

Post title:	Chief Executive
Grade:	CEX
Responsible to:	Members
Staff managed:	Manages a group of managers
Directorate:	Central Services
Service:	Management Board
Job family:	SM - Senior Management
Date of issue:	

Job context

The Chief Executive is responsible for the leadership and effective and efficient running of the Council. The Chief Executive should have outstanding strategic and leadership qualities and with the vision and drive to continue delivering and improving our excellent services through a period of great challenge and change. This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job purpose

The Chief Executive is responsible for the leadership and effective and efficient running of the Council.

Strategic management:

- Lead, manage and direct the Management Board so that services are delivered within a corporate framework and approach.
- Undertake the statutory role of Head of Paid Service, ensuring the effective co-ordination of the discharge of the authority's functions, and ensuring the staffing complement, management and organisation are appropriate to ensure the discharge of the Council's functions, with overall management responsibility for all staff of the Council and ensuring a culture and approach which values staff and maximises employee motivation.
- Manage and co-ordinate budget processes, strategic planning and information and provide advice at Council and Committee and other Member meetings, and to the Leader of the Council and Group Leaders.
- Arrange for advice to be provided to the Chairman and Vice Chairman of the Council, and elected Members on all matters within the duties of their office.
- Ensure the Council operates within a strong and effective governance framework, ensuring the legality of the Council's operations and decision making, effective record keeping for all decisions and the promotion of high ethical standards.
- To act as Clerk to the North Yorkshire Lieutenancy and act as Secretary to the North Yorkshire Magistrates' Advisory Committee and the Advisory Committee on General Commissioners of Income Tax if invited to do so.
- To be Returning Officer for the County of North Yorkshire.
- To undertake such other duties as the Council may reasonably require.

Communications:

- Participate and provide information, on regional and national issues as appropriate. This will include
 - Promoting the Council's profile and ensuring its position is recognised in regional and national initiatives.

	<ul style="list-style-type: none"> Promote and develop effective communication, consultation, involvement and engagement, ensuring services respond to customer needs and involve communities and customers in service development and delivery.
Partnership / corporate working:	<ul style="list-style-type: none"> Develop and maintain effective local partnerships to the benefit of the Council, working closely with key partners within local arrangements particularly the North Yorkshire Strategic Partnership and advise Member representatives on these and other bodies.
Resource Management:	<ul style="list-style-type: none"> Ensure the resources of the Council are utilised effectively to ensure value for money is achieved and efficiencies realised in a way which provides for longer term planning to deliver services which meet the future needs of local communities, as well as the Council's commitment to excellence. Manage the performance of Corporate Directors, Assistant Chief Executives and Senior Managers of the Council ensuring that strategies, plans, targets and objectives are monitored, delivered and reported.

Person specification:

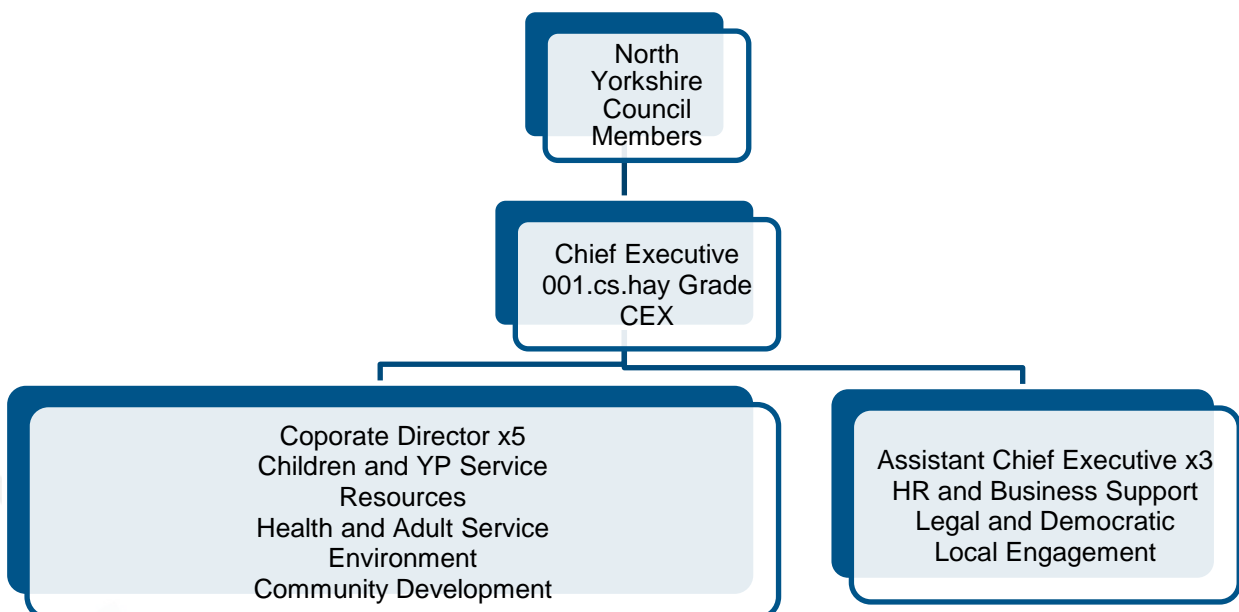
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> Good understanding of the workings of local government knowledge of major legislative changes and other issues affecting local government with a particular focus on the effective delivery of services and ensuring maximum value for money. Have demonstrable and significant leadership and senior management experience at Chief Officer or equivalent level in a major public, private or voluntary sector organisation. Have a proven track record of significant achievement at a strategic and corporate level. Have experience of working in a complex political environment. Experience of building and managing effective partnerships across diverse sectors. 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> Have strategic vision and focus on performance with the ability to set challenging objectives and targets. Determine and maintain the pace of change and deliver improved services within a pressurised and challenging financial context. Have excellent financial management skills with the ability to interpret financial and management information and in a partnership context, ensure the delivery of council services within budget constraints. Have outstanding influencing skills as an effective and persuasive communicator with the ability to relate to people at all levels within the Council and externally, including the media, partners, government and other outside agencies. Have the ability to work effectively with others with a focus on managing performance and promoting corporate and team working across the Council. Demonstrate outstanding leadership qualities and be capable of taking a leading role in initiating action and ensuring effective delivery. Demonstrate a high degree of probity and integrity and the ability to work within the constraints of a publicly funded service. Display commercial/business awareness and the ability to gain and sustain community/customer confidence. 	

<ul style="list-style-type: none"> Demonstrate a high degree of political awareness and the ability to effectively advise and guide Members. 	
Behaviours <ul style="list-style-type: none"> link 	
Professional Qualifications <ul style="list-style-type: none"> Degree or recognised professional/management qualification. 	
Other Requirements <ul style="list-style-type: none"> Be pro-active in anticipating and responding dynamically to the challenge of change, particularly in terms of efficiencies. Show a commitment to the Council's individual and partnership vision, objectives and key delivery targets. Ability to travel across the County Ability to attend meetings outside of normal business hours 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure





NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Assistant Chief Executive – HR & Business Support
Grade:	DIR1
Responsible to:	Chief Executive
Staff managed:	Manages a group of managers
Directorate:	Chief Executives
Service:	HR & Business Support
Job family:	SM - Senior Management
Date of issue:	September 2022

Job context

As a member of the North Yorkshire Council (“the Council”) Management Board, along with colleagues and the Chief Executive Officer (“CEO”), you will ensure that all local government services meet the diverse needs of our residents, communities, economy and visitors including; Children & Young People Services, Health & Adult Services, Housing, Economy, Leisure/Heritage, Business & Environmental Services, Strategic and Corporate support services.

As an Assistant Chief Executive (“ACE”) you will provide outstanding strategic and organisational leadership to create, embed and sustain the Council. With colleagues you have collective responsibility for delivery of the new authority operating model and embedding the values and behaviours throughout the Council. You will promote diversity and inclusion throughout the Council and through partnership and relationship with other stakeholders.

The next few years sees the introduction of a Mayoral Combined Authority, and as a member of Management Board you will support the journey of the Council and the CEO in the Devolution Deal for York and North Yorkshire.

You will work effectively with elected Members to ensure the vision and strategic direction of the Directorate is delivered.

You will act as an advocate for the Council at local, regional, and national level, enhancing the Council’s reputation and influence, building partnerships and enabling the Council to be a leader in the field.

As ACE (HRBS) you are responsible for the effective strategic management of the Council as a whole. The post has various responsibilities primarily across Human Resource and Organisational Development and Business Support.

The operating model for the council is underpinned by a centrally managed Business Support service. As the ACE (HRBS) you will strategically lead the Business Support Service, this service has a significant role to play in supporting the Council and Directorates in delivering on most of its key priorities.

As the ACE (HRBS) you will be responsible in providing advice and guidance to Management Board and Members on issues affecting the whole workforce. In collaboration with colleagues across management board and in an ever increasing difficult employment market you will be responsible for ensuring workforce plans are achievable to attract and retain the workforce now and for the future.

In bringing together eight councils it is important that the culture through organisational development is achievable and sustainable, through the delivery of values and behaviours and on going development of staff and transformational change. As the ACE (HRBS) you will provide strategic leadership through team in organisational development, learning & development and professional qualified HR staff to achieve this.

You will lead on HR and administrative services (through Business Support) at a strategic and operational level covering general and specialist functions Supporting all services across the council as well as school and partner organisations in a way that supports the delivery of the Council objectives and goals.

The post works with colleagues and Members at every level, with external clients to whom Business Support services are provided under contract, and partners.

You are responsible for the strategic leadership of staff within your service, under the following areas:

- Organisational Development
- Directorate HR Teams
- HR Shared Service Team
- Pay & Reward
- Payroll
- Organisational Development
- Equality, Diversity & Inclusion
- Health & Well Being
- Business Support

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job purpose

To be responsible for the effective delivery of Business Support for North Yorkshire. To provide strategic leadership and direction, operational management and financial control for the services of human resources and business support, ensuring delivery of high quality, responsive and cost effective services. Support the development of cross-council strategies across diverse services.

Corporate Leadership:

- In order to ensure the management of the Authority at a senior level and in the execution of the Council's functions:-
- Serve as a member of the Council's Chief Officers' Management Board; delivering to the corporate agenda beyond the specific professional remit for business support services;
 - Lead the Council's HR and Business Support services incorporating other related strategies;
 - Ensure the Council meets its statutory responsibility in respect of the service.
 - Identify and maximise commercial opportunities specific to HR & Business Support services remit including supporting strategic leadership;
 - Manage services and functions to high performance and deliver excellent customer service, engendering an approach of continuous improvement.

- Develop and implement service and financial plans to provide cost effective services which deliver agreed objectives, priorities and improvements in the context of council strategies and plans. Ensure stretching targets and measurable outcomes are agreed with the Chief Executive and that these are properly and regularly monitored and managed.
- Work with all relevant partners to deliver and support council and related partner services in order to improve life for local communities.

All Assistant Chief Executives have a joint responsibility to:-

- Provide outstanding strategic and organisational leadership to create, embed and sustain the new Council
- Be responsible for the delivery of the new authority operating model
- Ensure the new councils values and behaviours are embedded across all services
- Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders.
- Lead the development and implementation of strategies to ensure corporate objectives and performance targets in the Council Plan are met and actively promote, develop and review the Council Plan to support performance improvement.
- Monitor the performance of services and ensure corrective action where performance falls short of policy objectives.
- Keep the CEO informed of all matters affecting the performance of their role as CEO of the Council.
- Keep the CEO, Executive Members and relevant Group Spokespersons apprised of matters which are particularly sensitive or controversial in nature.
- Identify the needs of the service, produce and implement a future-focused service business and performance plan, set challenging goals that focus on step change improvements and ensure that its objectives are achieved.
- Drive transformational organisational change in order to achieve excellent member, customer and partner relationships while delivering cost effective, high quality services to residents.
- Be responsible for the Wellbeing, Health & Safety of Staff in line with the Health & Safety Policies and practices
- Carry out roles identified within the resilience and emergencies and business continuity policies. Take a lead where required on single and/or multi agency response to emergencies both in and out of hours.

**Directorate
leadership and
management:**

- Assist the CEO and Council's Management Board in providing strategic direction for the Council and participate in supporting and enabling the delivery of the Council's key priorities and initiatives
- Ensure the delivery of efficient and effective HR, OD and Business Support service to the Council, its Executive and Committees, individual Members in their capacity as Councillors, the Directorates, officers and external client authorities/companies.
- Develop, promote and support an ethical framework for the operations of the Council, and provide advice to Members on the Code of Conduct and ethical framework

- Liaise and consult with Elected Members on issues relating to the post, providing high quality advice and attend, advise and report to meetings of Council, the Executive and Committees as required.
- Ensure service resources are used in a planned way providing an efficient and cost effective service which takes account of both changing needs and resource availability and delivers responsive high quality services with an efficient infrastructure.
- Ensure budgets allocated to HR & Business Support are managed effectively, taking into account the requirement for financial control and governance.
- Exercise professional leadership through managing staff ensuring relevant professional and occupational standards are maintained.
- Undertake effective performance management including ensuring the Council's plans and priorities are integrated and developed within the Service Performance Plan, and monitor delivery of the plan.
- Ensure services are reviewed and opportunities taken to promote continuous improvement and realise greater efficiencies.
- Ensure services provided or commissioned by the Council comply with statutory requirements and national standards.
- Maximise commercialisation of services provided, demonstrating strong commercial awareness and the ability to balance this alongside competing priorities.
- Ensure the delivery of the Council's Workforce Plan.
- Establish a culture and approach within Business Support Services providing clear objectives and priorities which filter through to individual and team objectives that encourages and promotes performance management and improvement.

Partnerships:

- Lead, develop and sustain effective working relationships and partnerships with significant local, regional and national partners.
- Work closely with Health Partners including acute and ICS/ICB
- Ensure that the Directorate is sensitive to the views of citizens and promotes citizen participation.

Person specification:

Essential

Knowledge and Experience

- Substantial knowledge of the national policy context, regulatory environment, financial legislation and key issues relevant to HR and business support services.
- Experience of leading a HR service in a complex organisation.
- Significant understanding of the workings of local government and the current issues to be faced in a large, diverse Authority, particularly the financial, legal and political context of public sector management.
- A proven track record of significant achievement, exploiting new opportunities and winning commitment as a leader in a large, complex and challenging organisation. To include experience of operating successful commercial organisations and programmes at Board level.

Desirable

- Experience of the development and delivery of commercially traded services

- Significant experience of budgetary responsibility including the successful management of large and complex budgets, delivery of savings.
- Experienced in leading successful major organisational culture change within a large diverse organisation, including effective workplace relations to put the customer at the heart of service delivery.
- Experienced in working successfully with partners, both internal and external, to achieve common goals.
- Evidence of building and maintaining reputational management.
- Professional qualification at degree level or equivalent in a relevant subject and management qualification.
- Membership of relevant professional body – specifically the Chartered Fellow of CIPD
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Occupational Skills

- Strategic planning skills and highly competent in strategic management with the ability to develop strategy, set high quality goals, objectives and priorities and the determination to secure their achievement.
- Strong credible leadership with a passion for delivering improvement in services.
- Excellent communication skills, strong negotiation and influencing skills and ability to effectively deal with the media.
- Highly competent in financial management to co-ordinate, monitor, interpret financial and management information and review financial resources, evaluating competing budgetary priorities and establish effective performance measures.
- Able to display commercial/business awareness and the ability to gain and sustain customer confidence.
- Business planning and ability to develop, communicate and secure ownership of a clear vision and direction.
- Able to work successfully corporately beyond specific the immediate portfolio of services for the benefit of the wider authority.
- Development of practical and creative solutions to the management of strategic issues, resolves problems creatively, pragmatically and flexibly.
- Political awareness and capacity for partnership working in a highly devolved and accountable service

Behaviours

- [link](#)

Professional Qualifications

- Professional qualification at degree level or equivalent in a relevant subject and management qualification.
- Membership of relevant professional body – specifically the Chartered Fellow of CIPD.

Other Requirements

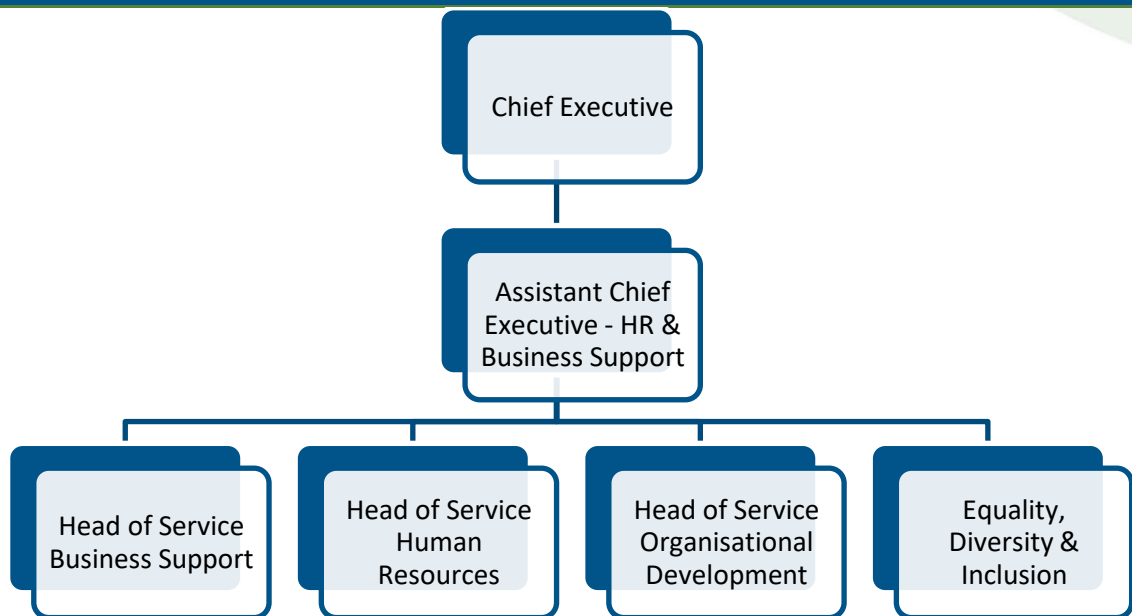
- Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends.
- Committed to the Council's corporate vision and objectives.
- Highly motivated and not easily discouraged.

- Personal and professional demeanour and credibility which commands the confidence of members, senior managers, staff, external partners and other stakeholders.
- A high degree of probity and integrity and work within the constraints of a publicly funded service.
- A commitment to learning and achievement.
- Able to travel for business purposes

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Assistant Chief Executive (Legal and Democratic Services)
Grade:	DIR1
Responsible to:	Chief Executive
Staff managed:	Manages a team of specialist professionals
Directorate:	Central Services
Service:	Legal and Democratic Services
Job family:	SM - Senior Management
Date of issue:	October 2013

Job context

The role of Assistant Chief Executive (Legal and Democratic Services) (ACE(LDS)) aims to ensure the Council achieves its objectives lawfully, that council decision making is sound, and that the Council's Constitution and ethical and governance frameworks provide a sound basis for its operations. As a member of Management Board this post contributes to ensuring the effective strategic management of the Council as a whole. The post has various statutory responsibilities as Monitoring Officer in relation to ensuring legality and promoting high ethical standards. As Deputy Returning Officer it is responsible for assisting the Chief Executive deliver Council elections. The Legal and Democratic service has a significant role to play in supporting the Council and Directorates in delivering on most of its key priorities. It provides a comprehensive and efficient legal service to the Directorates, the Council's Executive, full Council, and ensures legally compliant and effective decision making by the Council. The post works with colleagues and Members at every level, with external clients to whom legal and secretarial support services are provided under contract, and partners. The post is responsible for the management of the performance of staff within its responsibility, and of the service budget.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job purpose

Under the general direction of the Chief Executive, for advising the Council, its Committees and Officers on the exercise of all the services as part of Legal and Democratic Services:

- Ensuring that the Council's operations are lawful.
- Ensuring that the decisions taken by Members and Officers are effective and lawful.
- Maintaining, promoting and monitoring high ethical standards for Members and Officers.
- Providing support to the Council has elected Members.
- The conduct of elections
- Providing high-quality legal advice and representation for the Council and to some of its key partners

To act as the Council's Monitoring Officer promoting and maintaining high standards of conduct amongst council members, particularly through support to the Standards Committee.

Lead Officer accountable and responsible for those services contained within Legal and Democratic Services, individual tasks and projects, with the aim of delivering high quality, responsive and cost-effective services.

**Operational
Management:**

- In order to ensure the management of the Authority at a senior level and in the execution of the Council's functions: -
 - (a) Serve as a member of the Council's Chief Officers' Management Board.
 - (b) Be the Authority's Monitoring Officer: ensuring the legality of the Council's operations and decision making, promoting and maintaining high standards of conduct amongst council members, particularly through support to the Standards Committee.
 - (c) To manage a services and functions to high performance engendering an approach of continuous improvement.
- To develop and implement service and financial plans to provide cost effective services which deliver agreed objectives, priorities and improvements in the context of council strategies and plans. To ensure stretching targets and measurable outcomes are agreed with the Chief Executive and that these are properly and regularly monitored and managed.

**Leadership and
management:**

- Assist the Chief Executive and Council's Management Board in providing strategic direction for the Council and participate in supporting and enabling the delivery of the Council's key priorities and initiatives
- Ensure the delivery of an efficient and effective legal service to the Council, its Executive and Committees, individual Members in their capacity as Councillors, the Directorates, officers and external client authorities/companies.
- To ensure the proper and effective running of the Council's decision-making process in accordance with the Council's Constitution, legislation and other requirements.
- To maintain and undertake the periodic revision of the Council's Constitution.
- To act as Deputy Returning Officer for Council elections and ensure the effective running of the election process for Council elections and for other electoral matters.
- To develop, promote and support an ethical framework for the operations of the Council, and provide advice to Members on the Code of Conduct and ethical framework.
- To liaise and consult with Elected Members on issues relating to the post.
- To attend, advise and report to meetings of Council, the Executive and Committees as required.
- To act as Proper Officer in all roles designated by the Council.

**Operational
management:**

- To manage staff in the legal and democratic services teams and ensure effective delivery in these areas.
- Undertake effective performance management including ensuring that the Council's plans and priorities are integrated and developed within the Service Performance Plan and monitor the delivery of the plan.
- Ensure services are reviewed and opportunities taken to promote continuous improvement and realise greater efficiencies.
- Manage the Service budgets and ensure they are set, monitored and adjusted and that activities are carried out within agreed budgets.
- Allocate resources to maximise the potential for income to the Service, ensuring that this is in the best interests of the Council.
- As the Council's Monitoring Officer, support the ethical framework, and take the lead on the assessment, investigation, hearing and determination of complaints in relation to the conduct of elected Members, the delivery of training on ethical standards, and other tasks in support of the ethical agenda as required.
- Maintain and monitor procedures in accordance with the Council's Constitution and various Procedure Rules.
- Keep the Chief Executive informed of all matters affecting the performance of his role as Chief Executive of the Council, including giving advance notice of Executive business.

	<ul style="list-style-type: none"> Keep the Management Board informed of proposals which have significant legal implications for the Council.
Resource management:	<ul style="list-style-type: none"> Lead and manage the staff of the Service and ensure they are consulted, supported, motivated, appraised and developed to enable them to fulfil their roles effectively and to the highest standards possible. Establish a culture and approach within Legal and Democratic Service that encourages and promotes performance management and improvement. Ensure that staff are recruited, managed, trained and developed to meet current and future organisational needs.
Systems and information:	<ul style="list-style-type: none"> To assist NYC in the achievement of all e-Governance policies and practices and, in particular, is required to use ICT systems including: <ol style="list-style-type: none"> Legal and Democratic Services time costing system Democratic Services committee system Outlook Internet Intranet Legal research tools e.g., Butterworths Developing and maintaining information held on the Council's internet and intranet sites.
Quality control and customer care:	<ul style="list-style-type: none"> Compliance with: <ol style="list-style-type: none"> Law Society Practice Management Standards and other professional requirements including the Law Society Professional Conduct Rules. Lexcel standards. Investors in People standards. Legal and Democratic Services quality standards. Participation in quality standard audits. Compliance with and operation of NYC Risk Management Policies

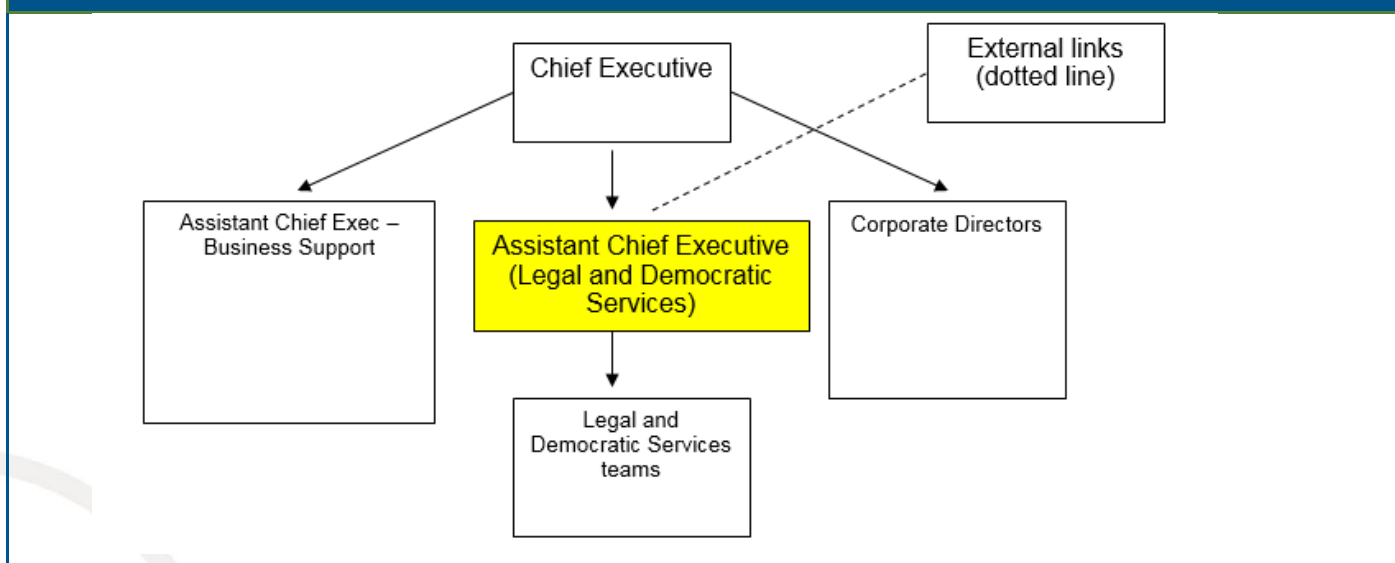
Person specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> In-depth knowledge of local government legal frameworks and the law relating to the conduct of committees. Knowledge of the local government ethical framework. Strategic/project planning. Policy development and implementation. Resource management. Team leadership and strong people management ability. Presentation, communication and interpersonal skills. Commercial/business awareness. Familiarity with ICT systems including research tools, internet and intranet. Significant experience managing in a legal context at a senior level. Working in a corporate and political context. Experience of acting in the role of Monitoring Officer Experience of organising and supporting Council and Executive meetings. 	<ul style="list-style-type: none"> Managing the electoral process.
<p>Occupational Skills</p> <ul style="list-style-type: none"> An effective and persuasive communicator with the ability to relate to people at all levels including the media. Clearly demonstrate leadership qualities and be capable of taking a leading role in initiating action and making decisions. 	

<ul style="list-style-type: none"> • Able to demonstrate a high degree of probity and work within the constraints of a publicly funded service. • Strategic planning skills and the ability to set high quality goals, objectives and priorities and the determination to secure their achievement. • Highly competent in legal and democratic management. • Dynamic when faced with the challenges and change. • Cultivates a culture of strong customer focus for both internal and external services • Cultivates a culture of strong performance and financial management across the Council 	
Behaviours <ul style="list-style-type: none"> • link 	
Professional Qualifications <ul style="list-style-type: none"> • Educated to Degree standard (or equivalent). • Qualified Solicitor or Barrister. 	<ul style="list-style-type: none"> • Management qualification
Other Requirements <ul style="list-style-type: none"> • Commitment to Public Service • Integrity and an understanding of the ethics of the public services 	<ul style="list-style-type: none"> • Ability to travel to other work locations • Access to vehicle for work purposes.

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Corporate Director Children and Young People's Services
Grade:	DIR2
Responsible to:	Chief Executive
Staff managed:	Manages a team of support roles
Directorate:	Children and Young People's Services (CYPS)
Job family:	SM - Senior Management
Date of issue:	April 2023

Job context

The newly created North Yorkshire Council (NYC) (April 2023) is the transformation and merger of the eight councils across North Yorkshire.

As a member of the NYC Management Board, along with colleagues and the Chief Executive Officer, you will ensure that all local government services meet the diverse needs of our residents, communities, economy and visitors including; Children & Young People Services, Health & Adult Services, Housing, Economy, Leisure/Heritage, Business & Environmental Services, Strategic and Corporate support services.

As a Corporate Director, you will provide outstanding strategic and organisational leadership to create, embed and sustain the new Council. With colleagues you have collective responsibility for delivery of the new authority operating model and embedding the values and behaviours throughout the council. You will promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders.

The next few years sees the introduction of a Mayoral Combine Authority, and as a member of Management Board you will support the journey of the council and the Chief Executive in the Devolution Deal for York and North Yorkshire.

You will work effectively with elected Members to ensure the vision and strategic direction of the Directorate is delivered.

You will act as an advocate for the Council at local, regional, and national level, enhancing the Council's reputation and influence, building partnerships and enabling the council to be a leader in the field.

The council is passionate in our commitment and ambition for children and young people in North Yorkshire. We strive to ensure all children and young people enjoy a happy family life and receive an education that is good or outstanding. We are committed to working with all schools and Academies in North Yorkshire to ensure they are good or outstanding. We want North Yorkshire to be a place where every young person has fun, thrives, succeeds and is able to live safely and healthily within their own families and communities.

As Corporate Director CYPS you will be responsible for delivering that ambition and therefore take responsibility and accountability for the services and functions allocated to Children and Young People's Services, acting within the Council's Officers' Delegation Scheme. You will ensure the Council meets its statutory responsibilities in respect of the education and wellbeing of children and young people across North Yorkshire, ensuring the safeguarding of vulnerable children and young people.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose:

To be responsible for the effective delivery of the Children and Young People's Services for North Yorkshire. To provide strategic leadership and direction, operational management and financial control for the directorate, ensuring delivery of high quality strategic aims. Support the development of cross-council strategies across diverse services.

Corporate leadership:

In order to ensure the corporate management of the Authority at a senior level and the execution of the Council's functions:-

- (a) Serve as a member of the Council's Management Board; delivering to the corporate agenda beyond the specific professional remit for Children and Young People's Services;
- (b) Be the Corporate Director with responsibility for ensuring the delivery of the corporate objectives of the Council Plan;
- (c) Lead the Council's Children and Young People's Services incorporating other related strategies;
- Be the Authority's Director of Children's Service Officer with responsibility for education and children's social services, as set out in the Children Act 2004 to fulfil the Council's legislative, financial and governance requirements;
- Manage a portfolio of services and functions to be high performing and deliver excellent customer service engendering an approach of continuous improvement;
- Develop and implement service and financial plans to provide cost effective services which deliver agreed objectives, priorities and improvements in the context of council strategies and plans. Ensure stretching targets and measurable outcomes are agreed with the CEO and properly and regularly monitored and managed;
- Work with all relevant partners to deliver and support council and related partner services in order to improve life for local communities.

All Corporate Directors have a joint responsibility to:-

- Provide outstanding strategic and organisational leadership to create, embed and sustain the new Council
- Responsible for the delivery of the new authority operating model
- Ensure the new councils values and behaviours are embedded across all services c
- Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders.
- Lead the development and implementation of strategies to ensure corporate objectives and performance targets in the Council Plan are met and actively promote, develop and review the Council Plan to support performance improvement.
- Be accountable, as a member of Management Board, for the overall management, resources and performance of the Council ensuring services operate with commercial effectiveness. Keep the Board informed of proposals which have significant financial and service implications for the Council. Develop, deliver and support the Council's change programmes.
- Ensure policies of the Council and services provided or commissioned are fit for purpose and mutually reinforcing.
- Monitor the performance of services and ensure corrective action where performance falls short of policy objectives.
- Keep CEO informed of all matters affecting the performance of their role as CEO of the Council.

- Keep the CEO, Executive Members and relevant Group Spokespersons apprised of matters which are particularly sensitive or controversial in nature.
- To identify the needs of the service, produce and implement a future-focused Directorate business and performance plan, set challenging goals that focus on step change improvements and ensure that its objectives are achieved.
- Drive transformational organisational change in order to achieve excellent member, customer and partner relationships while delivering cost effective, high quality services to residents.
- Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders.
- Responsible for the Wellbeing, Health & Safety of Staff in line with the Health & Safety Policies and practices
- To carry out roles identified within the resilience and emergencies and business continuity policies. Take a lead where required on single and/or multi agency response to emergencies both in and out of hours.

Directorate leadership and management:

- Support the Council and the Executive in improving services for children, young people and families and prioritise the use of resources.
- Ensure Directorate resources are used in a planned way providing an efficient and cost effective service which takes account of both changing needs and resource availability and delivers responsive high quality services with an efficient infrastructure.
- Ensure budgets allocated to Children and Young People's Services are managed effectively, taking into account the requirement for financial control and governance.
- Lead and co-ordinate the Council's delivery of the national Children and Young People's agenda.
- Ensure there are clear and effective arrangements to protect children & young people from harm (including those attending Academies, Independent and Free schools).
- Ensure young people's skills development is effectively addressed linking to the economic needs and drivers in North Yorkshire.
- Advise the Council, its Committees and Officers on the exercise of all the services provided as part of Children and Young People's Services.
- Ensure the efficient execution of decisions and instructions of the CEO, the Council and its Executive and Committees including Scrutiny. Provide high quality advice to both Members and officers of the Council, and execute the Council's legislative and financial requirements accordingly.
- Maximise commercialisation of services provided, demonstrating strong commercial awareness and the ability to balance this alongside competing priorities.

Partnerships:

- Lead, develop and sustain effective working relationships and partnerships with significant local, regional and national partners.
- Champion improved outcomes for children and young people as part of the North Yorkshire Children's Trust partnership and provide leadership to the partnership, ensuring integration and continuous improvement of services.
- Work in partnership with colleagues in the NHS and other key delivery partners in ensuring the best possible impacts from the resources of the North Yorkshire public services in relation to the health and wellbeing of children, young people and families.
- Be a member of the Local Safeguarding Children's Board (LSCB) and be accountable to the Chief Executive for the effective working of the LSCB.
- Provide strategic leadership to further develop Children and Young People's reputation as a centre of excellence, including the delivery of national programmes (e.g. Partners in Practice, No Wrong Door, Department of Education's Opportunity Areas' programme) and commercial trading.

Person Specification:

Essential

Knowledge and Experience

- Substantial knowledge of the national policy context, regulatory environment, financial legislation and key issues relevant to children and young people's services.
- Significant understanding of the workings of local government and the current issues to be faced in a large, diverse Authority, particularly the financial, legal and political context of public sector management.
- A proven track record of significant achievement, exploiting new opportunities and winning commitment as a leader in a large, complex and challenging organisation. To include substantial experience of leading good or outstanding service delivery for children and young people.
- Significant experience of budgetary responsibility including the successful management of large and complex budgets, delivery of savings.
- Experienced in leading successful major organisational culture change within a large diverse organisation, including effective workplace relations to put the customer at the heart of service delivery.
- Experienced in working successfully with partners, both internal and external, to achieve common goals.
- Evidence of building and maintaining reputational management.
- Professional qualification at degree level or equivalent in a relevant subject and management qualification.
- Membership of relevant professional body

Desirable:

- Experience of the development and delivery of commercially traded services.

Occupational Skills

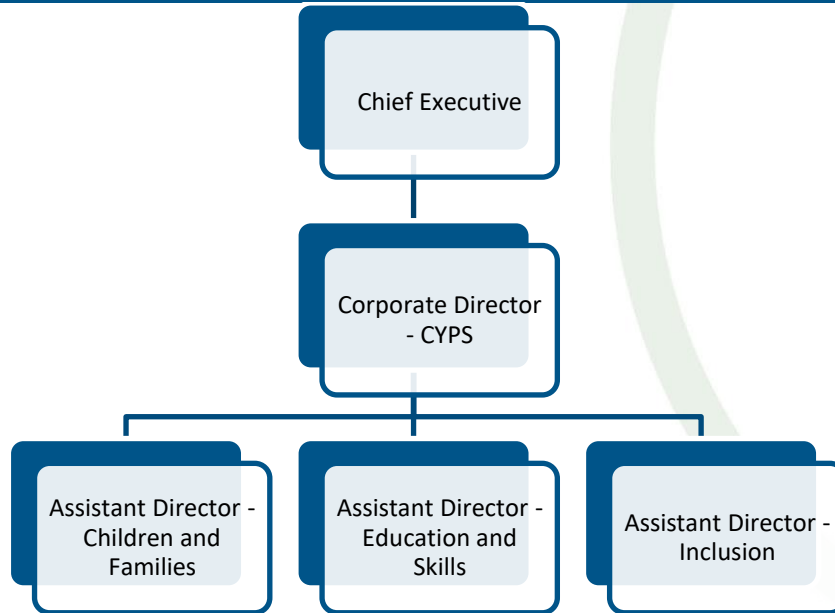
- Strategic planning skills and highly competent in strategic management with the ability to develop strategy, set high quality goals, objectives and priorities and the determination to secure their achievement.
- Strong credible leadership with a passion for delivering improvement in services.
- Excellent communication skills, strong negotiation and influencing skills and ability to effectively deal with the media.
- Highly competent in financial management to co-ordinate, monitor, interpret financial and management information and review financial resources, evaluating competing budgetary priorities and establish effective performance measures.
- Able to display commercial/business awareness and the ability to gain and sustain customer confidence.
- Business planning and ability to develop, communicate and secure ownership of a clear vision and direction.
- Able to work successfully corporately beyond specific children's services for the benefit of the wider authority.
- Development of practical and creative solutions to the management of strategic issues, resolves problems creatively, pragmatically and flexibly.
- Political awareness and capacity for partnership working in a highly devolved and accountable service.

Behaviours

- Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends.
- Committed to the Council's corporate vision, values and behaviours.
- Committed to ensure equality and inclusion are demonstrated.
- Highly motivated and not easily discouraged.
- Personal and professional demeanour and credibility which commands the confidence of members, senior managers, staff, members, external partners and other stakeholders.
- A high degree of probity and integrity and work within the constraints of a publicly funded service.
- A commitment to learning and achievement.
- Able to travel for business purposes

[Link](#)

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Corporate Director of Resources (S151)
Grade:	DIR2
Responsible to:	Chief Executive
Staff managed:	Manages a group of managers
Directorate:	Resources
Service:	Resources
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

As a member of the North Yorkshire Council (“the Council”) Management Board, along with colleagues and the Chief Executive Officer (“CEO”) you will ensure that all local government services meet the diverse needs of our residents, communities, economy and visitors including Children & Young People Services, Health & Adult Services, Housing, Economy, Leisure/Heritage, Business & Environmental Services, Strategic and Corporate support services.

As a Corporate Director you will provide outstanding strategic and organisational leadership to create, embed and sustain the Council. With colleagues you have collective responsibility for delivery of the new authority operating model and embedding the values and behaviours throughout the Council. You will promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders.

The next few years sees the introduction of a Mayoral Combined Authority, and as a member of Management Board you will support the journey of the Council and the CEO in the Devolution Deal for York and North Yorkshire.

You will work effectively with elected Members to ensure the vision and strategic direction of the Directorate is delivered.

You will act as an advocate for the Council at local, regional, and national level, enhancing the Council’s reputation and influence, building partnerships and enabling the Council to be a leader in the field.

As Corporate Director of Strategic Services you will act as the Council’s principal financial advisor (Section 151 Officer) providing high quality advice to both Members and officers of the Council, and execute the Council’s legislative and financial requirements.

You will lead key services for the Council specifically around;

- Financial Management
- Property, Procurement and Commercial
- Technology
- Transformation
- Customer, Revenue and Benefits

These are crucial services to underpin the Council's delivery as a Unitary authority, and you will transform the services to come together and enable the Council to deliver its services across the Directorates.

You are the lead officer responsible for the North Yorkshire Pension fund. This includes advising and managing the full range of investments across the NYPF portfolio as well as responsibility for administration of the Fund and compliance with the full range of governance requirements.

This is a politically restricted post as defined by the Local Government and Housing Act 1989

Job purpose

To be responsible for the effective delivery of Resources Directorate for North Yorkshire. To provide strategic leadership and direction, operational management and financial control for the directorate, ensuring delivery of high quality strategic aims. Support the development of cross-council strategies across diverse services.

Corporate Leadership:

In order to ensure the corporate management of the Authority at a senior level and the execution of the Council's functions:-

- (a) Serve as a member of the Council's Management Board; delivering to the corporate agenda beyond the specific professional remit for Environmental Services;
- (b) Be the Corporate Director with responsibility for ensuring the delivery of the corporate objectives of the Council Plan;
- (c) Lead the Council's Strategic Resources Services incorporating other related strategies
 - Hold the statutory post of Section 151 Officer and ensure the Council meets its statutory responsibility in respect of its Section 151 duties.
 - Identify and maximise commercial opportunities for the Council including supporting strategic leadership.
 - Manage a portfolio of services and functions to be high performing and deliver excellent customer service engendering an approach of continuous improvement, ensuring the Council maintains a clear organisational focus on the strategic resources and financial capability and that relevant statutory requirements and national standards are met.
 - Develop and implement service and financial plans to provide cost effective services which deliver agreed objectives, priorities and improvements in the context of the Council's strategies and plans. Ensure stretching targets and measurable outcomes are agreed with the CEO and properly and regularly monitored and managed.
 - Work with all relevant partners to deliver and support the Council and related partner services in order to improve life for local communities.

All Corporate Directors have a joint responsibility to:-

- Provide outstanding strategic and organisational leadership to create, embed and sustain the Council.
- Be responsible for the delivery of the new authority operating model.
- Ensure the Council's values and behaviours are embedded across all services.
- Promote diversity and inclusion throughout the Council and through partnership and relationship with other stakeholders.
- Lead the development and implementation of strategies to ensure corporate objectives and performance targets in the Council Plan are met and actively promote, develop and review the Council Plan to support performance improvement.
- Be accountable, as a member of Management Board, for the overall management, resources and performance of the Council ensuring services operate with commercial effectiveness. Keep the Board informed of proposals which have significant financial and service implications for the Council. Develop, deliver and support the Council's change programmes.

- Ensure policies of the Council and services provided or commissioned are fit for purpose and mutually reinforcing.
- Monitor the performance of services and ensure corrective action where performance falls short of policy objectives.
- Keep the CEO informed of all matters affecting the performance of their role as CEO of the Council.
- Keep the CEO, Executive Members and relevant Group Spokespersons apprised of matters which are particularly sensitive or controversial in nature.
- Identify the needs of the service, produce and implement a future-focused Directorate business and performance plan, set challenging goals that focus on step change improvements and ensure that its objectives are achieved.
- Drive transformational organisational change in order to achieve excellent member, customer and partner relationships while delivering cost effective, high quality services to residents.
- Be responsible for the Wellbeing, Health & Safety of Staff in line with the Health & Safety Policies and practices.
- Carry out roles identified within the resilience and emergencies and business continuity policies. Take a lead where required on single and/or multi agency response to emergencies both in and out of hours.

**Directorate
leadership and
management:**

- Strategically lead the Corporate Finance service driving the Council's financial strategy in delivering an effective treasury management, development of appropriate investment strategies, effective risk management, administration of the Council's pension provision, management of the capital programme and running an internal audit function.
- Strategically lead the Service Finance function driving forward the Council's procurement function, strategic and operational management of Council Tax, effective application and management of financial systems, effective debt management service and the Councils overall financial support services providing a professional service to each of the functions.
Be responsible for developing and promoting good financial practice and applying effective financial controls to the Council.
- Strategically lead the Technology provision for the Council through the development of an appropriate ICT strategy ensuring the right technologies, platforms and capabilities are in place to drive forward a high performing organisation.
- Take a lead role in the scoping and implementation of any alternative service delivery models for support services.
- Lead the efficiency agenda across the Council ensuring synergies are identified and realised. Specifically to lead on the financial planning, procurement, digital and delivery plan elements of the agenda.
- Carry the responsibilities of a Section 151 Officer.
- Lead the management of the North Yorkshire Pension Fund.
- Act as change champion to translate organisational ambitions into real achievements. The role has to balance internal and external focus to ensure the economic, social and environmental wellbeing of the Council.
- Agree and implement GDPR transparency requirements, including Privacy Notice, Subject Access Requests and Data Protection Impact Assessments.
Ensure Directorate resources are used in a planned way providing an efficient and cost effective service which takes account of both changing needs and resource availability and delivers responsive high quality services with an efficient infrastructure.

- Ensure budgets allocated to Services are managed effectively, taking into account the requirement for financial control and governance.
- Exercise professional leadership through managing staff involved in planning, commissioning and/or providing environmental services ensuring relevant professional and occupational standards are maintained.
- Ensure services provided or commissioned by the Council comply with statutory requirements and national standards.
- Advise the Council, its Committees and Officers on the exercise of all the services provided as part of Strategic Resource services.
- Ensure the efficient execution of decisions and instructions of the CEO, the Council and its Executive and Committees including Scrutiny. Provide high quality advice to both Members and officers of the Council, and execute the Council's legislative and financial requirements accordingly.
- Maximise commercialisation of services provided, demonstrating strong commercial awareness and the ability to balance this alongside competing priorities.
- Ensure the delivery of the Council's Plan.
- Establish a culture and approach within Strategic Resources Directorate providing clear objectives and priorities which filter through to individual and team objectives that encourages and promotes performance management and improvement.

Partnerships:

- Lead, develop and sustain effective working relationships and partnerships with significant local, regional and national partners.
- Ensure that the Directorate is sensitive to the views of citizens and promotes citizen participation.

Person specification:

Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Substantial knowledge of the national policy context, regulatory environment, financial legislation and key issues relevant to financial management, Customer, Technology, Procurement and commercial activity and transformation. • Significant understanding of the workings of local government and the current issues to be faced in a large, diverse Authority, particularly the financial, legal and political context of public sector management. • Significant management experience at a senior level in a large complex public, private or voluntary organisation • A proven track record of significant achievement in delivering service(s) in a local authority, within financial and strategic related fields • A proven track record in advising Pension Funds on investments and experience in administrating a Pension Fund. • A proven track record in exploiting new opportunities and winning commitment as a leader in a large, complex and challenging organisation. To include experience of operating successful commercial organisations and programmes at Board level. • Significant experience of budgetary responsibility including the successful management of large and complex budgets, delivery of savings. • Experienced in leading successful major organisational culture change within a large diverse organisation, including effective workplace relations to put the customer at the heart of service delivery. • Significant experience of working in a political environment 	<ul style="list-style-type: none"> • Experience of the development and delivery of commercially traded services.

