.

To undertake, as required, specific responsibilities in emergency planning, participating in the corporate response to civil and national emergencies, responding to events in accordance with the Civil Contingencies Act 2004.

To be aware of your responsibilities under the Corporate Manslaughter and Corporate Homicide Act 2007 and the implications of this on yourself and the Council. This creates a new statutory offence that arises if the way in which the Councils activities are managed or organised causes a death and amounts to a gross breach of duty of care towards the deceased person.

To undertake such other duties as may reasonably be required which are compatible with and/or arising from those listed above.

Additional information

- a) Does this job require a DBS check? **No**
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the

jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes**

- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. **Yes**

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS	MEASURED BY:
The postholder must be able to demonstrate:	A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i>	
Relevant degree/higher degree or equivalent.	A
Professional qualification and/or registration in relevant professional area.	A
KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i>	
Significant local authority and/or public sector experience. Extensive management experience at senior level. Must demonstrate significant experience in one or more of the following service areas: Customer Service: Significant (5yrs +) experience of developing and sustaining a culture that meets the needs of and engages with customers and staff within a safe, open and high performing work environment. Experience of implementing digital transformation and channel shift.	

Communities: Significant experience (5 yrs+) in managing the challenges experienced by vulnerable residents which may include aspects of community engagement/development or relevant policy development.

Governance & Law: Significant experience (5yrs +) of working within and/or managing a range of corporate organisation services which is likely to include, Democratic services, audit, policy, communications and / or other corporate provision.

Leadership

Is capable of providing transformational leadership and direction.

Supports others to achieve shared goals.

Can provide evidence of working collaboratively with internal and external stakeholders.

Can demonstrate the confidence to lead and communicate change.

Understands the impact of change and actively supports staff to positively participate in change processes.

Evidence of working successfully as part of a senior management team in previous roles.

Is able to demonstrate an ability to create dynamic and capable teams.

Motivates teams and individuals to maximise their contributions.

Actively develops talent and potential across the workforce.

Corporate Capability

Is able to contribute to the development of a new culture across the organisation, maximising the benefits of the joint arrangements.

Works proactively to maintain a strong corporate top team.

Recognises the importance of supporting collective leadership through loyalty to colleagues and through working hard to develop shared organisational priorities across the two Councils.

Ensures robust financial probity through the appropriate management of processes and systems.

Uses performance data and analysis both internally and externally to inform sustainable decisions.

Has demonstrable experience of establishing partnership models and collaborative networks, applying benefits of shared outcomes.

Strategic Capability

Is able to clearly articulate purpose and direction through day to day management/leadership.

Takes action to shape and implement a vision for the future development of services. Understands and identifies longer term/strategic trends and opportunities to improve service delivery. Looks to the longer term, seeking to leave a legacy of improved services. Experience of planning and maintaining business continuity. Defines strategic outcomes, displaying a strong commitment to delivering against performance targets. Experience of undertaking transformational rather than incremental or transactional change to achieve improvement.	
SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
Demonstrates self-management in the context of corporate working: is able to manage a challenging workload. Tenacious and resourceful – displays resilience: evidence of being able to deal with conflict Relishes a challenge and has the persistence to succeed Is self-aware enough to define potential in relation to own strengths and those areas that are less developed. Takes personal responsibility for ensuring that diversity/equality are respected and acted upon. Challenges the status quo and is able to articulate views persuasively and with confidence; has confidence in dealing with conflict. Displays political and contextual astuteness; works successfully in political environments Demonstrates belief in the importance of democracy and accountability in public services Understands underlying social and political factors that shape services including reputational issues. Demonstrates overt commitment to acting with integrity and honesty. In open and inclusive in respect of leadership style and in relation to communications. Excellent interpersonal and negotiation skills. Embraces and manages ambiguity and complexity Displays intellectual flexibility by exploring options and information from a wide range of sources.	

OUR BEHAVIOURS	
Empowering, valuing and developing our people	I/TP
Valuing our customers	I/TP
Being open and honest	I/TP
Taking ownership	I/TP
Being ambitious	I/TP
EQUALITY AND DIVERSITY	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	A/I