- Experienced in working successfully with partners, both internal and external, to achieve common goals.
- Evidence of building and maintaining reputational management.

Occupational Skills

- Strategic planning skills and highly competent in strategic management with the ability to develop strategy, set high quality goals, objectives and priorities and the determination to secure their achievement.
- Strong credible leadership with a passion for delivering improvement in services.
- Excellent communication skills, strong negotiation and influencing skills and ability to effectively deal with the media.
- Highly competent in financial management to co-ordinate, monitor, interpret financial and management information and review financial resources, evaluating competing budgetary priorities and establish effective performance measures.
- Able to display commercial/business awareness and the ability to gain and sustain customer confidence.
- Business planning and ability to develop, communicate and secure ownership of a clear vision and direction.
- Able to work successfully corporately beyond specific children's services for the benefit of the wider authority.
- Development of practical and creative solutions to the management of strategic issues, resolves problems creatively, pragmatically and flexibly.
- Political awareness and capacity for partnership working in a highly devolved and accountable service

Behaviours

- [link](#)

Professional Qualifications

- Professional qualification at degree level or equivalent in a relevant subject and management qualification.
- Membership of relevant professional body

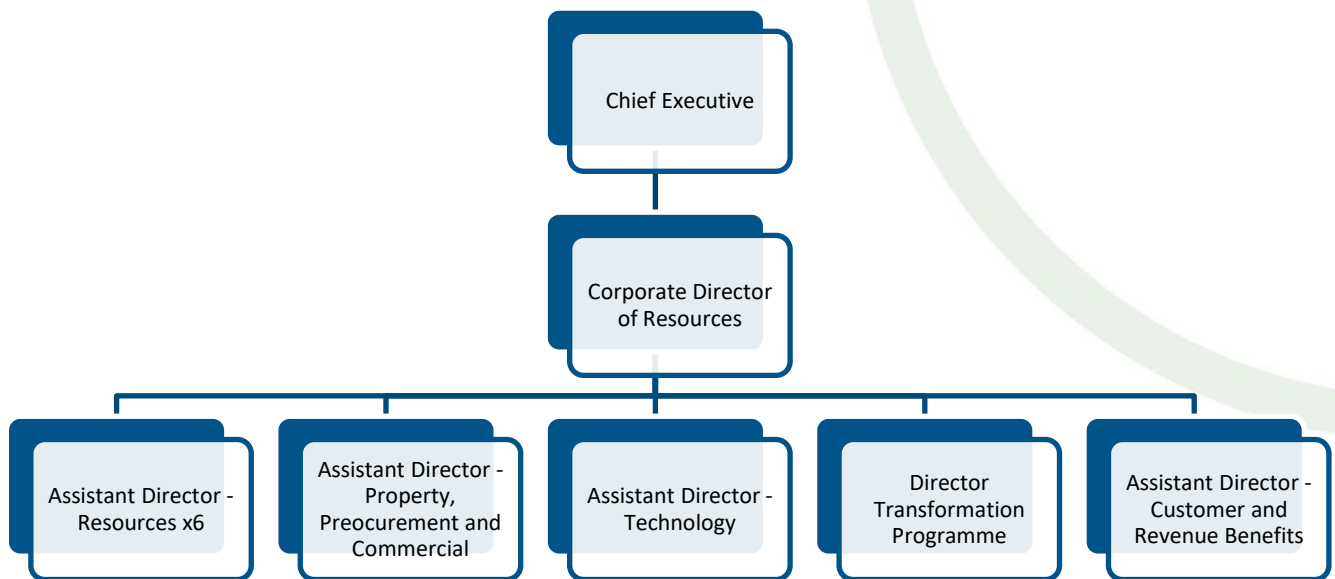
Other Requirements

- Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends.
- Committed to the Council's corporate vision, values and behaviours.
- Committed to ensure equality and inclusion are demonstrated.
- Highly motivated and not easily discouraged.
- Personal and professional demeanour and credibility which commands the confidence of members, senior managers, staff, members, external partners and other stakeholders.
- A high degree of probity and integrity and work within the constraints of a publicly funded service.
- A commitment to learning and achievement.
- Able to travel for business purposes

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Culture and Archives
Grade:	SM1
Responsible to:	Assistant Director – Culture, Arts and Leisure
Staff managed:	Manages a team of staff across different locations
Directorate:	Community Development
Service:	Community Development – Culture, Leisure, Archives.
Job family:	SM - Senior Management
Date of issue:	June 2023

Job context

- As Head of Service, you will be responsible for leading and managing the Culture and Archives service.
- You will be responsible for integrating teams from across all eight former councils and leading them through the transformation phase to develop inclusive, integrated, community focused and high-quality services.
- You will lead and manage a number of key services including Culture, Arts, Museums, Galleries, and the County Archives.
- You are responsible for ensuring effective implementation and compliance with legislative requirements and policy for these cross-cutting services.
- You will be focused on delivering constant improvements and efficiencies through innovation, applying good practice, workforce engagement and promoting customer and community focus.
- You will work collaboratively and build strong and positive relationships with external partners including national strategic development organisations such as the Arts Council, and work with a wide range of public sector, business and community partners and services across the Council. Through collaboration you will develop an environment for the development of policies, to access resources (including external funding) and achieve improved outcomes for the County and its residents.
- You will build positive connections with communities, with a focus on inclusion and increasing access to cultural opportunities.
- You will support the delivery of the Council's corporate plan and enhance the contribution of culture, arts, and heritage in generating strong communities and well-being and contributing to wider economic, social and environmental outcomes.
- You will be responsible for managing the service budget effectively and for identifying efficiencies, opportunities for income generation and areas where greater value for money could be achieved. You will be responsible for applying for external funding to support cultural development and for ensuring compliance with the terms of any funding.
- You will be responsible for a multi-disciplinary team based across North Yorkshire.
- The location of the base for this post is negotiable (hybrid working available) and requires travel across North Yorkshire and occasionally beyond.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose

The core focus of this job is to lead and manage the culture and archive service for North Yorkshire. To provide strategic leadership, operational management and financial control for the service. To work collaboratively and lead the development of strong and effective partnerships and build positive relationships with communities. To develop cross cutting strategies which deliver inclusive, integrated, community focused and high-quality services.

Operational Management:

- To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.
- To advise the wider service on relevant changing legislation, professional standards, and their implementation.
- Maximise commercialisation of services provided.
- To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs.
- To lead specific programmes as part of the Council's change and transformation programme.

Resource management:

- Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation.
- Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service.
- To give leadership, management, and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal.
- To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency, and effectiveness.
- Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance, and effectively addressing development and learning issues.
- Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.

Partnerships:

- Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships.
- When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services, and other functions where required

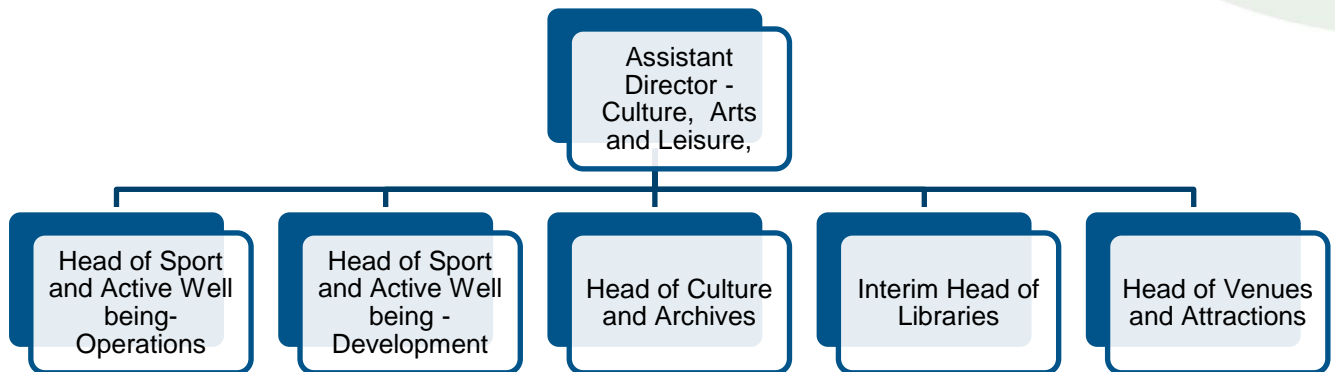
	<ul style="list-style-type: none"> • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
Strategic management	<ul style="list-style-type: none"> • Lead the service in devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders • Personally, and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy. • Lead in the development of new ways of working that maximise efficiency and effectiveness.
Communications:	<ul style="list-style-type: none"> • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting, and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
Systems and information:	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery, and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.
Safeguarding:	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge of the national policy context, regulatory environment, current good practice standards and key issues both at local and national level in relation to cultural/archive services. • Knowledge of statutory requirements, including equality standards • Knowledge of effective management of staff, budgets and resources. • Extensive experience of developing and delivering services within the arts, culture, heritage or archives sector. • Extensive experience of strategic planning, policy development and implementation, and performance management. • Experience of developing and implementing organisational culture change within a large diverse organisation • Successful management of budgets and staff • Extensive experience in management and delivery of large, complex and successful culture and heritage projects. • Extensive experience of building and maintaining positive partnerships to achieve shared goals and improve outcomes. • Experience of writing successful large scale, external funding bids. 	<ul style="list-style-type: none"> • Experience of responding to media enquiries.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases, and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate, including public sector, business and community partners. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. 	
<p>Behaviours</p> <p>link</p>	
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours • Evidence of professional updating and development 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Tourism
Grade:	SM1
Responsible to:	Assistant Director – Economic Development, Regeneration, Tourism & Skills
Staff managed:	Manages a group of managers
Directorate:	Community Development
Service:	Economic Development
Job family:	SM - Senior Management
Date of issue:	September 2023

Job context

As a Head of Service you will have a key role to play in working with the Assistant Director Economic Development, Regeneration, Tourism & Skills and colleagues to ensure the success of the new council following local government reorganisation. This newly created role requires strategic leadership to help steer the council through a significant transformation programme and the integration of teams across all eight councils and leading them through an exciting period of transformation.

The Tourism Service will play a fundamental role in delivering the Council Plan ambition to deliver economically sustainable growth that enables people and places to prosper and that supports new and existing businesses to thrive and grow. The Tourism Sector is worth £1.5bn to the North Yorkshire Economy and sustainable tourism will play a key role in the economic growth of the county.

As the Head of Tourism you will act as the Council's lead officer to develop an excellent new Tourism Service that is efficient, effective and customer focussed in delivering a range of key services and functions as set out in the Job Purpose section below.

The post holder will ensure that any statutory requirements are met and will take a lead role in enabling the delivery of sustainable growth for the tourism sector, attracting new investment into North Yorkshire, and ensuring high quality training, development and job opportunities in the sector for our people and communities.

From time to time and at the request of the Assistant Director and or the Director of Community Development, the Head of Service for Tourism will play a strategic role on the wider EDRTS leadership team acting as a proactive leader for change & continuous improvement in line with a shared 'one team' vision.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area/function and appropriate officers are able to respond both in and out of hours as required, if required

Job Purpose:

The Head of Service for Tourism will be the lead role responsible for a variety of functions within the EDRTS service of the Community Development Directorate.

They will take the lead in delivering NYC services to a range of internal and external stakeholders, achieving desired outcomes as set by the Assistant Director and the Director, making sure that North Yorkshire has a high profile and receives its fair share of resources from government and the Devolution Deal.

They will take the lead in liaising and working with partners in local government and other bodies regionally and nationally, including Area Committees, Council Members and MPs. They will take the lead in liaising and working internally with partners and colleagues within NYC Directorates and Services.

The Head of Service for Tourism will provide professional and strategic advice on Tourism and associated disciplines to the Assistant Director, Director, Members and other senior leaders of NYC.

The Head of Service for Tourism will be expected to respond to national, regional and local initiatives, funding opportunities and consultations leading on the strategic development for their part of the EDRTS service, including the development, finalisation and delivery of associated service plans.

Operational management:

- Ensure that the Tourism Service operates within the 'one team' ethos of the wider Economic Development, Regeneration, Tourism and Skills Service to achieve service excellence.
- Oversee the day to day provision of a range of key Tourism Service functions including: destination management and marketing; Commercial partnerships/membership/sponsorship; Tourism strategy & intelligence; product development; project development and external funding bids; project and programme management and delivery; major events service; managing Tourism Information Centres; business support; skills development for the tourism sector.
- Focus on the delivery of the new Tourism Strategy (Destination Development Plan) and associated Action Plans and projects. Ensure other key tourism strategies programmes and projects are delivered including local destination management plans, working in partnership with local tourism partnerships and delivery bodies.
- Take a proactive approach to maintaining a programme of key tourism projects and initiatives, developing business cases, leading and commissioning feasibility studies, submitting funding bids, managing performance and resource and overcoming obstacles to delivery.
- Commission external, specialist advice and capacity where necessary to ensure timely delivery of Tourism Service work/decisions.
- Work closely with the Education Service, the LEP Skills Hub and key partners and providers to ensure a high-quality skills and training offer for North Yorkshire which aligns with the needs of existing tourism sector businesses.
- Ensure the needs of the tourism sector in north Yorkshire are captured in the Y&NY Local Skills Improvement Plan, being developed by the York & North Yorkshire Chamber of Commerce, and through appropriate measures in the proposed North Yorkshire Skills Action Plan.
- Close working with a wide range of key stakeholders and delivery partners, including Visit England, the National Parks, City of York and the tourism sector to ensure the ambitions, work programmes and projects of the service and Council are delivered.
- Ensure a consistency in approach through an effective programme of Member briefings, Member and officer training, and use of technology and systems.
- Responsible for the wellbeing, health and safety of staff in line with the health and safety policies and practices.

- Promote diversity and inclusion throughout the service and through partnership and relationships with other stakeholders.
- Undertake any other duties commensurate with the post/grade as directed by Assistant Director

Resource management:

- Lead by example; setting clear expectations around priorities and performance, customer service, team culture and staff behaviour, and ensuring that they are consulted, supported, motivated, appraised and developed to enable them to fulfil their roles effectively, to the highest standards possible to meet current and future service needs.
- Working closely with the rest of the Economic Development, Regeneration, Tourism and Skills Service to maintain a strong focus on gathering intelligence, performance monitoring and monitoring of tourism policies, to ensure an efficiently run service and effective policies to deliver the sustainable tourism growth ambitions of the council.
- Working closely with other relevant council functions to support strategy development, and delivery of priority projects, initiatives and events that will benefit the tourism sector.
- Proactively consider opportunities for commercial activity within the service including taking the lead in the development of a Commercial Business Model for delivering a high quality Destination Management Organisation/LVEP for North Yorkshire.
- To take a proactive approach to maximising external funding opportunities, including securing various funding streams from government and through the Devo Deal, to support the delivery of the ambitions set out in the new North Yorkshire Destination Development Plan and local destination management plans.
- Make and implement recommendations to deliver continuous improvement, including service restructures and team/service reviews. Lead improvement initiatives in own service area and at a corporate level.
- Plan, direct and oversee the work of staff within your area of the service ensuring alignment with the single service vision and agreed service priorities. Ensure that 1-2-1's and staff appraisals are undertaken on a regular basis.
- Ensure that all areas of staff management are undertaken in line with corporate policies including but not limited to recruitment and selection, appraisal, training and development, absence management, disciplinary and grievance.
- Prepare and manage budgets for the relevant area of the service, ensuring that income and expenditure targets are realistic. Work with Accountancy to proactively monitor budgets, report exceptions where they occur and take corrective action where required.
- Set clear and appropriate performance targets for your area of the service, monitoring and reporting variances where they occur and taking corrective action where required.
- Ensure appropriate training & development for officers and members to ensure a commitment to service excellence, continuous development and improvement and implementation of best practice in economic development.
- Ensure that decisions are taken in line with corporate policies and guidelines, including but not limited to the Council's Constitution & Standing Orders, Contract Procedure Rules, Budget and Policy Framework, Financial Regulations.

Partnerships:

- Cultivate positive working relationships with new and existing businesses in the tourism sector, potential inward investors, and other key stakeholders and individuals (including the LEP/MCA and Visit England) to unlock the sustainable tourism growth potential of North Yorkshire.
- Help unlock barriers to sustainable tourism growth and ensure place management is at the heart of our approach by working closely with other services (e.g. Highways; Parks & open spaces; Regulatory Services; Culture Arts & Leisure; Planning).
- Influence key investment decisions required to enable sustainable tourism growth by building and strengthening relationships with key delivery partners including: Visit

	<p>England; the LEP/MCA; Business Improvement Districts; local Visitor Economy Partnerships; key attractions; Training and skills providers; investors; developers; and other partners, stakeholders & funding bodies.</p> <ul style="list-style-type: none"> • Ensure close working relationships with senior colleagues across relevant council services including with Planning, Transport, Housing, Education, Health, Legal (and others as relevant) to ensure that corporate plans, strategies and policies are aligned with the Council's sustainable economic growth ambitions. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • Work alongside the Assistant Director and other members of the Economic Development Leadership Team; supporting each other to shape, drive and deliver priority corporate work streams and act as proactive leaders for cultural change & service improvement in line with a shared 'one team' vision. • Act as the Council's Tourism lead, providing professional/strategic advice and recommendations to the Chief Executive, Directors, Heads of Service and senior politicians, on all tourism matters related to: destination management and marketing; Commercial partnerships/membership/sponsorship; Tourism strategy & intelligence; product development; project development and external funding bids; project and programme management and delivery; major events service; managing Tourism Information Centres; business support; skills development for the tourism sector. • Lead on the development and implementation of the new Tourism Strategy (Destination Development Plan) for North Yorkshire, including engagement and consultation with a wider range of key stakeholders, including officers and members across the Council, to achieve strong buy-in and support for the Strategy and associated delivery plans and projects. • Lead and coordinate the preparation of other thematic and local area tourism and destination development plans, policies and documents to enable the delivery of sustainable tourism growth in North Yorkshire. • Lead the delivery of advice and support to Area Committees and Community Networks to address any issues relating to tourism, including opportunities to improve destination management or develop sustainable tourism projects/initiatives in their respective areas. • Keep informed on national, regional and York & North Yorkshire policy, programmes and funding opportunities, to ensure North Yorkshire has a high profile, is influential nationally and sub-regionally and receives its fair share of resources to deliver our economic development ambitions. This will include developing major funding bids for government and Devolution resources. • Respond to relevant national, regional and sub-regional consultations to ensure that the interests of the Council are represented. • Ensure that strategies, plans and projects are effectively and efficiently managed and implemented, using clear objectives and meaningful performance data to measure and report on progress and impacts. Negotiate with and influence others to develop buy-in and deliver major transformational tourism and visitor economy development projects. • Lead in the development of new ways of working that maximises efficiency and effectiveness including exploring new opportunities to secure income and grant funding. • Deputise in the absence of the Assistant Director and to undertake any other roles as directed by the team.
<p>Communications:</p>	<ul style="list-style-type: none"> • Represent the Council at external meetings and events on matters relating to economic development to ensure that the Council's priorities are well communicated and understood.

- Liaise with and provide specialist advice, prepare reports and other key information to present the work of the service to members and senior officers of the council, so that they can perform their executive, scrutiny and representational responsibilities. Ensure that decisions are appropriately informed and services delivered according to council priorities.
- Communicate and engage with staff in the Tourism Service a clear and consistent vision of the service's targets and activities and identify and incorporate best practice.
- Work together with stakeholders and lead business partners to ensure excellent cross-service communication, shared understanding and alignment plus implementation of strategic priorities and plans and the allocation of capacity and resources.
- Promote the Council's priorities, policies and Council Plan and positively promote the service with local and national media.
- Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance.
- Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature.
- Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
- Develop, promote and deliver clear and consistent key messages about the Tourism Service, its key functions, and the visitor economy.
- Ensure that customer and client feedback is collected regularly and used to inform and shape future service improvement and delivery

Systems and information:

- Ensure that systems and processes to support the service are consistent with the Council standards and procedures.
- Produce written reports as required including evaluation and impact statements for distribution service wide and to partners.
- Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current.
- Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Person Specification:

Essential

Knowledge and Experience

- Comprehensive knowledge, experience and understanding of the tourism sector and the visitor economy, including best practice in sector development and destination management, at a national, sub-regional and local level.
- A good understanding of local government and key partners such as the LEP/MCA, Chamber of Commerce and key government departments and agencies linked to tourism and the visitor economy e.g. DCMS; Visit England.
- Significant knowledge of current good practice standards both at local and national level in relation to the business of the service.
- Experience of cross-professional working, business planning, leading project teams to delivery key tourism projects, involving disciplines such as Art & Culture; Transport & Highways and Regulatory Services
- Understanding of the social, political and economic strategic environments and their wider impact on economic development.
- Financially and commercially aware with strong analytical skills and successful management of budgets, staff and other resources

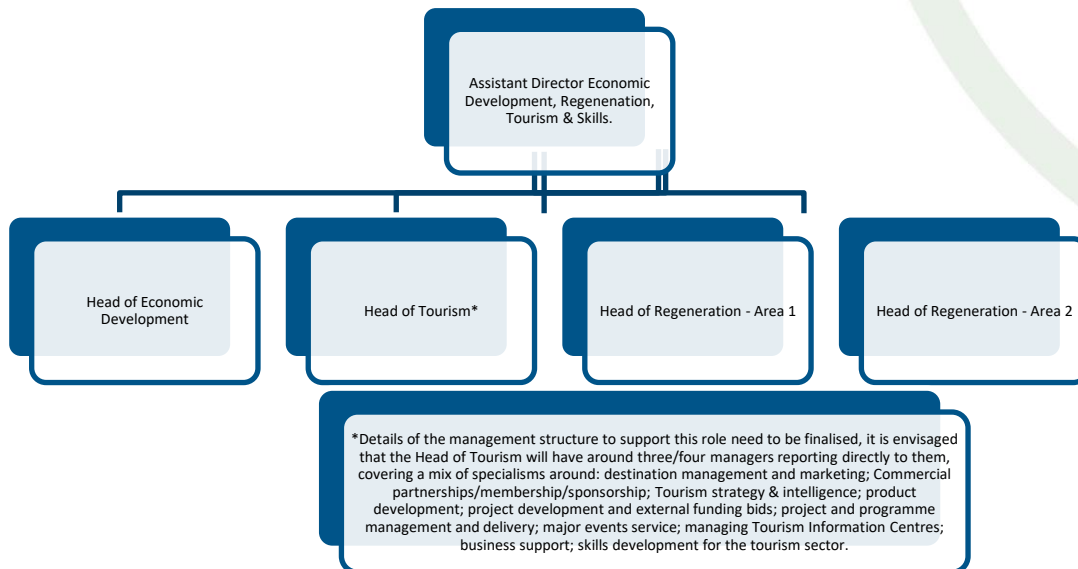
Desirable

- Knowledge and understanding of the application of workplace Health and Safety Legislation
- Working within a local authority

<ul style="list-style-type: none"> • Establishing and leading a strong performance culture to proactively drive-up standards, customer service and delivery • Proactively leading and delivering significant change and business improvement initiatives, whilst working across organisational boundaries in partnership in order to deliver corporate projects and objectives • Successful track record of achievement at senior level in developing corporate strategies/policies and delivering an efficient and effective tourism, economic development or related service. • Building proactive and successful relationships and partnerships between the public and private sector including with LEPs, surrounding Local authorities and Combined Authorities. 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives, whilst proactively demonstrating the Council’s Standards of Behaviour • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and deliver sustainably effective income generation, development and delivery of successful business cases to secure external funding/investment, and create viable business models for tourism development. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate, including negotiating and influencing at a senior level with Council Chief Officers and Senior Politicians • Use high level communication skills with people at all levels, including public speaking and presentations. • Experience of liaising and negotiating with external and internal partners to achieved shared goals and outcomes. • Use Professional judgements to make key decisions which have wide reaching implications. • Budget and project management and implementation skills. • Highly self-motivated and driven to achieve challenging objectives; able to use own initiative under minimal supervision 	
<p>Behaviours</p>	<p>link</p>
<p>Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role</p> <ul style="list-style-type: none"> • Degree and/or Post-graduate Diploma in Tourism, Marketing, Place Management, or other relevant subject or demonstrable other suitable knowledge/experience directly related to the work of this post. 	<p>A recognised management and leadership qualification</p>
<p>Other Requirements</p> <ul style="list-style-type: none"> • Access to transport to enable travel across the County • Ability to attend meetings outside of normal business hours • Evidence of continuing professional development • To deputise in the absence of the Assistant Director and to undertake any other roles as directed by them, applicable to the role level 	<p>Full Drivers Licence Own Vehicle</p>
<p>Career progression:</p>	
<ul style="list-style-type: none"> • At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to 	

- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Economy, Business Support and Inward Investment
Grade:	SM2
Responsible to:	Assistant Director – Economic Development, Regeneration, Tourism & Skills
Staff managed:	Manages a group of managers
Directorate:	Community Development
Service:	Economic Development
Job family:	SM - Senior Management
Date of issue:	September 2023

Job context

As a Head of Service you will have a key role to play in working with the Assistant Director Economic Development, Regeneration, Tourism & Skills and colleagues to ensure the success of the new council following local government reorganisation. This newly created role requires strategic leadership to help steer the council through a significant transformation programme and the integration of teams across all eight councils and leading them through an exciting period of transformation.

The Economic Development Service will play a fundamental role in delivering the Council Plan ambition to deliver economically sustainable growth that enables people and places to prosper and that supports new and existing businesses to thrive and grow.

As the Head of Economic Development you will act as the Councils lead officer to develop an excellent new Economic Development Service that is efficient, effective and customer focussed in delivering the following key services: business support; securing inward investment; aligning skills provision to economic needs and opportunities; economic strategy and intelligence; project development and funding bids; project and programme delivery.

The post holder will ensure that any statutory requirements are met and take a lead role in enabling the delivery of sustainable economic growth, attracting new investment into North Yorkshire and ensuring high quality training, development and job opportunities for our people and communities.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required

From time to time and at the request of the Assistant Director and or the Director of Community Development, the Head of Service for Economy, Business Support and Inward Investment will play a strategic role on the wider EDRTS leadership team acting as a proactive leader for change & continuous improvement in line with a shared 'one team' vision.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area/function and appropriate officers are able to respond both in and out of hours as required, if required

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose:

The Head of Service for Economy, Business Support and Inward Investment will be the lead role responsible for a variety of functions within the EDRTS service of the Community Development Directorate.

They will take the lead in delivering NYC services to a range of internal and external stakeholders, achieving desired outcomes as set by the Assistant Director and the Director, making sure that North Yorkshire has a high profile and receives its fair share of resources from government and the Devolution Deal.

They will take the lead in liaising and working with partners in local government and other bodies regionally and nationally, including Area Committees, Council Members and MPs. They will take the lead in liaising and working internally with partners and colleagues within NYC Directorates and Services.

The Head of Service for Economy, Business Support and Inward Investment will provide professional and strategic advice on Economy, Business Support and Inward Investment and associated disciplines to the Assistant Director, Director, Members and other senior leaders of NYC.

The Head of Service for Economy, Business Support and Inward Investment will be expected to respond to national, regional and local initiatives, funding opportunities and consultations leading on the strategic development for their part of the EDRTS service, including the development, finalisation and delivery of associated service plans.

Operational management:

- Ensure that the Economic Development Service operates within the 'one team' ethos of the wider Economic Development, Regeneration, Tourism and Skills Service to achieve service excellence.
- Oversee the day to day provision of a range of key Economic Development Service functions including: business support; inward investment; skills; economic strategy and intelligence; project development and funding bids; project and programme delivery.
- Work closely with the LEP/MCA and City of York to provide a 'shared service' approach and excellent customer service, across this range of functions, to existing and potential businesses in North Yorkshire.
- Focus on the delivery of the new Economic Growth Strategy and associated Action Plans and projects. Ensure other key economic development strategies programmes and projects are delivered.
- Take a proactive approach to maintaining a pipeline of economic development projects and initiatives, developing business cases, leading and commissioning feasibility studies, submitting funding bids, managing performance and resource and overcoming obstacles to delivery.
- Commission external, specialist advice and capacity where necessary to ensure timely delivery of Economic Development work/decisions.
- Work closely with the Education Service, the LEP Skills Hub and key partners and providers to provide a high-quality skills and training offer for North Yorkshire which aligns with the needs of existing businesses, potential inward investors, high potential growth sectors such as agri-tech and important sectors such as tourism.
- Implement the Local Skills Improvement Plan, being developed by the York & north Yorkshire Chamber of Commerce, through a North Yorkshire Skills Action Plan.

- Close working with a wide range of key stakeholders and delivery partners to ensure the ambitions, work programmes and projects of the service and Council are delivered.
- Ensure a consistency in approach through an effective programme of Member briefings, Member and officer training, and use of technology and systems.
- Responsible for the wellbeing, health and safety of staff in line with the health and safety policies and practices.
- Promote diversity and inclusion throughout the service and through partnership and relationships with other stakeholders.
- Undertake any other duties commensurate with the post/grade as directed by Assistant Director

Resource management:

- Lead by example; setting clear expectations around priorities and performance, customer service, team culture and staff behaviour, and ensuring that they are consulted, supported, motivated, appraised and developed to enable them to fulfil their roles effectively, to the highest standards possible to meet current and future service needs.
- Working closely with the rest of the Economic Development, Regeneration, Tourism and Skills Service to maintain a strong focus on gathering intelligence, performance monitoring and monitoring of economic development policies, to ensure an efficiently run service and effective policies to deliver the sustainable economic growth ambitions of the council.
- Working closely and flexibly across the wider service and other relevant council functions to support plan making and delivery of priority projects and initiatives.
- To take a proactive approach to maximising external funding opportunities, including various funding streams from government and through the Devo Deal, to support the delivery of the council's economic development ambitions.
- Proactively consider opportunities for commercial activity within the service.
- Make and implement recommendations to deliver continuous improvement, including service restructures and team/service reviews. Lead improvement initiatives in own service area and at a corporate level.
- Plan, direct and oversee the work of staff within your area of the service ensuring alignment with the single service vision and agreed service priorities. Ensure that 1-2-1's and staff appraisals are undertaken on a regular basis.
- Ensure that all areas of staff management are undertaken in line with corporate policies including but not limited to recruitment and selection, appraisal, training and development, absence management, disciplinary and grievance.
- Prepare and manage budgets for the relevant area of the service, ensuring that income and expenditure targets are realistic. Work with Accountancy to proactively monitor budgets, report exceptions where they occur and take corrective action where required.
- Set clear and appropriate performance targets for your area of the service, monitoring and reporting variances where they occur and taking corrective action where required.
- Ensure appropriate training & development for officers and members to ensure a commitment to service excellence, continuous development and improvement and implementation of best practice in economic development.
- Ensure that decisions are taken in line with corporate policies and guidelines, including but not limited to the Council's Constitution & Standing Orders, Contract Procedure Rules, Budget and Policy Framework, Financial Regulations.

Partnerships:

- Cultivate positive working relationships to support new and existing businesses, potential inward investors, and other key stakeholders and individuals to unlock the economic potential of North Yorkshire.
- Help unlock barriers to economic success, business growth, and inward investment by working closely with other services and key delivery partners (e.g. infrastructure

providers, housing developers and providers, education and skills provider) to support economic growth.

- Influence key investment decisions required to enable sustainable economic growth by building and strengthening relationships with key delivery partners including: the LEP/MCA, Homes England, Highways England, other government agencies, Network Rail, Train Operators, house builders, investors, developers and other partners, stakeholders & funding bodies.
- Ensure close working relationships with senior colleagues across relevant council services including with Planning, Transport, Housing, Education, Health, Legal (and others as relevant) to ensure that corporate plans, strategies and policies are aligned with the Council's sustainable economic growth ambitions.
- When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required.

**Strategic
management:**

- Work alongside the Assistant Director and other members of the Economic Development Leadership Team; supporting each other to shape, drive and deliver priority corporate work streams and act as proactive leaders for cultural change & service improvement in line with a shared 'one team' vision.
- Act as the Council's Economic Development lead, providing professional/strategic advice and recommendations to the Chief Executive, Directors, Heads of Service and senior politicians, on all matters related to: business support; inward investment; skills; economic strategy and intelligence; project development and funding bids; project and programme delivery.
- Lead on the development and implementation of the council's new Economic Growth Strategy, including engagement and consultation with a wider range of key stakeholders, including officers and members across the Council, to achieve strong buy-in and support for the Strategy and associated delivery plans and projects.
- Lead and coordinate the preparation of a wide range of other thematic and local area economic development plans, policies and documents to enable the delivery of sustainable economic development in North Yorkshire and its local communities.
- Lead the delivery of support to the Area Committees and Community Networks to promote local economic development, enterprise and investment through supporting in accessing training, skills and employment opportunities, working closely with the Localities Team.
- Keep informed on national, regional and York & North Yorkshire policy, programmes and funding opportunities, to ensure North Yorkshire has a high profile, is influential nationally and sub-regionally and receives its fair share of resources to deliver our economic development ambitions. This will include developing major funding bids for government and Devolution resources.
- Respond to relevant national, regional and sub-regional consultations to ensure that the interests of the Council are represented.
- Ensure that strategies, plans and projects are effectively and efficiently managed and implemented, using clear objectives and meaningful performance data to measure and report on progress and impacts. Negotiate with and influence others to develop buy-in and deliver major transformational economic development projects.
- Lead in the development of new ways of working that maximises efficiency and effectiveness including exploring new opportunities to secure income and grant funding.
- Deputise in the absence of the Assistant Director and to undertake any other roles as directed by the team.

Communications:

- Represent the Council at external meetings and events on matters relating to economic development to ensure that the Council's priorities are well communicated and understood.
- Liaise with and provide specialist advice, prepare reports and other key information to present the work of the service to members and senior officers of the council, so that they can perform their executive, scrutiny and representational responsibilities. Ensure that decisions are appropriately informed and services delivered according to council priorities.
- Communicate and engage with staff in the Economic Development service a clear and consistent vision of the service's targets and activities and identify and incorporate best practice.
- Work together with stakeholders and lead business partners to ensure excellent cross-service communication, shared understanding and alignment plus implementation of strategic priorities and plans and the allocation of capacity and resources.
- Promote the Council's priorities, policies and Council Plan and positively promote the service with local and national media.
- Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance.
- Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature.
- Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
- Develop, promote and deliver clear and consistent key messages about the Economic Development service and its key functions.
- Ensure that customer and client feedback is collected regularly and used to inform and shape future service improvement and delivery

Systems and information:

- Ensure that systems and processes to support the service are consistent with the Council standards and procedures.
- Produce written reports as required including evaluation and impact statements for distribution service wide and to partners.
- Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current.
- Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Person Specification:

Essential

Knowledge and Experience

- Comprehensive knowledge, experience and understanding of economic development, including best practice, at a national, sub-regional and local level.
- A good understanding of local government and key partners such as the LEP/MCA, Chamber of Commerce and key government departments and agencies linked to economic development e.g. UKTI.
- Significant knowledge of current good practice standards both at local and national level in relation to the business of the service.
- Experience of cross-professional working, business planning, leading project teams involving related disciplines such as Planning, Transport & Highways, Regeneration and Housing.
- Understanding of the social, political and economic strategic environments and their wider impact on economic development.

Desirable

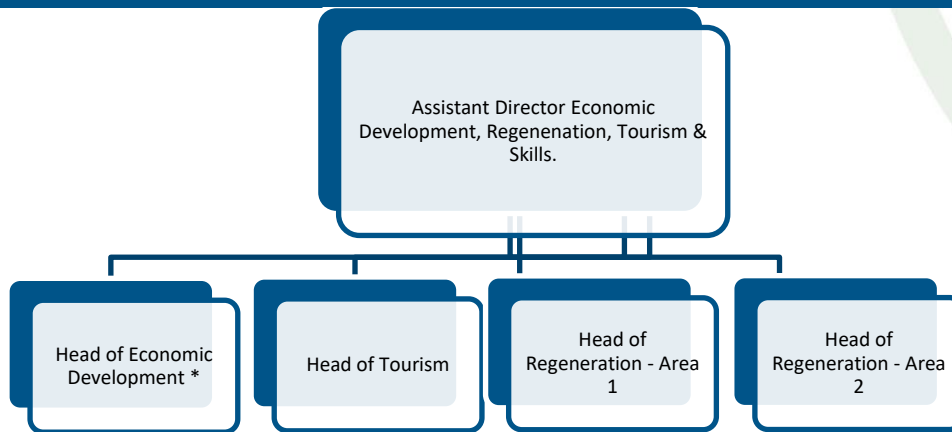
- Knowledge and understanding of the application of workplace Health and Safety Legislation
- Working within a local authority

<ul style="list-style-type: none"> • Financially and commercially aware with strong analytical skills and successful management of budgets, staff and other resources • Establishing and leading a strong performance culture to proactively drive-up standards, customer service and delivery • Proactively leading and delivering significant change and business improvement initiatives, whilst working across organisational boundaries in partnership in order to deliver corporate projects and objectives • Successful track record of achievement at senior level in developing corporate strategies/policies and delivering an efficient and effective economic development or related service. • Building proactive and successful relationships and partnerships between the public and private sector including with LEPs, surrounding Local authorities and Combined Authorities. 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives whilst proactively demonstrating the Council's Standards of Behaviour • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and deliver sustainably effective income generation, drive business cases and create viable business models for public benefit and economic development- • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate, including negotiating and influencing at a senior level with Council Chief Officers and Senior Politicians • Use high level communication skills with people at all levels, including public speaking and presentations. • Experience of liaising and negotiating with external and internal partners to achieved shared goals and outcomes. • Use Professional judgements to make key decisions which have wide reaching implications. • Budget and project management and implementation skills. • Highly self-motivated and driven to achieve challenging objectives; able to use own initiative under minimal supervision 	
<p>Behaviours</p>	<p>link</p>
<p>Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role</p> <ul style="list-style-type: none"> • Degree and/or Post-graduate Diploma in Economic Development or other relevant subject or demonstrable other suitable knowledge/experience directly related to the work of this post. 	<p>A recognised management and leadership qualification</p>
<p>Other Requirements</p> <ul style="list-style-type: none"> • Access to transport to enable travel across the County • Ability to attend meetings outside of normal business hours • Evidence of continuing professional development • To deputise in the absence of the Assistant Director and to undertake any other roles as directed by them, applicable to the role level 	<p>Full Drivers Licence Own Vehicle</p>

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



*Details of the management structure to support this role need to be finalised, it is envisaged that the Head of Economic Development will have around five/six managers reporting directly to them, covering a mix of specialisms around business support, inward investment, economic strategy & intelligence; skills; and project/programme development & delivery

NB – Assessment criteria for recruitment will be notified separately.

You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Delivery & Infrastructure
Grade:	SM2
Responsible to:	Assistant Director
Staff managed:	Manages a group of managers
Directorate:	Community Development
Service:	Planning
Job family:	SM - Senior Management
Date of issue:	April 2023

Job context

- The council's Planning Service plays a fundamental role in managing the natural and built environment ensuring that any future development needs of North Yorkshire can be accommodated to make it a better place in which to live and work.
- The Head of Delivery & Infrastructure, will act as the Council's lead officer in respect of unlocking and delivering strategic development sites and sustainable housing growth across North Yorkshire.
- Providing the Council with strategic advice and ensuring that appropriate strategies, plans and projects are proactively developed and implemented.
- In undertaking the afore-mentioned duties, the post-holder has extensive and regular contact with Senior Officers across the Council, including the Assistant Director for Planning, Director of Community Development and the Chief Executive. As well as developing close working relationships with colleagues in Housing and Economic Development and within **other** Directorates.
- The post-holder also has direct regular contact with elected Members of the Council such as the Executive and Strategic Committee, Government Departments such as Homes England and Statutory agencies. In addition, the post-holder also deals with MPs on matters as and when they arise.
- Working closely with House Builders, Investors, Developers, Land Owners, Agents and Local Enterprise Partnerships (LEPs)
- To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required

Job Purpose:

- Act as the lead officer providing professional and strategic advice and recommendations on a wide variety of matters relating to unlocking and delivering strategic development sites and sustainable housing growth.
- Respond to relevant national and regional consultations to ensure that the interests of the Council are represented.
- Influence and shape relevant national, regional and local strategies, plans and activities to ensure that the needs of North Yorkshire are understood and reflected in policy making/investment decisions.
- Working closely and flexibly across other planning workstreams and all other relevant council functions to support plan making, development management, infrastructure delivery and priority projects.
- Contribute to the overall operational efficiency of the wider planning service
- To play a strategic role on the Planning leadership team acting as a proactive leader for change & continuous improvement in line with a shared 'one team' vision

Operational management:

- Oversee implementation of an ambitious corporate work programme to deliver strategic and local plan development sites - developing, maintaining and reviewing a specific action plan for this purpose
- Ensure proactive monitoring and account management of sites at every stage of the planning process, building strong relationships with the development industry, infrastructure providers and key partners and finding solutions to moving forward stalled or slow moving sites Lead proactive collaboration, master planning and delivery of strategic sites – bringing together and leading multidisciplinary teams to facilitate quality and deliverable outcomes
- Ensure effective and accurate CIL and S106 monitoring to enable infrastructure to be provided to support new and existing communities
- Oversee the preparation of the council's Annual Monitoring Report, Infrastructure Funding Statement and monitoring of the council's housing land supply.
- Ensure early and proactive engagement with infrastructure providers
- Working closely/directly with officers within Development Management responsible for planning applications on major sites.
- Work closely with colleagues in Housing and Economic Development to maintain a pipeline of sites and projects for funding and submitting successful funding bids to drive the delivery of sites and quality place-making
- Lead the preparation of the Council's strategic housing and economic land availability assessment, to identify a future supply of land for housing or economic development.
- Ensure that strategies, plans and projects are effectively and efficiently managed and implemented, using clear objectives and meaningful performance data to measure and report on progress and impacts
- Develop and lead corporate and service project teams to drive, unlock and deliver strategic site development and sustainable housing growth in the district.
- Represent the Council at national, regional and local forums, meetings and events to ensure that the Council's priorities around strategic development sites and sustainable housing growth are well communicated and understood.
- Develop and deliver a 'key account management' programme, working at CEO/Director level with house builders, site owners/promoters and other stakeholders to help drive and unblock the delivery of strategic development sites and sustainable housing growth
- Ensure that customer, partner and stakeholder feedback is collected regularly and used to inform and shape future service improvement and delivery. Determine any consultation and engagement needs and ensure that this is undertaken as required.

- Commission external, specialist advice and capacity where necessary to enable efficient and effective delivery of corporate and service priorities/ projects around sustainable housing growth and strategic sites
- Undertake any other duties commensurate with the post/grade as directed by Assistant Director

Resource management:

- Ensure appropriate training and development for officers and members involved in strategic planning, planning policy and place shaping, to ensure consistent and transparent decision making that is in line with the National Planning Policy Framework.
- Support the achievement of a high performing 'one team' culture, driving the delivery of excellent service performance, planned outcomes, targets and objectives and continuous improvement.
- Lead by example; setting clear expectations around priorities and performance, customer service, team culture and staff behaviour.
- Work closely with the rest of the Planning and Building Control Function to maintain a strong focus on gathering intelligence, performance monitoring and monitoring of planning policies to ensure an efficiently run service and effective policies to deliver the place-shaping ambitions of the council.
- Work with the Planning Information, Plans Processing & Improvement workstream to continually review and identify improvements that can be made to the planning function to achieve a first class planning service.
- Work closely and flexibly across other planning workstreams and all other relevant council functions to support plan making, development management, delivery and priority projects.
- Proactively consider opportunities for commercial activity within the service, in line with the Council's Strategy for Success
- Make and implement recommendations to deliver continuous improvement, including minor restructures and team/service reviews. Lead improvement initiatives in own service area and at a corporate level
- Plan, direct and oversee the work of staff within your area of the service ensuring alignment with the single service vision and agreed service priorities. Ensure that 1-2-1's and staff appraisals are undertaken on a regular basis.
- Ensure that all areas of staff management are undertaken in line with corporate policies including but not limited to recruitment and selection, appraisal, training and development, absence management, disciplinary and grievance.
- Prepare budgets for the relevant area of the service, ensuring that income and expenditure targets are realistic. Work with Accountancy to proactively monitor budgets, report exceptions where they occur and take corrective action where required.
- Set clear and appropriate performance targets for your area of the service, monitoring and reporting variances where they occur and taking corrective action where required.
- Ensure that decisions are taken in line with corporate policies and guidelines, including but not limited to the Council's Constitution & Standing Orders, Contract Procedure Rules, Budget and Policy Framework, Financial Regulations.

Partnerships:

- Cultivate positive working relationships to proactively shape viable development proposals, help unlock barriers to growth, ensure timely delivery and influence investment decisions. Including (but not limited to) within the service, the Council and with politicians; with house builders, investors, developers & land agents; with partners, stakeholders & funding bodies.
- Ensure close working relationships with senior colleagues working on planning policy and economic growth priorities and projects – to ensure effective cross service working and proactive delivery of activity on the ground
- Identify and maximise opportunities to work collaboratively across the service, the Council and with public and private sector partners to facilitate and support a joint

working approach to unlocking and delivering strategic development sites and sustainable housing growth

- Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships.
- When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required
- Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required. .

Strategic management:

- Proactively plan for, enable and deliver strategic development sites and sustainable growth across the County.
- Work alongside the Assistant Director and other members of the Planning Leadership Team; supporting each other to shape, drive and deliver priority corporate work streams and act as proactive leaders for cultural change & service improvement in line with a shared 'one team' vision.
- Shape and deliver ambitious corporate strategies, plans and transformational projects with strategic perspectives and long term objectives, that impact positively on the delivery of strategic development sites and sustainable housing growth within the Council, including but not limited to Council Plan, North Yorkshire Local Plan and related documents, North Yorkshire Plan for Homes, settlement and site based Masterplan.
- Advise and represent the Council on matters relating to unlocking and delivering sustainable housing growth and strategic development sites
- Play a key role in bringing forward the North Yorkshire Local Plan, working proactively with the Head of Planning Policy & Place to drive the development of policy and ensure that it effectively enables the delivery of sustainable development featuring high quality homes and jobs whilst respecting our natural and built environment.
- Act as a catalyst to ensure the timely implementation of major planning permissions that will positively impact on the delivery of housing and the Council's 5-year land supply. Drive/co-ordinate the proactive development of strategic sites/schemes that enable 'on the ground' delivery of objectives within the Council's strategic planning documents e.g Local Plan, settlement and site based masterplans.
- Drive the development of a proactive 'investment pipeline' to maximise the amount of external funding secured to support/deliver strategic site development and sustainable housing growth. Prepare strategic business cases and evidence-based funding applications to maximise the impact of public and private sector investment in the district.
- Lead and coordinate the preparation of a wide range of strategic plans, policies and documents (the strategic housing and economic assessment and the Plan for Homes) to enable the delivery of sustainable development featuring high quality homes and jobs whilst respecting our natural and built environment
- Stay abreast of relevant legislative changes, recommending and implementing changes to plans, policies and practices as required. Respond to relevant national and regional consultations to ensure that the interests of the Council and the wider district are represented.
- Influence and shape relevant national, regional and local strategies, plans and activities to ensure that the place shaping needs and ambitions of the county are understood and reflected in policy making/investment decisions
- Contribute to national, regional and local forums on strategic planning/planning policy, ensuring that Duty to Cooperate and other statutory requirements are fulfilled

- Ensure that strategies, plans and projects are effectively and efficiently managed and implemented, using clear objectives and meaningful performance data to measure and report on progress and impacts
- Lead and coordinate planning input to Council major projects which support the delivery of sustainable economic growth (homes and jobs), ensuring that professional advice is provided in a positive and timely manner to support proactive progress.
- Deputise in the absence of the Assistant Director and to undertake any other roles as directed by the team.

Communications:

- Represent the Council at external meetings and events on matters relating to strategic planning/planning policy to ensure that the Council's priorities are well communicated and understood
- Lead liaison/communication with relevant Executive Members and Division Members, to ensure proactive and effective communication and decision-making.
- Work together to ensure excellent cross-service communication, shared understanding and alignment of strategic priorities and allocation of capacity and resources.
- Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively
- Promote the Council's priorities, policies and Council Plan and positively promote the service with local and national media.
- Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance.
- Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and other stakeholders in challenging situations
- Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature.
- Deliver presentations in order to develop effective service delivery and good stakeholder relationships.
- Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
- Ensure that proactive two-way communication is at the heart of everything we do. Develop and deliver clear and consistent messages about why the delivery of strategic development sites and sustainable housing growth is important for the County.
- Promote key messages, milestones and progress, good news stories, case studies and relevant updates in a positive and proactive way to staff, colleagues, members, stakeholders and customers

Systems and information:

- Ensure that systems and processes to support the service are consistent with the Council standards and procedures.
- Produce written reports as required including evaluation and impact statements for distribution service wide and to partners.
- Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current.
- Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Person Specification:

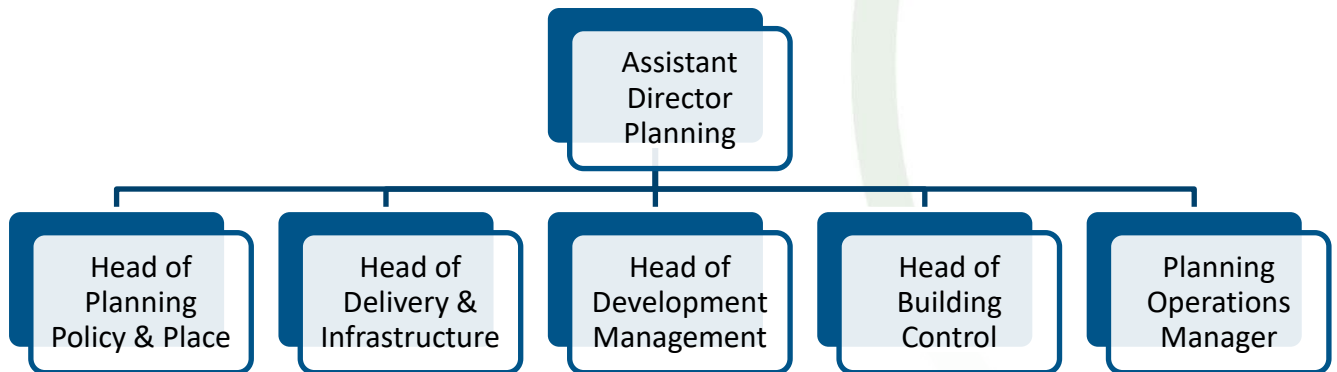
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge of current good practice standards both at local and national level in relation to the business of the service. • Extensive experience of strategic planning linked to housing delivery, strategic site development and local economic growth • Experience of developing and implementing organisational culture change within a large diverse organisation • Successful management of budgets and staff and resources • Good understanding of political processes and structures, and experience of working with elected members • Sound knowledge and practical understanding of planning and housing related legislation • Understanding of the social, political and economic environment and their wider impact in housing and strategic development • Financially and commercially aware with strong analytical skills • Establishing and leading a strong performance culture to proactively drive up standards, customer service and delivery • Managing and delivering efficient and effective front line services in a customer facing environment • Proactively leading and delivering significant change and business improvement initiatives • Working across organisational boundaries in partnership in order to deliver corporate projects and objectives • Identifying and delivering efficiencies whilst improving services • Managing customer relationships and delivering improvement through performance management. • Successful track record of achievement at senior level in developing corporate strategies/policies and delivering an efficient and effective planning, development or related service • Building proactive and successful relationships between the public and private sector • Significant experience of working with developers, house builder and key stakeholders 	<ul style="list-style-type: none"> • Knowledge and understanding of the application of workplace Health and Safety Legislation • Working within a local authority
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. • Use high level communication skills with people at all levels, including public speaking and presentations 	

<ul style="list-style-type: none"> • Use Professional judgements to make key decisions which have wide reaching implications. • Development and delivery of successful business cases to secure external funding/investment that support housing delivery or strategic site development • Effective customer care skills, including how to understand, deliver and manage customer expectations • A strong and effective leader, who leads by example and proactively demonstrates the Council's standards of behaviour • An effective communicator who is determined, positive and approachable • Highly self-motivated and driven to achieve challenging objectives; able to use own initiative under minimal supervision • Ability to use a range of ICT including word, excel, PowerPoint and teams 	
<p>Behaviours</p>	<ul style="list-style-type: none"> • link
<p>Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role</p> <ul style="list-style-type: none"> • Degree and/or Post-graduate Diploma in Town and Country Planning or other relevant subject recognised by the Royal Town Planning Institute (RTPI) • Chartered Membership of the RTPI 	<ul style="list-style-type: none"> • A recognised management and leadership qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • Access to transport to enable travel across the County • Ability to attend meetings outside of normal business hours • Evidence of continuing professional development • To deputise in the absence of the Assistant Director and to undertake any other roles as directed by the team. • Full Drivers Licence 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Libraries
Grade:	SM1
Responsible to:	Assistant Director of Culture, Leisure, Archives and Libraries
Staff managed:	Manages a team of staff across different locations
Directorate:	Community Development
Service:	Culture, Leisure, Archives and Libraries
Job family:	P&T - Professional & Technical
Date of issue:	November 2023

Job context

- As Head of Service you will be responsible for leading and managing the Library Service.
- You are responsible for ensuring the delivery of a comprehensive and efficient statutory library service.
- You will be focused on delivering constant improvements and efficiencies through innovation, applying good practice, workforce engagement and promoting customer and community focus.
- You will work to develop partnerships to deliver services focussed on the expressed and anticipated needs of the customer or potential customer.
- You will be responsible for a multi-disciplinary team based across North Yorkshire.
- You will oversee the delivery of services via community-managed libraries and other new models of delivery as developed.
- You will operate in an environment of shared services, managing staff and working with volunteers to deliver an effective public library service.
- You will have overall responsibility for the motivation, development and performance management of staff within the library service to maintain a workforce capable of meeting its objectives within given resources.
- You will actively seek service improvement, maximising use of resources.
- You will work collaboratively and build strong and positive relationships with external and internal partners and work with a wide range of public sector, business and community partners and services across the Council. Through collaboration you will develop an environment for the development of services and achieve improved outcomes for the County and its residents.
- You will build positive connections with communities, with a focus on inclusion and increasing access to services.
- You will ensure there is a network of inclusive and accessible libraries across North Yorkshire that support and develop literacy and creativity; increase digital skills and connectivity; improve health and wellbeing and are a welcoming focal point for community activity.
- You will lead, manage and motivate to deliver agreed business plans in accordance with the Council's strategic direction, ensuring service activities are fully integrated into the corporate objectives.
- You will develop library services to be the venue of choice for accessing council and other services through assisted digital and face to face, actively seeking opportunities to work in partnership on delivery.
- You will be responsible for managing the service budget effectively and for identifying efficiencies, opportunities for income generation and areas where greater value for money could be achieved.
- You are responsible for the effective management, development and control of the service's revenue budget and contracts, including income generation and external funding, ensuring adherence to corporate financial standards.
- You will manage value and efficiency programmes and effect cultural change to achieve integrated, cost effective and modernised services.

- You will formulate annual operational plans and budgets, setting clear priorities and allocating resources, leading the service in the production of relevant statistical, budgetary and performance information as required.
- You will be responsible for applying for external funding to support development and for ensuring compliance with the terms of any funding.
- You will advise on national and regional library initiatives and how these can advance local priorities.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

The post is based in Northallerton at Library HQ (hybrid working available) and requires travel across North Yorkshire and occasionally beyond.

Job Purpose:

The core focus of this job is to provide strategic professional leadership and management of library services to local communities ensuring effective delivery, performance and improvement of an inclusive countywide service including community run libraries, ensuring high standards of customer service, in order to meet the needs of local communities.

Strategic management

- Lead the service in devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensure the promotion of the Library Strategy and plan to all stakeholders.
- Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance.
- To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy.
- Lead in the development of new ways of working that maximise efficiency and effectiveness.

Operational Management

- Develop opportunities for community and partner involvement in the design and delivery of library services.
- To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.
- To advise the wider service on national and regional initiatives and how these can develop and improve the service.
- Maximise commercialisation of services provided.
- To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
- To lead specific programmes as part of the Council's change and transformation programme.

Resource Management

- Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation.
- Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service.

	<ul style="list-style-type: none"> • To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development. • To oversee the effective management of staff and resources and buildings across the service, to enable delivery of the national Library Universal Offers.
<p>Communications</p>	<ul style="list-style-type: none"> • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans are carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services • Respond to feedback, complaints and media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
<p>Partnership Working</p>	<ul style="list-style-type: none"> • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required. • Strategic management and development of partnerships working with the other directorates, community groups and other agencies placing the customer at the centre of service delivery.

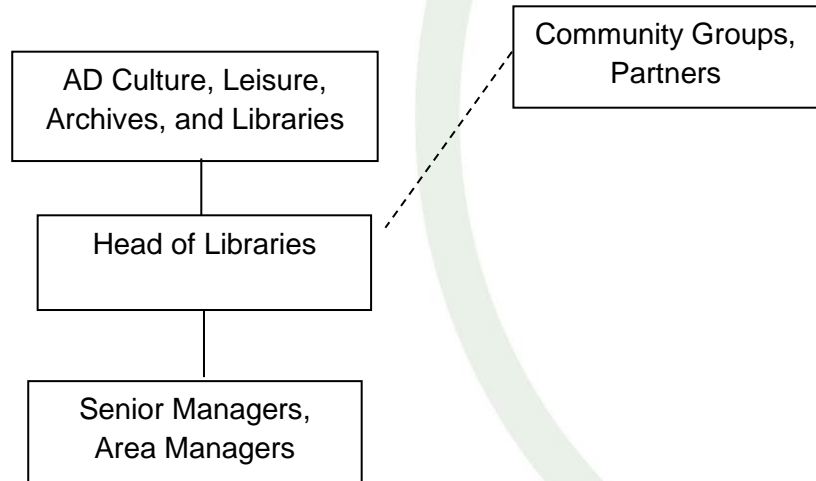
Systems & Information	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.
Safeguarding	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person Specification:

Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge of public library services. • Knowledge of statutory requirements, including equality standards • Knowledge of effective management of staff, budgets and resources. • Knowledge of the role the community, agencies and partners play in service delivery. • Knowledge of the current issues affecting cultural services within a local government context. • Extensive experience of developing and delivering services within the library sector. • Extensive experience of strategic planning, policy development and implementation, and performance management. • Experience of developing and implementing organisational culture change within a large diverse organisation, working productively in a pressurised environment and supporting others to do so. • Successful management of budgets and staff • Extensive experience in management and delivery of large, complex and successful projects. • Extensive experience of building and maintaining positive partnerships to achieve shared goals and improve outcomes. 	<ul style="list-style-type: none"> • Evidence of effective: <ul style="list-style-type: none"> ○ community engagement ○ Use of innovation in service development ○ problem solving • Operational experience of income generation. • Experience of writing successful large scale, external funding bids. • Experience of responding to media enquiries.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to negotiate and influence at a senior level with stakeholders, council chief officers and senior politicians. • Ability to work effectively with other agencies/providers/volunteers 	

<ul style="list-style-type: none"> • Ability to present high level complex information in an accessible format. • Ability to demonstrate a range of managerial and professional competencies including motivation and leadership to provide staff with a clear sense of direction • Ability to demonstrate sound budget management skills • Ability to forge links /develop joint working with other agencies/partners, having insight into all strategic strands to make clear business focused decisions • An entrepreneurial approach to service delivery, able to make decisions which may involve difficult choices or considered risks based on relevant information • Able to plan deliver projects on time and in budget using appropriate project planning techniques 	
<p>Professional Qualifications or equivalent</p> <ul style="list-style-type: none"> • Evidence of professional updating and development 	<ul style="list-style-type: none"> • Recognised management qualification ▪ Library / information Science qualification ▪ Member of the Chartered Institute of Library and information Professionals
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Other Requirements</p> <ul style="list-style-type: none"> • Flexible approach to working including weekends, evening and location as required • Ability to travel across the county • Ability to attend meetings outside of normal business hours 	
<p>Career progression:</p>	
<ul style="list-style-type: none"> • At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching. • As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities. 	

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be assessed in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Housing Delivery and Partnerships
Grade:	SM3
Responsible to:	Assistant Director Housing
Staff managed:	Manages a group of managers
Directorate:	Community Development
Service:	Housing
Job family:	SM - Senior Management
Date of issue:	March 2023

Job Context

As a Head of Service you will have a key role to play in working with the Assistant Director Housing and colleagues to ensure the success of the new council following local government reorganisation. This newly created role requires strategic leadership to help steer the council through a significant transformation programme and the integration of teams across all eight councils and leading them through an exciting period of transformation.

This role is responsible for:

- Supporting the Assistant Director for Housing on the development and delivery of the councils housing strategy.
- Acting as lead officer to help meet the council's strategic ambitions around the provision of affordable homes and to identify opportunities and deliver homes of all tenures by the council. This includes leading on on all matters relating to affordable housing development as well as and wider housing delivery initiatives.
- Providing leadership and line management to a number of managers within the council's housing development service.
- Working collaboratively and creatively with partner registered providers, house-builders and other stakeholders to deliver the best housing outcomes for the council including acting as the council's lead officer on a variety of development partnerships.
- Acting as the council's lead officer within the council's housing development company including the maximisation of commercial opportunities to help cross subsidise affordable housing development.
- Supporting the delivery of the council's ambitions for the growth of council housing through the Housing Revenue Account (HRA).
- The delivery of the council's ambitions around the delivery of rural affordable housing, including through the Rural Housing Enabler Partnership/Network.
- The delivery of the councils ambitions to encourage community led housing.
- The delivery of the council's ambitions around bringing empty homes back into use along with interventions to encourage homes on brownfield sites.
- The delivery of the council's ambitions to ensure new affordable homes meet support the council's ambitions around net zero and sustainability.
- Creating an environment that maximises investment and accelerates delivery of sustainable homes of all tenures by the council, its housing company and registered provider partners.

- Ensuring a consistent and coherent approach is taken to in respect of the way development is delivered across the county area and for developing county wide strategic approach.
- The development of partnerships with a variety of external bodies to help the council achieve its aims. These partnerships shall include joint initiatives between the council, registered providers, house builders and Homes England and the LEP.
- Working in close partnership with internal services within the council including social care and others to help support the delivery of wider strategic aims including the provision of supported and specialist housing to meet a wide variety of needs.
- Acting as the council's chief 'client officer' in respect of homes developed directly by the council's in-house construction team
- The effective management of service budgets including capital investment and maximising external funding opportunities.
- Representing the council on a wide range of external networks and groups including acting as the chief point of contact with Homes England and Government on all matters relating to affordable housing delivery and housing led regeneration.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

In this role you shall be required to deputise for the Assistant Director Housing as necessary and to represent the council on a range of regional and national networks.

As a senior manager within the housing service this role is required to proactively contribute to the wider management team, including through support to the development and delivery of the wider housing strategy and the provision of direct support where needed to other Heads of Service.

Job Purpose

To be responsible for the effective development and delivery of the councils housing strategy including the delivery of the councils strategic ambitions to deliver high quality affordable homes to meet the needs of residents within North Yorkshire. The purpose of the role is also to provide strategic leadership and direction, operational management and financial control for the Councils housing development service, contributing toward the delivery of the Councils Housing Strategy and associated strategic plans.

Operational Management:

- To lead the on the operational delivery of the council's housing development service, developing quality new affordable homes to meet the needs of residents within North Yorkshire.
- To manage a group of managers and specialists within the development service, providing a variety of roles to support the development of affordable homes.
- To act as lead officer within the council's housing development company
- Use innovative, creative thinking to build relationships, influence and negotiate complex contentious issues and develop, support and promote a strong results driven and customer focussed performance culture. Ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
- Oversight of the overall development programme, identifying opportunities, enabling the smooth delivery of the development pipeline and unblocking obstacles.
- Ensure that complaints and statutory appeals are dealt with efficiently and positively.

- Advise the Assistant Director Housing and wider management team in relation to legislation and relevant service issues and identify, develop and cascade relevant information, legal and policy updates relating affordable housing development activity to relevant staff and managers.
- To lead specific programmes as part of the council's change and transformation programmes including the development and delivery of business cases for countywide improvements.
- Promote diversity and inclusion throughout the service and through partnership and relationship with other stakeholders.
- Responsible for the wellbeing, health and safety of staff in line with the health & safety policies and practices.
- To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.
- Represent the Assistant Director Housing in their absence, where necessary.
- Set strategic objectives and approach.
- To ensure good relationship management is in place with other organisations.
- To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.

Resource management:

- Be responsible as the budget holder for resources in respect of allocated budgets within the council's scheme of delegation of financial responsibility. This shall include the effective spending and monitoring of capital funds to deliver the council's objectives.
- Commission external, specialist advice and capacity where necessary to enable efficient and effective delivery of housing on council owned or acquired sites or those acquired by its housing company.
- To ensure the effective use of resources through identifying, assessing and evaluating different approaches including utilising value for money criteria to demonstrate cost effectiveness.
- To take a proactive approach to maximising external funding opportunities, including various funding streams to support the council's housing ambitions.
- Account to the Assistant Director Housing and Corporate Director for financial performance of the service, ensuring that effective monitoring systems are in place and that a balanced budget and efficiency targets are achieved.
- Take overall control and stewardship of assets and resources used in the provision of services ensuring compliance with all governance, legal and regulatory requirements.
- To lead and manage staff ensuring that they are consulted, supported, motivated, appraised and developed to enable them to fulfil their roles effectively, to the highest standards possible and meet current and future service needs.
- Ensure the health and safety of all persons and premises under your control are in accordance with the provisions of Health and Safety.

Partnerships:

- To act as lead officer of a variety of development partnerships.
- Establish and maintain effective working relationships with internal and external partners including other directorates, statutory bodies, community groups, Government bodies and registered providers.
- To act as the council's lead contact with Homes England and the LEP
- Promote positive working relationships within the council, with registered providers and the private sector, increasing collaboration to maximise investment and accelerate housing growth
- Promote close working relationships with senior colleagues working on planning policy and other corporate priorities and projects to ensure effective cross service working and proactive delivery of housing.

- Deputise for the Assistant Director Housing as required and represent the directorate at policy, organisational, co-ordination and consultation forums with external agencies, other council directorates within the service area or wider directorate.
- Identify and work effectively with all relevant stakeholders to support service development and transformation.
- To work collaboratively with other local authority staff and partner agencies to influence an integrated and co-ordinated approach to achieving key targets and required outcomes.
- To work collaboratively across the Housing Service, the Community Development Directorate and wider directorates to provide specialist input to inform strategic planning, decision making, policy development and service planning and redesign.
- To develop and deliver new joint working and commissioning arrangements with social care, health and other partners.
- Work with communities and service users to ensure they can influence service development

Strategic management:

- To support the Assistant Director Housing on the development and implementation of the council's housing strategy, setting challenging goals that focus on step change improvements that ensure the council's ambitions regarding affordable housing delivery are met.
- Providing professional/ strategic advice and recommendations to the Assistant Director Housing and leadership team of the council and supporting the council to shape and deliver its housing strategy by developing and implement strategies, plans and projects that meet and exceed the council's aims.
- Supporting the Assistant Director Housing at a management level and be an active member of the management team with collective responsibility for the delivery of the wider housing strategy and service plans, as well as establishing a culture which promotes the values and behaviours of the council.
- To ensure on-going continuous improvement within teams and to drive transformational change within the service to ensure cost effective, high quality services to residents.
- To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate.
- Take direction from the Assistant Director Housing in relation to exceptionally complex or highly politically sensitive issues.
- Establish and maintain effective working relationships with strategic partners and to lead on the development of consistent and effective services at a locality level.
- Evaluate activity at a strategic level to ensure the continued relevance of strategies as policy and practice moves forward.
- Develop policies, guidance and procedures to ensure consistent working practices across locality teams.
- Ensure that the required budget savings are delivered in line with objectives and ensure all procurement and commissioning activity related to the service area provides value for money.
- To secure investment from external bodies, including Homes England and Government to support the council's priorities and the delivery of new quality affordable homes across North Yorkshire.

Communications:

- Encourage good communication and effective working relationships across services/directorates.
- Communicate and engage with staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice.
- Represent, through provision of specialist advice, the preparation of reports and information, the work of the service to members and senior officers of the council so that they can perform their executive, scrutiny and representational responsibilities.

	<p>Ensure that decisions are appropriately informed and services delivered according to council priorities.</p> <ul style="list-style-type: none"> • Oversee the production of written information which is clear and concise, including articles for the website, processes for staff, procedures and guidance documents, etc. • Lead engagement and consultation processes where needed to support the delivery of the council's housing strategy and wider initiatives aimed at delivering affordable homes. • Communicate effectively with staff and senior management in respect of all activity and development. • Negotiate and influence others whilst taking forward change and transformation projects. • Represent the directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services. • Respond to media enquiries as requested by the Assistant Director and the Corporate Director Community Development and appraise them of any matters arising which are particularly sensitive or controversial in nature
Systems and information:	<ul style="list-style-type: none"> • Provide information and statistical reports to illustrate transformational plans and progress. • Analyse data and information to inform transformational decision making. • Use the current business processes in relation to record keeping, financial monitoring and ICT. • Support the Assistant Director Housing and wider corporate leads on the development of technology, other communication and data management processes to ensure the service remains effective, efficient and modern. • Ensure all service systems are operated in accordance with policy and procedure
Safeguarding:	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, ensuring concerns are actioned as appropriate.

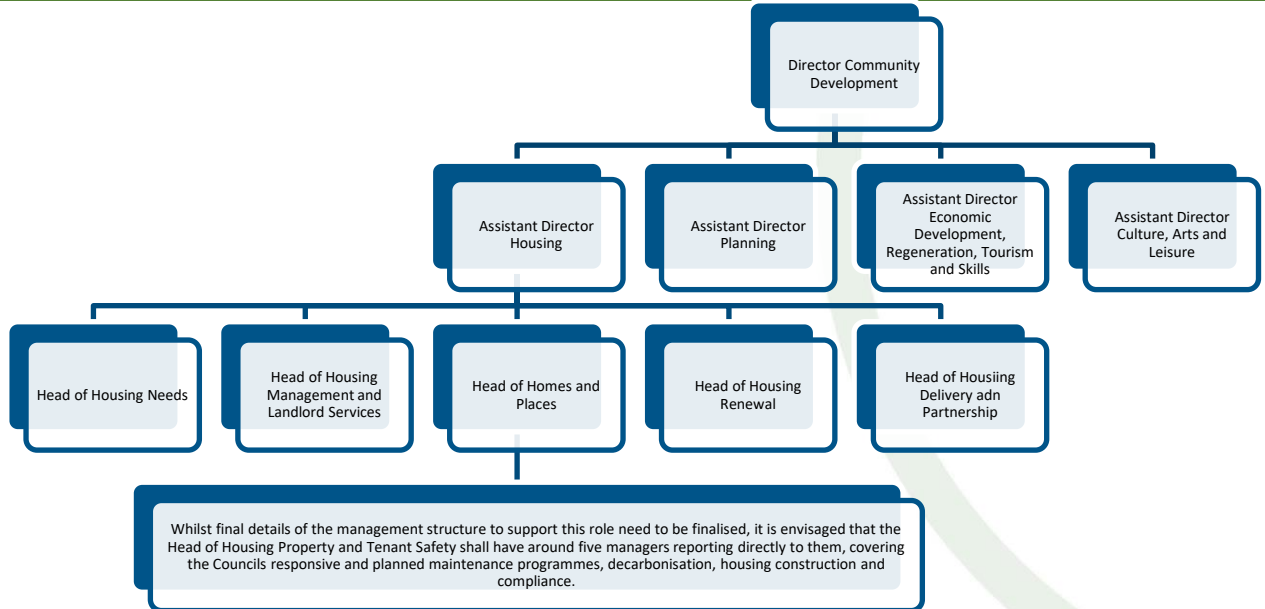
Person Specification:	
Essential	Desirable
<p>Knowledge</p> <ul style="list-style-type: none"> • Comprehensive knowledge and understanding of the housing development environment and the different branches of local government. • Significant knowledge of current good practice standards in meeting housing needs at local and national level. • Detailed specialist knowledge of the housing development process, including land identification, acquisition, planning and procurement. • Significant knowledge of housing finance. • A strong knowledge of, safeguarding, equality and anti-discrimination, maintaining a safe working environment, GDPR and confidentiality rules. • Knowledge of project management including business planning. • An excellent understanding of policy formulation and implementation. • Proven track record of effective financial and workforce management • Knowledge/experience of current best practice standards both at local and national level. • Knowledge and understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role. • Significant experience of commissioning services and developing strategies at a senior level. 	

<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to set and meet objectives and targets to deliver continuous improvement. • Staff management skills including recruitment and selection, performance management & development. • Ability to programme and monitor workloads and delegate tasks effectively. • Ability to develop and implement effective commissioning frameworks. • Project management and implementation skills. • Experience of liaising and negotiating with external and internal partners. • Communication and presentation skills (written & oral). • Budget management skills including effective use of resources. 	
<p>Behaviours</p> <ul style="list-style-type: none"> • Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends. • Committed to the council's corporate vision and objectives. • Highly motivated and not easily discouraged. • Personal and professional demeanour and credibility which commands the confidence of members, senior managers, staff, external partners and other stakeholders. • A high degree of probity and integrity. • A commitment to learning and achievement. • Able to travel for business purposes. 	
<p>Professional Qualifications</p>	<ul style="list-style-type: none"> • Professional qualification at degree level or equivalent in a relevant subject and management qualification. • Membership of relevant professional body
<p>Other Requirements</p> <ul style="list-style-type: none"> • 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Housing Renewal
Grade:	SM1
Responsible to:	Assistant Director Housing
Staff managed:	Manages a group of managers
Directorate:	Community Development
Service:	Housing
Job family:	SM - Senior Management
Date of issue:	March 2023

Job context

As a Head of Service you will have a key role to play in working with the Assistant Director Housing and colleagues to ensure the success of the new council following local government reorganisation. This newly created role requires strategic leadership to help steer the council through a significant transformation programme and the integration of teams across all eight councils and leading them through an exciting period of transformation.

This role is responsible for:

- Providing leadership and line management to a number of managers and teams across localities providing a range of key statutory and discretionary services aimed at improving housing conditions and promoting independent living to residents across North Yorkshire.
- The delivery of statutory responsibilities under the Housing Act regarding the regulation of housing including where needed the use of enforcement action to tackle rogue landlords and improve housing conditions.
- The delivery of statutory duties regarding the provision of mandatory adaptations and Disabled Facilities Grants (DFGS) to elderly, disabled and vulnerable people along with the provision of a range of wider preventative and discretionary housing related assistance to enable independent living. These include Handyperson Services and a range of interventions to tackle fuel poverty.
- The development and delivery of the council's housing retrofit strategy, including partnership working and commissioning to deliver the council's strategic aims and contribute to its net zero ambitions.
- The council's transformational plans to roll out effective Home Improvement Agency Services across the county.
- The delivery of the council's selective licensing designations, including working with strategic housing colleagues on the evaluation of schemes and their renewal.
- The defective delivery of the council's licensing scheme in respect of Houses of Multiple Occupation (HMOs).
- Delivering improvements and efficiencies across the service through innovation, applying good practice, workforce engagement and promoting a customer focus.
- Ensuring a consistent and coherent approach is taken in respect to the way services are delivered across the county area and for developing county wide strategic approach.
- The development of partnerships with other statutory and voluntary sector groups to help the council meet its strategic objectives. These partnerships shall include joint initiatives between housing, health, social care and others to tackle poor housing conditions and encourage independent living.

- The effective management of service budgets including DFG and other capital budgets along with fee income from selective licensing designations.
- Working with internal and external partners on the commissioning of interventions and contractors to support the council's retrofit strategy along with the effective management of contracts.
- The safe and effective management of permanent traveller sites.
- Relationship management with external partners including Government.
- The maximisation of external funding opportunities.

In this role you shall be required to deputise for the Assistant Director Housing as necessary and to represent the council on a range of regional and national networks.

As a senior manager within the housing service this role is required to proactively contribute to the wider management team, including through support to the development and delivery of the wider housing strategy and the provision of direct support where needed to other Heads of Service.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job purpose

To be responsible for the effective delivery of a range of statutory and discretionary housing services to residents across North Yorkshire that are aimed at improving housing conditions, improving the energy efficiency of homes and promoting independent living. The purpose of the role is also to provide strategic leadership and direction, operational management and financial control for housing renewal services, contributing toward the delivery of the council's housing strategy and associated strategic plans.

Operational Management:

- To lead on the operational delivery and development of regulatory housing services with landlords, partners, and other council and public services, ensuring that the council's statutory duties are met and delivered within financial, quality and performance standards.
- To lead on the operational delivery of the council's statutory duties regarding the provision of DFGs and associated housing interventions to promote independent living for the elderly, vulnerable and disabled. Including leading on the council's transformational ambition to roll out effective Home Improvement Agency Services across the county.
- To lead on the operational delivery of the council's housing retrofit ambitions, including the maximisation of external funding, the procurement of contractors and effective contract management.
- The provision of the council's community warden call (lifeline) service including acting as lead officer to take forward the development and expansion of this services.
- Use innovative, creative thinking to build relationships, influence and negotiate complex contentious issues and develop, support and promote a strong results driven and customer focussed performance culture. Ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
- Ensure that complaints and statutory appeals are dealt with efficiently and positively.
- Ensure that the work of locality teams supports the council's statutory and legal obligations including safeguarding.
- Advise the Assistant Director Housing and wider management team in relation to legislation and relevant service issues and identify, develop and cascade relevant information, legal and policy updates relating to all housing renewal activity to relevant staff and managers.

- To lead specific programmes as part of the council's change and transformation programmes including the development and delivery of business cases for countywide improvements.
- Promote diversity and inclusion throughout the service and through partnership and relationships with other stakeholders.
- Responsible for the wellbeing, health and safety of staff in line with the health and safety policies and practices. This includes the Health and Safety of Handypersons and the implementation of construction design and management regulations.
- The safe and effective management of permanent traveller sites.
- To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.
- Represent the Assistant Director Housing in their absence, where necessary.
- Set strategic objectives and approach.
- To ensure good relationship management is in place with other organisations.
- To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.

Resource management:

- Be responsible as the budget holder for resources in respect of allocated budgets within the council's scheme of delegation of financial responsibility. This shall include the effective monitoring of spend against DFG budgets.
- To ensure the effective use of resources through identifying, assessing and evaluating different approaches including utilising value for money criteria to demonstrate cost effectiveness.
- To take a proactive approach to maximising external funding opportunities, including various funding streams to support the councils housing retrofit ambitions.
- Account to the Assistant Director Housing and Corporate Director for financial performance of the service, ensuring that effective monitoring systems are in place and that a balanced budget and efficiency targets are achieved.
- Take overall control and stewardship of assets and resources used in the provision of services ensuring compliance with all governance, legal and regulatory requirements.
- To lead and manage staff ensuring that they are consulted, supported, motivated, appraised and developed to enable them to fulfil their roles effectively, to the highest standards possible and meet current and future service needs.
- Ensure the health and safety of all persons and premises under your control are in accordance with the provisions of Health and Safety.

Partnerships:

- Establish and maintain effective working relationships with internal and external partners including other directorates, statutory and voluntary sector partners and Government bodies and landlords.
- Maintain close and effective working relationships with other regulatory bodies including the Police, the Fire Service and the council's wider regulatory teams.
- Establish and maintain effective working relationships with landlords including the promotion of good practice measures where needed with the national residential landlords association.
- Deputise for the Assistant Director Housing as required and represent the directorate at policy, organisational, co-ordination and consultation forums with external agencies, other council directorates within the service area or wider directorate.
- Identify and work effectively with all relevant stakeholders to support service development and transformation.
- To work collaboratively with other local authority staff and partner agencies to influence an integrated and co-ordinated approach to achieving key targets and required outcomes.

- To work collaboratively across the Housing Service, the Community Development Directorate and wider directorates to provide specialist input to inform strategic planning, decision making, policy development and service planning and redesign.
- To develop and deliver new joint working and commissioning arrangements with health and other partners.
- Work with communities and service users to ensure they can influence service development.

Strategic management:

- Supported by the council's climate change officers, the lead on the development and delivery of the Councils Housing Retrofit Strategy setting challenging goals that focus on step change improvements to ensure the council's ambitions regarding net zero are met.
- Supporting the Assistant Director Housing at a management level and be an active member of the management team with collective responsibility for the delivery of the wider housing strategy and service plans as well as establishing a culture which promotes the values and behaviours of the council.
- As a member of the directorate management team, provide general support on service matters to the Assistant Director Housing and Corporate Director.
- To ensure on-going continuous improvement within teams and to drive transformational change within the service to ensure cost effective, high quality services to residents. These shall include the effective roll out of a countywide Home Improvement Agency Service.
- Leading on the development and implementation of the council's plans and strategy to expand its community alarm service.
- To implement locality based interventions to improve housing conditions including further selective licensing designations where needed.
- To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate.
- Take direction from the Assistant Director Housing in relation to exceptionally complex or highly politically sensitive issues.
- Establish and maintain effective working relationships with strategic partners and to lead on the development of consistent and effective services at a locality level.
- Evaluate activity at a strategic level to ensure the continued relevance of strategies as policy and practice moves forward.
- Develop policies, guidance and procedures to ensure consistent working practices across locality teams.
- Ensure that the required budget savings are delivered in line with objectives and ensure all procurement and commissioning activity related to the service area provides value for money.
- To secure investment from external bodies, including Government to support the council's priorities and the delivery of new innovative approaches to improve the quality of homes within North Yorkshire.

Communications:

- Encourage good communication and effective working relationships across services/directorates.
- Communicate and engage with staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice.
- Represent, through provision of specialist advice, the preparation of reports and information, the work of the service to members and senior officers of the council so that they can perform their executive, scrutiny and representational responsibilities. Ensure that decisions are appropriately informed and services delivered according to council priorities.
- Oversee the production of written information which is clear and concise, including articles for the website, processes for staff, procedures and guidance documents, etc.
- Lead engagement and consultation processes to support the delivery of the retrofit strategy and associated policies and initiatives aimed at improving housing conditions.

	<ul style="list-style-type: none"> • Communicate effectively with staff and senior management in respect of all activity and development. • Negotiate and influence others whilst taking forward change and transformation projects. • Represent the directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services. • Respond to media enquiries as requested by the Assistant Director Housing and the Corporate Director Community Development and appraise them of any matters arising which are particularly sensitive or controversial in nature.
Systems and information:	<ul style="list-style-type: none"> • Provide information and statistical reports to illustrate transformational plans and progress. • Analyse data and information to inform transformational decision making. • Use the current business processes in relation to record keeping, financial monitoring and ICT. • Support the Assistant Director Housing and wider corporate leads on the development of technology, other communication and data management processes to ensure the service remains effective, efficient and modern. • Ensure all service systems are operated in accordance with policy and procedure
Safeguarding:	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, ensuring concerns are actioned as appropriate

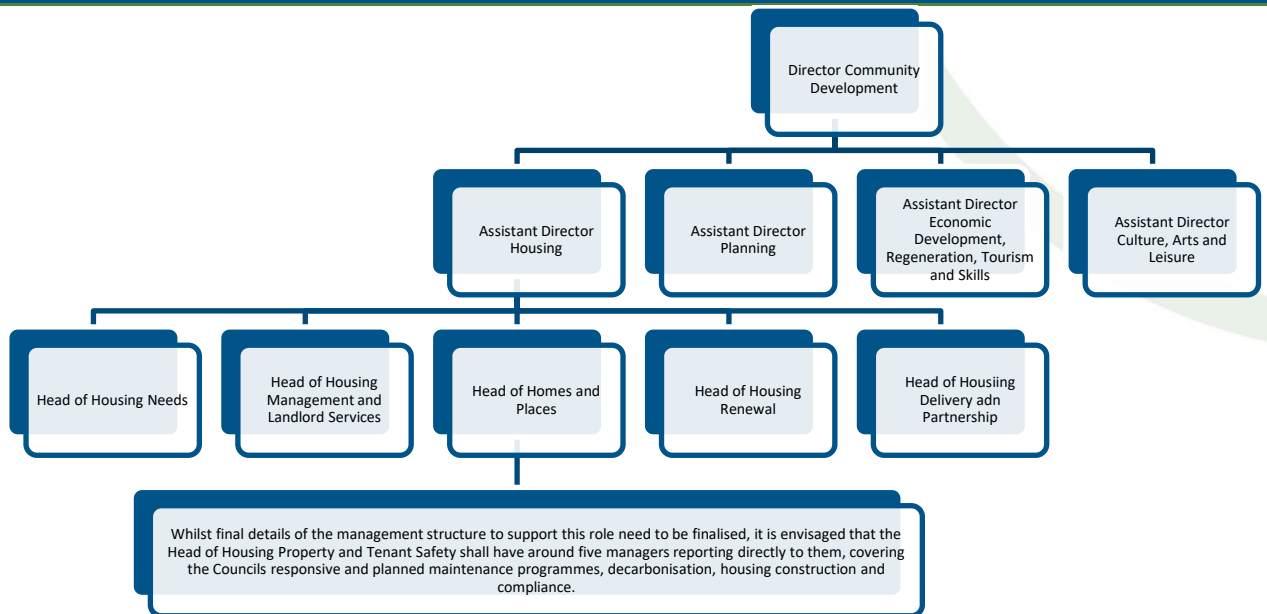
Person specification:	
Essential	Desirable
<p>Knowledge</p> <ul style="list-style-type: none"> • Comprehensive knowledge and understanding of the regulatory housing, social care and housing retrofit environment and the different branches of local government. • Significant knowledge of current good practice standards in meeting housing needs at local and national level. • Detailed specialist knowledge of legislation and policy surrounding housing renewal. • Knowledge of statutory requirements, including the Housing Act and wider DFG legislation. • A strong knowledge of, safeguarding, equality and anti-discrimination, maintaining a safe working environment, GDPR and confidentiality rules. • Knowledge of project management including business planning. • An excellent understanding of policy formulation and implementation. • Proven track record of effective financial and workforce management • Knowledge/experience of current best practice standards both at local and national level. • Knowledge and understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role. Significant experience of commissioning services and developing strategies at a senior level. 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to set and meet objectives and targets to deliver continuous improvement. • Staff management skills including recruitment and selection, performance management & development. • Ability to programme and monitor workloads and delegate tasks effectively. • Ability to develop and implement effective commissioning frameworks. 	

<ul style="list-style-type: none"> • Project management and implementation skills. • Experience of liaising and negotiating with external and internal partners. • Communication and presentation skills (written & oral). • Budget management skills including effective use of resources. 	
<p>Behaviours</p> <ul style="list-style-type: none"> • Able to work flexibly to meet the demands of the job including some out of hours work either at evenings or weekends. • Committed to the Council's corporate vision and objectives. • Highly motivated and not easily discouraged. • Personal and professional demeanour and credibility which commands the confidence of members, senior managers, staff, external partners and other stakeholders. • A high degree of probity and integrity. • A commitment to learning and achievement. • Able to travel for business purposes. 	
<p>Professional Qualifications</p>	<ul style="list-style-type: none"> • Professional qualification at degree level or equivalent in a relevant subject and management qualification. • Membership of relevant professional body
<p>Other Requirements</p> <ul style="list-style-type: none"> • 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Housing Needs
Grade:	SM1
Responsible to:	Assistant Director Housing
Staff managed:	Manages a group of managers
Directorate:	Community Development
Service:	Housing
Job family:	SM - Senior Management
Date of issue:	March 2023

Job context

As a Head of Service you will have a key role to play in working with the Assistant Director Housing and colleagues to ensure the success of the new council following local government reorganisation. This newly created role requires strategic leadership to help steer the council through a significant transformation programme and the integration of teams across all eight councils and leading them through an exciting period of transformation.

This role is responsible for:

- The delivery of statutory responsibilities under the Homelessness Act and associated legislation to ensure the effective provision of housing services for the homeless and other vulnerable groups across the county.
- The leadership and line management to a number of managers and teams across localities. These teams shall provide a range of services including statutory homelessness assessments; housing advice; homelessness prevention and relief housing support to the homeless and other vulnerable groups, including refugees and asylum seekers, services to rough sleepers and the management of temporary accommodation.
- The development and effective delivery of the council's homelessness strategy and review, along with a number of other key strategic documents and plans including the council's ending rough sleeping strategy.
- The council's transformational plans to both improve the quality of temporary accommodation used across the county and to reduce revenue spending through the use of capital funds.
- Ensuring a consistent and coherent approach is taken in respect to the way services are delivered across the county area and for developing a county wide strategic approach.
- Delivering improvements and efficiencies across the service through innovation, applying good practice, workforce engagement and promoting a customer focus.
- The development of partnerships with other statutory and voluntary sector groups to help the council meet its strategic objectives. These partnerships shall include joint initiatives between housing, health, social care and others to tackle rough sleeping within the county, including the effective development and delivery of a housing first model and a coordinated approach to meeting housing needs.
- The effective management of homelessness budgets. This should have a key role in driving prevention to reduce homelessness spend and take the lead on service development opportunities.
- The commissioning and joint commissioning of a number of services as well as ensuring that grants provided to voluntary sector partners support the council's objectives.

- The safe and effective management of a number of temporary and emergency accommodation facilities across the county.
- Relationship management with external partners including Government.
- The maximisation of external funding opportunities.

In this role you shall be required to deputise for the Assistant Director Housing as necessary and to represent the council on a range of regional and national networks.

As a senior manager within the housing service this role is required to proactively contribute to the wider management team, including through support to the development and delivery of the wider housing strategy and the provision of direct support where needed to other Heads of Service.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job purpose

To be responsible for the effective delivery of housing and homelessness services to vulnerable people across North Yorkshire. To provide strategic leadership and direction, operational management and financial control for homelessness services, ensuring delivery of the councils homelessness strategy.

Operational Management:

- To lead the on the operational delivery and development of homelessness services with partners, other councils and public services. Ensuring that the council's statutory duties are met and delivered within financial, quality and performance standards.
- Use innovative, creative thinking to build relationships, influence and negotiate complex contentious issues and develop, support and promote a strong results driven and customer focussed performance culture. Ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
- Ensure that complaints and statutory appeals are dealt with efficiently and positively.
- Ensure that the work of locality teams supports the council's statutory and legal obligations including safeguarding.
- Advise the Assistant Director Housing and wider management team in relation to legislation and relevant service issues. Identify, develop and cascade relevant information and legal and policy updates relating to homelessness to relevant staff and managers.
- To lead specific programmes as part of the council's change and transformation programmes including the development and delivery of business cases for countywide improvements.
- Promote diversity and inclusion throughout the service and through partnership and relationship with other stakeholders.
- Responsible for the wellbeing, health and safety of staff in line with the Health & Safety Policies and practices.
- To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.
- Represent the Assistant Director Housing in their absence, where necessary.
- Set strategic objectives and approach.
- To ensure good relationship management is in place with other organisations.
- To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.

Resource management:

- Be responsible as the budget holder for resources in respect of allocated budgets within the council's scheme of delegation of financial responsibility.
- To ensure the effective use of resources through identifying, assessing and evaluating different approaches including utilising value for money criteria to demonstrate cost effectiveness.
- Account to the Assistant Director Housing and Corporate Director for financial performance of the service, ensuring that effective monitoring systems are in place and that a balanced budget and efficiency targets are achieved.
- Work with the Head of Housing Development on capital programmes to ensure effective delivery and spend against related projects.
- Take overall control and stewardship of assets and resources used in the provision of services ensuring compliance with all governance, legal and regulatory requirements.
- To lead and manage staff ensuring that they are consulted, supported, motivated, appraised and developed to enable them to fulfil their roles effectively, to the highest standards possible and meet current and future service needs.
- Ensure the health and safety of all persons and premises under your control are in accordance with the provisions of Health and Safety.

Partnerships:

- Establish and maintain effective working relationships with internal and external partners including other directorates, statutory and voluntary sector partners and Government bodies and landlords.
- Establish and maintain effective working relationships with landlords including registered providers.
- Deputise for the Assistant Director Housing as required and represent the directorate at policy, organisational, co-ordination and consultation forums with external agencies, other council directorates within the service area or wider directorate.
- Identify and work effectively with all relevant stakeholders to support service development and transformation.
- To work collaboratively with other local authority staff and partner agencies to influence an integrated and co-ordinated approach to achieving key targets and required outcomes.
- To work collaboratively across the Housing Service, the Community Development Directorate and wider directorates to provide specialist input to inform commissioning; policy development; and service planning and redesign.
- To develop and deliver new joint working and commissioning arrangements with health and other partners.
- Work with communities and service users to ensure they can influence service development

Strategic management:

- To develop and deliver the council's homelessness strategy setting challenging goals that focus on step change improvements that ensure housing needs are met.
- Supporting the Assistant Director Housing at a management level and be an active member of the management team with collective responsibility for the delivery of the wider housing strategy and service plans as well as establishing a culture which promotes the values and behaviours of the council.
- As a member of the directorate management team, provide general support on service matters to the Assistant Director Housing and Corporate Director.
- To ensure on-going continuous improvement within teams and to drive transformational change within the service to ensure cost effective, high quality services to residents.
- To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate.
- Take direction from the Assistant Director Housing in relation to exceptionally complex or highly politically sensitive issues.
- Establish and maintain effective working relationships with strategic partners and to lead on the development of consistent and effective services at a locality level.

	<ul style="list-style-type: none"> • Evaluate activity at a strategic level to ensure the continued relevance of strategies as policy and practice moves forward. • Develop policies, guidance and procedures to ensure consistent working practices across locality teams. • Ensure that the required budget savings are delivered in line with objectives and ensure all procurement and commissioning activity related to the service area provides value for money. • To secure investment from external bodies, including Government to support the development of innovative new approaches to prevent homelessness and reduce rough sleeping.
<p>Communications:</p>	<ul style="list-style-type: none"> • Encourage good communication and effective working relationships across services/directorates. • Communicate and engage with staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice. • Represent, through the provision of specialist advice, preparation of reports and information, the work of the service to members and senior officers of the council so that they can perform their executive, scrutiny and representational responsibilities. Ensure decisions are appropriately informed and services delivered according to council priorities. • Oversee the production of written information which is clear and concise, including articles for the website, processes for staff, procedures and guidance documents, etc. • Lead engagement and consultation processes to support the delivery of the homelessness strategy and associated policies and initiatives. • Communicate effectively with staff and senior management in respect of all activity and development. • Negotiate and influence others whilst taking forward change and transformation projects. • Represent the directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services. • Respond to media enquiries as requested by the Assistant Director Housing and the Corporate Director Community Development and appraise them of any matters arising which are particularly sensitive or controversial in nature
<p>Systems and information:</p>	<ul style="list-style-type: none"> • Provide information and statistical reports to illustrate transformational plans and progress. • Analyse data and information to inform transformational decision making. • Use the current business processes in relation to record keeping, financial monitoring and ICT. • Support the Assistant Director Housing and wider corporate leads on the development of technology, other communication and data management processes to ensure the service remains effective, efficient and modern. • Ensure all service systems are operated in accordance with policy and procedure
<p>Safeguarding:</p>	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, ensuring concerns are actioned as appropriate

Person specification:	
Essential	Desirable
<p>Knowledge</p> <ul style="list-style-type: none"> • Comprehensive knowledge and understanding of the housing and homelessness environment and the different branches of local government. • Significant knowledge of current good practice standards in meeting housing needs at local and national level. • Detailed specialist knowledge of legislation and policy surrounding commissioning. • Knowledge of statutory requirements, including: homelessness legislation; wider housing legislation and compliance regulations. • A strong knowledge of, safeguarding, equality and anti-discrimination, maintaining a safe working environment, GDPR and confidentiality rules. • Knowledge of project management including business planning. • An excellent understanding of policy formulation and implementation. • Proven track record of effective financial and workforce management. • Knowledge/experience of current best practice standards both at local and national level • Knowledge and understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role. Significant experience of commissioning services and developing strategies at a senior level. 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to set and meet objectives and targets to deliver continuous improvement. • Staff management skills including recruitment and selection, performance management & development. • Ability to programme and monitor workloads and delegate tasks effectively. • Ability to develop and implement effective commissioning frameworks. • Project management and implementation skills. • Experience of liaising and negotiating with external and internal partners. • Communication and presentation skills (written & oral). • Budget management skills including effective use of resources. 	
<p>Behaviours</p> <ul style="list-style-type: none"> • Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends. • Committed to the council's corporate vision and objectives. • Highly motivated and not easily discouraged. • Personal and professional demeanour and credibility which commands the confidence of members, senior managers, staff, external partners and other stakeholders. • A high degree of probity and integrity. • A commitment to learning and achievement. • Able to travel for business purposes. 	
<p>Professional Qualifications</p>	<ul style="list-style-type: none"> • Professional qualification at degree level or equivalent in a relevant subject and management qualification. • Membership of relevant professional body

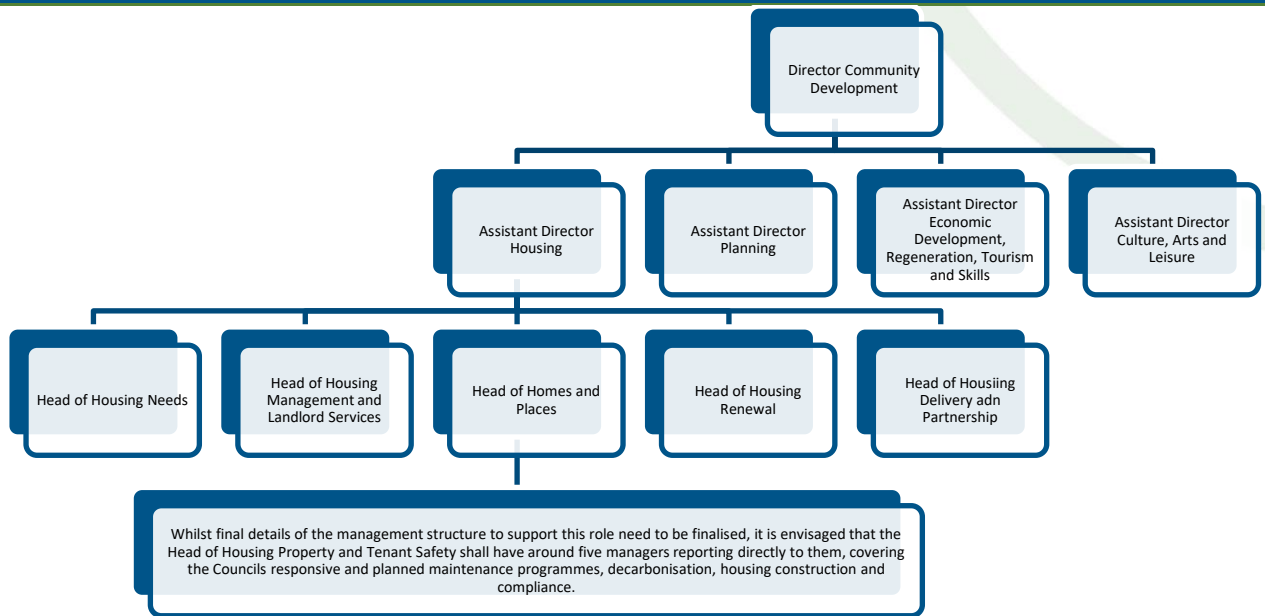
Other Requirements

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Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Sport and Active Well-being (Operations)
Grade:	SM3
Responsible to:	Assistant Director – Culture, Arts & Leisure
Staff managed:	Manages a team of staff across different locations
Directorate:	Community Development
Service:	Community Development – Culture, Arts and Leisure
Job family:	SM - Senior Management
Date of issue:	June 2023

Job context

- As Head of Service, you will be responsible for leading, directing, supporting, and managing the operational sport, leisure and active wellbeing service. This includes 22 leisure centres, 17 swimming pools and a wide variety of indoor and outdoor sports and leisure facilities. You will be expected to work effectively and positively with the Head of Sport and Well Being (development) to deliver an integrated, inclusive customer focused sport, leisure, and wellbeing service across North Yorkshire.
- You will drive forward and reposition the operational service with an increased focus on health & wellbeing and deliver an inclusive, customer focused service that combines commercial focus with safe practice and social responsibility - increasing inclusion and participation and contributing to wider social, environmental, and economic outcomes.
- You will be responsible for integrating teams from across all eight former councils and leading them through the transformation phase to develop inclusive, integrated, community focused and high-quality services.
- You will be responsible for ensuring facilities and services are operated safely and in full compliance with relevant policy and legislative requirements.
- You will be responsible for the application, development and improvement of all operational standards and systems, including continuous improvement programmes such as Quest across all facilities. You will be focused on delivering constant improvements and efficiencies through innovation, applying good practice, workforce engagement and promoting customer and community focus.
- Responsible for the procurement of external contractors in accordance with council policy and effective management of external contractors in relation to the safe operation of facilities/services.
- Responsible for ensuring the development of comprehensive and up to date asset management plans, including plans for the decarbonisation of facilities and responsible for co-ordinating the effective delivery of these.
- You will be responsible for developing and delivering innovative, strategic plans to increase income, maximise opportunities for external funding and increase financial sustainability.
- You will work collaboratively and build strong and positive relationships with external partners, stakeholders, and communities, as well as other leisure operators, council teams and services.
- You will provide advice and guidance to other leisure operators working across North Yorkshire and collaborate effectively with all providers to ensure a high quality, integrated service.
- You will support the delivery of the Council's corporate plan and enhance the contribution of sport, leisure, health, and wellbeing in generating strong communities and contributing to wider health, economic, social, and environmental outcomes.
- You will be responsible for managing a large service budget effectively and for identifying efficiencies, opportunities for income generation and areas where greater value for money could be achieved. You will be responsible for applying for external funding to support facilities development and for ensuring compliance with the terms of any funding.

- You will build positive connections with communities, with a focus on inclusion and increasing access to physical activity.
- The location of the base for this post is negotiable (hybrid working available) and requires travel across North Yorkshire and occasionally beyond.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose

The core focus of this job is to lead and manage the operational sport, leisure, and active wellbeing service for North Yorkshire, with an increased focus on health and wellbeing. To deliver inclusive, customer focused services that combine commercial focus with safe practice and social responsibility. To provide strategic leadership, operational management, and effective resource management for the service. To ensure facilities and services are operated safely in compliance with all relevant legislation and policy. To provide strong financial control and show innovation in identifying income generation, commercial opportunities, and value for money.

Operational Management:

- To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.
- To advise the wider service on relevant changing legislation, professional standards, and their implementation.
- Maximise commercialisation of services provided.
- To develop, support and promote a strong result driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs.
- To lead specific programmes as part of the Council's change and transformation programme.

Resource management:

- Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation.
- Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service.
- To give leadership, management, and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal.
- To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency, and effectiveness.
- Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance, and effectively addressing development and learning issues.
- Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.

<p>Partnerships:</p>	<ul style="list-style-type: none"> • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services, and other functions where required • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
<p>Strategic management</p>	<ul style="list-style-type: none"> • Lead the service in devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders • Personally, and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy. • Lead in the development of new ways of working that maximise efficiency and effectiveness.
<p>Communications:</p>	<ul style="list-style-type: none"> • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting, and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate
<p>Systems and information:</p>	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery, and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Safeguarding:

- To be committed to safeguarding and promote the welfare of children, young people, and adults, raising concerns as appropriate.

Person Specification:

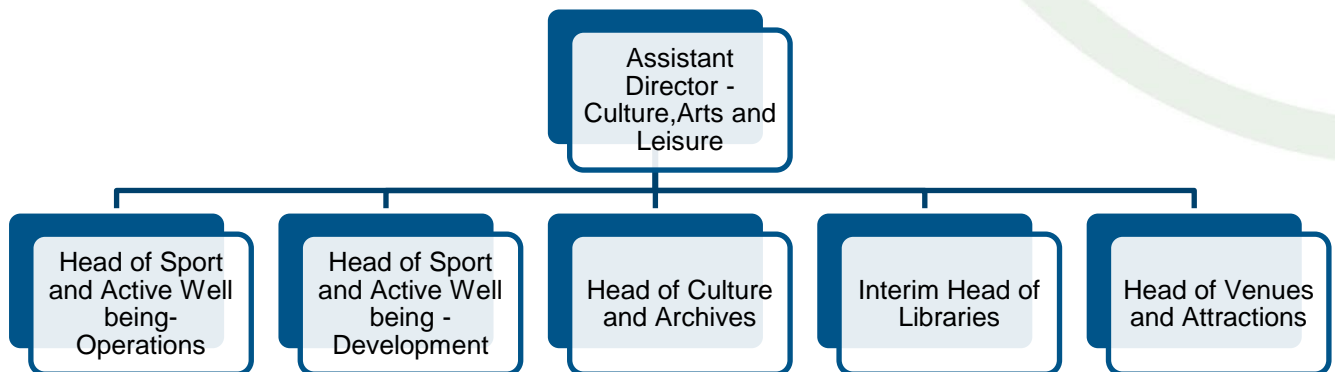
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge of the national policy context, regulatory environment, current good practice standards and key issues both at local and national level in relation to sport, leisure, physical activity, and wellbeing services. • Knowledge of statutory and legislative requirements relating to the service, including health and safety and equality standards • Knowledge of effective management of staff, budgets, and resources. • Extensive experience of strategic and operational management of large services within the sport, leisure, health, and wellbeing sector. • Extensive experience of strategic planning, policy development and implementation, and performance management. • Experience of developing and implementing organisational culture change within a large diverse organisation • Successful management of budgets and staff • Extensive experience in ensuring health and safety compliance across dispersed facilities and teams. • Extensive experience of the management and delivery of large, complex, and successful capital and revenue projects. • Track record of strong financial management and innovative approach to income generation • Extensive experience of working collaboratively and building positive partnerships to deliver improved services and outcomes 	<ul style="list-style-type: none"> • Experience of responding to media enquiries. • Experience of writing large scale, external funding bids.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases, and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate, including public sector, business, and community partners. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. 	
<p>Behaviours link</p>	
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County 	

- Ability to attend meetings outside of normal business hours
- Evidence of professional updating and development

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Housing Management and Landlord Services
Grade:	SM1
Responsible to:	Assistant Director Housing
Staff managed:	Manages a group of managers
Directorate:	Community Development
Service:	Housing
Job family:	SM - Senior Management
Date of issue:	March 2023

Job context

As a Head of Service you will have a key role to play in working with the Assistant Director for Housing and colleagues to ensure the success of the new council following local government reorganisation. This newly created role requires strategic leadership to help steer the council through a significant transformation programme and the integration of teams across all eight councils and leading them through an exciting period of transformation.

This role is responsible for:

- The provision of landlord services across 8,400 council homes across North Yorkshire including: lettings; neighbourhood management; tenancy management and support; income maximisation and the effective management of anti-social behaviour.
- Managing services that help to ensure sustainment of tenancies, including the provision of support and interventions for vulnerable tenants, the elderly and those with health conditions.
- Working with tenants and residents to ensure to improve the quality of place within North Yorkshire, ensuring sustainable communities as well as effectively managed homes.
- Providing leadership and line management to a number of managers and specialist roles within the council's landlord service.
- The effective operation and management of the council's housing allocations scheme, including acting as lead officer on the Choice Based Lettings Partnership Board.
- The development and implementation of the council's strategy and approach to tenant involvement and ensuring compliance against regulatory requirements and the social housing tenant's charter.
- Providing professional advice and recommendations to the Assistant Director Housing and leadership team of the council to help the council shape and deliver its housing strategy and by developing and implementing strategies, plans and projects that meet and exceed the council's aims.
- Supporting the Assistant Director Housing and Finance Director for Community Development to develop and deliver the housing investment programme meeting budget and quality targets.
- Supporting the Head of Property Services and Tenant Safety on all matters regarding tenant safety and compliance with regulatory health and safety requirements, including the collation of quality and accurate data to monitor safety and compliance across the stock.

- The effective management of service budgets and maintaining high standards of procurement and financial management, so that business performance can be effectively monitored and the service is run as cost-effectively as possible within the approved budgets.
- Responsible for the wellbeing, health and safety of staff in line with the Health & Safety Policies and practices.

In this role you shall be required to deputise for the Assistant Director Housing as necessary and to represent the council on a range of regional and national networks.

As a senior manager within the housing service this role is required to proactively contribute to the wider management team, including through support, the development and delivery of the wider housing strategy and the provision of direct support where needed to other Heads of Service.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job purpose

Responsible for the provision of landlord services to 8,400 council homes across North Yorkshire, including the allocation of homes, effective tenancy and neighbourhood management, the development and delivery of the council's tenant involvement strategy.

Operational Management:

- To lead the on the operational delivery of the council's landlord service, ensuring that a quality housing management service is provided.
- To manage a group of managers and specialists within the service, providing a variety of roles to manage council homes.
- To lead on the development and implementation of the council's tenant involvement strategy, ensuring compliance with the social housing tenants charter.
- To lead on the Choice Based Lettings Partnership, ensuring the effective allocation of homes.
- Use innovative, creative thinking to build relationships; influence and negotiate complex contentious issues; and develop, support and promote a strong results driven and customer focussed performance culture, ensuring the provision of cost-effective; efficient; high quality services in line with identified needs.
- Ensure that complaints and statutory appeals are dealt with efficiently and positively
- Advise the Assistant Director Housing and wider management team in relation to legislation and relevant service issue. Identify, develop and cascade relevant information including legal and policy updates relating to landlord services to relevant staff and managers.
- To lead specific programmes as part of the council's change and transformation programmes including the development and delivery of business cases for countywide improvements.
- Promote diversity and inclusion throughout the service and through partnership and relationships with other stakeholders.
- Responsible for the wellbeing, health and safety of staff in line with the Health & Safety Policies and practices.
- To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.
- To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.

**Resource
management:**

- Supporting the Assistant Director Housing and Finance Director for Community Development to develop and deliver the housing Investment programme meeting budget and quality targets.
- Be responsible as the budget holder for resources in respect of allocated budgets within the council's scheme of delegation of financial responsibility.
- To be responsible for income maximisation including the effective recovery of rents.
- This will include the effective spending and monitoring of a significant capital programme to maintain the council stock.
- To ensure the effective use of resources through identifying, assessing and evaluating different approaches, including utilising value for money criteria to demonstrate cost effectiveness.
- To take a proactive approach to maximising external funding opportunities, including various funding streams to support the council's housing ambitions.
- Account to the Assistant Director Housing and Corporate Director for financial performance of the service, ensuring that effective monitoring systems are in place and that a balanced budget and efficiency targets are achieved.
- Take overall control and stewardship of assets and resources used in the provision of services, ensuring compliance with all governance, legal and regulatory requirements.
- To lead and manage staff ensuring they are consulted, supported, motivated, appraised and developed to enable them to fulfil their roles effectively and to the highest standards possible to meet current and future service needs.
- Ensure the health and safety of all persons and premises under your control are in accordance with the provisions of Health and Safety.

Partnerships:

- Establish and maintain effective working relationships with internal and external partners, including other directorates; statutory bodies; community groups; Government bodies and registered providers.
- Lead on the CBL Partnership, ensuring that on-going relationships with RPs are maintained.
- Promote close working relationships with senior colleagues working on wider corporate priorities and projects to ensure effective cross service working and proactive delivery of housing.
- Deputise for the Assistant Director Housing as required and represent the directorate at policy, organisational, co-ordination and consultation forums with external agencies as well as other council directorates within the service area or wider directorate.
- Identify and work effectively with all relevant stakeholders to support service development and transformation.
- To work collaboratively with other local authority staff and partner agencies to influence an integrated and co-ordinated approach to achieving key targets and required outcomes.
- Work with communities and service users to ensure they can influence service development

**Strategic
management:**

- To support the Assistant Director Housing on the development and implementation of the councils housing strategy. Setting challenging goals that focus on step change improvements that ensure the councils ambitions regarding its council housing stock and growth are met.
- Leading on the development and implementation of the council's tenant involvement strategy
- Leading on the development and implementation of the council's plans and strategy to expand its community alarm service.
- Providing professional/strategic advice and recommendations to the Assistant Director Housing and leadership team of the council. Support the council to shape and deliver its housing strategy by developing and implement strategies and plans and projects that meet and exceed the council's aims.

	<ul style="list-style-type: none"> • Supporting the Assistant Director Housing at a management level and be an active member of the management team. Collective responsibility for the delivery of the wider housing strategy and service plans as well as establishing a culture which promotes the values and behaviours of the council. • To ensure on-going continuous improvement within teams and drive transformational change within the service to ensure cost effective, high quality services to residents. • To work unsupervised and take responsibility for own workload, dealing with complex issues and delegating work, as appropriate. • Take direction from the Assistant Director Housing in relation to exceptionally complex or highly politically sensitive issues. • Establish and maintain effective working relationships with strategic partners and to lead on the development of consistent and effective services at a locality level • Develop policies, guidance and procedures to ensure consistent working practices across locality teams. • Ensure the required budget savings are delivered in line with objectives and ensure all procurement and commissioning activity related to the service area provides value for money.
<p>Communications:</p>	<ul style="list-style-type: none"> • Encourage good communication and effective working relationships across services/directorates. • Communicate and engage with staff and tenants a clear and consistent vision of the service's targets and activities. Identify and incorporate best practice. • Represent, through provision of specialist advice, the preparation of reports and information, the work of the service to members and senior officers of the council so that they can perform their executive, scrutiny and representational responsibilities. Ensure decisions are appropriately informed and services delivered according to council priorities. • Oversee the production of written information which is clear and concise, including articles for the website, tenant newsletters, processes for staff, procedures and guidance documents, etc. • Lead on tenant engagement and consultation processes to help shape services, improve performance and support the delivery of the council's wider housing strategy. • Negotiate and influence others whilst taking forward change and transformation projects. • Represent the directorate at appropriate meetings. Promoting, liaising, consulting and engaging with managers, staff and people who use our services. • Respond to media enquiries as requested by the Assistant Director Housing and the Corporate Director Community Development and appraise them of any matters arising which are particularly sensitive or controversial in nature
<p>Systems and information:</p>	<ul style="list-style-type: none"> • Using IT systems to maximise performance • Provide information and statistical reports to illustrate transformational plans and progress. • Analyse data and information to inform transformational decision making. • Use the current business processes in relation to record keeping, financial monitoring and ICT. • Support the Assistant Director Housing and wider corporate leads on the development of technology, other communication and data management processes to ensure the service remains effective, efficient and modern. • Ensure all service systems are operated in accordance with policy and procedure.
<p>Safeguarding:</p>	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, ensuring concerns are actioned as appropriate.

Person specification:

Essential

Desirable

Knowledge

- Comprehensive knowledge and understanding of the council housing landlord function and the different branches of local government.
- Significant technical knowledge of housing landlord/ tenant issues including the requirements of the housing act regarding tenancy management.
- Significant knowledge of regulatory requirements regarding compliance and tenant safety.
- Significant knowledge of tenant involvement issues and the social housing tenant's charter.
- Strong knowledge of community alarms services and assistive technology.
- A strong knowledge of, safeguarding, equality and anti-discrimination. Maintaining a safe working environment, GDPR and confidentiality rules.
- Knowledge of project management including business planning.
- An excellent understanding of policy formulation and implementation.
- Proven track record of effective financial and workforce management.
- Knowledge/experience of current best practice standards both at local and national level.
- Knowledge and understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role.
- Experience of commissioning services and developing strategies at a senior level.

Occupational Skills

- Ability to set and meet objectives and targets to deliver continuous improvement.
- Staff management skills including recruitment and selection, performance management & development.
- Ability to programme and monitor workloads and delegate tasks effectively.
- Project management and implementation skills.
- Experience of liaising and negotiating with external and internal partners.
- Communication and presentation skills (written & oral).
- Budget management skills including effective use of resources.
- IT skills.
- Time management skills.
- Experience of dealing sensitively with members of the public and with complex/difficult situations.
- Experience of strategic planning and policy formulation and implementation.

Behaviours

- [link](#)
- Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends.
- Committed to the council's corporate vision and objectives.
- Highly motivated and not easily discouraged.
- Personal and professional demeanour and credibility which commands the confidence of members, senior managers, staff, external partners and other stakeholders.
- A high degree of probity and integrity.
- A commitment to learning and achievement.
- Able to travel for business purposes

Professional Qualifications

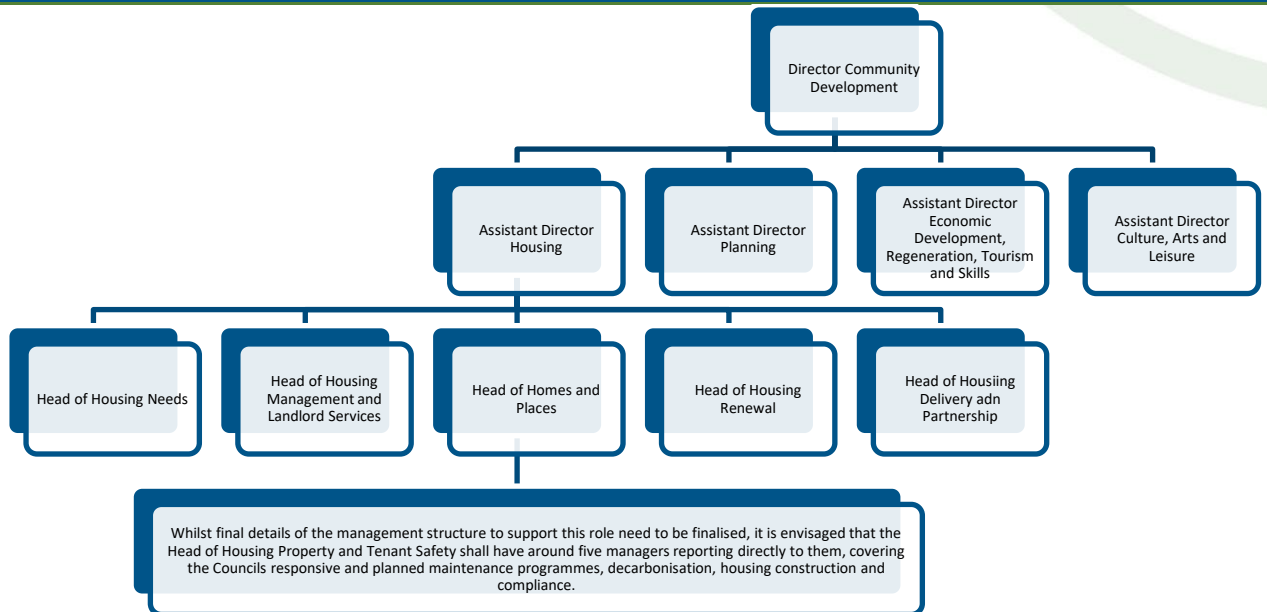
- Professional qualification in housing (CIH Level 5 Diploma in Housing)
- NB. The Government are currently consulting on proposed legislation to make it mandatory for various housing management and property roles to have CIH Level 4 or 5 Diplomas.
- This role falls within this criteria. If the proposals are enacted it shall become an essential and contractual requirement that this post holder has a Level 5 Diploma.
- In the case of existing employees this would mean being sponsored by the Council to work towards this qualification within an agreed timescale.
- Membership of relevant professional body

Other Requirements

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Sport and Active Well-being (development)
Grade:	SM2
Responsible to:	Assistant Director – Culture, Arts and Leisure
Staff managed:	Manages a team of staff across different locations
Directorate:	Community Development
Service:	Culture, Leisure, Archives and Libraries
Job family:	SM - Senior Management
Date of issue:	July 2023

Job context

- As Head of Service, you will be responsible for leading the strategic direction and development of the sport, leisure and active wellbeing service. You will be expected to work effectively and positively with the Head of Sport and Active Well Being (operations) to deliver an integrated, inclusive customer focused sport, leisure, and wellbeing service across North Yorkshire.
- You will be responsible for leading the transition and integration of leisure services across North Yorkshire. Specifically, to drive the repositioning of the service with an increased focus on health and wellbeing - increasing inclusion, community focus and participation and contributing to wider social, environmental and economic outcomes.
- You will be responsible for integrating teams from across all eight former councils and leading them through the transformation phase to develop inclusive, integrated, community focused and high-quality services.
- You will lead on the development of policy and strategy, ensuring comprehensive and up to date playing pitch strategies across North Yorkshire, the development of specific single sports strategies, community sport & development and driving policy and strategy development that that promotes physical activity, active lives, inclusion and improved health and wellbeing.
- You will work collaboratively and build strong and positive relationships with external partners including national strategic development organisations such as Sport England, National Governing Bodies (NGBs) and community sports organisations. You will work with a wide range of public sector, business, and community partners - and services across the Council, with a particular focus on building strong and effective partnerships with health and social care partners. Through collaboration, you will develop an environment for the development of policies, to access resources (including external funding) and achieve improved outcomes for the County and its residents.
- You will build positive connections with communities, driving community focused, local services with a focus on inclusion, equality, and participation for all.
- You will be responsible for the effective contract management of the leisure operating contracts across North Yorkshire, including the effective management, monitoring and review of contracts and service level agreements relating to the service. This includes outsourced leisure providers, leisure trusts and a Teckal. As contract management arrangements change you will be responsible for leading the effective transition to the new model to ensure an integrated service across North Yorkshire.
- You will support the delivery of the Council's corporate plan and enhance the contribution of sport, leisure, physical activity in generating strong communities and wellbeing and contributing to wider economic, social and environmental outcomes.
- You will support the Area Constituency Committees in their understanding of the role of sport, physical activity and well-being and support the development of sport and wellbeing priorities within localities. You will ensure that strong and effective relationships are built and maintained within localities to ensure that policies can be developed and implemented at an appropriate scale to reflect local needs.

- You will be responsible for managing the service budget effectively and for identifying efficiencies, opportunities for income generation and areas where greater value for money could be achieved. You will be responsible for identifying opportunities and leading the submission of bids for external funding to develop facilities and services and for ensuring compliance with the terms of any funding.
- The location of the base for this post is negotiable (hybrid working available) and requires travel across North Yorkshire and occasionally beyond.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose

The core focus of this job is to lead the strategic direction and development of the sport, leisure and wellbeing service for North Yorkshire. To drive forward an increased focus on health, wellbeing, inclusion and the contribution to wider social, environmental and economic outcomes. To lead the development of policy and strategy. Effective management of the leisure operating contracts. To identify opportunities and lead on the submission of bids for external funding. To work collaboratively and build strong relationships with external partners, stakeholders and communities.

Operational Management:

- To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.
- To advise the wider service on relevant changing legislation, professional standards and their implementation.
- Maximise commercialisation of services provided.
- To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs.
- To lead specific programmes as part of the Council's change and transformation programme.

Resource management:

- Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation.
- Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service.
- To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal.
- To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness.
- Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues.
- Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.

<p>Partnerships:</p>	<ul style="list-style-type: none"> • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
<p>Strategic management</p>	<ul style="list-style-type: none"> • Lead the service in devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders • Personally, and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy. • Lead in the development of new ways of working that maximise efficiency and effectiveness.
<p>Communications:</p>	<ul style="list-style-type: none"> • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
<p>Systems and information:</p>	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Safeguarding:

- To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person Specification:

Essential

Desirable

Knowledge and Experience

- Significant knowledge of the national policy context, regulatory environment, current good practice standards and key issues both at local and national level in relation to sport, leisure, physical activity and wellbeing services.
- Knowledge of statutory requirements, including equality standards
- Knowledge of effective management of staff, budgets and resources
- Strong track record of strategic planning, policy development and implementation, and performance management within the areas of sport, leisure, physical activity and health and well-being.
- Experience of developing and implementing organisational culture change within a large diverse organisation
- Successful management of budgets and staff
- Experience of successful contract management
- Extensive experience of working collaboratively and building positive partnerships to deliver improved services and outcomes
- Experience of writing successful large scale external funding bids
- Extensive experience of managing the delivery of large, complex and successful capital and revenue projects.

- Experience of responding to media enquiries.

Occupational Skills

- Effective leadership skills and the ability to promote organisational policy and objectives
- Management of diverse operational functions to deliver strategic objectives
- Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit.
- Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change.
- Ability to develop and maintain effective partnerships both within and outside the Directorate, including public sector, business and community partners.
- Ability to negotiate and influence at a senior level with council chief officers and senior politicians.

Behaviours

[link](#)

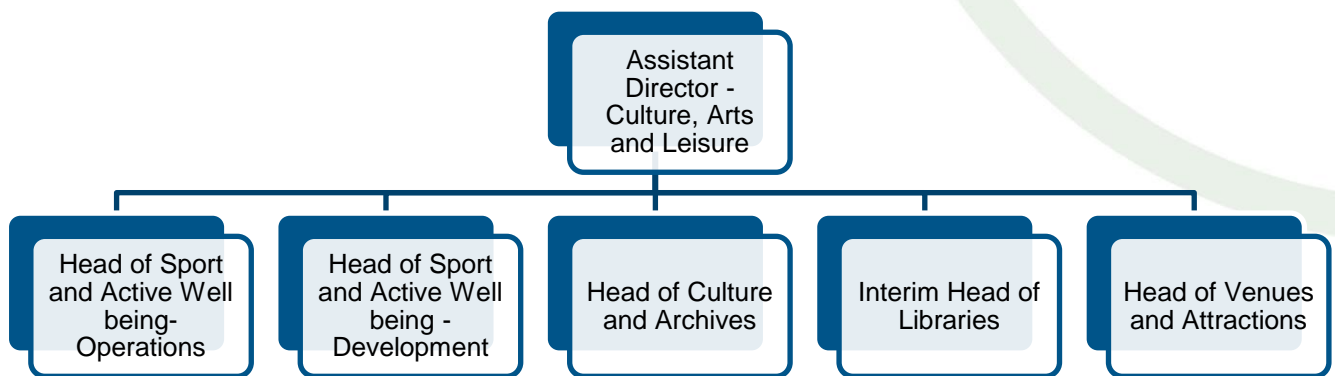
Other Requirements

- Ability to travel across the County
- Ability to attend meetings outside of normal business hours
- Evidence of professional updating and development

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Building Control
Grade:	SM2
Responsible to:	Assistant Director
Staff managed:	Manages a group of managers
Directorate:	Community Development
Service:	Planning
Job family:	SM - Senior Management
Date of issue:	April 2023

Job context

- The council's Planning and Building Control function plays a fundamental role in managing the natural and built environment ensuring that any future development needs of North Yorkshire can be accommodated to make it a better place in which to live and work.
- The Head of Building Control will lead a highly performing and commercially competitive building control function for North Yorkshire in line with statutory requirements.
- The Head of Building Control will have a lead development and coordination role for the wider Planning and Building Control service in respect of business continuity and emergency planning.
- In undertaking the afore-mentioned duties, the post-holder has extensive and regular contact with Senior Officers across the Council, including the Assistant Director for Planning, Director of Community Development and the Chief Executive. As well as developing close working relationships with colleagues within other Directorates.
- The post-holder also has direct regular contact with elected Members of the Council, Government Departments and Statutory agencies. In addition, the post-holder also deals with MPs on matters as and when they arise.
- The post holder will contribute to the corporate leadership, vision and strategic direction of the building control service through collaborative working with colleagues internal and external to the Partnership.
- To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.
- *This job is a politically restricted post as defined by the Local Government and Housing Act 1989.*

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose:

- To lead on and deliver a high quality building control service, ensuring legal compliance at all times with all associated regulations and legislation.
- To ensure that all levels of service provision are efficient, effective, and fit for purpose at all times.
- To undertake business development through actively promoting the service with the aim of identifying and securing new sources of income generation.
- To support the Building Control Service in the corporate and strategic management of the service provision.
- Working closely and flexibly across other planning workstreams and all other relevant council functions to support priority projects.

- Contribute to the overall operational efficiency of the wider planning service, particularly in relation to business continuity and emergency planning
- Play a strategic role on the Planning leadership team acting as a proactive leader for change & continuous improvement in line with a shared 'one team' vision

Strategic management:

- To lead the efficient and effective delivery and discharge of all regulatory responsibilities relating to building control.
- Oversee a countywide service with a local focus
- Growing income and commercialisation will be an important aspect of the council's operating model and Building Control can play an important role, striving to increase market share and seeking commercial opportunities within or beyond North Yorkshire.
- To be instrumental in shaping the customer focused service for the future.
- Ensure the progressive integration of the building control function and management within the wider planning service for the benefit of the delivery of strategic sites and development to contribute to enhancing place shaping and appropriate economic growth and inward investment.
- Work closely and flexibly with the wider service leadership team taking a lead and coordinating role for business continuity and emergency planning on behalf of the Planning and Building Control Function.
- Lead on and contribute to the development of existing and new policies, strategies and plans which enable the Building Control Service to effectively fulfil its priorities and to translate these into a deliverable Business Plan that improves service performance and delivery.
- Oversee the development and implementation of innovative and creative solutions to meet the Building Control Service aims and objectives which support change and continuous improvement contributing to efficiency and cost saving targets.
- To be responsible for and work in partnership with colleagues to deliver high quality, cost effective and joined up services tailored to meet the diverse range of customer and stakeholder needs.
- To be responsible for all staffing issues including recruitment and selection, redundancy/termination, disciplinary, training etc.
- To be responsible for the Marketing of the Building Control service including tendering for external contracts.
- To deliver the service as necessary through the management of projects and any associated project teams.

Operational management:

- Be responsible for the successful delivery of all day to day services in accordance with legislation, corporate objectives, service plans, performance management systems and approved budgets.
- Work closely with the rest of the Planning and Building Control Function to maintain a strong focus on gathering intelligence, performance monitoring and monitoring of planning policies to ensure an efficiently run service and effective policies to deliver the place-shaping ambitions of the council.
- Work with the Planning Information, Plans Processing & Improvement workstream to continually review and identify improvements that can be made to the planning function to achieve a first class planning service.
- Work closely and flexibly across other planning workstreams and all other relevant council functions to support plan making, development management, delivery and priority projects. Ensure that customer, partner and stakeholder feedback is collected regularly and used to inform and shape future service improvement and delivery. Determine any consultation and engagement needs and ensure that this is undertaken as required.
- To be responsible for all aspects of performance management ensuring the successful delivery of all relevant targets.

- To be available and act as out of hours lead contact officer when required by Emergency Planning
- To provide and support on any service level/legal agreement as may be required for the efficiency of the Building Control service.
- To champion the highest standards of professionalism and behaviour through nationally recognised business excellence models
- To ensure personal targets are agreed for all staff and that they are appraised in accordance with agreed processes, addressing concerns and training needs in an appropriate and timely manner.
- To lead the implementation and review of the Building Control Service business plan.
- To contribute to the development and implementation of appropriate community engagement.
- To prepare the Building Control service case for appeals, injunctions and court hearings and to appear on behalf of the Partnership as an expert witness.
- To oversee the investigation of complaints made in relation to the Building Control service ensuring such complaints are appropriately responded to in a timely manner.
- The post holder will be expected to undertake other duties commensurate with the responsibility level of this post, as directed by the Assistant Director.
- Undertake any other duties commensurate with the post/grade as directed by Assistant Director

Resource management:

- To establish an annual budget and have specific responsibility for all financial controls, financial regulations and standing orders, governance of the Building Control service.
- To develop and implement procedures to provide cost effective services which deliver agreed objectives, priorities and improvements in the context of the council's aims and objectives.
- To establish and effectively monitor the budget for the Building Control service.
- To establish and monitor the effectiveness of financial controls liaising with Internal and External Audit.
- To manage overall expenditure achieving efficiency savings and delivering a balanced budget.
- To secure the best use of the Building Control services resources in fulfilling its objectives through rigorous procurement and contractual arrangements.
- To promote a positive organisational culture of empowerment, creativity and innovation, which challenges existing ways of working, promotes change and recognises and rewards success.
- To promote the Building Control service's commitment to valuing diversity and ensuring the development and implementation of effective equalities and diversity policies which is representative of such values.
- To comply with relevant health and safety, equalities and diversity, emergency planning, risk management and business continuity requirements for the Partnership

Partnerships:

- To foster positive relationships with all local agencies and partners relevant to the Partnership.
- To build positive collaborative relationships across all relevant council workstreams and partners dealing with a range of complex matters within the context of the council's priorities.
- When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required
- Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.

Communications:

- To effectively communicate the Council's and Building Control service's vision, values and priorities both internally and externally and maintain positive public and media relations.
- To ensure appropriate advice and guidance is given to the Elected Members, Management Board, employees and any other relevant party as requested
- Raising the Building Control services profile, improving the public's perception of the Partnership and ensuring strategic communication and media policy is adhered to in normal day to day activities and out of hours emergencies.
- To consult, communicate and encourage regular feedback from customers and stakeholders to ensuring a high level of satisfaction and a strong customer focused ethos.
- Lead liaison/communication with relevant Executive Members and Division Members, to ensure proactive and effective communication and decision-making.
- Work together to ensure excellent cross-service communication, shared understanding and alignment of strategic priorities and allocation of capacity and resources.
- Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively
- Promote the Council's priorities, policies and Council Plan and positively promote the service with local and national media.
- Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance.
- Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and other stakeholders in challenging situations
- Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature.
- Deliver presentations in order to develop effective service delivery and good stakeholder relationships.
- Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
- Ensure that proactive two-way communication is at the heart of everything we do.
- Promote key messages, milestones and progress, good news stories, case studies and relevant updates in a positive and proactive way to staff, colleagues, members, stakeholders and customers

Systems and information:

- Ensure that systems and processes to support the service are consistent with the Council standards and procedures.
- Produce written reports as required including evaluation and impact statements for distribution service wide and to partners.
- Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current.
- Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Safeguarding:

- There is a legal obligation in relation to safeguarding children, young people and vulnerable adults. Legislation such as the Children's Act 2004, Education Act 2002 and Guidance (2004) and the Safeguarding Vulnerable Groups Act 2006 which places a duty on all employees to safeguard ourselves, those we work with and the client group we serve. The post holder will be aware of and implement their Safeguarding responsibilities as an employee and where appropriate any additional specialist or managerial safeguarding responsibilities as defined by the adopted host authorities Safeguarding Policy and Procedure

Person Specification:

Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Up-to-date knowledge and understanding of legislative developments and regulation and trends, relevant to the strategic management of the Building Control service. • To have a working knowledge of Health and Safety legislation • Evidence of working effectively at a senior level in a multi - disciplinary environment and managing changing priorities and pressures. • Proven financial management experience regarding management and monitoring of budgets. • Understanding of Diversity and Equality issues. • To have a proven track record in management within a partnership and/or local authority or in a comparable complex organisation. • Experience of project management and have the necessary project management skills. • To have a detailed understanding of the complexities of working within a political environment and the requisite negotiating skills to manage challenging and conflicting needs. • Experience of people management to ensure standards of performance and levels of competencies are upheld to optimum requirements at all times. • To have a proven record of managing, empowering and motivating high performing teams and monitoring progress towards achieving and exceeding goals and objectives through performance management. • To encourage ideas and be innovative in particular working across teams and with other partnerships to promoting effective service delivery. • To show evidence encouraging development and the realisation of potential through coaching and guidance. 	<ul style="list-style-type: none"> • To have knowledge of public sector financial frameworks and understanding of resource maximisation • • Understanding and experience of working in partnership inside and outside the organisation to achieve specific objectives • • To provide evidence of the delivery of a measurable quality service and the need for a corporate approach in service delivery
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Computer literate and excellent analytical skills • To show political sensitivity and demonstrate evidence of using different influencing styles in effectively working with Board Members and Elected Members • Ability to deliver change and challenge the status quo at both service and corporate level. • Ability to contribute to corporate objectives/targets as part of the services Senior Management Team • Ability to visualise, formulate and ensure full contribution and support to the Building Control service's business planning process. • Good oral and written communicator • To have the ability to listen to others • To be motivated and determination to deliver complex projects and to remain resilient under pressure delegate confidently and competently • Promotes an environment receptive to changes, championing the Partnership's long term strategies and change programmes • Ability to prioritise, organise and delegate 	
<p>Behaviours</p> <ul style="list-style-type: none"> • To be open, approachable, flexible and sensitive with a commitment to continuous professional development. • To show a demonstrable commitment to equality and diversity. 	

- To lead by example, demonstrating high ethical and professional standards to the management of the Partnership and the ability to offer appropriate challenge
- [link](#)

Professional Qualifications

- Degree and/or Post-graduate Diploma in a relevant subject recognised by the following professional bodies.
- Full membership of RICS (Royal Institution of Chartered Surveyors), CABE (Chartered Association of Building Engineers) or CIOB (Chartered Institute of Building).

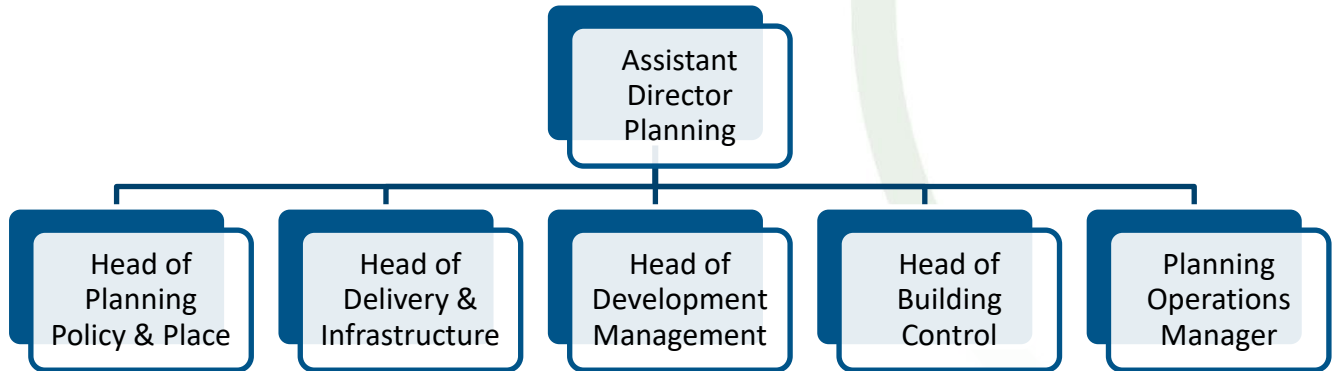
Other Requirements

- Flexibility that meets the needs of a senior leadership role as the post will involve out of hours working (evening and weekends) to meet community and operational targets and objectives.
- Ability to travel across the county
- To deputise in the absence of the Assistant Director and to undertake any other roles as directed by them.
- Access to own transport

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Homes and Places
Grade:	SM2
Responsible to:	Assistant Director Housing
Staff managed:	Manages a group of managers
Directorate:	Community Development
Service:	Housing
Job family:	SM - Senior Management
Date of issue:	March 2023

Job context

As a Head of Service, you will have a key role to play in working with the Assistant Director Housing and colleagues to ensure the success of the new council following local government reorganisation. This newly created role requires strategic leadership to help steer the council through a significant transformation programme and the integration of teams across all eight councils and leading them through an exciting period of transformation.

This role is responsible for:

- Leading on the delivery of the planned maintenance and improvement programmes across 8400 council homes countywide.
- Delivering an effective and efficient responsive repairs and maintenance service to those homes.
- Leading on the council's plans to improve energy efficiency and the 'decarbonisation' of council housing
- Providing leadership and line management to a number of managers and specialist roles within the council's housing property service
- Working closely with the Head of Housing Development to deliver the council's ambitious housebuilding programme, overseeing the building of new homes for rent and sale. This includes leading on the construction of new build homes by the council's own workforce and external contractors. Including design, leading on planning matters and oversight of all elements of the construction process.
- Leading on the development and implementation of an effective strategic council housing asset plan and ensuring the council has an accurate understanding of stock condition, including through the innovative use of new technology and an on-going programme of condition surveys.
- Supporting the Assistant Director Housing and Finance Director for Community Development to develop and deliver the housing investment programme, meeting budget and quality targets.
- Acting as the council's lead officer on all matters regarding tenant safety and compliance with regulatory health and safety requirements. Including the collation of quality and accurate data to monitor safety and compliance across the stock.
- Leading and developing the council's strategies, projects and programmes of work to meet the council's objectives.
- Leading on the procurement of a variety of contractors as required.
- Leading on the delivery of an effective adaptations service for council tenants, ensuring that the needs of disabled and vulnerable tenants are met.

- Providing professional/strategic advice and recommendations to the Assistant Director Housing and leadership team of the council. Support the council to shape and deliver its housing strategy by developing and implementing strategies, plans and projects that meet and exceed the council's aims.
- The effective management of significant service budgets and maintaining high standards of procurement and financial management, so that business performance can be effectively monitored and the service is run as cost-effectively as possible within the approved budgets.
- Responsible for the wellbeing, health & safety of staff in line with the Health & Safety Policies and practices. This includes the health and safety of the council's own workforce and the implementation of construction design and management regulations.

In this role you shall be required to deputise for the Assistant Director Housing as necessary and to represent the council on a range of regional and national networks.

As a senior manager within the housing service this role is required to proactively contribute to the wider management team. Including through support to the development and delivery of the wider housing strategy and the provision of direct support where needed to other Heads of Service.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job purpose

Responsible for the effective responsive and planned maintenance programme for the council's housing stock. Including the delivery of the council's ambitions around social housing decarbonisation. This role is also responsible for the health and safety of tenants and to ensure compliance against regulatory requirements. In addition, the role is also responsible for leading on the construction of new council homes to support the council's strategic objectives.

Operational Management:

- To lead the on the operational delivery of the council's housing property service, ensuring that a quality responsive and planned maintenance service is provided.
- To manage a group of managers and specialists within the service providing a variety of roles to maintain the housing stock and construct new council homes.
- Use innovative, creative thinking to build relationships and influence and negotiate complex contentious issues. Develop, support and promote a strong results driven and customer focussed performance culture, ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
- Ensure that complaints, claims and statutory appeals are dealt with efficiently and positively.
- Advise the Assistant Director Housing and wider management team in relation to legislation and relevant service issues. Identify, develop and cascade relevant information and legal and policy updates relating affordable housing development activity to relevant staff and managers.
- To lead specific programmes as part of the council's change and transformation programmes including the development and delivery of business cases for countywide improvements.
- Promote diversity and inclusion throughout the service and through partnership and relationships with other stakeholders.
- Responsible for the wellbeing, health and safety of staff in line with the Health & Safety Policies and practices.
- To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

	<ul style="list-style-type: none"> • Represent the Assistant Director Housing in their absence, where necessary. • To ensure good relationship management is in place with other organisations. • To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.
<p>Resource management:</p>	<ul style="list-style-type: none"> • Supporting the Assistant Director Housing and Finance Director for Community Development to develop and deliver the housing investment programme, meeting budget and quality targets. • Be responsible as the budget holder for resources in respect of allocated budgets within the council's scheme of delegation of financial responsibility. This shall include the effective spending and monitoring of a significant capital programme to maintain the council stock. • Procurement of contractors and external, specialist advice and capacity where necessary. • To ensure the effective use of resources through identifying, assessing and evaluating different approaches, including utilising value for money criteria to demonstrate cost effectiveness. • To take a proactive approach to maximising external funding opportunities, including various funding streams to support the council's housing ambitions. • Account to the Assistant Director Housing and Corporate Director for financial performance of the service, ensuring that effective monitoring systems are in place and a balanced budget and efficiency targets are achieved. • Take overall control and stewardship of assets and resources used in the provision of services ensuring compliance with all governance, legal and regulatory requirements. • To lead and manage staff ensuring that they are consulted, supported, motivated, appraised and developed to enable them to fulfil their roles effectively, to the highest standards possible and meet current and future service needs. • Ensure the health and safety of all persons and premises under your control are in accordance with the provisions of Health and Safety.
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Establish and maintain effective working relationships with internal and external partners, including other directorates, statutory bodies, community groups, government bodies and registered providers. • Promote close working relationships with senior colleagues working on property, planning policy and other corporate priorities and projects to ensure effective cross service working and proactive delivery of housing. • Deputise for the Assistant Director Housing as required and represent the directorate at policy, organisational, co-ordination and consultation forums with external agencies, other council directorates within the service area or wider directorate • Identify and work effectively with all relevant stakeholders to support service development and transformation. • To work collaboratively with other local authority staff and partner agencies to influence an integrated and co-ordinated approach to achieving key targets and required outcomes. • To work collaboratively across the Housing service, the Community Development Directorate and wider directorates to provide specialist input to inform strategic planning; decision making; policy development; and service planning and redesign. • Work with communities and service users to ensure they can influence service development
<p>Strategic management:</p>	<ul style="list-style-type: none"> • To support the Assistant Director Housing on the development and implementation of the councils housing strategy. Setting challenging goals that focus on step change improvements to ensure the councils ambitions regarding its council housing stock and growth are met.

- Leading on the development and implementation of the council's plans for the de-carbonisation of its housing stock
- Leading on the development and implementation an effective Strategic Council Housing Asset Plan and ensuring the council has an accurate understanding of stock condition, including through the innovative use of new technology and an on-going programme of condition surveys.
- Providing professional/strategic advice and recommendations to the Assistant Director Housing and leadership team of the council. Supporting the council to shape and deliver its housing strategy by developing and implement strategies, plans and projects that meet and exceed the council's aims.
- Supporting the Assistant Director Housing at a management level and be an active member of the management team with collective responsibility for the delivery of the wider housing strategy and service plans as well as establishing a culture which promotes the values and behaviours of the council.
- To ensure on-going continuous improvement within teams and to drive transformational change within the service to ensure cost effective, high quality services to residents.
- To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate.
- Take direction from the Assistant Director Housing in relation to exceptionally complex or highly politically sensitive issues.
- Establish and maintain effective working relationships with strategic partners and lead on the development of consistent and effective services at a locality level.
- Develop policies, guidance and procedures to ensure consistent working practices across locality teams.
- Ensure the required budget savings are delivered in line with objectives and ensure all procurement and commissioning activity related to the service area provides value for money.
- To secure investment from external bodies, including Homes England and government to support the councils priorities around social housing decarbonisation

Communications:

- Encourage good communication and effective working relationships across services/directorates.
- Communicate and engage with staff a clear and consistent vision of the service's targets and activities. Identify and incorporate best practice.
- Represent, through provision of specialist advice, the preparation of reports and information, the work of the service to members and senior officers of the council, so they can perform their executive, scrutiny and representational responsibilities. Ensure that decisions are appropriately informed and services delivered according to council priorities.
- Oversee the production of written information which is clear and concise, including articles for the website, processes for staff, procedures and guidance documents, etc.
- Lead engagement and consultation processes where needed to support the delivery of the council's housing strategy and wider initiatives aimed at delivering affordable homes.
- Communicate effectively with staff and senior management in respect of all activity and development.
- Negotiate and influence others whilst taking forward change and transformation projects.
- Represent the directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff and people who use our services.

	<ul style="list-style-type: none"> Respond to media enquiries as requested by the Assistant Director Housing and the Corporate Director Community Development and appraise them of any matters arising which are particularly sensitive or controversial in nature
Systems and information:	<ul style="list-style-type: none"> Provide information and statistical reports to illustrate transformational plans and progress. Analyse data and information to inform transformational decision making. Use the current business processes in relation to record keeping, financial monitoring and ICT. Support the Assistant Director Housing and wider corporate leads on the development of technology, other communication and data management processes to ensure the service remains effective, efficient and modern. Ensure all service systems are operated in accordance with policy and procedure
Safeguarding:	<ul style="list-style-type: none"> To be committed to safeguarding and promote the welfare of children, young people and adults, ensuring concerns are actioned as appropriate

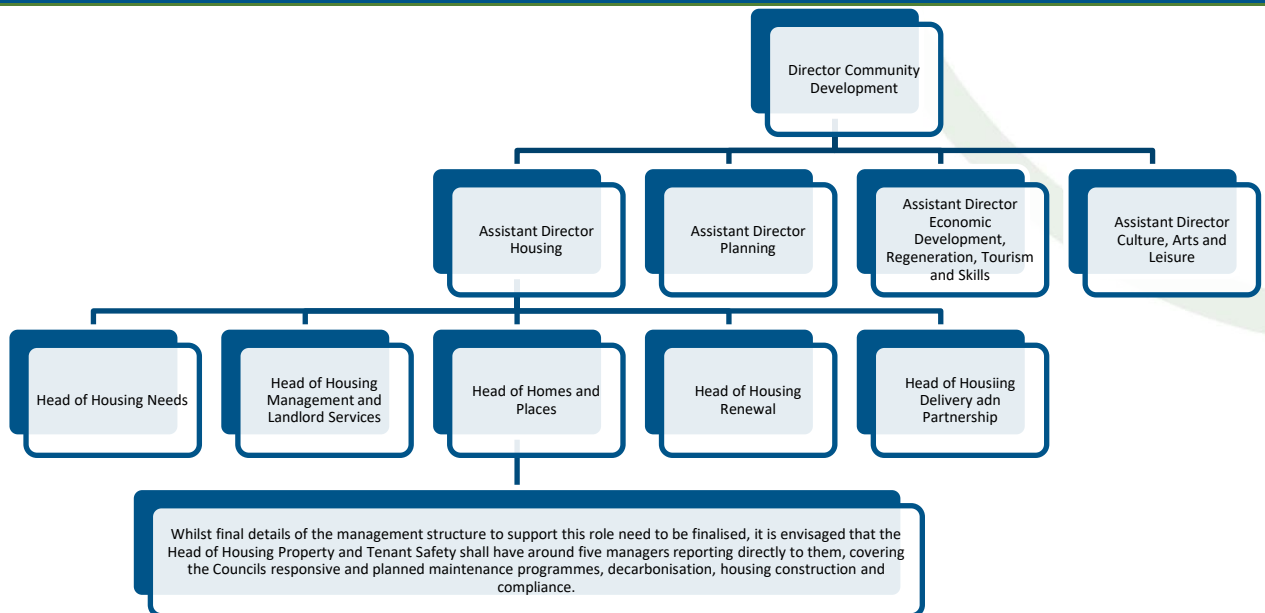
Person specification:	
Essential	Desirable
<p>Knowledge</p> <ul style="list-style-type: none"> Comprehensive knowledge and understanding of the housing repairs, maintenance, construction environment and the different branches of local government. Significant technical knowledge of housing maintenance issues and requirements. Significant technical knowledge housing construction. Significant knowledge of regulatory requirements regarding tenant safety. Significant knowledge of asset management and strategic planning. Detailed specialist knowledge of the housing development process, including land identification; acquisition; planning and procurement. A strong knowledge of safeguarding, equality and anti-discrimination. Maintaining a safe working environment, GDPR and confidentiality rules. Knowledge of project management including business planning. An excellent understanding of policy formulation and implementation. Proven track record of effective financial and workforce management Knowledge/experience of current best practice standards both at local and national level. Knowledge and understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role. Experience of commissioning services and developing strategies at a senior level. 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> Ability to set and meet objectives and targets to deliver continuous improvement. Staff management skills including recruitment and selection, performance management and development. Ability to programme and monitor workloads and delegate tasks effectively. Project management and implementation skills. Experience of liaising and negotiating with external and internal partners. Communication and presentation skills (written & oral). Budget management skills including effective use of resources. IT skills. 	

<ul style="list-style-type: none"> • Time management skills 	
<p>Behaviours</p> <ul style="list-style-type: none"> • Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends. • Committed to the council's corporate vision and objectives. • Highly motivated and not easily discouraged. • Personal and professional demeanour and credibility which commands the confidence of members, senior managers, staff, external partners and other stakeholders. • A high degree of probity and integrity. • A commitment to learning and achievement. • Able to travel for business purposes. 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Graduate level Qualification in Building/Property related discipline 	<ul style="list-style-type: none"> • Professional qualification in housing (CIH Level 5 Diploma in Housing) • NB. The Government are currently consulting on proposed legislation to make it mandatory for various housing management and property roles to have CIH Level 4 or 5 Diplomas. • This role falls within this criteria. If the proposals are enacted it shall become an essential and contractual requirement that this post holder has a Level 5 Diploma. • In the case of existing employees this would mean being sponsored by the Council to work towards this qualification within an agreed timescale. • Membership of relevant professional body

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Regeneration – Area 1 and Area 2
Grade:	SM2
Responsible to:	Assistant Director – Economic Development, Regeneration, Tourism & Skills
Staff managed:	Manages a group of managers
Directorate:	Community Development
Service:	Economic Development, Regeneration, Tourism and Skills
Job family:	SM - Senior Management
Date of issue:	September 2023

Job context

As a Head of Service you will have a key role to play in working with the Assistant Director Economic Development, Regeneration, Tourism & Skills and colleagues to ensure the success of the new council following local government reorganisation. This newly created role requires strategic leadership to help steer the council through a significant transformation programme and the integration of teams across all eight councils and leading them through an exciting period of transformation.

The Regeneration Service will play a fundamental role in delivering the Council Plans ambitions on Place & Environment, Economy, Health & Wellbeing and People including economically sustainable growth, well-connected and planned places that are attractive to live, work and visit, that health inequalities are addressed and that North Yorkshire receives its fair share of resources to deliver these ambitions, so that people and communities can achieve their full potential.

As the Head of Regeneration you will act as the Council's lead officer to develop an excellent new Regeneration Service that is efficient, effective and customer focussed in delivering the following key functions: Regeneration Strategies & Plans; Town Centre Strategies & Action Plans; Masterplans for strategic sites; Development and delivery of key regeneration programmes and projects e.g, Towns Fund programmes; TCF projects; Future High Street Fund; developing a future pipeline of regeneration projects including feasibility studies, business case development & funding bids; project & programme management/monitoring and reporting; representation on BIDs

The post holder will ensure that any statutory requirements are met and take a lead role in enabling the delivery of regeneration projects, attracting new investment into North Yorkshire, and ensuring these also unlock high quality training, development and job opportunities for our people and communities.

From time to time and at the request of the Assistant Director and or the Director of Community Development, the Head of Service for Regeneration will play a strategic role on the wider EDRTS leadership team acting as a proactive leader for change & continuous improvement in line with a shared 'one team' vision.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area/function and appropriate officers are able to respond both in and out of hours as required, if required

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose:

The Head of Service for Regeneration will be the lead role responsible for a variety of functions within the EDRTS service of the Community Development Directorate.

They will take the lead in delivering NYC services to a range of internal and external stakeholders, achieving desired outcomes as set by the Assistant Director and the Director, making sure that North Yorkshire has a high profile and receives its fair share of resources from government and the Devolution Deal.

They will take the lead in liaising and working with partners in local government and other bodies regionally and nationally, including Area Committees, Council Members and MPs. They will take the lead in liaising and working internally with partners and colleagues within NYC Directorates and Services.

The Head of Service for Regeneration will provide professional and strategic advice on Regeneration and associated disciplines to the Assistant Director, Director, Members and other senior leaders of NYC. The Head of Service for Regeneration will be expected to respond to national, regional and local initiatives, funding opportunities and consultations leading on the strategic development for their part of the EDRTS service, including the development, finalisation and delivery of associated service plans.

Operational management:

- Ensure that the Regeneration Service operates within the 'one team' ethos of the wider Economic Development, Regeneration, Tourism and Skills Service to achieve service excellence.
- Oversee the day to day provision of a range of key Regeneration Service functions including: Regeneration Strategies & Plans; Town Centre Strategies & Action Plans; Masterplans for strategic sites; Development and delivery of key regeneration programmes and projects e.g, Towns Fund programmes; TCF projects; Future High Street Fund; developing a future pipeline of regeneration projects including feasibility studies, business case development & funding bids; project & programme management/monitoring and reporting; representation on BIDs
- Take a proactive approach to maintaining a pipeline of key regeneration projects and initiatives, developing business cases, leading and commissioning feasibility studies, submitting funding bids, managing performance and resource and overcoming obstacles to delivery.
- Commission external, specialist advice and capacity where necessary to ensure timely delivery of regeneration strategies, plans and initiatives.
- Work closely with the colleagues across the Council to ensure all stages of the project development and delivery cycle are achieved and resourced with necessary expert support is secured including Property, procurement, commercial, financial and legal advice.

- Close working with a wide range of key stakeholders and delivery partners to ensure the ambitions, work programmes and projects of the service and Council are delivered.
- Ensure major regeneration projects and programmes are delivered to programme and budget with effect management of risks and delivery of key outputs and outcomes through a robust programme and project management process.
- Ensure all reporting, government and other funding bodies is carried out within agreed timescales and the necessary internal Assurances are secured (legal; financial; procurement etc) through a development team approach and reporting to internal project boards.
- Ensure an effective programme of Member briefings, Member and officer training, using technology and systems (including project management software) to effectively monitor and report on performance.
- Responsible for the wellbeing, health and safety of staff in line with the health and safety policies and practices.
- Promote diversity and inclusion throughout the service and through partnership and relationships with other stakeholders.
- Undertake any other duties commensurate with the post/grade as directed by Assistant Director

Resource management:

- Lead by example; setting clear expectations around priorities and performance, customer service, team culture and staff behaviour, and ensuring that they are consulted, supported, motivated, appraised and developed to enable them to fulfil their roles effectively, to the highest standards possible to meet current and future service needs.
- Working closely with the rest of the Economic Development, Regeneration, Tourism and Skills Service to maintain a strong focus on gathering intelligence, performance monitoring and reporting on regeneration policies, projects and programmes, to ensure an efficiently run service and effective policies to deliver the regeneration and sustainable economic growth ambitions of the council.
- Working closely and flexibly across the wider service and other relevant council functions to support plan making and delivery of priority projects and initiatives.
- To take a proactive approach to maximising external funding opportunities, including various funding streams from government and through the Devo Deal, to support the delivery of the council's economic development ambitions.
- Proactively consider opportunities for commercial activity within the service.
- Make and implement recommendations to deliver continuous improvement, including service restructures and team/service reviews. Lead improvement initiatives in own service area and at a corporate level.
- Plan, direct and oversee the work of staff within your area of the service ensuring alignment with the single service vision and agreed service priorities. Ensure that 1-2-1's and staff appraisals are undertaken on a regular basis.
- Ensure that all areas of staff management are undertaken in line with corporate policies including but not limited to recruitment and selection, appraisal, training and development, absence management, disciplinary and grievance.
- Prepare and manage budgets for the relevant area of the service, ensuring that income and expenditure targets are realistic. Work with Accountancy to proactively monitor budgets, report exceptions where they occur and take corrective action where required.
- Set clear and appropriate performance targets for your area of the service, monitoring and reporting variances where they occur and taking corrective action where required.
- Ensure appropriate training & development for officers and members to ensure a commitment to service excellence, continuous development and improvement and implementation of best practice in economic development.

	<ul style="list-style-type: none"> • Ensure that decisions are taken in line with corporate policies and guidelines, including but not limited to the Council's Constitution & Standing Orders, Contract Procedure Rules, Budget and Policy Framework, Financial Regulations.
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Cultivate positive working relationships to unlock new regeneration opportunities and funding, working with key landowners, developers, existing businesses, potential inward investors, and other key stakeholders and individuals to unlock the economic potential of North Yorkshire and achieve the regeneration of its urban areas, market towns and strategic sites. • Influence key investment decisions required to enable regeneration and sustainable economic growth by building and strengthening relationships with key funding and delivery partners including: the LEP/MCA, Homes England, Highways England, other government agencies, Network Rail, Train Operators, house builders, investors, developers and other partners, stakeholders & funding bodies. • Help unlock barriers to regeneration, investment and sustainable economic growth by close working relationships with senior colleagues across relevant council services (including: Planning, Transport, Housing, Education, Health, Legal) and to ensure that corporate plans, strategies and policies are aligned with the Council's regeneration and sustainable economic growth ambitions. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • Work alongside the Assistant Director and other members of the Economic Development Leadership Team; supporting each other to shape, drive and deliver priority corporate work streams and act as proactive leaders for cultural change & service improvement in line with a shared 'one team' vision. • Act as the Council's Regeneration Lead, providing professional/strategic advice and recommendations to the Chief Executive, Directors, Heads of Service and senior politicians, on all matters related to: Regeneration Strategies & Plans; Town Centre Strategies & Action Plans; Masterplans for strategic sites; Development and delivery of key regeneration programmes and projects e.g, Towns Fund programmes; TCF projects; Future High Street Fund; developing a future pipeline of regeneration projects including feasibility studies, business case development & funding bids; project & programme management/monitoring and reporting; representation on BIDs • Lead on the development and implementation of the council's regeneration strategies, programmes and plans, including engagement and consultation with a wide range of key stakeholders, including officers and members across the Council, to achieve strong buy-in and support for these strategies, programmes, delivery plans and projects. • Lead and coordinate the preparation of a wide range of thematic and local area regeneration plans, policies and documents (e.g. town plans; town centre strategies; areas-based regeneration plans; strategic regeneration projects) to enable the delivery of the Council's regeneration, sustainable economic development and reduce inequalities across North Yorkshire and its local communities. • Lead the delivery of support to the Area Committees and Community Networks, where they exist, to promote regeneration and investment through supporting in delivering community regeneration projects, help with access to funding, and support for training, skills and employment opportunities, working closely with the Localities Team. • Keep informed on national, regional and York & North Yorkshire policy, programmes and funding opportunities, to ensure North Yorkshire has a high profile, is influential nationally and sub-regionally and receives its fair share of resources to deliver our economic development ambitions. This will include developing major funding bids for government and Devolution resources.

- Respond to relevant national, regional and sub-regional consultations to ensure that the interests of the Council are represented.
- Ensure that strategies, plans and projects are effectively and efficiently managed and implemented, using clear objectives and meaningful performance data to measure and report on progress and impacts. Negotiate with and influence others to develop buy-in and deliver major transformational regeneration and development projects.
- Lead in the development of new ways of working that maximises efficiency and effectiveness including exploring new opportunities to secure income and grant funding.
- Deputise in the absence of the Assistant Director and to undertake any other roles as directed by the team.

Communications:

- Represent the Council at external meetings and events on matters relating to regeneration to ensure that the Council's priorities are well communicated and understood.
- Liaise with and provide specialist advice, prepare reports and other key information to present the work of the service to members and senior officers of the council, so that they can perform their executive, scrutiny and representational responsibilities. Ensure that decisions are appropriately informed and services delivered according to council priorities.
- Communicate and engage with staff in the Regeneration service a clear and consistent vision of the service's targets and activities and identify and incorporate best practice.
- Work together with stakeholders and lead business partners to ensure excellent cross-service communication, shared understanding and alignment plus implementation of strategic priorities and plans and the allocation of capacity and resources.
- Promote the Council's priorities, policies and Council Plan and positively promote the service with local and national media.
- Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance.
- Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature.
- Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
- Develop, promote and deliver clear and consistent key messages about the Regeneration service and its key functions.
- Ensure that customer and client feedback is collected regularly and used to inform and shape future service improvement and delivery

Systems and information:

- Ensure that systems and processes to support the service are consistent with the Council standards and procedures.
- Produce written reports as required including evaluation and impact statements for distribution service wide and to partners.
- Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current.
- Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Person Specification:

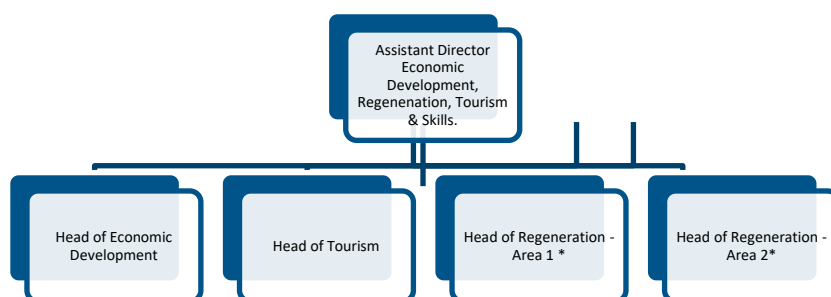
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Comprehensive knowledge, experience and understanding of regeneration including best practice, at a national, sub-regional and local level. • A good understanding of local government and key partners such as the LEP/MCA, developers and investors in the regeneration sector, key government departments and key agencies linked to regeneration e.g. Homes England. • Significant knowledge of current good practice standards both at local and national level in relation to the business of the service. • Experience of cross-professional working, business planning, leading project teams involving related disciplines such as Planning, Transport & Highways, and Housing. • Understanding of the social, political and economic strategic environments and their wider impact on economic development. • Financially and commercially aware with strong analytical skills and successful management of budgets, staff and resources. • Establishing and leading a strong performance culture to proactively drive-up standards, customer service and delivery • Proactively leading and delivering significant change and business improvement initiatives whilst working across organisational boundaries in partnership in order to deliver corporate projects and objectives • Successful track record of achievement at senior level in developing corporate strategies/policies and delivering an efficient and effective regeneration, economic development or related service. • Building proactive and successful relationships and partnerships between the public and private sector including with LEPs, surrounding Local authorities and Combined Authorities. 	<p>Knowledge and understanding of the application of workplace Health and Safety Legislation</p> <p>Working within a local authority</p>
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives whilst proactively demonstrating the Council's Standards of Behaviour. • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and deliver sustainably effective income generation, drive business cases and create viable business models for public benefit and to deliver wider regeneration objectives. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate, including negotiating and influencing at a senior level with Council Chief Officers and Senior Politicians. • Use high level communication skills with people at all levels, including public speaking and presentations. • Experience of liaising and negotiating with external and internal partners to achieved shared goals and outcomes. • Use Professional judgements to make key decisions which have wide reaching implications. • Budget and project management and implementation skills. 	

<ul style="list-style-type: none"> Highly self-motivated and driven to achieve challenging objectives; able to use own initiative under minimal supervision. 	
Behaviours	link
Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role <ul style="list-style-type: none"> Degree and/or Post-graduate Diploma in Regeneration, Planning, Economic Development, Property/surveying or other relevant subject or demonstrable other suitable knowledge/experience directly related to the work of this post. 	A recognised management and leadership qualification
Other Requirements <ul style="list-style-type: none"> Access to transport to enable travel across the County Ability to attend meetings outside of normal business hours Evidence of continuing professional development To deputise in the absence of the Assistant Director and to undertake any other roles as directed by them, applicable to the role level. 	Full Drivers Licence Own Vehicle

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



*Details of the management structure to support this role needs to be finalised, it is envisaged that there will be two Heads of Regeneration each of which will have a team of Project and Programme Managers reporting directly to them, covering a mix of regeneration specialisms around: community regeneration; regeneration strategies and plans; funding bids and business case development; and project/programme development & delivery. The number of PMs will flex according to the number of strategies, funding bids, projects and programmes being delivered in each area.

The services will also draw in other project design, delivery and specialist project delivery resources from across NYC depending on the project scale, complexity and stage in the project delivery cycle.

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Venues and Attractions
Grade:	SM2
Responsible to:	Assistant Director – Culture, Arts and Leisure
Staff managed:	Manages a team of staff across different locations
Directorate:	Community Development
Service:	Community Development – Culture, Arts and Leisure
Job family:	SM - Senior Management
Date of issue:	October 2023

Job context

- As Head of Service, you will be responsible for leading and managing the Venues and Attractions service.
- You will lead and manage a number of key services and teams including large cultural venues, indoor and outdoor theatres, hospitality venues, event management, community centres, campsites, and a wide range of tourist and community facilities and attractions, in parks, beaches and open spaces.
- You are responsible for ensuring a high-quality programme of events and shows within the key venues and for maintaining an excellent reputation within the industry to encourage new partnerships and opportunities for a diverse programme.
- You are responsible for ensuring venues, events and attractions are operated safely and securely, and in full compliance with relevant legislative requirements.
- You are the lead officer responsible for ensuring compliance with the requirements of legislation relating to health and safety and counter terrorism, including The Terrorism (Protection of Premises) Act. To act as the “Designated Senior Officer” under the Terrorism (Protection of Premises) Act for enhanced duty premises and ensuring that risks are assessed and mitigations in place to ensure the safe and secure operation of the venues and those attending.
- You will be responsible for developing and delivering innovative, strategic plans for key venues to increase income, maximise opportunities for external funding and increase the financial sustainability of the venues and attractions.
- You will be responsible for negotiating with artists, artists’ agents, and tour managers to ensure the delivery of high quality, safe and successful events and to ensure the reputation of the venues.
- You will lead on the effective management, monitoring and review of contracts and service level agreements for the service. Responsible for the procurement of external contractors in accordance with council policy and effective management of external contractors in relation to the safe operation of venues/attractions.
- You will work collaboratively and build strong and positive relationships with external partners, stakeholders, and communities, as well as other council teams and services.
- You will support the delivery of the Council’s corporate plan and enhance the contribution of culture and tourism in generating strong communities and wellbeing and contributing to wider economic, social, and environmental outcomes.
- You will be responsible for managing the service budget effectively and for identifying efficiencies, opportunities for income generation and areas where greater value for money could be achieved. You will be responsible for applying for external funding to support venue and facilities development and for ensuring compliance with the terms of any funding.
- The post is based in Scarborough (hybrid working available) and requires travel across North Yorkshire and occasionally beyond

- This post is deemed to be a Safety Critical post in line with the Council's Workplace Substance Misuse Policy. In addition to those circumstance listed in the policy where a test will be required, this post will be subject to random testing
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose

The core focus of this job is to lead and manage the venues and attractions service for North Yorkshire. To provide strategic leadership, operational management, and financial control for the service. To develop and deliver innovative plans to increase income and the financial sustainability of venues and attractions. To ensure the safety and security of venues and those attending, including responsibilities relating to counter terrorism.

Operational Management:

- To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.
- To advise the wider service on relevant changing legislation, professional standards, and their implementation.
- Maximise commercialisation of services provided.
- To develop, support and promote a strong result driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs.
- To lead specific programmes as part of the Council's change and transformation programme.

Resource management:

- Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation.
- Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service.
- To give leadership, management, and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal.
- To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness.
- Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues.
- Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development

Partnerships:

- Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships.
- When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates,

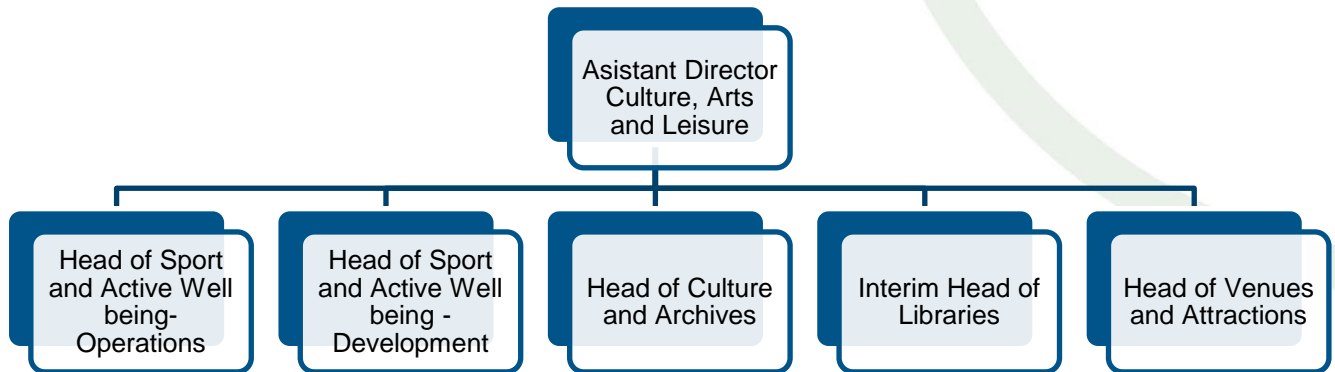
	<p>including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required</p> <ul style="list-style-type: none"> • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
Strategic management	<ul style="list-style-type: none"> • Lead the service in devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders • Personally, and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy. • Lead in the development of new ways of working that maximise efficiency and effectiveness.
Communications:	<ul style="list-style-type: none"> • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting, and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
Systems and information:	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery, and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.
Safeguarding:	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge of the national policy context, regulatory environment, current good practice standards and key issues both at local and national level in relation to venues/events management, culture and tourism. • Knowledge of legislative and health and safety requirements relating to the safe operation of large venues, including the requirements of the Terrorism (Protection of Premises) Act. • Knowledge of statutory requirements, including equality standards • Knowledge of effective management of staff, budgets and resources. • Extensive experience of strategic and operational management of large venues and of delivering services that promote culture and tourism. • Extensive experience of strategic planning, policy development and implementation, and performance management. • Experience of developing and implementing organisational culture change within a large diverse organisation • Successful management of budgets and staff • Extensive experience in management and delivery of large, complex and successful projects. • Experience in negotiating and managing contracts • Track record of strong financial management and an innovative approach to income generation. • Extensive experience in ensuring health and safety compliance across large venues. 	<ul style="list-style-type: none"> • Experience of responding to media enquiries. • Experience of writing large scale, external funding bids.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases, and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate, including public sector, business, and community partners. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. 	
<p>Behaviours link</p>	
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours • Evidence of professional updating and development 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Planning Policy & Place
Grade:	SM3
Responsible to:	Assistant Director
Staff managed:	Manages a group of managers
Directorate:	Community Development
Service:	Planning
Job family:	SM - Senior Management
Date of issue:	April 2023

Job context

- The council's Planning Service plays a fundamental role in managing the natural and built environment ensuring that any future development needs of North Yorkshire can be accommodated to make it a better place in which to live and work.
- The Head of Policy and Place will oversee all strategic planning policy and place-shaping matters; providing the Council with strategic advice and ensuring that plans and documents are positively prepared, reviewed and managed in line with statutory requirements.
- In undertaking the afore-mentioned duties, the post-holder has extensive and regular contact with Senior Officers across the Council, including the Assistant Director for Planning, Director of Community Development and the Chief Executive. As well as developing close working relationships with colleagues within **other** Directorates.
- Such a broad breadth and depth of contact with other disciplines requires of the post-holder to have a high level of understanding of many highly technical and specialist disciplines to enable the post-holder to carry out the requisite duties of the post.
- The post-holder also has direct regular contact with elected Members of the Council and especially Executive and those Members of the Strategic Planning Committee, Government Departments and Statutory agencies. In addition, the post-holder also deals with MPs on matters as and when they arise.
- To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose:

The core focus of this job requires the post-holder to:

- Be the Strategic and Technical expert for Planning Policy and Place-Shaping, providing a high quality professional service, overseeing long term strategic development and policy formation;
- Support the delivery of the effective and timely provision of the Council's statutory and related functions in respect to all matters concerning regional and strategic policy;
- Ensure that that statutory plans and policy documents are prepared, reviewed and managed in line with legislative requirements.

- Stay abreast of legislative changes relating to planning policy, recommending and implementing necessary changes to plans, policies and practices as required
- Contribute to the overall operational efficiency of the wider planning service
- To play a strategic role on the Planning Service leadership team as a proactive leader for change & continuous improvement in line with a shared 'one team' vision

Operational management:

- Lead the preparation and review of the new Local Plan for North Yorkshire, the implementation and review of the Minerals and Waste Joint Plan and completion of current local plan reviews.
- Ensuring a locally distinctive approach is taken to the preparation of plans.
- Oversee the preparation of other DPDs, SPDs, supplementary plans and guidance as necessary to support quality place-making and implementation.
- Prepare and maintaining a robust evidence base to support planning policies.
- Work with other relevant workstreams across the council such as transport, health, social care, environmental services, climate change, housing, education and economic development to ensure alignment of ambitions, priorities and evidence base.
- Work with Members throughout plan preparation, including reporting to the Strategic Committee both informally and as part of the formal decision making process.
- Support the preparation of Neighbourhood Plans including legislative requirements.
- Provide specialist resource and input to enable a proactive role in the conservation and enhancements of our natural and heritage assets throughout the planning process.
- Determine any public consultation and engagement needs and ensure consultation is undertaken as required
- Respond to relevant national and regional consultations to ensure that the interests of the Council and the wider district are represented
- Commission external, specialist advice and capacity where necessary in relation to work area.
- Ensure that customer and client feedback is collected regularly and used to inform and shape future service improvement and delivery.

Resource management:

- Ensure appropriate training and development for officers and members involved in strategic planning, planning policy and place shaping, to ensure consistent and transparent decision making that is line with the National Planning Policy Framework
- Work together to ensure excellent cross-service communication, shared understanding and alignment of strategic priorities and allocation of capacity and resources.
- Support the achievement of a high performing 'one team' culture, driving the delivery of excellent service performance, planned outcomes, targets and objectives and continuous improvement.
- Work closely with the rest of the Planning and Building Control Function to maintain a strong focus on gathering intelligence, performance monitoring and monitoring of planning policies to ensure an efficiently run service and effective policies to deliver the place-shaping ambitions of the council.
- Working with the Planning Information, Plans Processing & Improvement workstream to continually review and identify improvements that can be made to the planning function to achieve a first class planning service.
- Working closely and flexibly across other planning workstreams and all other relevant council functions to support plan making, development management, delivery and priority projects.
- Lead by example; setting clear expectations around priorities and performance, customer service, team culture and staff behaviour.

- Proactively consider opportunities for commercial activity within the service, in line with the Council's Strategy for Success
- Make and implement recommendations to deliver continuous improvement, including minor restructures and team/service reviews. Lead improvement initiatives in own service area and at a corporate level
- Plan, direct and oversee the work of staff within your area of the service ensuring alignment with the single service vision and agreed service priorities. Ensure that 1-2-1's and staff appraisals are undertaken on a regular basis.
- Ensure that all areas of staff management are undertaken in line with corporate policies including but not limited to recruitment and selection, appraisal, training and development, absence management, disciplinary and grievance.
- Prepare budgets for the relevant area of the service, ensuring that income and expenditure targets are realistic. Work with Accountancy to proactively monitor budgets, report exceptions where they occur and take corrective action where required.
- Set clear and appropriate performance targets for your area of the service, monitoring and reporting variances where they occur and taking corrective action where required.
- Ensure that decisions are taken in line with corporate policies and guidelines, including but not limited to the Council's Constitution & Standing Orders, Contract Procedure Rules, Budget and Policy Framework, Financial Regulations.

Partnerships:

- Contribute to national, regional and local forums on strategic planning/planning policy, ensuring that Duty to Cooperate and other statutory requirements are fulfilled.
- Develop positive working relationships and maximise collaboration opportunities
- Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships.
- When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required
- Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.

Strategic management:

- Act as the Council's Chief Planner in relation to all strategic planning, planning policy & place-shaping matters, providing professional/strategic advice and recommendations to the Chief Executive, Directors, Heads of Service and senior politicians.
- Work alongside the Assistant Director and other members of the Planning Service Leadership Team; supporting each other to shape, drive and deliver priority corporate work streams and act as proactive leaders for cultural change & service improvement in line with a shared 'one team' vision.
- Advise and represent the Council on matters relating to statutory planning policy and place-shaping
- Lead and coordinate the preparation of a wide range of strategic plans, policies and documents (including the District Local Plan) to enable the delivery of sustainable development featuring high quality homes and jobs whilst respecting our natural and built environment
- Ensure that that statutory plans and policy documents are prepared, reviewed and managed in line with legislative requirements. Stay abreast of legislative changes relating to planning policy, recommending and implementing necessary changes to plans, policies and practices as required. Respond to relevant national and regional consultations to ensure that the interests of the Council and the wider district are represented.

	<ul style="list-style-type: none"> • Influence and shape relevant national, regional and local strategies, plans and activities to ensure that the place shaping needs and ambitions of the county are understood and reflected in policy making/investment decisions • Contribute to national, regional and local forums on strategic planning/planning policy, ensuring that Duty to Cooperate and other statutory requirements are fulfilled • Oversee implementation of an ambitious corporate work programme to ensure timely delivery of priorities around planning policy and place-shaping. • Oversee the provision of information and advice relating to 'place' including but not limited to landscape, conservation & heritage, drainage, ecology - ensuring that this is fit for purpose and provided in a timely manner to proactively support the planning process and delivery of corporate/ service vision and priorities around sustainable economic growth and place-shaping. Explore the potential for commercialisation of these services. • Oversee the Council's role and responsibilities in respect of Neighbourhood Planning
<p>Communications:</p>	<ul style="list-style-type: none"> • Represent the Council at external meetings and events on matters relating to strategic planning/planning policy to ensure that the Councils priorities are well communicated and understood • Lead liaison/communication with relevant Cabinet Members and Ward Members, to ensure proactive and effective communication and decision-making. • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
<p>Systems and information:</p>	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Person Specification:

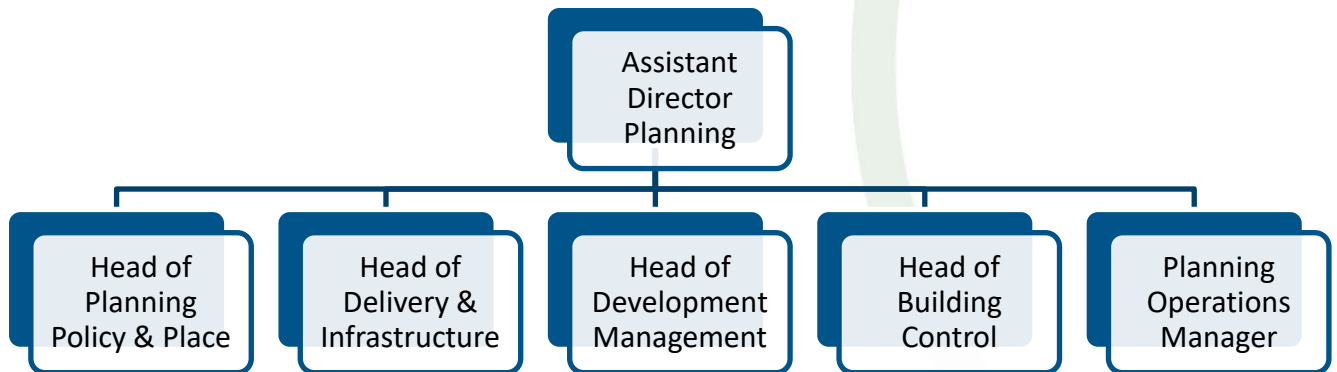
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge of current good practice standards both at local and national level in relation to the business of the service. • In depth knowledge of planning legislation and national and regional planning guidance and the ability to interpret complex legislation and apply in practical situations and advise Agents/ Applicants and/or other interested parties. • Extensive experience of strategic planning, policy development and implementation, and performance management • Experience of developing and implementing organisational culture change within a large diverse organisation • Successful management of budgets and staff and resources • Good understanding of political processes and structures, and experience of working with elected members • Sound knowledge and practical understanding of planning related legislation. • Financially and commercially aware with strong analytical skills. • Establishing and leading a strong performance culture to proactively drive up standards, customer service and delivery. • Managing and delivering of efficient, effective front line services in a customer facing environment. • Proactively leading and delivering significant change and business improvement initiatives. • Working across organisational boundaries, in partnership in order to deliver corporate projects and objectives. • Identifying and delivering efficiencies, whilst improving services. • Managing customer relationships and delivering improvements through performance management. • Successful track record of achievement at senior level in developing corporate strategies/policies. • Building proactive and successful relationships between the public and private sector. • Ability to build effective partnerships. • Understanding of both residential and commercial property market 	<ul style="list-style-type: none"> • Knowledge and understanding of the application of workplace Health and Safety Legislation
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. • Use high level communication skills with people at all levels, including public speaking and presentations 	

<ul style="list-style-type: none"> • Use Professional judgements to make key decisions which have wide reaching implications. • Effective customer care skills, including how to understand, deliver and manage customer expectations. • A strong effective leader who leads by example and proactively demonstrates the Council's standards of behaviour. • Highly self-motivated and driven, to achieve challenging objectives, be able to use own initiative under minimal supervision. • Ability to use a range of ICT including word, excel, PowerPoint and teams 	
<p>Behaviours</p>	<ul style="list-style-type: none"> • link
<p>Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role</p> <ul style="list-style-type: none"> • Degree and/or Post-graduate Diploma in Town and Country Planning or other relevant subject recognised by the Royal Town Planning Institute (RTPI) • Chartered Membership of the RTPI 	<ul style="list-style-type: none"> • A recognised management and leadership qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • Access to transport to enable travel across the County • Ability to attend meetings outside of normal business hours • Evidence of continuing professional development • To deputise in the absence of the Assistant Director and to undertake any other roles as directed by them. • Full Drivers Licence 	<ul style="list-style-type: none"> • Own Vehicle

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Assistant Head of Adult Learning and Skills Service
Grade:	SM1
Responsible to:	Shared Head of Adult Learning and Skills (York and North Yorkshire)
Staff managed:	Manages a group of managers
Directorate:	Children and Young People's Service
Service:	Adult Learning and Skills
Job family:	SM - Senior Management
Date of issue:	February 2022

Job context

- September 2021 saw the appointment of a new Shared Head for Adult Learning and Skills to determine a clear strategic vision for the adult learning provision provided by North Yorkshire Council and City of York Council. This role has defined a strategy and direction that will aim to support adults to access the training and support that can be provided by engagement in education.
- North Yorkshire Adult Learning Service (ALSS) provides largely Education Skills funding Agency (ESFA) funded adult and community learning provision, with additional income from dedicated project work, apprenticeships and the support for those learners aged 19-25 with Education, Health and Care Plans (EHCP's).
- This role will support the Shared Head of Service to develop the service identity, meet funding objectives and ensure compliance with funding regulations
- The post holder will lead and manage service colleagues to meet service objectives whilst liaising closely with managers across the authority to support the service activity. The role providing oversight of the curriculum and funding operational aspects of the service to drive efficiency and deliver required outputs for customers.
- The post holder will manage a team of 7 specialists aligned to key strategic responsibilities for the service
- The role will require full DBS clearance
- There will be occasional need to travel as and when necessary to meet partners and learners in face to face situations. However the effective use of technology is encouraged to assist communication
- In line with NYC's 2020 Modern Council programme the Adult Learning and Skills Service is committed to working in cost effective innovative ways which support the needs of learners and employers
- This role involves written and spoken communications so a confident use of English language is required.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.
- Working closely with the head of service and other managers to provide strategic leadership and service development, implementing the service vision and mission.
- Contribute to establishing the vision for the future of the service and communicating that vision to staff, learners and other stakeholders
- Manage a range of education specialists who are involved in the planning and delivery of adult learning programmes.
- Contribute to the Service's self-assessment process, including devising and monitoring action plans and other policy development.
- Ensure that provision meets the needs of learners and is designed in such a manner to enable them to increase their confidence and self-esteem and to successfully achieve the programme aim
- Ensure all programmes are effectively delivered in a timely manner with high quality teaching and learning that meets the needs of the learner and the referring agency (if appropriate).
- Working closely with other providers (statutory and third sector) to ensure that the programmes delivered are in line with identified partnerships arrangements where this is relevant to the learning delivered

- Support the Head of Service by monitoring funding and compliance in line with timely reports to the ESFA and other agencies as appropriate
- Undertake the role of Quality Nominee as part of any Ofsted inspection
- Monitoring and reporting on budgetary performance of service working closely with Finance business Partners
- Hold position as Designated Senior Person for safeguarding

Job purpose

The role manages the operational delivery of the adult learning service, contributing to the services strategy and ensuring that delivery is in line with its aims and objectives. The role will deputise for the Shared Head of Adult Learning and Skills (York and North Yorkshire) in their absence

Operational Management:

- Responsible for the overall leadership and management of a range of:
 - Adult Education curriculum areas, and
 - Adult Education service wide functions
- To lead and manage curriculum colleagues to ensure the assessment and delivery of the service to meet organisational objectives.
- To attend or chair planning or review meetings and promote multi-agency work
- Support the Shared Head of Service by contributing to the service plan and strategic direction, advising the Head of Service of changes and developments in the specific areas the post is responsible for
- As part of the Senior Leadership team for the service provide direction on the production, delivery, monitoring and review of the plan.
- In the absence of the Head of Service provide temporary leadership of the service
- To provide specialist advice in respect of service management issues to the public, other agencies and other services of the Council as required
- To lead service improvement projects and make significant contribution to the service quality improvement processes
- Embed a culture of performance management across the service through the operation of appropriate monitoring systems and processes focussed on customer outcomes and delivery of key objectives.
- Lead and Monitor budget managers to deliver a balanced overall service budget
- Provide reports and feedback to the senior team to support the achievement of strategic objectives
- Monitor and facilitate accurate and timely funding returns and contract signatures
- Hold regular progress meetings with stakeholders and management team and ensure that appropriate records of meetings are maintained
- Maintain issues and risks registers and escalate as necessary to ensure that timely and effective solutions are found
- Ensure that managers maintain accurate documentation and regularly update quality development plans
- Promote a culture of inclusion within the service where all views are valued and taken account of, including those of learners, staff, key stakeholders and the authority and its elected members
- Lead and manage the day-to-day effective organisation and running of curriculum areas and designated service functions, including funding compliance and service wide curriculum planning, ensuring all activity is learner-focused and supports learners to achieve and progress.

Communications:

- Ensure timely and appropriate communication and engagement with key stakeholders.
- Ensure timely and appropriate communication and consultation with staff impacted by any development proposals and with unions.
- Establish respectful, trusting relationships with customers.
- Liaise with internal colleagues and external organisations to deliver and procure services as required.

	<ul style="list-style-type: none"> • Provide clear leadership to the team of staff to ensure unambiguous direction and performance management. • Co-ordinate effective handling of complaints and compliments within the service. • Be an effective member of the senior leadership team, supporting all service initiatives
<p>Partnerships / corporate working:</p>	<ul style="list-style-type: none"> • Work with colleagues in HR, IT, Strategy and Performance, Finance, Communications, Legal Services and other functions where required • To promote inter agency and inter-authority working to plan and develop programmes to meet community needs. • Record, summarise, share and feedback information to ensure all partners are appropriately informed. • Work in a team context forging and sustaining relationships across authority and with other agencies, respecting the contribution of others working with customers • Support Shared Head of Service, curriculum managers and partnership teams to facilitate effective commissioning of curriculum activity in line with the service strategy.
<p>Resource management:</p>	<ul style="list-style-type: none"> • Manage the relationships between the service and other internal service teams, e.g. business support • Support curriculum managers to clearly define skill and resource requirements for curriculum programmes • Ensure that appropriate training and development is identified and made available to all managers and staff • Inspire and motivate others to achieve, providing support to improve performance and meet project/programme objectives taking responsibility for decision making of escalated issues, professional judgements and delegation as appropriate • To be responsible for the management and development of line managed staff including monitoring workloads, coaching/ mentoring and undertaking appropriate supervisions and appraisals. • Responsible for managing the overall service budget and monitoring specific project budgets in line with overall programme expectations advising Shared Head of Service of additional resource requirements and assisting with the preparation of an annual budget. • Manage own workloads and delegate effectively to meet deadlines. • Work flexibly to support the workloads of colleagues in the senior leadership team and across the wider leadership team. • Manage the selection and appointment of staff in areas of responsibility. • Ensure that consistent, robust staff induction and performance management arrangements are in place across areas of responsibility and continuous improvement is a priority for all staff.
<p>Systems and information:</p>	<ul style="list-style-type: none"> • Ensure that modelling and analysis of data and information is carried out to progress learner recruitment in line with strategy and to effectively benchmark performance • Support Adult Learning and Skills Operations Manager to ensure that system IT requirements to support business change are understood and progressed, working with ICT service and others • In conjunction with other service areas, develop initiatives and proposals to promote the work of the service. • Prepare and present reports to Committees, Councillors and the public. • Use systems and information as appropriate to quality assure the work of other professional and support staff. • Ensure service information is available to customers and the general public as appropriate.
<p>Strategic Management:</p>	<ul style="list-style-type: none"> • Lead in the development of new ways of working that maximise efficiency and effectiveness. • Coordinate and participate in the activities of steering groups to ensure that implementation meets with required objectives and desired outcomes.

- Coordinate all aspects of planning in relation to learning to support the strategic direction of the service
- Produce consolidated progress reports for steering groups and senior stakeholders as and when required
- Manage relationships with key suppliers
- Monitor quality of deliverables, acceptance and sign-off processes
- To contribute to the development of a business plan for the service area to meet the needs of the population served, in line with key performance objectives, priorities and quality assurance principles.
- To ensure that service development and strategies are aligned with local, sub-regional, regional and national skills strategies and plans maximising funding to support learners.

Safeguarding:

- Lead in the development of new ways of working that maximise efficiency and effectiveness.
- Coordinate and participate in the activities of steering groups to ensure that implementation meets with required objectives and desired outcomes.
- Coordinate all aspects of planning in relation to learning to support the strategic direction of the service
- Produce consolidated progress reports for steering groups and senior stakeholders as and when required
- Manage relationships with key suppliers
- Monitor quality of deliverables, acceptance and sign-off processes
- To contribute to the development of a business plan for the service area to meet the needs of the population served, in line with key performance objectives, priorities and quality assurance principles.
- To ensure that service development and strategies are aligned with local, sub-regional, regional and national skills strategies and plans maximising funding to support learners

Person specification:

Essential

Knowledge and Experience

- Extensive knowledge and understanding of adult education funding streams and their implications for successful management and delivery of adult learning
- Substantial knowledge of strategies for successfully planning and organising inclusive learning programmes
- Knowledge of national Safeguarding and Protection of Vulnerable Adults requirements, issues and implications for the Service
- Knowledge and understanding of Equality, Diversity and Inclusion as relevant to adult education
- Knowledge of Ofsted inspection framework and implications for adult education
- Understanding of the role of management in monitoring effectiveness and maintaining a climate for review and evaluation
- Understanding of the management of change and its implications
- Knowledge of the budget setting process and linked funding cycles
- Significant recent, relevant and successful team/service leadership experience at a senior level within FE / Adult Education, covering a range of curriculum types, including skills funded and Community Learning provision

Desirable

- Knowledge of relevant best practice in developing transferable skills
- Knowledge of Skills for Job's Whitepaper and other key policies that impact Adult Education
- Coaching/mentoring experience

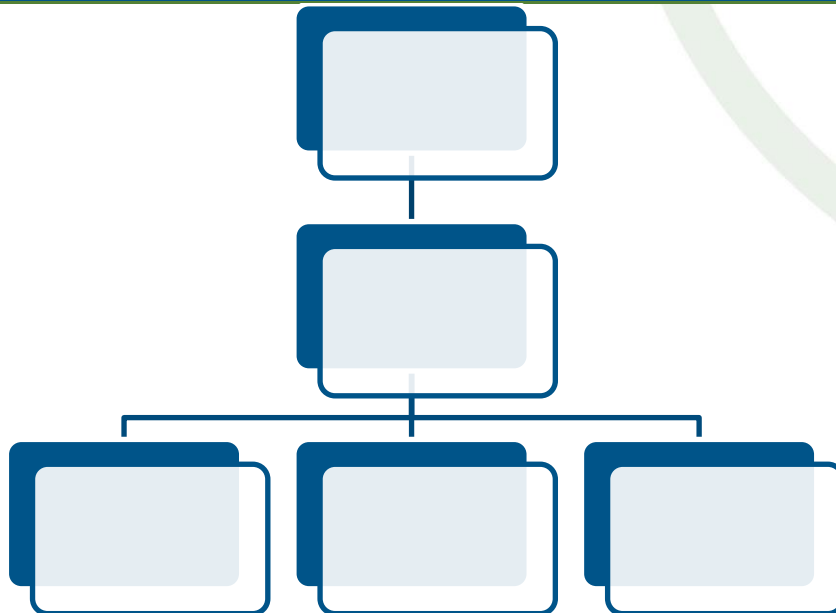
<ul style="list-style-type: none"> • Successful experience of managing and/or developing the practice of others, including organising staff development, induction and performance management • Experience of successful liaison and close working with a range of other agencies and services • Successful experience of planning and developing inclusive curriculum that attracts learners from diverse backgrounds and communities with highest needs • Experience of developing strategies, policies and procedures in an adult education setting • Experience of the successful management of a £1m+ budget within an educational setting • Experience of deputising for a senior leader within an educational setting • Experience that shows the ability to make successful strategic and operational decisions 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • The ability to motivate and inspire staff and service users to strive for excellence • Ability to use data effectively in setting targets • Ability to lead and manage a wide range of curriculum areas and provision operating under different funding methodologies • Ability to lead and manage service-wide curriculum planning that generates a learning offer that attracts diverse learners from areas/groups with highest needs • Ability to lead and nurture the professional development of staff, including conducting staff induction and performance management effectively • Ability to manage budget for areas of responsibility • Ability to support, monitor, challenge and evaluate the effectiveness of learning programmes provided by the service • Excellent communication skills (oral and written, including use of ICT) and ability to work co-operatively with team members and deal effectively with a wide range of stakeholders and situations • High level organisational skills and the ability to meet demanding deadlines • Ability to lead and contribute to the development of service policies, strategies and bids for external funding • Identifies possible causes of problems and implements solutions to minimise future occurrence. • Ability to act firmly but with tact and understanding • Ability to take clear decisions • Ability to work in a pressurised environment, deal with competing demands and determine priorities 	<ul style="list-style-type: none"> • Ability to organise and chair meetings involving a range of stakeholders
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • A Degree or Level 5 qualification (or equivalent) in an area relevant to adult learning 	<ul style="list-style-type: none"> • Management or leadership qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours • Professional values and attitudes 	

- Ability to work both on own initiative and as part of a team
- Ability to work to specified deadlines

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Group Manager Access and Multiple Vulnerabilities
Grade:	SM1
Responsible to:	Head of Safeguarding
Staff managed:	Manages a group of managers
Directorate:	Children and Young People's Service
Service:	Children & Families
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

The post holder will be responsible for the Multi-Agency Screening Team, policy development and specialist social workers. This requires the post holder to have the ability to operate in an environment of transformational change and innovation. Capacity to manage change in a time of financial constraints and provide clear leadership and management to enable staff, including partners to perform at their best is required.

The post holder will also be responsible for leading on the development of policies across the Children and Families Service at an operational level with a focus on quality practice and outcomes.

Specialist Social Workers who focus on complex case work will report to the role. Specialist areas of work such as missing and exploitation will be further developed and the post holder will be required to lead this specialist service across the County.

There are 6 key skills required for all senior managers:

- people management
- transformational change and innovation
- project management
- partnership working
- financial management
- personal development

The post holder must have a commitment to shared values and the common purpose of developing a culture of interagency working; including statutory bodies, third and private sector organisations.

There is a requirement to play a significant part in ensuring the Council successfully delivers the high profile Partners in Practice programme in order to maintain the reputation of the Council as a high performing and a rich source of innovative thinking and purposeful action.

The post holder will ensure that strategic visions are translated into local plans in collaboration with professionals, partners and service users. The post holder will ensure that teams within the service area deliver services to the appropriate standards in terms of performance and budget. They will monitor and review performance and develop strategy in constructive partnership with other agencies and key stakeholders.

They will be a key member of the Senior Management Team for Children & Families.
An Enhanced DBS check is required.

<p>Job purpose</p>	<p>The core focus of this job is to manage the performance, direction, and strategic development of a functional service area within Children & Families Service, and for the planning and implementation of service changes and improvements over the medium to long term.</p>
<p>Operational Management:</p>	<ul style="list-style-type: none"> • Ensure delivery of the functional service area in accordance with current legislative requirements, all relevant policies and procedures and to agreed performance targets. • Provide effective and motivational leadership to managers and staff in the service area. • Ensure key professional decisions are made according to the highest standards, using an evidence base. • Provide appropriate challenge to the decisions of other managers. • Manage transition points to ensure service areas work in a joined up way. • Manage performance and quality assurance activity and ensure value for money across service provision, act on inadequate performance as appropriate. • Set and deliver on high service standards. • Improve timeliness of performance across key areas. • Assist and support senior managers /colleagues with the collation of data in order to track performance against agreed indicators and outcomes. • Ensure that all performance reporting is timely and accurate to enable strategic and operational managers to make informed decisions. • Ensure that Strategic plans are reflected in operational service delivery. • Ensure that operational delivery plans are effectively monitored and tracked with adherence to formal reporting mechanisms to ensure delivery within timescale. • Contribute to the effectiveness of improvement activity by participating in consultation activity around performance to ensure stakeholder views are reflected in performance improvement activity. • Ensure performance data relating to safeguarding activity is routinely collected and analysed.
<p>Resource management:</p>	<ul style="list-style-type: none"> • Lead and manage a group of team managers including responsibility for their recruitment, development, appraisal, attendance management, grievance/discipline/capability issues etc. Support and challenge team managers with particularly complex cases and situations. • Be accountable for service delivery outcomes in your area of responsibility. • Chair panels regarding complex staff issues. • Manage service budgets effectively and guide team managers in resolving any budgetary difficulties to ensure services are delivered within financial targets. • Drive continuous performance improvement.
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Develop and maintain good internal and external working relationships with partner organisations around safeguarding, LAC and Children in Need. • Understand and promote your role in sustaining good relationships across agencies. • Support other agencies in understanding and complying with their responsibilities regarding safeguarding. • Lead on or contribute to project work within the Service and/ or across the wider organisation or with partners.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • Support the Heads of service in delivering transformational change and delivering innovative solutions to service delivery and development. • Lead the development of the service's business plan and contribute to the wider annual planning process in line with key performance objectives and priorities. • Contribute to Directorate and cross-Directorate strategy and policy development. • Take lead responsibility for planning, implementing and evaluating a number of service development and quality improvement initiatives. • Contribute to the CYPP and C&F Plan; provide leadership to staff; ensure delivery of high quality, effective services to children and families that respect and are responsive to their needs.

Communications:

- Influence and persuade diverse stakeholder groups (internal and external) in order to build continuous commitment to service development and performance.
- Prepare and deliver specialist reports which analyse, evaluate service delivery and performance, as well as making recommendations for change.
- Communicate aims, objectives and vision to employees, internal and external stakeholders to create dependencies to ensure on going service and performance improvement.
- Inform and analyse national policy developments and communicate implications to senior and operational managers.
- Promote the work of the Children & Families Service across local, regional and national forums, including media outlets, to ensure the development of public confidence in the service.
- Deliver presentations and facilitate workshops both internally and externally in order to develop effective service delivery and stakeholder relationships.
- Undertake complex and contentious negotiations with partners and commissioned services in order to ensure delivery of required outcomes and benefits.
- Influence others both internally and externally to adopt policies and courses of action to gain buy-in to changes and improvements in order to achieve required outcomes

Systems and information:

- Ensure systems, policies and procedures are in place to ensure children participate fully in services for early help, LAC, Child Protection and Children in Need.
- Ensure systems, policies and procedures are in place to fully involve families in planning and decision making around early help, LAC, Child Protection and Children in Need.
- Ensure the engagement of children and families is evaluated and used to improve practice.
- Investigate and respond to complaints from service users/relatives/carers and other agencies etc.
- Ensure service information is shared with relevant other agencies and key stakeholders to ensure access to services is smooth and effective.
- Refer issues of poor practice, issues of media interest and any other issues that require reporting to appropriate senior managers.
- Share information and ensure good practice is in place regarding confidentiality and data protection.
- Ensure performance monitoring information is routinely available to Team Managers and others as appropriate.
- Understand the importance of sharing information, how it can help and the dangers of not doing so.

Safeguarding:

- Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with.
- Understand systems in place to protect children and your role in their effectiveness.
- Involve children and young people as appropriate when taking action that affects them.
- Be responsible for ensuring that team managers are accountable for the delivery of service performance.
- Ensure Government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with best practice
- Monitor and evaluate service outcomes in relation to safeguarding children.
- Monitor and evaluate case files and decision making to ensure standards and high quality provision.
- Ensure appropriate standards are in place in anticipation of inspections and other quality assurance exercises.
- Ensure service policies and procedures support the development of young people.
- Ensure Children & Families' priorities and service objectives are in line with the Children and Young People's Plan.
- Understand the systems for obtaining support and reporting concerns.

- Manage the process of transition in a timely way and help the child or young person reach a positive outcome.
- Understand your own role and its limits and the importance of providing care or support.

Person specification:

Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Extensive knowledge and fundamental understanding of current research and good practice standards in relation to children & families at a local and national level. • Extensive knowledge of the legal framework for working with children & families • Awareness of current national developments for children and families • Extensive post qualifying experience within a relevant professional field. • Extensive case management experience of cases with complex, professional and ethical issues including child protection, court proceedings, case conferences and other formal processes. • Substantial experience as a manager in Children Services. • Extensive experience of people management including managing recruitment, discipline and grievance processes and performance management. • Extensive experience of budget management including budget planning, expenditure control, and identifying savings. • Substantial experience of intra and inter-agency work at senior manager level. Able to demonstrate examples of making a practical difference. • Experience of service and/or policy planning and development • Experience of successfully planning for and contributing to OFSTED inspection processes. 	<ul style="list-style-type: none"> • Experience of working with Directors and Members
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to champion change and to support services during periods of change and development, minimising the impact on staff morale and maximising the positive outcome. • Ability to monitor services and practices to ensure agreed standards are maintained and intervene constructively where necessary. • Excellent communication skills, verbal & written, including the ability to use different methods according to service users' and professionals' differing needs. Good negotiation and report writing skills. • Good political skills and ability to operate effectively and promote services for children and young people in a political environment • Ability to plan and develop new ways of working, including integration with other key agencies. • High level leadership skills and the ability to promote the organisation's policy and objectives. • Strategic thinking. • Good level of IT literacy, sufficient to manipulate documents and spreadsheets and to interrogate case recording systems 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	

Professional Qualifications

- Fully qualified, accredited social work professional status (CQSW, DipSW, CSS, PQCCA)
- Current registration with HCPC

- Advanced or Post-Qualifying professional training

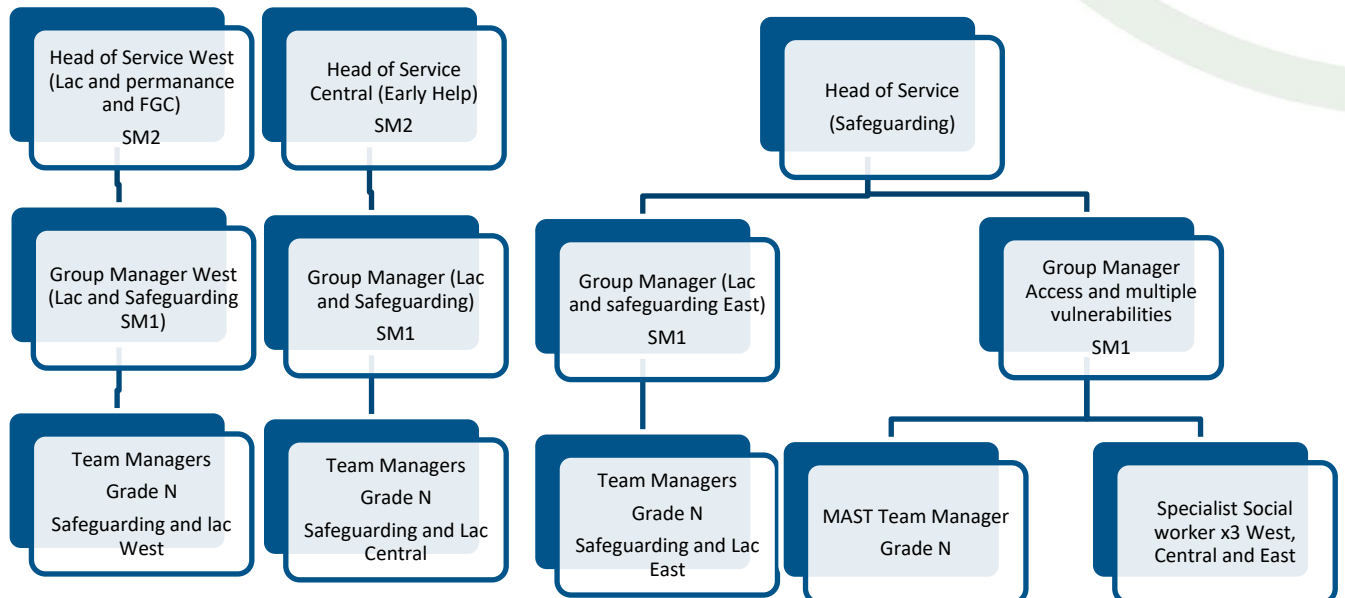
Other Requirements

- Ability to travel across the County
- Ability to attend meetings outside of normal business hours

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Group Manager Early Help
Grade:	SM1
Responsible to:	Head of Service
Staff managed:	Manages a team of staff across different locations
Directorate:	Children and Young People's Service
Service:	Children and Families: Early Help
Job family:	C&S - Care & Support
Date of issue:	April 2024

Job context

- As part of the Children and Young People's Service you will be working with colleagues who have a commitment to shared values and the common purpose of developing a culture of inter-agency working; including statutory bodies, third and private sector organisations. There is a commitment to ensure that strategic visions are translated into local plans in collaboration with professionals, partners and service users.
- Children and Families Early Help have a commitment to integrated working and the promotion of early intervention strategies.
- Integrated working will involve good interagency working that requires positive relationships with partner services, agencies and organisations.
- The post holder will work with partners both internal and external to Children & Families, to ensure that service areas work in a joined up way to ensure continuity of service and support to families.
- The post holder will provide appropriate oversight and challenge to decisions and practice within the team and the wider Children & Families Service, commensurate with the level of risk being worked across the service.
- The post holder will ensure that workers have the appropriate skills, direction and oversight to effectively assess whole family needs appropriately, and arrange and deliver rapid family intervention services within budget and in line with clearly defined outcome measures.
- Enhanced DBS check is required.
- An ability to fulfil all spoken aspects of the role with confidence through the medium of English.
- North Yorkshire Council provides frontline services, which recognises the need to respond flexibly to changing demands and circumstances. The Early Help service will reflect the needs of the communities that it serves. This will require staff being able to work flexibly including early morning, evening and weekends and in different venues.
- Work from several locations and, therefore, have the ability to travel for work purposes.

The postholder will:

- Provide strategic management and oversight of the delivery of Early Help services in a defined area of North Yorkshire
- Be a key member of the strategic leadership team to shape, develop and manage Early Help services in North Yorkshire.
- Have oversight of the budget for Early Help services in a defined area of the county.
- Have responsibility for maintaining specialist knowledge and experience in a defined area of the Early Help service, leading on this throughout the service

To develop and embed the Early Help Strategy across services in an identified geographical area. Be responsible for the direct line management of an Early Help locality team.

Job purpose

The core focus of this job is to manage the performance, direction, and strategic development of a functional service area within Children & Families Service, and for the planning and implementation of service changes and improvements over the medium to long term.

To be the escalation point where cases are deemed to meet criteria where sufficiently complex to require a child in need assessment there should be discussion with CSC to agree a step up to statutory social work who holds responsibility for statutory risk and where agreement cannot be made at team leader level.

Operational Management:

- Ensure the delivery of Early Help services including tier 1 Youth justice services through an identified area in accordance with current legislative requirements, all relevant policies and procedures and to agreed performance targets.
- Oversee support across other agencies to enable the delivery of support to children, young people and families identified through the Early Help assessment process.
- The Council requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect and human rights and working with others to keep vulnerable people safe from abuse and mistreatment. The Council requires that staff offer the best level of service to their customers and behave in a way that gives them confidence.
- Customers will be treated as individuals, with respect for their diversity, culture and values.

Resource management:

- Provide effective and motivational leadership to staff, ensuring delivery of high quality, effective services to children and families that respect and are responsive to their needs.
- Manage service budgets and guide managers in resolving any budgetary difficulties to ensure services are delivered within financial targets.
- Have responsibility for the deployment of resources, both financial and human in an identified area of the county.
- Monitor and evaluate case files and decision making to ensure standards and high quality provision.
- Ensure appropriate standards are in place in anticipation of inspections and other quality assurance processes.
- In consultation with the Commissioning Manager, monitor contracts for the delivery of Early Help services and advise on the development of contracting specifications as required.
- Manage performance and quality assurance activity in conjunction with the Performance and Outcomes team. Identify and act upon inadequate performance.
- Recruit, motivate, train and develop staff within agreed policies and practices to maintain an effective workforce capable of meeting its objectives.
- Lead on the continuing professional development of staff for whom you are responsible.
- Maintain a sound knowledge of relevant legislation, research and practice and take responsibility for your own professional development.
- Ensure services are developed and delivered in accordance with the aims of the Equality Policy Statement in response to the needs and aspirations of service users.
- Take opportunities to develop own understanding of equalities issues

<p>Partnerships:</p>	<ul style="list-style-type: none"> • Develop and maintain good internal and external working relationships with partner organisations within the Children’s Trust around safeguarding in general and the delivery of preventative services in particular • Take a key role in the development and operation of the Children’s Safeguarding and Strategy Group in the identified area, ensuring that key priorities for the Children’s Trust are communicated to and delivered by services, and that needs and service issues are communicated from Early Help to the Trust. • Maintain positive working relationships with local politicians to ensure that they are aware of prevention services in their area. • Respond as required to enquiries from local and national politicians.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • Make a substantial contribution to the strategic leadership and management of Early Help through its senior leadership team. • Support the delivery of transformational change for Early Help and delivering innovative solutions to service delivery and leadership. • Ensure that priorities within the Children and Young People’s Plan are advanced in the identified area. • Contribute to Directorate and cross-Directorate strategy and policy development. • Lead and direct Early Help in an identified geographical area keeping with the strategic plan for the service as a whole.
<p>Communications:</p>	<ul style="list-style-type: none"> • Ensure the aims, objectives and targets for the Early Help Strategy are communicated clearly to managers and staff within the identified area. • Promote the work of Children and Families Early Help across local, regional and national forums, so as to ensure public confidence in the service • Deliver presentations and facilitate workshops both internally and externally in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and front line staff as appropriate. • The post holder must work creatively with partner agencies to identify innovative and collaborative approaches to Early Help across the county. • Prepare and present strategic and operational reports. • Effective Communication and engagement with children, young people and their families and carers to ensure policies, systems and procedures are in place to enable children and young people to participate in prevention services designed to help and support them. • Ensure the engagement of children and families is collected, evaluated and used to improve practice.
<p>Systems and information:</p>	<ul style="list-style-type: none"> • Understand the importance of consent and ensure the team comply with the procedures for obtaining consent from children, young people and their families. • Share information with partners in accordance with the North Yorkshire Information Sharing Protocol. • Comply with the Council’s policies on and ensure processes are in place in the Service to comply with the Council’s policies and supporting documentation in relation to Information Governance, including Data Protection, Information Security and Confidentiality.
<p>Safeguarding:</p>	<ul style="list-style-type: none"> • To be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with. • Understand systems in place to protect children and your role in their effectiveness. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice. • Support other agencies in understanding and complying with their responsibilities regarding safeguarding.

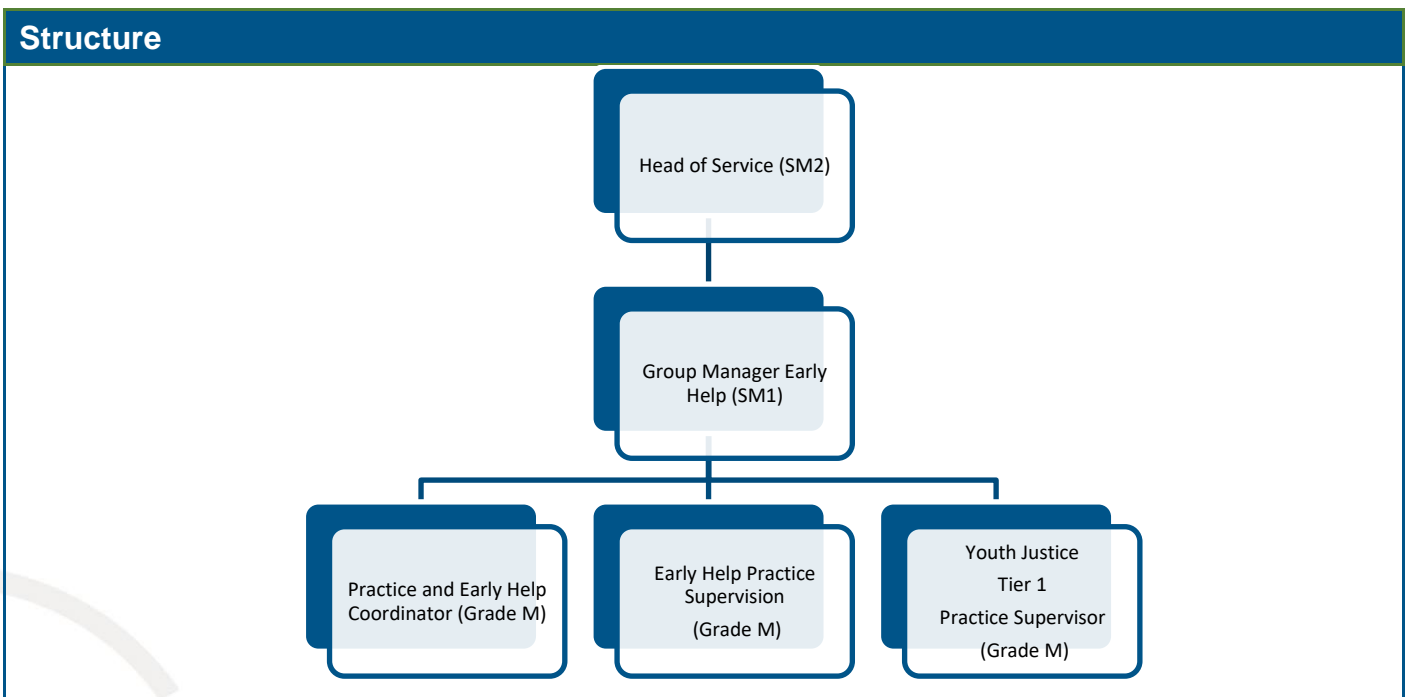
Person specification:

Essential	Desirable
<p>Knowledge</p> <ul style="list-style-type: none"> • Extensive knowledge and a significant understanding of the key issues relevant to the Children and Young People’s Service in a changing national context. • Extensive knowledge and a significant understanding of the principles of early intervention • Good knowledge and experience of signs of safety approach. • Extensive knowledge and experience of effective multi-agency assessment and referrals • A good knowledge of the risks and vulnerabilities applicable to children and those that work with children. • A good knowledge of current legislation and Government guidance, particularly with regard to multi-agency duties in safeguarding, and Early Help. <p>Experience</p> <ul style="list-style-type: none"> • Direct and significant senior management experience in one or more of the services relevant to the Children and Young People’s Service • A successful track record and background of consistent achievement as a senior manager in a complex organisation. • Experience of working effectively in co-operation with a wide range of internal and external partners. • Experience of managing budgets at both strategic and operational levels. 	<ul style="list-style-type: none"> • An understanding of the Council’s core values and objectives • Experience of responding to media enquiries.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Strategic planning skills, namely the ability to formulate, implement and evaluate policies. • Ability to formulate and secure delivery against targets and business/service plans • Financial skills to formulate and manage budgets and to interpret financial and management information and statistics analytically and accurately. • Be self-motivated to manage own time effectively to meet deadlines • Ability to work effectively with others both within the Service Group and collaboratively across the Directorate and Council • Highly effective written and oral communication skills. • Ability to ensure equal access and treatment in employment and service delivery. • Ability to establish positive relationships with Elected Members, team colleagues, head teachers, governors and staff which generate confidence and respect. • Ability to lead, empower and motivate employees. • Ability to build effective teams and integrated relationships. • Ability to think and act strategically. • Ability to ensure that services are co-ordinated and provided in accordance with agreed priorities. • Ability to adopt a consultative approach, be a good listener and oriented towards “customer” needs. • The ability to demonstrate leadership qualities and to take a leading role in initiating action and in making decisions. 	

<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Educated to degree level in a relevant field. • Evidence of further professional development. 	<ul style="list-style-type: none"> • Management qualifications
<p>Other Requirements</p> <ul style="list-style-type: none"> • Committed to the Council's corporate vision and objectives. • Highly motivated and not easily discouraged. • Personal and professional demeanour and credibility which commands the confidence of members, senior managers, staff, external partners and other stakeholders. • A high degree of probity and integrity. • A commitment to learning and achievement. • Able to travel around the whole of the County 	<ul style="list-style-type: none"> • Able to work flexibly to meet the demands of the job including some out of hours working at either early morning, evenings or weekends.

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.



NB – Assessment criteria for recruitment will be notified separately.
 Optional - Statement for recruitment purposes: You should use this information to make the best of your application by



identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Group Manager – No Wrong Door (NWD)
Grade:	SM1
Responsible to:	Head of Service - Effective Practice and Quality Assurance
Staff managed:	None
Directorate:	Children and Young People's Service
Service:	Children and Families
Job family:	SM - Senior Management
Date of issue:	January 2024

Job context

- No Wrong Door was developed by North Yorkshire Council as part of the Department for Education's Children's Social Care Innovation Programme. No Wrong Door is an integrated service and approach to supporting adolescents with complex needs. The model combines a defined culture and practice with a range of services, support and accommodation options with a team of specialists working together through a shared practice framework. At the heart of the model is a residential Hub, which provides short-term placements and outreach support. No Wrong Door is a key enabler within a larger system-change programme across North Yorkshire's children's services and is offered as a specialist traded service to other Local Authorities.
- Sector Led Improvement Programme (SLIP) is short term traded work (min. 40 days) with identified 'Requires Improvement' Local Authorities, to scope and deliver an agreed number of days support from areas of Children's Social Care services. This could also include No Wrong Door.
- In order to further build on high profile national traded programmes, the Service deliver including No Wrong Door and SLIP)
- The post holder will be instrumental in shaping the development and delivery of evidence-based practice models supporting young people in and on the edge of care, within the receiving Local Authorities (LA's). This role will mirror the Group Manager post within North Yorkshire and the chosen delivery option model of the receiving LA.
- The post holder will provide effective strategic relationships with identified partners, stakeholders and teams, ensuring innovative services are delivered in partnership within identified local authority areas of the receiving LA.
- The post holder will operate in an environment of transformational change and innovation, be able to manage change, and drive cultural change, in a time of financial constraints whilst providing clear leadership, expert knowledge and management to enable staff to perform at their best.
 - There are 6 key skills required for all senior managers:
 - people management
 - transformational change and innovation
 - project management
 - partnership working
 - financial management
 - personal development
- The post holder must have a commitment to shared values and the common purpose of developing a culture of interagency working, including statutory bodies, third and private sector organisations.
- Services to specific clients will be subject to individual requirements reflecting the different needs of different organisations.

- There is a requirement to play a significant part in ensuring the Council continues to successfully deliver high profile programmes in order to maintain the strong reputation of the Council as a high performing and a rich source of innovative thinking and purposeful action.
- The post holder will ensure that strategic visions are translated into local plans in collaboration with professionals, partners and service users.
- The post holder will ensure that teams within the service area deliver services to the appropriate standards in terms of performance and budget. They will monitor and review performance and develop strategy in constructive partnership with other agencies and key stakeholders.
- The post holder will have key advisory responsibility for the strategic management and oversight of financial resources circa £1million of the receiving LA option chose. There will be responsibility for developing senior partnership arrangements within host local authorities and across a range of key agencies. This will include monitoring and reporting into high profile identified DfE programmes.
- They will be a key advisor to the Senior Management Team for Children & Families, within the receiving LA and North Yorkshire.
- An Enhanced DBS check is required.

Job purpose

To be the key driver and role model in the delivery and implementation of all aspects of a NWD service model with identified partner local authorities. A Service Level Agreement (SLA) will be completed with the receiving LA's, which will outline the model chosen. A copy of the SLA will be shared. Being responsible for the strategic development, delivery and operational management of a model that is delivered through a multi-agency partnership of - a Local Authority, Police and Health. Includes responsibility for a range of diverse placement options for the most complex and high-risk young people who are looked after in residential care, out of hour's provision, edge of care, activity and bespoke placement arrangements, which respond flexibly to meet need. Responsibility for advising the receiving LA's with strategic management of financial resources and for developing senior partnership arrangements across a range of key agencies. Ensuring that NWD Hubs are delivered within standards and regulations, being responsible for developing policy to meet changes in legislation as required. Responsibility for complex project management across agencies including the procurement of services from other providers. Responsible for delivering high quality, innovative services that aligns with NYC's children and families service model and values.

Operational Management:

- To offer specialist advisory support to the receiving LA's of all the points listed below:
- Provide strategic guidance and operational oversight as necessary, potentially outside of normal office hours, to support the robust prevention of children becoming unnecessarily looked after.
 - Have strategic oversight of hub placements, Edge of Care, Outdoor Activity Service, 28-day strategy placements.
 - Ensure effective collaboration with housing and leaving care services to divert young people from care across key transition points and support them in alternative community-based placements, including the accommodation pathway, home, foster care, supported lodgings, supported accommodation and independent living
 - Monitor young people's transitions and ensure they are effectively managed
 - To maintain high standards of child-care and to be flexible in adapting to meet young people's needs.
 - Ensure regular audit of services take place and that services are compliant with national good practice, guidance, regulations, legislation including Ofsted frameworks.

- Drive the development and review of self-assessment to highlight required improvements in service delivery.
- Ensure Service and Team Plans are developed with the receiving LA
- Ensure that services conduct effective reflective supervision and appraisals.

Post Holder will have full responsibility for:

- Work with and maintain confidence from elected members, both within the receiving LA and NYC.
- To carry out duties, as required, under the Councils complaints, disciplinary and grievance procedure, including the functions of an investigating officer across all settings where required.
- Provide project management to the development of new complex services managing relationships, culture, and people across agencies. Ensure project boards are appropriately informed.
- Develop and maintain sustainable income generation through traded services.
- Quality assurance, analysis and performance planning to ensure services are effective.
- To advise as required on professional matters within the area of competence, including complex staffing issues/allegations.
- Maintain national credibility, influence policy and maintain a high standard reputation through work with DFE, Academic Institutions, Government Ministers, Other LA's at Senior and Chief Officer Level.

To offer advisory support to the receiving LA's on all the points listed below:

- Provide clear advisory oversight, management control of financial resources ensuring services work within their prescribed budget allocation
- Ensure managers make effective use of systems to manage financial resources.
- Contribute to the prudent management of the wider child placement resource, through robust leadership and management of services and through joint working with partners and colleagues as a representative on appropriate resource management forums/panels.
- Support with the strategic oversight of complex staffing resources, ensuring managers deploy resources effectively.
- To advise on the management of the recruitment, monitoring, appraisal and disciplining of staff as necessary.
- To support the receiving LA so that there is a training plan for the service, including induction, Child Protection, on-going training and support a service community of learning and development through a variety of media.
- To offer the manager specialist advice in staff welfare, offering support, at times of stress, praising work completed and monitoring performance, including sickness absence.
- To ensure the receiving LA managers maintain the appropriate fabric of buildings such as residential or supported accommodation encouraging staff and young people to care for their surroundings and make best use of the resources available.
- To offer specialist advice and consultation on operating service budgets within the figures and procedures laid down.
- Offer advice to the receiving LA re any forward planning to ensure resources are effectively managed and risks identified early.
- To offer advice to managers operating financial systems within their procedures and guidelines.
- To support auditors with their work and provide them with the necessary information.

**Resource
management:**

- Provide guidance to Ensure that services meet young people's needs in relation to their health, welfare and development, whilst providing care and support which is based on good evidenced based practice and aspires to provide social and educational growth and positive experiences.
- Provide guidance to ensure that key stages and transitions for young people are properly managed and reflect decisions recorded in the care plans.

Partnerships:

- Develop senior partnership arrangements within host local authorities and across a range of key agencies. This will include monitoring and reporting into high profile identified DfE programmes.
- Develop and maintain multi-agency networks, ensuring the service keeps abreast of strategic developments and priorities in other agencies in a regional, national and political context.
- Ensure partnership contracts are reviewed, remain fit for purpose and are legally compliant within procurement rules.
- Offer advisory support to the receiving LA to develop and maintain good working relationships with:
 - Parents and other family members
 - Social workers
 - School staff
- Work with receiving LA's to Ensure other professional competencies within services are appropriately embedded and working to a single culture and practice model.
- To ensure interagency collaboration is achieved in order to ensure high aspirations and achievements for complex young people.
- Offer advisory support to the receiving LA to drive the development of a cohesive training plan equipping staff with the knowledge and resources needed to fulfil their roles.
- Provide expert knowledge to partners at a senior and chief officer level to establish joint protocols, common methods of working and to attract financial resource, within the receiving LA

Strategic management:

- To offer specialist advisory support to the receiving LA of all the points listed below:
- Support the strategic creation and development of links with local communities, so that young people can play a full and appropriate part in the life of the community.
 - Provide effective performance management which aspires to provide outstanding services
 - Provide senior manager representation and insight at appropriate meetings and panels and contribute to the strategic management.
 - Advise on strategic development projects which contribute to the service delivering high standards of practice in the context of rapidly changing national policy, guidance and inspection recommendations.
 - To contribute to full compliance with the standards and regulations through analysis of inspections and the development of strategic plans to deliver responsive service change.
 - Ensure management of services is in line with the National Minimum Standards and Children's Homes Regulations 2011, conduct a review of the homes Statement of Purpose and make recommendations to Senior Managers and Members where a change of purpose is required.
 - Develop strategic plans, ensuring it reflects inspection recommendations, and the receiving LA core principles and standards
 - Take lead responsibility for Health and Safety and its development across the services ensuring up to date practice.
 - Develop services to ensure they maintain relevance in a changing political context.
- Post Holder will have full responsibility for:

- Create and maintain effective networks with senior professionals across agencies to promote effective working practice and strategic planning.
- Develop and maintain an effective communication strategy in order to report on LA's receiving specialist support services.
- Develop and maintain statistical analysis tools in order to prepare well informed service evaluations which incorporate evidenced based analysis and research.

Communications:

- To offer advisory support to the receiving LA of all the points listed below:
- Ensure services establish rapport and respectful, trusting relationships with children, young people, their families and carers.
 - Ensure provision is in place to actively involve young people in the development of services through consultation and participation.
 - To ensure services provide support, as appropriate, in an emergency or as agreed on a planned basis to try and ensure that young people can continue to live in their own home or local community.
 - To ensure there are good communication systems, including that teams are supervised, appraised and effective team meetings/development days take place.
 - Ensure critical issues, media interest, complex complaints, FOI's and interest from MP's are dealt with in a timely and appropriate manner within the receiving LA

Post Holder will have full responsibility for:

- Ensure there is an effective flow of information with senior leadership, Elected Members, Looked after Children's Groups and Multi- Agency partnerships.
- Maintain a communication strategy to scale and grow NWD across national and, where appropriate, international organisations.
- Provide high standards of Verbal and Written communication across all levels including senior professionals, inspectorates, members, parents and local community forums.
- Present information through public speaking at local, regional and national events, ensuring the reputation of the local authority is maintained to a high standard.
- Effectively communicate developments, provide evaluation data and case studies evidencing service progression.

Systems and information:

- To offer specialist advisory support to the receiving LA on all the points listed below:
- To ensure compliance with Freedom of Information Requests by collating, analysing, and releasing appropriate information.
 - To collate, analyse and report on performance information as required including to evaluators, council members and senior managers.
 - To ensure there are robust effective systems in place that provide suitable evidence to Ofsted in local inspections and HMI inspectors for wider County Council inspections.
 - Ensure effective use of the receiving LA's management system and BI to review performance, set targets and develop improvement plans.

Safeguarding:

- Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with.
- To ensure services are appropriate and sensitive to the needs of those being looked after.
- Maintain appropriate procedures to ensure the effective delivery of services which keep children safe, whilst having appropriate regard to complaints and whistleblowing to investigate areas of concern.
- To protect young people from threats to their health, welfare and normal development, both from inside and outside placements.
- Have a detailed understanding of safeguarding procedures, thresholds and child protection systems in order to advise and support managers.

- To ensure issues are reported appropriately using the Local Area Designated Officer to advise and ensure the appropriate inspectorate are kept informed.
- Ensure services are safeguarding compliant, making effective use of support services including legal, insurance and HR.

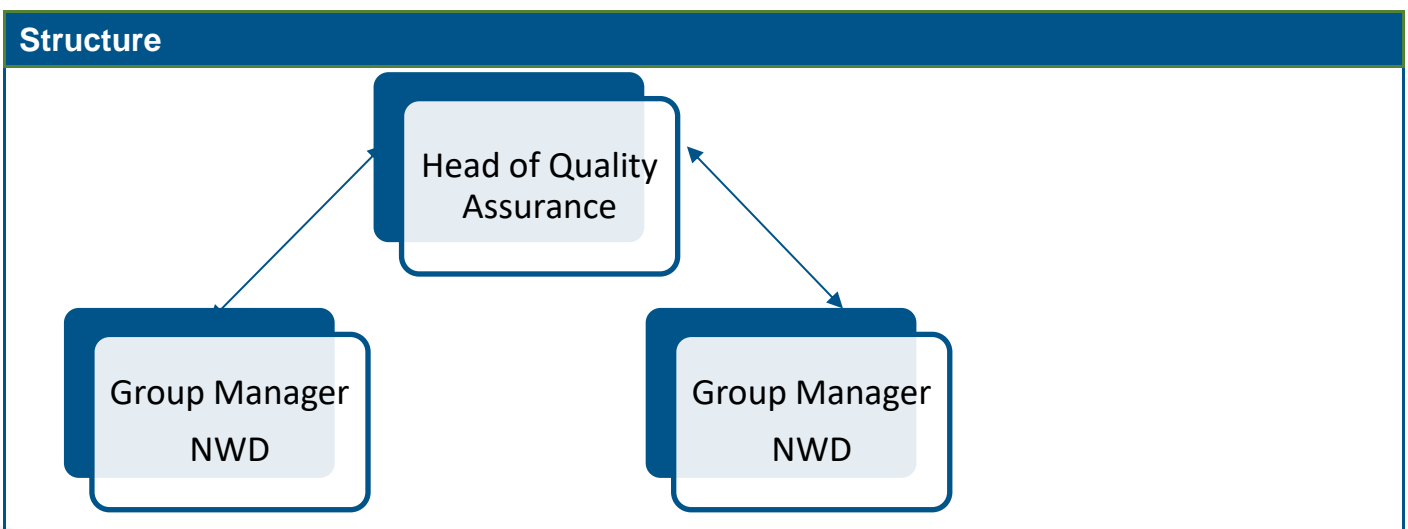
Person specification:

Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Knowledge of current philosophy in child care • Substantial knowledge of Children’s Homes National Minimum Standards • Substantial knowledge of Children’s Homes Regulations • Knowledge of the legal framework for working with children & families • Knowledge of current best practice in child placement services • Detailed awareness of current developments for children and families • High degree of understanding around the latest research and evidenced based interventions • Evidence of business insight and delivery of cost effective services • Substantial and relevant experience of working with children and families • In depth experience of people and budget management • Experience of effective intra and inter-agency partnership work • Experience of supervising a range of staff • High level of Experience of project and change management • Experience of working with elected members • Good understanding of government policy process 	<ul style="list-style-type: none"> • Knowledge of relevant research • Excellent knowledge of Restorative Practice • Experience of responding to media enquiries. • Experience of working with government departments, civil servants and ministers • Experience of working with academic research.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to plan for and implement change effectively to improve services • Planning and project management skills • Ability to monitor services and practices to ensure agreed standards are maintained and intervene constructively where necessary • Ability to demonstrate effective leadership skills and to motivate teams to change culture and improve performance. • Excellent organisation skills and the ability to organise and prioritise the work of the team effectively to agreed national and local standards. • Ability to plan and develop new ways of working, including integration with other key agencies. • Ability to work at a strategic level to develop, manage and sustain innovative service approaches. • Ability to horizon scan at a national level to predict policy direction and ensure services are planned ahead of policy implementation • Highly effective communicator able to influence relations with partners • Manages and delivers high standards of performance • Ability to work in partnership with a wide range of agencies to deliver sustainable outcomes for children, young people and families. • Positive and solution focussed approach to managing change • Provides strong leadership and management • Strong commitment to Anti Discriminatory Practice • Excellent verbal and written communication skills • Excellent ability to relate to children and young people • Strong performance management with ability to audit and evaluate. 	<ul style="list-style-type: none"> • Experience of working across different aspects of social work activity.

<ul style="list-style-type: none"> • Ability to understand complex performance information, complete detailed analysis and competently use the information to manage change. • Considerable understanding of prudent Budget Management within a context of complex budgets. • Excellent networking skills at a senior level. • Proven ability to work with autonomy and self-direction. • Proficient IT skills, e.g. email, word etc. • Ability to appropriately professionally challenge and be challenged. • Ability to speak publicly to wide and large audiences • Ability to manage dispersed services and resources 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • A final level professional qualification, i.e. CQSW, CSS, DIPSW. • Registered Social Worker with relevant professional body. 	<ul style="list-style-type: none"> • Degree level qualification • Level 5 management qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • To be available and prepared to work evenings and weekends • Ability to meet the travel needs of the post. 	<ul style="list-style-type: none"> •

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Group Manager – No Wrong Door
Grade:	SM1
Responsible to:	Head of Children and Young People’s Resources
Staff managed:	Manages a group of managers
Directorate:	Children and Young People's Service
Service:	Children and Families
Job family:	SM - Senior Management
Date of issue:	August 2023

Job context

- Children's Social Care was formed in April 2006 and is one of six service areas which make up the children and young people's service. Children's social care is committed to providing good quality services to support children, young people and their families and our aim is always to put children and young people at the centre of all our work.
- The services provided by children's social care follow from specific Government legislation, including the Children Act 1989 and the Children Act 2004, and the Department for Children, Schools and Families "Every Child Matters: Change for Children" agenda.
- The post requires an enhanced DBS

Job Purpose:

Responsible for the strategic management of the 'No Wrong Door' Service, a multi-agency partnership between the Local Authority, Police and Health. The service is responsible for a range of diverse placement options for the most complex and high-risk young people who are looked after including residential care and out of hour's provision. The service also provides Edge of Care, Activity Services and Bespoke placement arrangements and manages a case load of around 80-100 across the service at any time. Responsibility for the strategic management of financial resources circa £2 million and for developing senior partnership arrangements within the service across a range of key agencies. Ensuring the services are delivered within standards and regulations and responsible for developing policy to meet changes in legislation as required. Responsibility for complex project management across agencies including the procurement of services from other providers. Responsible for income generation through the development of sustainable traded services. Strategic lead for placement options for Unaccompanied Asylum-Seeking Children (UASC). Strategic Lead for the delivery of 'Talk to Us' NYC interpreter service.

Operational management:

- Provide strategic guidance and operational oversight as necessary outside normal office hours to support the robust prevention of children becoming unnecessarily looked after.
- To carry out duties, as required, under the Councils complaints, disciplinary and grievance procedure, including the functions of an investigating officer across all settings.
- Have strategic oversight of hub placements, Edge of Care, Outdoor Activity Service, 28-day strategy placements.

- Strategic oversight across all placements of Unaccompanied Asylum-Seeking Children, ensuring there is adequately commissioned provision to meet fluctuating demand.
- Ensure effective collaboration with housing and leaving care services to divert young people from care across key transition points and support them in alternative community-based placements, including the accommodation pathway, home, foster care, supported lodgings, supported accommodation and independent living
- Provide project management to the development of new complex services managing relationships, culture, and people across agencies. Ensure project boards are appropriately informed.
- Develop and maintain sustainable income generation through traded services.
- Quality assurance and performance planning to ensure services are effective
- Monitor young people's transitions and ensure they are effectively managed
To advise as required on professional matters within the area of competence, including complex staffing issues/allegations.
- To maintain high standards of child-care and to be flexible in adapting to meet young people's needs.
- Ensure regular audit of services take place and that services are compliant with national good practice, guidance, regulations, legislation including Ofsted frameworks.
- Drive the development and review of self-assessment to highlight required improvements in service delivery.
- Ensure Service and Team Plans are developed in line with child placement and NYC Children and Young People's Plan.
- Ensure that services conduct effective reflective supervision and appraisals.
- Maintain national credibility, influence policy, and maintain a high standard reputation through work with DFE, Academic Institutions, Government Ministers, Other LAs at Senior and Chief Officer Level.
- Work with and maintain confidence from elected members.
- Manage the recruitment, training, service development and quality assurance of 'Talk to Us' a provision of 50+ self-employed interpreters who work across NYC and into other agencies as a traded service.

Resource management:

- Provide clear oversight, management control of financial resources ensuring services work within their prescribed amount.
- Ensure managers make effective use of systems to manage financial resources.
- Contribute to the prudent management of the wider child placement resource, through robust leadership and management of services and through joint working with partners and colleagues as a representative on appropriate resource management panels i.e., Permanency and Placement Panels.
- To be responsible for the strategic oversight of complex staffing resources, ensuring managers deploy resources effectively.
- To manage the recruitment, monitoring, appraisal and disciplining of staff as necessary.
- To ensure that all staff receive regular effective, reflective supervision and appraisals.
- To ensure that there is a training plan for the service, including induction, Child Protection, on-going training and support a service community of learning and development through a variety of media.
- To be concerned for staff welfare, offering support, at times of stress, praising work completed and monitoring performance, including sickness absence.
- To ensure managers maintain the fabric of buildings (Children's Residential Units, Semi Independent Accommodation and Rented UASC accommodation), grounds and equipment in good condition, encouraging staff and young people to care for their surroundings and make best use of the resources available.

- To manage and operate several service budgets within the figures and procedures laid down.
- Forward plan to ensure resources are effectively managed and risks identified early.
- To ensure that managers operate financial systems within the procedures and guidelines laid down such as petty cash and ordering of supplies.
- To support auditors with their work and provide them with the necessary information.

Partnerships:

- Develop and maintain multi-agency networks, ensuring the service keeps abreast of strategic developments and priorities in other agencies in a regional, national, and political context.
- Ensure partnership contracts are reviewed, remain fit for purpose and are legally compliant within procurement rules.
- To develop and maintain good working relationships with:
 - Parents and other family members
 - Social workers
 - School staff
- Ensure other professional competencies within services are appropriately embedded and working to a single culture and practice model.
- To ensure interagency collaboration is achieved in order to ensure high aspirations and achievements for complex young people.
- Drive the development of a cohesive training plan equipping staff with the knowledge and resources needed to fulfil their roles.
- Work directly with partners at a senior and chief officer level to establish joint protocols, common methods of working and to attract financial resource.

Strategic management:

- To support the strategic creation and development of links with local communities, so that young people can play a full and appropriate part in the life of the community.
- Provide effective performance management which aspires to provide outstanding services
- Provide senior manager representation and insight at appropriate meetings and panels and contribute to the strategic management of child placement multi million-pound resources.
- Manage strategic development projects which contribute to the service delivering high standards of practice in the context of rapidly changing national policy, guidance, and inspection recommendations.
- To contribute to full compliance with the standards and regulations through analysis of inspections and the development of strategic plans to deliver responsive service change.
- Ensure management of services is in line with the National Minimum Standards and Children's Homes Regulations 2011, conduct a review of the homes Statement of Purpose and make recommendations to Senior Managers and Members where a change of purpose is required.
- Develop strategic plans, ensuring it reflects inspection recommendations, the Children and Young Peoples plan and corporate initiatives such as the One Council philosophy.
- Create and maintain effective networks with senior professionals across agencies to promote effective working practice and strategic planning.
- Develop and maintain an effective communication strategy in order to report on service delivery.
- Develop and maintain statistical analysis tools in order to prepare well informed service evaluations which incorporate evidenced based analysis and research.
- Take lead responsibility for Health and Safety and its development across the services ensuring up to date practice.

	<ul style="list-style-type: none"> • Ensure effective strategic management of services for Unaccompanied Asylum-Seeking Children, in collaboration with Migration Yorkshire and The Home Office. • Develop services to ensure they maintain relevance in a changing political context. • Monitor cost benefits and value of 'Talk to Us', set pricing structures and ensure there are effective safeguards in place to protect young people.
Communications:	<ul style="list-style-type: none"> • In collaboration with the Head of Children and Young People's Resources, ensure there is an effective flow of information with senior leadership, Elected Members, Looked after Children's Groups and Multi- Agency partnerships. • Ensure services establish rapport and respectful, trusting relationships with children, young people, their families, and carers. • Maintain a communication strategy to scale and grow NWD across national and, where appropriate, international organisations. • Ensure provision is in place to actively involve young people in the development of services through consultation and participation. • To ensure services provide support, as appropriate, in an emergency or as agreed on a planned basis to try and ensure that young people can continue to live in their own home or local community. • To manage the strategic development of Restorative Practice ensuring it has influence in all areas of Children and Families, through the management of a restorative Practice Lead, whilst also developing trading partnerships. • To ensure there are good communication systems, including that teams are supervised, appraised and effective team meetings/away days take place. • Ensure critical issues, media interest, complex complaints, FOIs, and interest from MP's is dealt with in a timely and appropriate manner. • Provide high standards of Verbal and Written communication across all levels including senior professionals, inspectorates, members, parents, and local community forums. • Present information through public speaking at local, regional, and national events, ensuring the reputation of the local authority is maintained to a high standard. • Effectively communicate developments and promotion of 'Talk to Us'
Systems and information:	<ul style="list-style-type: none"> • To ensure compliance with Freedom of Information Requests by collating, analysing, and releasing appropriate information. • To collate, analyse and report on performance information to members and senior managers. • To ensure there are robust effective systems in place that provide suitable evidence to Ofsted in local inspections and HMI inspectors for wider County Council inspections. • Ensure effective use of LCS and BI to review performance, set targets and develop improvement plans.
Safeguarding:	<ul style="list-style-type: none"> • Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with. • To ensure services are appropriate and sensitive to the needs of those being looked after. • Maintain appropriate procedures to ensure the effective delivery of services which keep children safe, whilst having appropriate regard to complaints and whistleblowing to investigate areas of concern. • To protect young people from threats to their health, welfare, and normal development, both from inside and outside placements. • Have a detailed understanding of safeguarding procedures, thresholds, and child protection systems in order to advise and support managers. • To ensure issues are reported appropriately using the Local Area Designated Officer to advise and ensure the appropriate inspectorate are kept informed. • Ensure services are safeguarding compliant, making effective use of support services including legal, insurance and HR.

Person Specification:

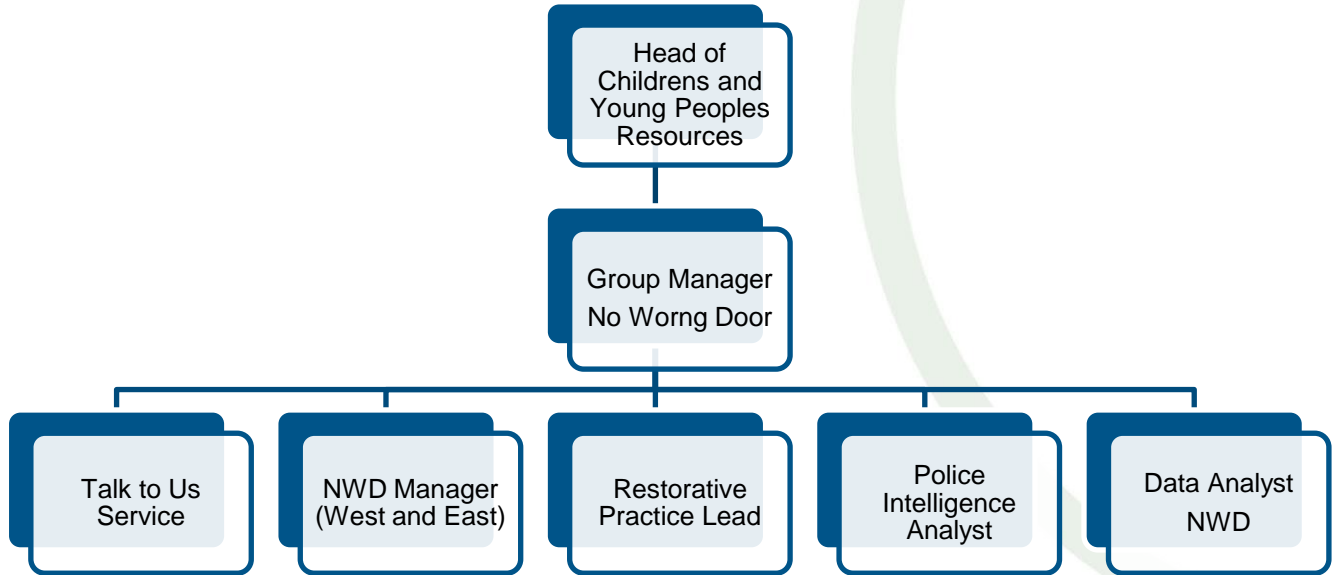
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Knowledge of current philosophy in childcare • Detailed knowledge of Children’s Homes National Minimum Standards • Detailed knowledge Children’s Homes Regulations • Knowledge of the legal framework for working with children & families • Knowledge of current best practice in Children’s placement services • Detailed awareness of current national developments for children and families • High degree of understanding around the latest research and evidenced based interventions • Evidence of Business Acumen • Substantial and relevant experience of working with children and families • In depth experience of people and budget management • Experience of intra and inter-agency work. • Experience of supervising a range of staff • Experience of project and change management • Experience of working with elected members • Good understanding of government policy process 	<ul style="list-style-type: none"> • Knowledge of relevant research • Excellent knowledge of Restorative Practice • Experience of responding to media enquiries. • Experience of working with government departments, civil servants, and ministers • Experience of working with academic research • Experience of working across different aspects of social work activity.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Strong performance management with ability to audit and evaluate. • Ability to plan for and implement change effectively to improve services • Planning and project management skills • Ability to monitor services and practices to ensure agreed standards are maintained and intervene constructively where necessary • Ability to demonstrate effective leadership skills and to motivate teams. • Excellent organisation skills and the ability to organise and prioritise the work of the team effectively to agreed national and local standards. • Ability to plan and develop new ways of working, including integration with other key agencies. • Ability to work at a strategic level to develop, manage and sustain innovative service approaches. • Ability to horizon scan at a national level to predict policy direction and ensure services are planned ahead of policy implementation • Highly effective communicator able to influence relations with partners • Manages and delivers high standards of performance • Ability to work in partnership with a wide range of agencies to deliver sustainable outcomes for children, young people, and families. • Positive approach to managing change • Solution focussed • Provides management direction • Strong commitment to Anti Discriminatory Practice • Excellent verbal and written communication skills • Excellent ability to relate to children and young people • Ability to understand complex performance information, complete detailed analysis and competently use the information to manage change. • Considerable understanding of prudent Budget Management within a context of complex budgets. • Excellent networking skills at a senior level. • Good Presentation skills (written and oral) 	

<ul style="list-style-type: none"> • Excellent problem-solving skills. • Proven ability to work with autonomy and self-direction. • Proficient IT skills, e.g., email, word etc. • Ability to challenge and be challenged appropriately professionally. • Ability to speak publicly to wide and large audiences • Ability to manage dispersed services and resources 	
<p>Behaviours</p> <p>link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • A final level professional qualification, i.e., CQSW, CSS, DIPSW. • Registered Social Worker with relevant professional body 	<ul style="list-style-type: none"> • Degree level qualification • Level 5 management qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • To be available and prepared to work evenings and weekends • Ability to meet the travel needs of the post. 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Group Manager Effective Practice and QA
Grade:	SM1
Responsible to:	Head of Effective Practice and QA,
Staff managed:	Manages a team of specialist professionals
Directorate:	Children and Young People's Service
Service:	Children & Families
Job family:	Choose a job family
Date of issue:	July 2023

Job context

The post holder will operate in an environment of transformational change and innovation, be able to manage change in a time of financial constraints and provide clear leadership and management to enable staff to perform at their best.

The post holder will be responsible for leading on the development of quality practice and quality assurance across the Children and Families Service at an operational level across all team's, county wide. Within this, the post holder will be responsible for the Independent Reviewing Officers (IRO) and Service with a focus on quality practice and improving outcomes for children and their families. Supporting the Head of Service to drive improvements by ensuring that operational practice and procedures are embedded and provide well-informed and evidence based challenge to teams, demonstrate good practice and drive changes as and when identified by; quality assurance activity, complaints, national research finding and/or changes to legislation/policy, learning spaces, Rapid reviews and other relevant publications.

The role will be responsible for the management of the Independent reviewing team and have oversight of the quality of children care plans, and IRO activity, this will include collaborative working with the NYVCE team who gather all the feedback from children and their families, supporting proactive participation of both children and their families in all aspects of NYCC work.

The post holder will have a pivotal role in managing performance and quality across the county and responsibility for negotiating and directing staff resources to manage appropriate demand and supply.

They will play a key role in quality assurance including complex court material and they will ensure the effective use of thresholds to services.

There are 6 key skills required for all senior managers:

- people management
- transformational change and innovation
- project management
- partnership working
- financial management
- personal development

The post holder must have a commitment to shared values and the common purpose of developing a culture of interagency working; including statutory bodies, third and private sector organisations.

Services to specific clients will be subject to individual requirements reflecting the different needs of different organisations.

There is a requirement to play a significant part in ensuring the Council successfully delivers the high profile Partners in Practice programme in order to maintain the reputation of the Council as a high performing and a rich source of innovative thinking and purposeful action.

The post holder will ensure that strategic visions are translated into local plans in collaboration with professionals, partners and service users.

The post holder will ensure that teams within the service area deliver services to the appropriate standards in terms of performance and budget. They will monitor and review performance and develop strategy in constructive partnership with other agencies and key stakeholders.

They will be a key member Senior Management Team for Children & Families.

An Enhanced DBS check is required.

Job Purpose:

The core focus of this job is to manage the performance, direction, and strategic development of a functional service area within Children & Families Service, and for the planning and implementation of service changes and improvements over the medium to long term.

Operational management:

- Ensure delivery of the functional service area in accordance with current legislative requirements, all relevant policies and procedures and to agreed performance targets.
- Provide effective and motivational leadership to managers and staff in the service area.
- Ensure key professional decisions are made according to the highest standards, using an evidence base.
- Provide appropriate challenge to the decisions of other managers.
- Manage transition points to ensure service areas work in a joined up way.
- Manage performance and quality assurance activity and ensure value for money across service provision, act on inadequate performance as appropriate.
- Set and deliver on high service standards.
- Improve timeliness of performance across key areas.

Resource management:

- Lead and manage team managers/IRO's including responsibility for their recruitment, development, appraisal, attendance management, grievance/discipline/capability issues etc. Support and challenge team managers with particularly complex cases and situations.
- Be accountable for service delivery outcomes in your area of responsibility.
- Chair panels regarding complex staff issues.
- Manage service budgets effectively and guide team managers in resolving any budgetary difficulties to ensure services are delivered within financial targets.
- Drive continuous performance improvement.

Partnerships:

- Develop and maintain good internal and external working relationships with partner organisations around safeguarding, LAC and Children in Need.
- Understand and promote your role in sustaining good relationships across agencies.
- Actively promote improved participation of children and families in all aspects of NYCC work
- Support other agencies in understanding and complying with their responsibilities regarding safeguarding.

	<ul style="list-style-type: none"> • Lead on or contribute to project work within the Service and/ or across the wider organisation or with partners.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • Support the Heads of Effective Practice and QA in delivering transformational change and delivering innovative solutions to service delivery and development. • Lead the development of the service's business plan and contribute to the wider annual planning process in line with key performance objectives and priorities. • Contribute to Directorate and cross-Directorate strategy and policy development. • Take lead responsibility for planning, implementing and evaluating a number of service development and quality assurance improvement initiatives. • Contribute to the CYPP and C&F Plan; provide leadership to staff; ensure delivery of high quality, effective services to children and families that respect and are responsive to their needs; with particular focus on the Independent Reviewing Officers.
<p>Communications:</p>	<ul style="list-style-type: none"> • Influence and persuade diverse stakeholder groups (internal and external) in order to build continuous commitment to service development and performance. • Prepare and deliver specialist reports which analyse, evaluate service delivery and performance, as well as making recommendations for change. • Communicate aims, objectives and vision to employees, internal and external stakeholders to create dependencies to ensure on going service and performance improvement. • Inform and analyse national policy developments and communicate implications to senior and operational managers. • Promote the work of the Children & Families Service across local, regional and national forums, including media outlets, to ensure the development of public confidence in the service. • Deliver presentations and facilitate workshops both internally and externally in order to develop effective service delivery and stakeholder relationships. • Undertake complex and contentious negotiations with partners and commissioned services in order to ensure delivery of required outcomes and benefits. • Influence others both internally and externally to adopt policies and courses of action to gain buy-in to changes and improvements in order to achieve required outcomes.
<p>Systems and information:</p>	<ul style="list-style-type: none"> • Ensure systems, policies and procedures are in place to ensure children participate fully in services for early help, LAC, Child Protection and Children in Need. • Ensure systems, policies and procedures are in place to fully involve families in planning and decision making around early help, LAC, Child Protection and Children in Need. • Ensure the engagement of children and families is evaluated and used to improve practice. • Investigate and respond to complaints from service users/relatives/carers and other agencies etc. • Ensure service information is shared with relevant other agencies and key stakeholders to ensure access to services is smooth and effective. • Refer issues of poor practice, issues of media interest and any other issues that require reporting to appropriate senior managers. • Share information and ensure good practice is in place regarding confidentiality and data protection. • Ensure performance monitoring information is routinely available to Team Managers and others as appropriate. • Understand the importance of sharing information, how it can help and the dangers of not doing so. • Share information and ensure good practice is in place regarding confidentiality and data protection.

	<ul style="list-style-type: none"> • Ensure performance monitoring information is routinely available to Team Managers and others as appropriate. • Understand the importance of sharing information, how it can help and the dangers of not doing so.
<p>Child & Young Person Development</p>	<ul style="list-style-type: none"> • Ensure service policies and procedures support the development of young people. • Ensure Children & Families’ priorities and service objectives are in line with the Children and Young People’s Plan. • Understand the systems for obtaining support and reporting concerns. • Manage the process of transition in a timely way and help the child or young person reach a positive outcome. • Understand your own role and its limits and the importance of providing care or support.
<p>Safeguarding:</p>	<ul style="list-style-type: none"> • Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with. • Understand systems in place to protect children and your role in their effectiveness. • Involve children and young people as appropriate when taking action that affects them. • Be responsible for ensuring that team managers are accountable for the delivery of service performance. • Ensure Government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with best practice • Monitor and evaluate service outcomes in relation to safeguarding children. • Monitor and evaluate case files and decision making to ensure standards and high quality provision. • Ensure appropriate standards are in place in anticipation of inspections and other quality assurance exercises.

Person Specification:

Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Extensive knowledge and fundamental understanding of current research and good practice standards in relation to children & families at a local and national level. • Extensive knowledge of the legal framework for working with children & families • Awareness of current national developments for children and families • Knowledge of principles and models of Quality Assurance, practice frameworks and QA processes • Extensive post qualifying experience within a relevant professional field. • Extensive case management experience of cases with complex, professional and ethical issues including child protection, court proceedings, case conferences and other formal processes. • Substantial experience as a manager in Children Services. • Extensive experience of people management including managing recruitment, discipline and grievance processes and performance management. • Extensive experience of budget management including budget planning, expenditure control, and identifying savings. • Substantial experience of intra and inter-agency work at senior manager level. Able to demonstrate examples of making a practical difference. • Experience of service and/or policy planning and development • Experience of successfully planning for and contributing to OFSTED inspection processes. 	<ul style="list-style-type: none"> • Experience of service wide people and budget management • Experience of working with Directors and Members
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to champion change and to support services during periods of change and development, minimising the impact on staff morale and maximising the positive outcome. • Ability to monitor services and practices to ensure agreed standards are maintained and intervene constructively where necessary. • Excellent communication skills, verbal & written, including the ability to use different methods according to service users' and professionals' differing needs. Good negotiation and report writing skills. • Good political skills and ability to operate effectively and promote services for children and young people in a political environment • Ability to plan and develop new ways of working, including integration with other key agencies. • High level leadership skills and the ability to promote the organisation's policy and objectives. • Strategic thinking. • Good level of IT literacy, sufficient to manipulate documents and spreadsheets and to interrogate case recording systems 	<ul style="list-style-type: none"> • Evidence of post qualifying training e.g. PQCCA, PE1And /or2
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	

Professional Qualifications

- Fully qualified, accredited social work professional status (CQSW, DipSW, CSS, PQCCA)
- Current registration with SWE
- Degree level qualification in relevant area
- Management qualification

- Advanced or Post-Qualifying professional training

Other Requirements

- Ability to travel across the County
- Ability to attend meetings outside of normal business hours

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure

Head of Effective
Practice and QA

Group Manager
Effective Practice
and QA SM1

IRO Team Manager
Grade N

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Group Manager Safeguarding and looked after children
Grade:	SM1
Responsible to:	Head of Safeguarding, Head of looked after children
Staff managed:	Manages a group of managers
Directorate:	Children and Young People's Service
Service:	Children & Families
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

The post holder will operate in an environment of transformational change and innovation, be able to manage change in a time of financial constraints and provide clear leadership and management to enable staff to perform at their best.

The post holder will be responsible for leading on the development of policies across the Children and Families Service at an operational level for the LAC and Safeguarding teams within a locality, with a focus on quality practice and outcomes. Supporting the Head of Service to drive improvements by ensuring that operational practice and procedures are embedded and provide well-informed challenge to teams.

The role will be responsible for the management of both Safeguarding and LAC teams within a defined locality. They will have a pivotal role in managing performance and quality across a local area and responsibility for negotiating and directing staff resources to manage appropriate demand and supply. They will play a key role in quality assurance including complex court material and they will ensure the effective use of thresholds to services.

There are 6 key skills required for all senior managers:

- people management
- transformational change and innovation
- project management
- partnership working
- financial management
- personal development

The post holder must have a commitment to shared values and the common purpose of developing a culture of interagency working; including statutory bodies, third and private sector organisations.

Services to specific clients will be subject to individual requirements reflecting the different needs of different organisations.

There is a requirement to play a significant part in ensuring the Council successfully delivers the high profile Partners in Practice programme in order to maintain the reputation of the Council as a high performing and a rich source of innovative thinking and purposeful action.

The post holder will ensure that strategic visions are translated into local plans in collaboration with professionals, partners and service users.

The post holder will ensure that teams within the service area deliver services to the appropriate standards in terms of performance and budget. They will monitor and review performance and develop strategy in constructive partnership with other agencies and key stakeholders.

They will be a key member Senior Management Team for Children & Families.

An Enhanced DBS check is required.

Job purpose	<p>The core focus of this job is to manage the performance, direction, and strategic development of a functional service area within Children & Families Service, and for the planning and implementation of service changes and improvements over the medium to long term.</p>
Operational Management:	<ul style="list-style-type: none"> • Ensure delivery of the functional service area in accordance with current legislative requirements, all relevant policies and procedures and to agreed performance targets. • Provide effective and motivational leadership to managers and staff in the service area. • Ensure key professional decisions are made according to the highest standards, using an evidence base. • Provide appropriate challenge to the decisions of other managers. • Manage transition points to ensure service areas work in a joined up way. • Manage performance and quality assurance activity and ensure value for money across service provision, act on inadequate performance as appropriate. • Set and deliver on high service standards. • Improve timeliness of performance across key areas • Ensure service policies and procedures support the development of young people. • Ensure Children & Families' priorities and service objectives are in line with the Children and Young People's Plan. • Understand the systems for obtaining support and reporting concerns. • Manage the process of transition in a timely way and help the child or young person reach a positive outcome. • Understand your own role and its limits and the importance of providing care or support
Resource management:	<ul style="list-style-type: none"> • Lead and manage a group of team managers including responsibility for their recruitment, development, appraisal, attendance management, grievance/discipline/capability issues etc. Support and challenge team managers with particularly complex cases and situations. • Be accountable for service delivery outcomes in your area of responsibility. • Chair panels regarding complex staff issues. • Manage service budgets effectively and guide team managers in resolving any budgetary difficulties to ensure services are delivered within financial targets. • Drive continuous performance improvement.
Partnerships:	<ul style="list-style-type: none"> • Develop and maintain good internal and external working relationships with partner organisations around safeguarding, LAC and Children in Need. • Understand and promote your role in sustaining good relationships across agencies. • Support other agencies in understanding and complying with their responsibilities regarding safeguarding. • Lead on or contribute to project work within the Service and/ or across the wider organisation or with partners.

<p>Performance Management</p>	<ul style="list-style-type: none"> • Assist and support senior managers /colleagues with the collation of data in order to track performance against agreed indicators and outcomes. • Ensure that all performance reporting is timely and accurate to enable strategic and operational managers to make informed decisions. • Ensure that Strategic plans are reflected in operational service delivery. • Ensure that operational delivery plans are effectively monitored and tracked with adherence to formal reporting mechanisms to ensure delivery within timescale. • Contribute to the effectiveness of improvement activity by participating in consultation activity around performance to ensure stakeholder views are reflected in performance improvement activity. • Ensure performance data relating to safeguarding activity is routinely collected and analysed.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • Support the Heads of service in delivering transformational change and delivering innovative solutions to service delivery and development. • Lead the development of the service's business plan and contribute to the wider annual planning process in line with key performance objectives and priorities. • Contribute to Directorate and cross-Directorate strategy and policy development. • Take lead responsibility for planning, implementing and evaluating a number of service development and quality improvement initiatives. • Contribute to the CYPP and C&F Plan; provide leadership to staff; ensure delivery of high quality, effective services to children and families that respect and are responsive to their needs.
<p>Communications:</p>	<ul style="list-style-type: none"> • Influence and persuade diverse stakeholder groups (internal and external) in order to build continuous commitment to service development and performance. • Prepare and deliver specialist reports which analyse, evaluate service delivery and performance, as well as making recommendations for change. • Communicate aims, objectives and vision to employees, internal and external stakeholders to create dependencies to ensure on going service and performance improvement. • Inform and analyse national policy developments and communicate implications to senior and operational managers. • Promote the work of the Children & Families Service across local, regional and national forums, including media outlets, to ensure the development of public confidence in the service. • Deliver presentations and facilitate workshops both internally and externally in order to develop effective service delivery and stakeholder relationships. • Undertake complex and contentious negotiations with partners and commissioned services in order to ensure delivery of required outcomes and benefits. • Influence others both internally and externally to adopt policies and courses of action to gain buy-in to changes and improvements in order to achieve required outcomes.
<p>Systems and information:</p>	<ul style="list-style-type: none"> • Ensure systems, policies and procedures are in place to ensure children participate fully in services for early help, LAC, Child Protection and Children in Need. • Ensure systems, policies and procedures are in place to fully involve families in planning and decision making around early help, LAC, Child Protection and Children in Need. • Ensure the engagement of children and families is evaluated and used to improve practice. • Investigate and respond to complaints from service users/relatives/carers and other agencies etc. • Ensure service information is shared with relevant other agencies and key stakeholders to ensure access to services is smooth and effective. • Refer issues of poor practice, issues of media interest and any other issues that require reporting to appropriate senior managers.

	<ul style="list-style-type: none"> • Share information and ensure good practice is in place regarding confidentiality and data protection. • Ensure performance monitoring information is routinely available to Team Managers and others as appropriate. • Understand the importance of sharing information, how it can help and the dangers of not doing so.
Safeguarding:	<ul style="list-style-type: none"> • Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with. • Understand systems in place to protect children and your role in their effectiveness. • Involve children and young people as appropriate when taking action that affects them. • Be responsible for ensuring that team managers are accountable for the delivery of service performance. • Ensure Government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with best practice • Monitor and evaluate service outcomes in relation to safeguarding children. • Monitor and evaluate case files and decision making to ensure standards and high quality provision. • Ensure appropriate standards are in place in anticipation of inspections and other quality assurance exercises

Person specification:

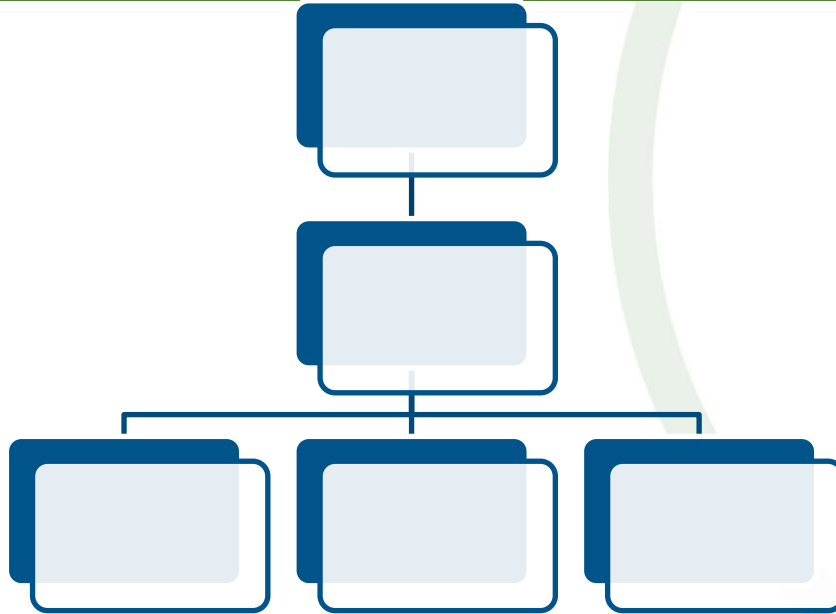
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Extensive knowledge and fundamental understanding of current research and good practice standards in relation to children & families at a local and national level. • Extensive knowledge of the legal framework for working with children & families • Awareness of current national developments for children and families • Extensive post qualifying experience within a relevant professional field. • Extensive case management experience of cases with complex, professional and ethical issues including child protection, court proceedings, case conferences and other formal processes. • Substantial experience as a manager in Children Services. • Extensive experience of people management including managing recruitment, discipline and grievance processes and performance management. • Extensive experience of budget management including budget planning, expenditure control, and identifying savings. • Substantial experience of intra and inter-agency work at senior manager level. Able to demonstrate examples of making a practical difference. • Experience of service and/or policy planning and development • Experience of successfully planning for and contributing to OFSTED inspection processes. 	<ul style="list-style-type: none"> • Experience of service wide people and budget management • Experience of working with Directors and Members
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to champion change and to support services during periods of change and development, minimising the impact on staff morale and maximising the positive outcome. • Ability to monitor services and practices to ensure agreed standards are maintained and intervene constructively where necessary. 	

<ul style="list-style-type: none"> • Excellent communication skills, verbal & written, including the ability to use different methods according to service users' and professionals' differing needs. Good negotiation and report writing skills. • Good political skills and ability to operate effectively and promote services for children and young people in a political environment • Ability to plan and develop new ways of working, including integration with other key agencies. • High level leadership skills and the ability to promote the organisation's policy and objectives. • Strategic thinking. • Good level of IT literacy, sufficient to manipulate documents and spreadsheets and to interrogate case recording systems 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Fully qualified, accredited social work professional status (CQSW, DipSW, CSS, PQCCA) • Current registration with HCPC • Degree level qualification in relevant area • Management qualification 	<ul style="list-style-type: none"> • Advanced or Post-Qualifying professional training
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Shared Head of Adult Learning and Skills (York and North Yorkshire).
Grade:	SM2
Responsible to:	Assistant Director Education & Skills
Staff managed:	Manages a group of managers
Directorate:	Children and Young People's Service
Service:	Education & Skills
Job family:	SM - Senior Management
Date of issue:	April 2024

Job purpose	To lead the management and development of North Yorkshire Council and City of York Council, Adult Learning Services ensuring they both deliver a learning and skills strategy in line with aims, objectives, priorities and funding for York and North Yorkshire.
Operational Management:	<ul style="list-style-type: none"> To provide leadership to both York and North Yorkshire's adult learning services to ensure they deliver effective programmes of learning to a range of young people and adults with a particular focus on those from disadvantaged and marginalised communities. To lead the respective teams of senior managers within York and North Yorkshire adult learning services to deliver learning to adults in line with the vision and mission statements of the two services. To ensure appropriate resources are available to ensure delivery in line with contracts and service level agreements, including ensuring that budgets are aligned to be both effective and efficient. To manage the adult learning budgets to ensure that cost controls are in place and resources are managed effectively. To work with the team of Adult Learning staff to ensure that appropriate quality improvement procedures are in place for the service including the preparation of the annual Self-Assessment Report and Quality Improvement Plans for adult learning. To ensure the delivery of learning programmes aligns with the Education Inspection Framework (EIF) To oversee the implementation of any necessary improvement work as a result of self-assessment or other improvement processes
Resource management:	<ul style="list-style-type: none"> Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the services. Provide leadership, strategic direction and management of the services of York and North Yorkshire through the establishment and promotion of service and individual objectives, services performance plans, priority setting, reviews and performance appraisal. To effectively manage, support and appraise learning and skills staff as appropriate and in accordance with appropriate policies and procedures. To support and develop new funding streams and other income generation activities including supporting successful bid writing working with partner organisations and funders to ensure that resources are secured to develop new work.

	<ul style="list-style-type: none"> • Be responsible as the budget holder for resources in respect of allocated budgets within the respective Council's scheme of delegation of financial responsibility. To oversee the services in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation.
Partnerships:	<ul style="list-style-type: none"> • To liaise with and operate both individually and as a team member, in collaboration with colleagues from other agencies. Notably the LEP, DFE, RSC, Education and Skills Funding Agency • To work within the agreed performance management frameworks for the monitoring and review of performance outcomes. • To ensure that the services respond to and work with local communities of York and North Yorkshire to co-produce programmes that support individuals and communities taking account of both their needs and ambitions. • Where appropriate work with partners to develop effective delivery model, especially where partners have expertise of working with particular groups and communities. • To ensure where provision is sub-contracted that this is appropriately managed and that partners understand the ambitions and vision of the respective services.
Strategic management:	<ul style="list-style-type: none"> • To lead policy and strategic developments for the respective services. • To explore the potential for and make recommendations regarding a shared management structure for the two services that will support effective delivery of adult learning and skills and the stated priorities of the two Councils. • To ensure that combined ambitions for adult learning are developed across the sub-region and are implemented in a cost-effective way across the two council areas. • To contribute to the broader policy-making agenda of both local authorities at an appropriate level. • To interpret, national, regional and local plans and strategies and relevant legislative guidance, with a view to creating innovative and deliverable local projects which meet the needs and ambitions of local residents and communities. • To ensure the services contributes to and delivers against strategic priorities of the LEP in relation to adult learning and skills.
Communications:	<ul style="list-style-type: none"> • To work closely with other officers and members to ensure that appropriate links are made to enhance the learning and skills services and other council services. • To interpret and disseminate information to service staff across both areas, on national and regional initiatives involving learning & skills. • To ensure that the services are promoted in a positive manner both internally and externally. • To represent both Local Authorities on the appropriate partnership boards including strategic learning and skills focussed bodies. • To lead on preparing and presenting regular reports to appropriate committees across both local authority areas including, Executive Members, the Executive and Scrutiny Committees on matters relating to learning and skills.
Systems and information:	<ul style="list-style-type: none"> • To advise and provide information and reports to members and senior officers on learning and skills and other related matters. • To ensure that information is provided to the Education and Skills Funding Agency and other agencies as necessary in a timely and appropriate way. • To ensure that the service is compliant with the relevant data legislation and that the services safeguard personal information and data in respect of staff and learners.
Safeguarding:	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

- To ensure that the services safeguarding arrangements are understood and put into operation including appropriate reporting of potential safeguarding concerns.
- Be responsible for promoting and safeguarding the welfare of vulnerable adults and young people that you come into contact with
- Promote the governments "Prevent" initiative to keep learners safe from radicalisation.

Person specification:

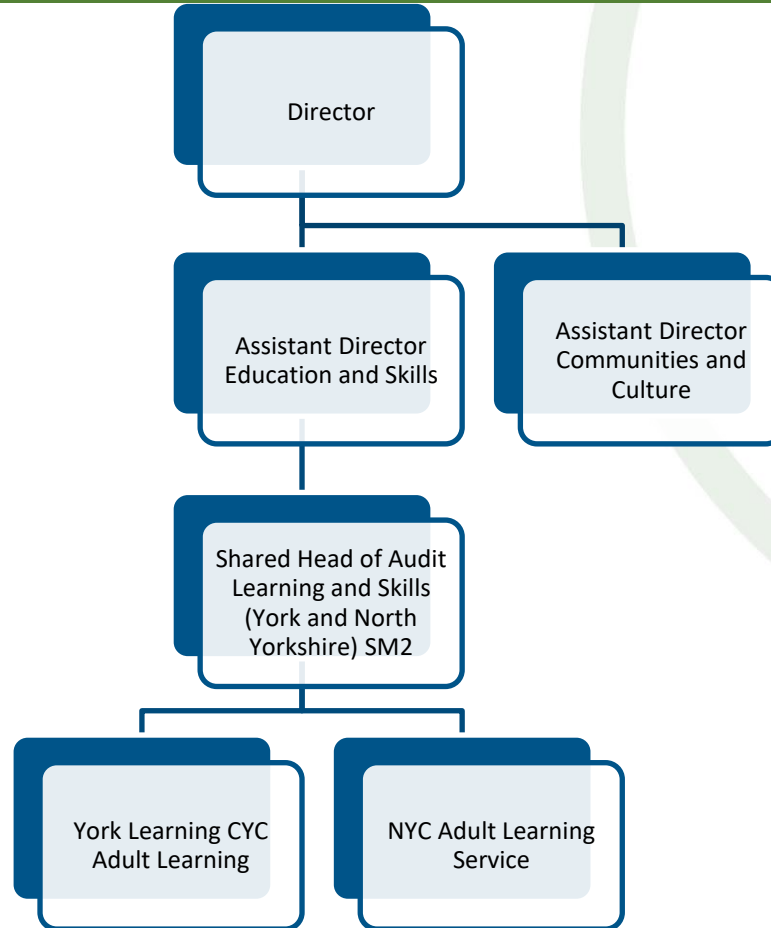
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Good understanding of the context and aspirations for the delivery of local community-based adult learning. • Quality Assurance and Inspection Processes that relate to adult learning. • Management and organisational arrangements that apply to adult learning services. • Knowledge and understanding of Ofsted frameworks and how they apply to the context of community-based adult learning services. • Management and leadership at a senior level within a local authority, college or training organisation • Experience or understanding of SEND and local delivery including working with sub-contractors in non-traditional adult learning settings. • Substantial experience of adult learning including an understanding of the challenges and context for local community delivery. • Substantial experience of managing in complex organisations ensuring that effective management structure deliver good outcomes for learners. • Financial management with experience of successful management of significantly large and complex budgets, including managing income streams with considerable variations. • Seeking external funding in pursuit of organisational objectives • Preparing and presenting reports to senior boards, for example governors, elected members or senior management teams including ability to present complex issues in an understandable manner. • Leading work with partners on issues of mutual interest, which require building collaborative partnerships. • Managing external Inspection of learning and skills organisations including experience of managing Ofsted Inspections or similar requirements • Experience of strategic planning, policy development and implementation, • Good understanding and delivery of performance management that supports strategic and operational targets. • Experience of developing, leading and implementing organisational culture change within a large diverse organisation • Successful management of budgets and staff • Substantial experience of collaborative and partnership working especially in building partnerships which are mutually beneficial. 	<ul style="list-style-type: none"> • Employment legislation • Working with the media initiatives, technology and software and interpret information. • Operating Quality Assurance Systems
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Customer-facing role requiring the ability to converse at ease with customers and provide advice in accurate spoken English Ability to set clear objectives. • Successful bid writing with demonstrable outcomes in terms of success 	

<ul style="list-style-type: none"> • Strong communication skills including clear and concise verbal and written skills. • Appropriate ICT skills to effectively lead and manage a complex service ensuring good lines of communication in a variety of appropriate mediums. • High level data analysis and analytical skills and an ability to tailor interpretation of data to suit the audience. • High level presentation skills and clear understanding of the need to use different approaches with different groups of people. 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • A relevant professional qualification at degree level or equivalent in or a related field. 	<ul style="list-style-type: none"> • Leadership and Management qualification • Qualifications specific to learning and skills. • adult learning
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across North Yorkshire and York • Ability to attend meetings outside of normal business hours. • Understanding of equal and diversity issues and an ability to challenge discrimination. • This is a politically restricted post as defined by the Local Government and Housing Act 1989. 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Disabled Children's Services
Grade:	SM3
Responsible to:	Assistant Director Inclusion
Staff managed:	Manages a team of specialist professionals
Directorate:	Children and Young People's Service
Service:	Inclusion
Job family:	SM - Senior Management
Date of issue:	April 2023

Job context

The specialist disabled children's service is established within the SEND Service (0-25) to ensure an integrated approach to education and care needs for children and young people with SEND and their families in terms of assessment, planning and decision making

The post holder will be responsible for:

- Significant contribution into key strategic developments to ensure consistency of practice across children's social care and SEND teams and the continued development of evidence informed practice
- The management of the specialist Disabled Children's Service including line management, performance and budget management
- Actively promoting sufficiency of provision to support children with disabilities and their families through informed commissioning and innovation opportunities
- Duties associated with the responsibility as named responsible officer for the Children's Resource Centres
- Commissioning appropriate high quality provision for disabled children and inputting into strategic commissioning and quality assurance plans, frameworks and developments insofar as they relate to disabled children and their families
- Engaging with health and education partners to ensure collective responsibility for children with disabilities in terms of decision making, outcomes and funding
- Ensuring commitment to transitions to ensure that appropriate pathway options for young people with disabilities are determined including maintaining strong and effective partnerships with Health and Adult Services and health commissioners.

The post holder will

- Ensure CYPS is fully compliant with its statutory responsibilities for disabled children and their families as defined in the Children Act 2004, Children and Families Act 2014, the CSDPA 1970 and the Short Breaks Duty.
- Be responsible for the development and delivery of the strategic plan for social care support for children with disabilities, and contributing to the wider SEND local area strategy.
- Will ensure that needs of children and young people with disabilities (0-18) and their parents are effectively identified through high quality assessment and collaborative working across Children and Young People's Services, HAS and health and are met appropriately.
- Be responsible for the direct management and performance of the Disabled Children's service
- Managing the operational delivery, performance, resources both human and financial and strategic development of residential provision in Children's Resource Centres. This includes the management of Registered Managers in Children's Resource Centres
- Commission appropriate high quality provision for disabled children and young people
- Engage with providers to develop commissioned services available to support families with disabled children

- Work within the context of the preparation for adulthood agenda by ensuring young people are effectively supported at transition providing oversight of negotiations between SEND Locality Team Leaders and senior managers in HAS and Health in relation to financial contributions to packages of support
- The safeguarding of children and young people is paramount. For those with additional and complex needs this is an area requiring specialist skills and knowledge. This will be ensured by the post holder maintaining strong professional supervision and oversight of more complex cases.
- The post holder and all Social Care staff within the SEND Service (0-25) will continue to access professional development via the Workforce Development Council, maintain their registration with the Health and Care Professions Council (HCPC), attend CSC development days and work to Children's Social Care policies and procedures
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job purpose

The post holder is a senior member of the Inclusion Management Team. The post-holder will have responsibility for a cross directorate and multi-agency approach to raising awareness of disability and ensuring the needs of children and young people and their families are identified and met. The post holder will lead and manage the disabled children's service and the 3 Children's Resource Centres, ensuring children are safeguarded and assessed needs of the family are met in a proportionate and cost effective way

Operational Management:

- Ensure delivery of the functional service area in accordance with current legislative requirements, all relevant policies and procedures and to agreed performance targets
- To line manage, support and advise SEND Locality Social work managers and the CRC Managers in relation to operational matters and complex cases as well as supervision, appraisal and performance management
- To ensure specialist disabled children's services acts in an advisory capacity to colleagues in Children and Families, settings, parents and key agencies to direct and implement policies, procedures and seek resolution of complex cases
- Ensure quality of practice standards are implemented across specialist disabled children's services
- Provide appropriate challenge and support to the decisions of other social care and SEND managers
- Ensure transition to HAS or into the specialist service is seamless
- Manage performance and quality assurance activity and ensure value for money across service provision, act on inadequate performance as appropriate
- Set and deliver high service standards
- Ensure high quality performance of specialist disabled children's services against key performance indicators
- Support the work of the integrated SEND Service (0-25) by ensuring all managers and staff understand their role and contribution to Education, Health, Care Plans ensuring that information is provided by Social Workers in relation to the care needs of children and young people with EHCP's, and ensure that workers

Communications:

- Ensure regular communication across CYPS regarding developments in social care practice for children with disabilities
- Ensure consistency of practice in terms of communication with parents and carers
- Ensure information in relation to the service is current and accessible
- Ensure effective systems and data based information handling; bringing together shared information and making good use of available information

	<ul style="list-style-type: none"> • Ensure all managers and staff maintain timely and accurate records and work processes; ensure effective use of the case management system so as to evidence required standards, performance and outcomes • Ensuring an effective framework by which the views of parents/carers and children and young people inform the development of evidence informed services
<p>Partnerships / Corporate Working:</p>	<ul style="list-style-type: none"> • Significant contribution into key strategic developments for assessing and meeting the needs of children with disabilities across children's social care, health and the voluntary sector • Develop and maintain good internal and external working relationships with partner organisations, stakeholders and providers around children with disabilities • Work with key partners to ensure sufficiency of provision and short breaks • Support other agencies in understanding and complying with their responsibilities regarding the safeguarding of disabled children • Ensure performance data relating to safeguarding activity, including activity of other agencies, is routinely collected and analysed • To work actively with local health and education professionals and Health and Adult Services as well as other voluntary agencies and bodies and attend relevant inter-agency meetings as appropriate • Ensure involvement of other key agencies, OT, Health, education to ensure holistic response to identified needs of children and their families
<p>Resource management:</p>	<ul style="list-style-type: none"> • Lead and manage a group of Locality social work team managers including taking responsibility for all aspects of leadership, performance and appraisal, training, staff development recruitment, attendance management, grievance, discipline and capability • Ensure decisions regarding resources are transparent with independent challenge and consider value for money and are subject to regular review • Contribute to the wider management of financial resources through robust financial management including adhering to all expenditure targets and ensuring services for disabled children are delivered within the context of overall budgetary constraint • Lead on the innovation of services to ensure they provide a high quality and value for money service • Be responsible for performance management of the service • Maintain oversight of the demand and effectiveness of direct payments for families including appropriateness of spend • Development of clear policy to provide guidance on core spend of the service, expectations regarding contributions from families • Contribute to the development of annual budget estimates ensuring realisation of efficiency targets whilst maximising delivery of positive outcomes for disabled children • Overall management of budgets for the CRCs and specialist disabled children's services and taking action to mitigate overspend and ensure value for money • Ensure clear understanding of the Continuing Care Framework and provide challenge as appropriate when thresholds for financial contributions are not met • Drive continuous performance improvement • Use relevant data and trends to identify and set key developments in service delivery, performance measures and indicators • Ensure that all performance reporting is timely and accurate so as to enable strategic and operational managers to make informed decisions • Ensure that strategic plans accurately reflect needs assessments and deliver on priorities in line with key performance indicators and required outcomes • Take responsibility for compliance with national performance reporting guidance and frameworks including inspection data • Ensure that operational delivery plans are effectively monitored and tracked with adherence to formal reporting mechanisms so as to ensure delivery within timescales

<p>Systems and information:</p>	<ul style="list-style-type: none"> • Lead on the development of strategy for specialist disabled children’s services • Ensure an ethos of learning from other LA’s and evidence based practices to inform innovation and continuous improvement • Maintain an active overview of trends of children with disabilities across NY, sufficiency of providers, short breaks • Ensure provision available to support children and families reflects a continuum of need and includes contingency planning when placement issues arise as an emergency • Ensure support for families is accessible and appropriate to meet need and escalation of need • Ensure appropriate standards are in place in anticipation of inspections and other quality assurance exercises
<p>Strategic Management:</p>	<ul style="list-style-type: none"> • Lead on the development of strategy for specialist disabled children’s services • Ensure an ethos of learning from other LA’s and evidence based practices to inform innovation and continuous improvement • Maintain an active overview of trends of children with disabilities across NY, sufficiency of providers, short breaks • Ensure provision available to support children and families reflects a continuum of need and includes contingency planning when placement issues arise as an emergency • Ensure support for families is accessible and appropriate to meet need and escalation of need • Ensure appropriate standards are in place in anticipation of inspections and other quality assurance exercises
<p>Safeguarding:</p>	<ul style="list-style-type: none"> • Ensure all staff are fully trained and confident in safeguarding legislation and procedures • Ensure regular case file audits and case reviews to identify practice and lessons that can be learnt to improve service response • Ensure all managers and staff maintain timely and accurate records and work processes; ensure effective use of the case management system so as to evidence required standards, performance and outcomes • Be responsible for ensuring the Locality Social Work Managers are accountable for the delivery of service performance • Ensure Government guidance and legislation is interpreted appropriately and adhered to in a manner consistent with best practice • Monitor and evaluate case files and decision making to ensure standards, safeguarding and high quality provision

<p>Person specification:</p>	
<p>Essential</p>	<p>Desirable</p>
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Extensive knowledge of the legal framework for children’s social work, CSDPA, Care Act, Children and Families Act ,and the Short breaks Duty • Extensive knowledge and fundamental understanding of current research and good practice standards in relation to children with disabilities, children and young people & families at a local and national level. • Awareness of current national developments for children with disabilities, children and families. • In depth knowledge of Local Authority policies in relation to children with disabilities including all relevant safeguarding policy and high quality practice • Knowledge of political context for the work 	<ul style="list-style-type: none"> • Knowledge of performance improvement methodologies • Knowledge of project management methodologies • Knowledge of continuing healthcare policy including children’s continuing care and NHS Mandate • Knowledge of funding methodologies for high

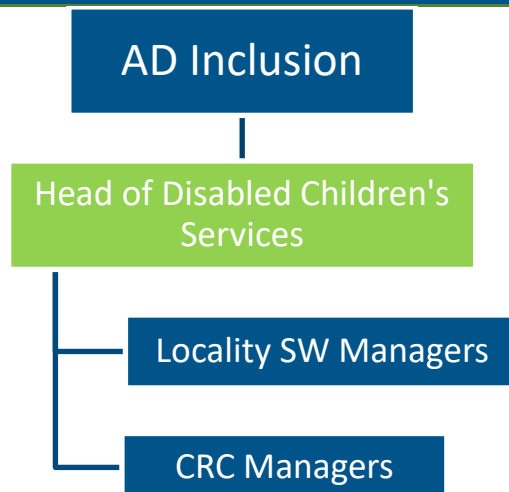
<ul style="list-style-type: none"> • Extensive knowledge of person centred/outcome focussed assessment and planning and the personalisation agenda • Extensive post qualifying experience within a relevant professional field. • Extensive case management experience of cases with complex, professional and ethical issues including child protection, court proceedings, case conferences and other formal processes. • Substantial experience as a manager in Children’s Services. • Experience of change management and innovation in Children’s Services • Experience of people management including managing recruitment, discipline and grievance processes and performance management. • Extensive experience of working within statutory guidance and within strict statutory timelines • Experience of budget management including budget planning, expenditure control, and identifying savings. • Experience of performance management of services against an agreed framework and key performance indicators • Substantial experience of intra and inter-agency work at senior manager level. Able to demonstrate examples of making a practical difference. • Experience of service and/or policy planning and development • Experience of successfully planning for and contributing to OFSTED inspection process 	<ul style="list-style-type: none"> • need children and young people with SEN • Experience of working with Directors and Members
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to champion change and to lead services during periods of change and development, minimising the impact on staff morale and maximising the positive outcome. • Ability to monitor services and practices to ensure agreed standards are maintained and intervene constructively where necessary • Excellent communication skills, verbal & written, including the ability to use different methods according to service users’ and professionals’ differing needs. Good negotiation and report writing skills. • Good political skills and ability to operate effectively and promote services for children and young people in a political environment • Ability to plan and develop new ways of working, including integrated with other key agencies. • Leadership skills and the ability to promote the organisation’s policy and objectives • Strategic thinking • Good level of IT literacy, sufficient to manipulate documents and spreadsheets and to interrogate case recording systems 	<ul style="list-style-type: none"> • Formal project management skills
<p>Behaviours Link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Fully qualified, accredited social work professional status (CQSW, DipSW, CSS) • Current registration with Health and Care Professions Council 	<ul style="list-style-type: none"> • Management qualification • Advanced or post or Post-Qualifying professional training • Degree level qualification in relevant area • Systemic training qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County 	

- Understanding of the council's equality and diversity issues
- Ability to attend meetings outside of normal business hours
- DBS check required

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Effective Practice and Quality Assurance
Grade:	SM3
Responsible to:	Assistant Director Children's Social Care
Staff managed:	Manages a group of managers
Directorate:	Children and Young People's Service
Service:	Children and Families
Job family:	SM - Senior Management
Date of issue:	April 2023

Job context

The post holder will operate in an environment of transformational change and innovation, be able to manage change in a time of financial constraints and provide clear leadership and management to enable staff to perform at their best. There are 6 key skills required for all senior managers:

- people management
- transformational change and innovation
- project management
- partnership working
- financial management
- personal development
- To have a commitment to shared values and the common purpose of developing a culture of interagency working; including statutory bodies, third and private sector organisations.
- To ensure that strategic visions are translated into local plans in collaboration with professionals, partners and service users.
- To ensure practice is monitored effectively across a complex multi-agency system, to learn and implement change effectively and at pace in order to meet the rigour of testing inspection frameworks, set against highly complex legislation and regulation.
- Enhance strategic delivery of services through robust quality assurance, strategic and operational practice wisdom, audit information and analysis of significant national, regional and local data cross complex and diverse systems.

Ensure that North Yorkshire Council will comply with all current and relevant social care legislation. The post holder will focus practice delivery to ensure a customer focussed approach that puts the person at the centre of everything we do. The role will ensure that our strength based approach to social care delivers an efficient use of the North Yorkshire pound.

Effective communication and engagement with children, young people and their families and carers

- Ensure systems and policies are in place to ensure children participate fully in services across all aspects of Children and Families Work
- Ensure systems and policies are in place to fully involve families in planning and decision making
- Ensure the engagement of children and families is evaluated and informs service development and innovation
- Investigate and respond to complaints from service users/relatives/carers and other agencies etc.
- Confidentiality and ethics

Effective Practice

- Strategically drive practice quality through a continuous cycle of Learn, Reflect Develop and Implement
- Strategically drive effective models of practice in the context of North Yorkshires Practice System Model, leading on Systemic Practice, Signs of Safety, Family Finding and Restorative Interventions.

- Drive Practice Improvement and a system of learning
- Set strategic direction for the quality of practice across the service
- Strategically lead the delivery of grant funded programmes and projects, including Partners in Practice, and Strengthening Families Protecting Children (roll out of No Wrong Door).
- Lead on commercial opportunities
- Ensure children and young people are consulted and participate in decisions relating to transitions
- Strategic oversight and Senior user of operational IT systems such as LCS and Single View of a Child

Quality Assurance

- Strategically lead our model of practice through learning space audits, thematic single and multi-agency audit, strategic management practice weeks and workforce events.
- Strategically lead practice monitoring against standards and regulations, including the regular monitoring and annual refresh of our Self-Assessment Frameworks
- Ensure strategic needs assessments are based on consultation and participation with children, young people and families in transition

Child and young person development

- Ensure service policies and procedures support the development of young people
- Ensure Children's Social Care priorities and service objectives are in line with the Directorate's Children's Plan

Development

- Maintain professional knowledge and skills through continuous development.
- Promote the work of North Yorkshire through local, regional and national influence, including close work with DFE and other ministerial departments working alongside national leaders including the Chief Social Worker and ministers.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job purpose

The core focus of this job is to ensure delivery of Key Performance Indicators and to achieve sustainable outcomes for children, young people and families. The post holder will do this by:

- Implementation and continuous development of evidenced based interventions.
- Management and development of a Whole Family Strategy
- Effective commissioning, monitoring and evaluation of services
- Stakeholder engagement, consultation and development to ensure continuous service improvement
- Representation of children and young people's views in service delivery and development.

The post holder will be a key member of the Children and Families Senior Leadership and Management Team.

Operational Management:

- Ensure delivery of the functional service area in accordance with current legislative requirements, all relevant policies and procedures and to agreed performance targets
- Ensure key professional decisions are made according to the highest standards, using an evidence base and stand up to scrutiny. Provide appropriate challenge to the decisions of other managers
- Oversees transition points to other areas of the Service to ensure the different service areas work in a joined-up way.

Strategic Management:

- Support the Assistant Director in delivering transformational change and delivering innovative solutions to service delivery and development.
- Develop new projects, programmes and working practices which attract external funding and maximise benefits to children, young people, families and communities
- Maintain an evaluation framework for evidencing the outcomes of interventions and services delivered

- Complete an annual needs assessment which will form the basis of the strategic plan. Complete any other service assessments as requested by regional or national bodies for example inspection self- assessments, annual social work health check
- Deliver strategic plans and contribute to local and regional partnership plans.
- Develop strategies, policy and procedures for delivery across Children's Social Care
- Ensure stakeholders are consulted on strategic priorities and mutual benefits are recognised and where relevant, realised
- Complete an annual performance challenge assessment
- Contribute to the delivery of strategic plans across Children and Families
- Operational service delivery across Effective Practice and Quality Assurance structure and Children and Families as a whole
- Making decisions independently when dealing with operational management and performance
- Demonstrate effective planning skills in responding to critical incidents ensuring policy and procedure is adhered to
- Evidence and record decisions and the decision making process on electronic case management systems in order to demonstrate management oversight
- Plan and organise staff and resources on behalf on the Assistant Director, when appropriate to do so
- Act on behalf of the Assistant Director as required including Agency decision Maker for adoption.

Communications:

- To diverse stakeholder groups (internal and external i.e. internally, Children's Social Care Teams, Education, Adult Social Care externally PCT, CAMHS, Ofsted) to influence and persuade in order to build continuous commitment to service development and performance
- Preparation and delivery of specialist reports which analyse, evaluate service delivery and performance, as well as making recommendations for change
- To various funding groups so as to maximise income generation
- Of aims, objectives and vision to employees, internal and external stakeholders to create dependencies to ensure on going service and performance improvement.
- Inform and analyse national policy developments and communicate implications to senior and operational managers
- Promote the work of Children's Social Care across local, regional and national forums, including media outlets, so as to ensure the development of public confidence in the service
- Deliver presentations and facilitate workshops both internally and externally in order to develop effective service delivery and stakeholder relationships
- Undertake complex and contentious negotiations with partners and commissioned services in order to ensure delivery of required outcomes and benefits
- Influence others both internally and externally to adopt policies and courses of action to gain buy-in to changes and improvements in order to achieve required outcomes
- Lead programme work with other Local Authorities to establish offers of support through Partners in Practice and other programmes
- Liaise, consult and engage with a range of groups including Elected Members, staff and the Council, other partners, agencies and the community, as well as individuals who need support and their families/carers.

Partnerships / Corporate Working:

- Develop and maintain good internal and external working relationships with partner organisations and stakeholders around safeguarding and LAC
- Understand your role in sustaining good relationships across agencies and promote dependencies.
- Support other agencies in understanding and complying with their responsibilities across the children and families system
- Ensure performance data and priorities relating to the safeguarding activity of other agencies is routinely collected and analysed

	<ul style="list-style-type: none"> • Work closely with Directorate and corporate colleagues including IT, Finance, Legal, Workforce Development and HR
<p>Resource management:</p>	<ul style="list-style-type: none"> • Manage complex and large grants across agencies, ensuring effective reporting to government departments. Grants ranging from 100k to Several Million. Manage reporting line budgets effectively. • Contribute to the wider management of Children’s Social Care resources, through robust financial management • Contribute to the development of annual budget estimates ensuring realisation of efficiency targets whilst maximising delivery outcomes • Ensure an effective commissioning framework is adhered to and that monitoring and evaluation of commissioned services is tracked with inbuilt challenges where services are not delivering to specification • Take overall responsibility for the workload and deployment of staff working within Effective Practice and Quality Assurance including the Principal Social Worker • Provide leadership, guidance and management both to staff within Effective Practice and Quality Assurance and also supporting the Assistant Director across Children’s Social Care • Enable staff to respond productively to transformational change by developing a change culture and highlighting benefits realisation • Promote high levels of motivation and commitment to the delivery of strategic and operational plans and performance • Lead on Unit HR processes and line management including recruitment, monitoring, supervision / appraisal and disciplining of staff as necessary • Assisting and supporting services with the collation of data in order to identify and set performance measures / indicators • Ensure that all performance reporting is timely and accurate so as to enable strategic and operational managers to make informed decisions • Ensure that Strategic plans accurately reflect the needs assessment and deliver on priorities in line with performance indicators and required outcomes • Ensure that operational delivery plans are effectively monitored and tracked with adherence to formal reporting mechanisms so as to ensure delivery within timescale • Contribute to the effectiveness of improvement activity by leading consultation activity around performance to ensure stakeholder views are reflected in performance improvement activity.
<p>Systems and Information:</p>	<ul style="list-style-type: none"> • Ensure service information is shared with relevant other agencies and key stakeholders in order to ensure access to services is smooth and effective. • Report issues of poor practice, issues of media interest and any other issues that require reporting to appropriate senior managers • Share information and ensure good practice is in place regarding confidentiality and data protection • Ensure performance monitoring information is routinely available to senior managers and key stakeholders as appropriate.

Person specification:

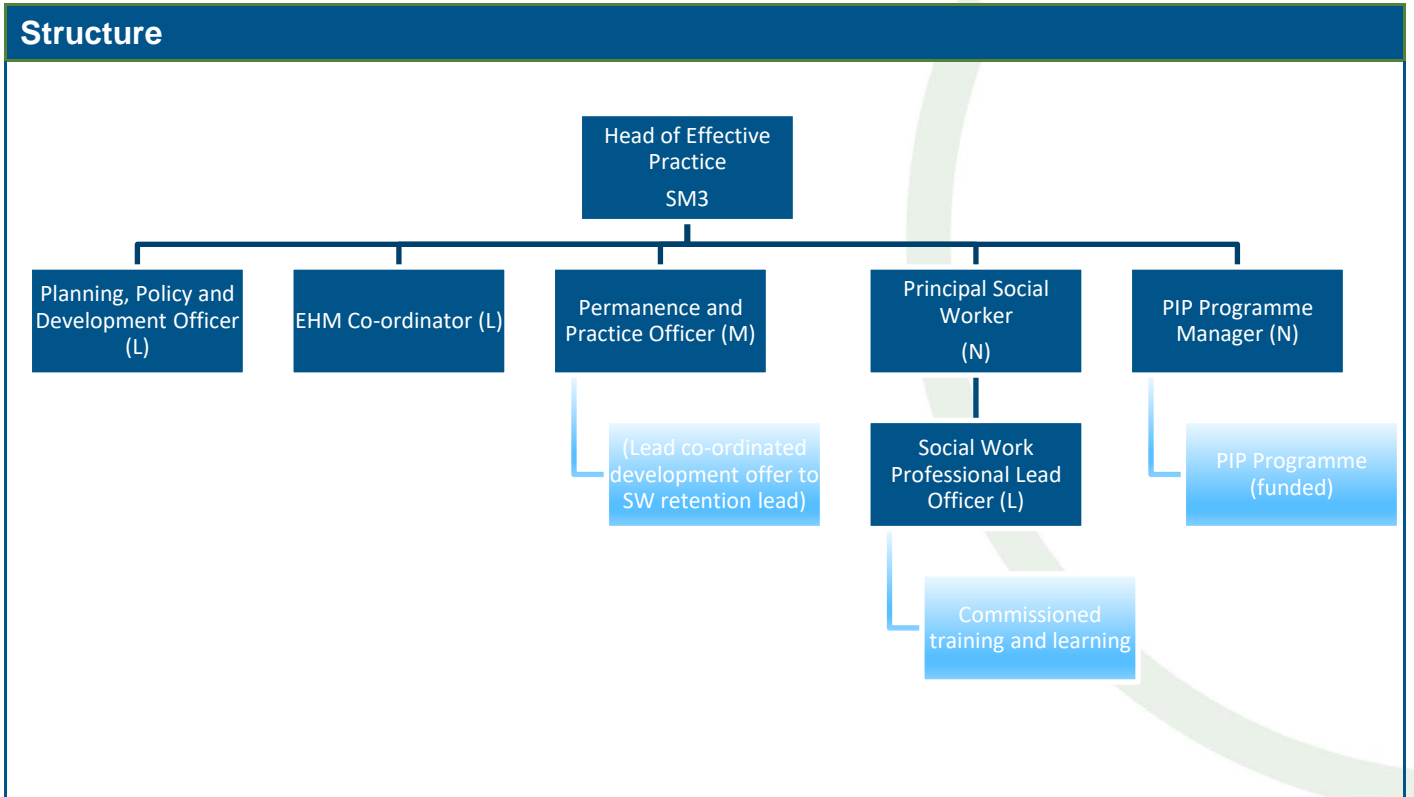
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Extensive knowledge of current philosophy in child care • Extensive knowledge of Children’s Social Care statutory frameworks • Extensive knowledge of evidenced based effective practice relating to interventions for children and families • Performance management and improvement Models • Service Commissioning frameworks • Knowledge of principles and models of Quality Assurance. • Project Management methodologies • Extensive experience within a relevant professional field. • Substantial experience of intra and inter-agency work at senior manager / leadership level. Able to demonstrate examples of making a practical difference • Experience of developing strategic plans based on needs assessment and delivery of required outcomes • Developing and implementing new ways of delivering services and innovative working practice • Leading on consultation and participation activity • Wide experience of contact with and presenting to Members and Director level staff and senior managers in partner organisations • Experience of policy and service planning and development • Experience of managing and delivering against performance indicators in a complex operational environment • Proven, effective and substantial experience of the management of resources in a changing organisational environment, including human and financial resources, including budget planning, expenditure control, and identifying savings • Experience of planning, organising and delivering training / workshops to diverse audiences • Extensive experience of people management including managing recruitment, discipline and grievance processes and performance management • Experience of successfully planning for and contributing to inspection processes 	<ul style="list-style-type: none"> • Theories of change. • Trainer in evidenced based intervention(s) • Leading a transformational change initiative. • Responding to media enquiries. • Completing whole Service assessments and reviews. • Utilising a project management approach. • Working with elected members • Successful bid writing to a range of funding bodies
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to lead change and to support services during periods of change and development, minimising the impact on staff morale and maximising the positive outcome • Ability to monitor and evaluate services and practices to ensure agreed standards are maintained and intervene constructively where necessary • Excellent communication skills, verbal & written, including the ability to use different methods according to service users’ and professionals’ differing needs • Good negotiation and report writing skills • Good political skills and ability to operate effectively and promote services for children and young people in a political environment • Ability to plan, develop and implement new ways of working, including integration with other key agencies • High level leadership skills and the ability to promote and gain commitment to the organisation’s policy and objectives 	<ul style="list-style-type: none"> • Formal project management training • Formal training/ learning in quality assurance models and processes

<ul style="list-style-type: none"> • Strategic planning and decision making • Good level of IT literacy, sufficient to manipulate documents and spreadsheets and to interrogate case recording systems • Ability to use data to analyse service performance • The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post. 	
<p>Behaviours Link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Fully qualified, accredited social work professional status (CQSW, DipSW, CSS, PQCCA) or equivalent experience in a related field 	<ul style="list-style-type: none"> • Project management qualification • Degree level qualification in relevant area • Management qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Availability to work as necessary outside office hours • Enhanced DBS check 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Lead SEND Development Officer
Grade:	SM1
Responsible to:	Head of SEND Strategic Planning and Resources
Staff managed:	Manages operational frontline staff
Directorate:	Children and Young People's Service
Service:	Inclusion
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

The post holder will be responsible for:

- Working collaboratively with partners, parents/carers, children and young people to review and update the strategic plan detailing the future vision of special educational provision across North Yorkshire, which takes into account trends in future needs, resources and recommendations from reviews and performance data.
- Coordinate, plan and deliver the successful implementation of specific aspects of the Local Area SEND Strategy and the Strategic Plan for SEN Education Provision including leading on public consultation and developing reports and recommendations for approval by Corporate Directors and Elected Members
- Support the Head of SEND Strategic Planning and Resources to develop the range of provision across all age ranges including Early Years, Statutory School Age and Post 16
- Oversee and manage the workloads of a staff team to ensure the council meets its obligations with regards to SEND provision-Specifically Preparation for Adulthood and Independence
- Direct the work of Send and Inclusion Support Officers to ensure all aspects of the Strategic Plan are delivered on time
- Support the Head of SEND Strategic Planning and Resources and other senior managers with the development of the SEF and the local area SEND Strategy to ensure partners across NY are working effectively to identify children with SEND at an early stage and meet their needs in order to maximise outcomes
- Presentation of reports to senior officers, portfolio holder elected members and the Executive to gain approval for developments

Job purpose

To facilitate delivery of the Strategic Plan for specialist education provision across North Yorkshire and ensure the Local Authority meets its duties to provide suitable SEND provision for the needs of children and young people in North Yorkshire. In particular the post will have responsibility for the development of Early Years, Preparation for Adulthood as well as other specific developments set out within the Local Area Strategy

Operational Management:

- Ensure the vision, principles and outcomes of the Strategic Plan are upheld and communicated effectively and underpin all implementation work
- Ensure that the Head of SEND Strategic Planning and Resources and the SEND Provision and Resources Team are kept fully up to date about implementation work

- Establish and maintain clear and transparent lines of communication between the SEND Provision and Resources Team, partners and parents/carers and children/young people
- Take the strategic lead for ensuring PfA is embedded across all aspects of work
- Develop further traded services in relation to PfA and Independence in order to generate revenue
- Implement the delivery of Targeted Mainstream Provisions and maintain robust monitoring arrangements once established
- Ensure that education, care and health colleagues are fully engaged in the implementation of the strategic plan, together with parents/carers, children and young people
- Establish strong communication frameworks at local and county level to ensure that all partners, senior officers and elected members receive regular progress updates and have the opportunity to make active contributions to the work
- Production and presentation of reports at appropriate intervals to key groups, multi-agency partnerships and elected member forums
- Attendance and presentation at key partner, parent/carers, children and young people forums
- Significant contribution to engagement and consultation processes required for the implementation of actions in the Strategic Plan and Local Area Strategy
- Support on the review, transformation and change of SEND provision across North Yorkshire
- High levels of engagement with senior officers across the local authority and external partners to coproduce services and change for the future
- Budget responsibility for specific aspects of SEND provision as allocated by line manager
- Line management of the specified staff team including performance management, supervision and appraisal
- Assist the Head of SEND Strategic Planning and Resources and stakeholders in preparation for inspection and peer review
- Deputise for the Head of SEND Strategic Planning and Resources as directed.

Resource management:

- Assist the Head of SEND Strategic Planning and Resources in taking corrective action in relation to identified budget pressures
- Seek opportunities for creative and value for money solutions when leading on specific provision developments.
- Contribute to the development of the SEND capital plan
- Ensure close links with health and social care in the development of provision including joint funding requirements and wider impacts of changes on other services.
- Lead and/or assist in the development of traded aspects of the service.

Partnerships:

- Work with a range of partners/agencies, both internal and external, to foster a culture of collaboration, ensuring partners agencies are engaged in service developments and improvement and the implementation, monitoring and review the Strategic Plan.
- Develop and maintain strong internal and external relationships with partner organisations, stakeholders and providers of SEND, whilst providing challenge and support
- Embed the principle of co-production in all aspects of the work defining a clarity of roles and responsibilities across partners
- Ensure robust systems are in place to both hear the voice of the child/ young person and parents/carers and to actively promote and encourage their engagement
- Establish effective working relationships with parent/carers and children and young people.
- Work collaboratively with colleagues across education, health and social care to develop and secure joint commissioning opportunities both within and local authority and regionally.

<p>Strategic management:</p>	<ul style="list-style-type: none"> • Strongly contribute to the decisions which influence the re shaping of SEND provision across the county • Invite creative and innovative approaches to delivery, promoting strong collaborative approaches between partner organisations • Seek and promote opportunities for the joint commissioning of future provision • Support the Head of SEND Strategic Planning and Resources in preparing the service and the local area for inspection and review • Deputise for the Head of SEND Strategic Planning and Resources as directed
<p>Communications:</p>	<ul style="list-style-type: none"> • Establish strong communications across services and teams in North Yorkshire Council where their work impacts on provision and resources for children and young people with SEND. These will include: Children and Families, Education and Skills, Health and Adult Services, Finance, Legal and Commissioning. • Establish strong communication with leaders of education provision across the age range 0-25 and across the continuum of provision to ensure involvement in the transformation of provision • Ensure the provision offer across the continuum in North Yorkshire (universal, targeted, specialist, preparing for adulthood) is promoted and understood. • Establish clear and strong lines of communication with parents/carers and children/young people to ensure their ongoing involvement in the review and development of the Strategic Plan and subsequent plans. • Prepare and present reports and other documents for senior managers and Council Members. • Draft high quality responses to MP letters, complaints and external regulatory bodies on behalf of the Director of Children and Young People’s Services and support team members to contribute to these. • Ensure all communications and documentation is in line with Council policy and strategy, including the Strategic Plan.
<p>Systems and information:</p>	<ul style="list-style-type: none"> • Work alongside the Performance and Intelligence analysts to ensure planning and decisions are based on strong analysis of data sources, performance and trends. • Apply strong and effective data sharing protocols with key partners, parents/carers in order to adhere to data protection and confidentiality • Ensure performance and statistical information is utilised fully in the development of the service and SEND provision • Support the development, monitoring and review of effective systems for analysing information to inform development and change and maintain timely and accurate records and work processes. • Ensure systems are in place to ensure parents/carers and children/young people can inform and influence future development. • Ensure all requirement of GDPR are adhered to in the team.
<p>Safeguarding:</p>	<ul style="list-style-type: none"> • Be responsible for and adhere to the systems to promote and safeguard the welfare of children and young people, following all statutory guidance and NYC policy. • Ensure that all team members adhere to safeguarding systems and promote the welfare of children and young people. • professional

Person specification:

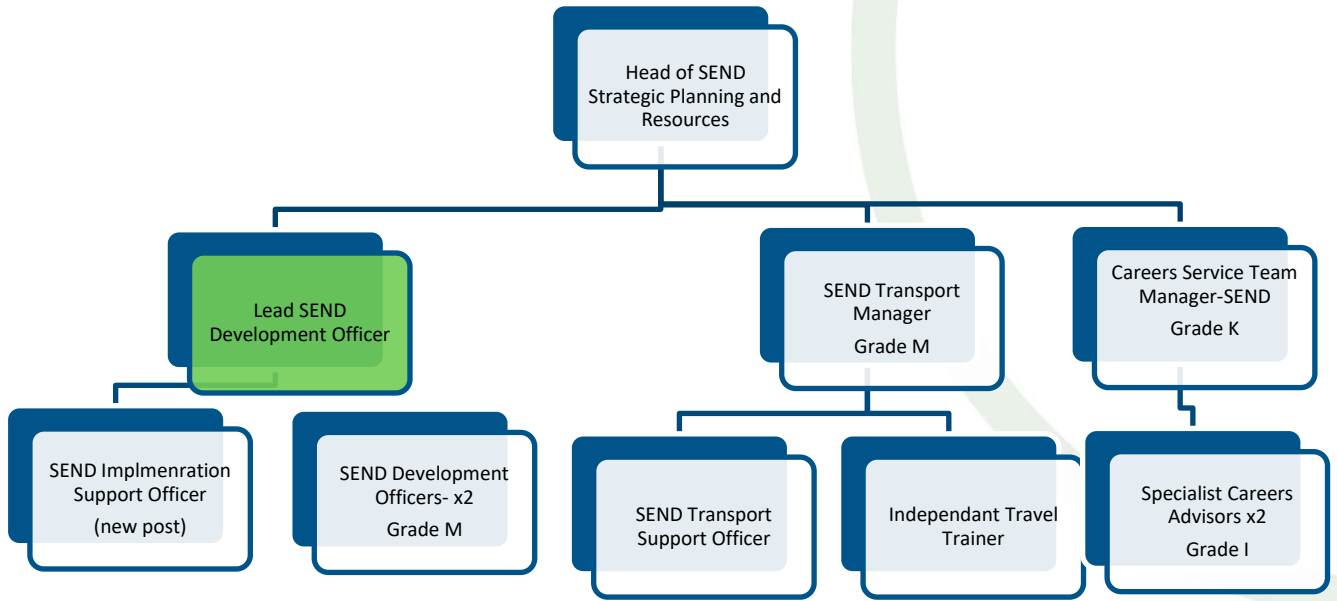
Essential	Desirable
<p>Knowledge</p> <ul style="list-style-type: none"> • Significant knowledge of the Children and Families Act 2014 and the Care Act 2014 and the Education Act 1996 • Significant knowledge of the statutory requirements and duties of the local authority for SEND and Inclusion • In depth knowledge of current DfE guidance and legislation with respect to SEND, CQC/Ofsted Local Area SEND Inspection, Alternative Education and Ofsted Inspection Frameworks for education providers • Significant knowledge of preparing for adulthood requirements and approaches • Knowledge of co production and its application in strategic planning and change • Knowledge of the Code of Practice and its implications for SEND practice • Knowledge of the school landscape in terms of academisation, school organisation • Knowledge of local government decision making and local democracy <p>Experience</p> <ul style="list-style-type: none"> • Experience of strategic planning, policy implementation and performance management • Experience of developing, leading and implementing organisational culture change within a large diverse organisation • Proven and effective experience of the management of resources in a changing organisational environment, including human and financial resources. • Proven experience of collaborative working with partners, including parents/carers and children/young people • Significant experience of communication and engagement with professionals, members of the public and families • Experience of managing and delivering against performance indicators in a complex operational environment • Significant experience of preparing documents and reports, and presenting to senior managers and elected members • Experience of working with children and young people in an education/care setting to meet need and improve outcomes 	<ul style="list-style-type: none"> • Working in SEND in local authority settings • Knowledge of approaches to reviewing SEND provision capacity • Knowledge of the High Needs Block budget, DSG and local authority <ul style="list-style-type: none"> • Undertaking public consultation to inform recommendations for member decisions
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to support the development of strong, highly performing teams embracing an agreed vision and culture • Strong change management skills • Able to lead and deliver change in a fast paced and uncertain environment • Ability to prioritise work and delegate effectively • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians • Strong range of leadership skills and abilities • Confident and assertive manner • Good interpersonal skills. • Strong communication skills across a variety of audiences 	

<ul style="list-style-type: none"> • Ability to assimilate new initiatives, technology and software and interpret information and data. • ICT Competence • Analytical skills 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link • Non-discriminatory practices • Empathy and understanding of parents/carers, children and young people with SEND • Assertive manner • Commitment to equality 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Honours Degree or equivalent • Evidence of continuous professional development 	<ul style="list-style-type: none"> • Strategic leadership /Management Qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • Commitment to continuous improvement of services and improved outcomes for children and young people • Evidence of professional development • Strong commitment to co production and collaboration • High levels of intuition and professional drive • Ability to manage a number of consecutive work priorities • Ability to travel independently across the County • Ability to attend meetings outside of normal business hours 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Service – Placement Support
Grade:	SM3
Responsible to:	Assistant Director Children and Family Services
Staff managed:	Manages a group of managers
Directorate:	Children and Young People's Service
Service:	Children and Families
Job family:	SM - Senior Management
Date of issue:	April 2023

Job context

The post holder will operate in an environment of transformational change and innovation, be able to manage change in a time of financial constraints and provide clear leadership and management to enable staff to perform at their best. The key skills required for all senior managers:

- **Visionary leadership that excites, moves, motivates and engages**
- **Authentic, visible and accessible leadership**
- **Optimistic (not naïve) transformational change and innovation**
- **Able to lead and manage projects.**
- **Inclusive leadership which promotes support and challenge with partnerships**
- **Prudent financial management that promotes public value**
- **Leadership that promotes growth and development of self and others**
- **Strong ability to interpret complex data to understand service risks**

To have a commitment to shared values and the common purpose of developing a culture of interagency working; including statutory bodies, third and private sector organisations.

To ensure that strategic visions are translated into local plans in collaboration with professionals, partners and service users.

Enhanced DBS check required.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

People Management

- Provide leadership, guidance and management both to staff across the Children and Young People's Placements portfolio and also supporting the Assistant Director across Children and Families Services.
- Ensure delivery of high quality, effective services to children, families and carers that respect and are responsive to their needs
- Enable staff to respond productively to transformational change by developing a change culture and highlighting benefits realisation.
- Promote high levels of motivation and commitment to the delivery of strategic and operational plans and performance.
- Lead on Unit HR processes and line management including recruitment, monitoring, supervision and appraisal. Take the lead responsibility for staff welfare, offering support, at times of stress, praising work completed and monitoring performance, including sickness absence.
- Contribute to corporate issues including leading on Complaints, FOI, and disciplinary panels.

Planning and Organising

- Operational service delivery across Children and Young People’s placements portfolio and Children and Family Services as a whole.
- Making decisions independently when dealing with operational management and performance.
- Demonstrate effective planning skills in responding to critical incidents ensuring policy and procedure is adhered to.
- Evidence and record decisions and the decision making process on electronic case management systems in order to demonstrate management oversight.
- Plan and organise staff and resources on behalf on the Assistant Director, when appropriate to do so.

Job purpose

To lead and manage the operational delivery, performance, resources both human and financial and strategic development of the following:

- Fostering Teams
- Adoption Teams
- Accommodation Pathway
- Residential and Edge of Care provision (No Wrong Door)
- Strengthening Families Protecting Children Programme

The post holder will do this by ensuring that teams within the service area deliver services to the appropriate local and national standards in terms of provision of care, performance and budget. They will monitor and review operational delivery, performance and develop strategy in constructive partnership with other agencies and key stakeholders. They will be a key member of Children and Family Services Management Team.

Operational Management:

- Ensure delivery of the functional service area in accordance with current legislative requirements, all relevant policies and procedures and to agreed performance targets.
- Ensure key professional decisions are made according to the highest standards, using an evidence base and that they stand up to scrutiny. Provide appropriate challenge to the decisions of other managers.
- Oversee transition points to other areas of the service to ensure the different service areas work in a joined up way
- Ensure Children and Families Services priorities and service objectives are in line with the Children and Young Peoples Plan
- Undertake performance management, quality assurance and ensure value for money in services delivered by the service; acts on inadequate performance as appropriate.
- Set and deliver on high service standards
- Deliver services in line with the ‘One Council’ approach.
- Improve timelines of performance across key areas.
- Ensure service policies and procedures support the development of young people
- Ensure systems and policies are in place to ensure that children, young people and families/carers are fully involved in planning and decision making around LAC and Child Protection and participate in consultation around service delivery and development

Strategic Management:

- Contribute to the delivery of strategic plans across and Family Services and other directorates as required.
- Lead the development of the service’s business plan and contribute to the wider annual planning process in line with key performance objectives, priorities and quality assurance principles.
- Take lead responsibility for planning, implementing and evaluating a number of service development and quality improvement initiatives

- Contribute to the business plan for Children's Services ensure delivery of high quality, effective services to children and families that respect and are responsive to their needs
- Support the Assistant Director in delivering transformational change and delivering innovative solutions to service delivery and development.
- Develop new projects, programmes and working practices which attract external funding and maximise benefits to children, young people, families and communities.
- Complete any service assessments as requested by regional or national bodies for example inspection self- assessments.
- Develop strategies, policy and procedures for delivery across Children and Young People's Resources portfolio, Children and Family Services and other directorates as appropriate.
- Ensure Government guidance, legislation are interpreted appropriately and are adhered to in a manner consistent with best practice
- Ensure stakeholders and providers are consulted on strategic priorities and mutual benefits are recognised and where relevant, realised

Communications:

- To diverse stakeholder groups (internal and external) to influence and persuade in order to build continuous commitment to service development and performance.
- Preparation and delivery of specialist reports which analyse, evaluate service delivery and performance, as well as making recommendations for change.
- Of aims, objectives and vision to employees, internal and external stakeholders to create dependencies to ensure on going service and performance improvement.
- Inform and analyse national policy developments and communicate implications to senior and operational managers.
- Promote the work of Children and Family Services across local, regional and national forums, including media outlets, so as to ensure the development of public confidence in the service.
- Deliver presentations and facilitate workshops both internally and externally in order to develop effective service delivery and stakeholder relationships.
- Undertake complex and contentious negotiations with partners and commissioned services in order to ensure delivery of required outcomes and benefits.
- Influence others both internally and externally to adopt policies and courses of action to gain buy-in to changes and improvements in order to achieve required outcomes.
- Ensure the engagement of children, families and carers is evaluated Investigate and respond to complaints from service users/relatives/carers and other agencies etc.
- Develop a proactive relationship with key stakeholders including the inspectorate

**Partnerships /
Corporate
Working:**

- Develop and maintain good internal and external working relationships with partner organisations and key stakeholders
- Understand and promote your role in sustaining good relationships across agencies.
- Support other agencies in understanding and complying with their responsibilities regarding safeguarding.
- Ensure service information is shared with relevant other agencies and key stakeholders in order to ensure access to services are smooth and effective.
- Ensure performance data relating to the safeguarding and LAC activity of other agencies is routinely collected and analysed.
- Report to elected members as necessary
- Build local, regional and national networks to lead innovation including with the DFE and other government departments

**Resource
management:**

- Contribute to the wider management of Children and Family Services resources, through robust financial management financial of Residential provision within agreed procedures and adhering to expenditure targets.
- Contribute to the development of annual budget estimates ensuring realisation of efficiency targets whilst maximising delivery outcomes.
- Be responsible for effective budget management

	<ul style="list-style-type: none"> • Ensure effective systems are in place for ordering, stock monitoring, asset renewal and capital expenditure • Take overall responsibility for the workload and deployment of staff working within Residential Provision.
Systems and information:	<ul style="list-style-type: none"> • Provide advice and guidance to the Principle Disabled Children's Services Officer for the inspection and regulatory frameworks for the three Children's Resource Centres. • Assisting and supporting senior managers /colleagues with the collation of data in order to track performance against agreed indicators and outcomes. • Ensure that all performance reporting is timely and accurate so as to enable strategic and operational managers to make informed decisions. • Ensure that Strategic plans are reflected in operational service delivery • Ensure that operational delivery plans are effectively monitored and tracked with adherence to formal reporting mechanisms so as to ensure delivery within timescale. • Contribute to the effectiveness of improvement activity by participating in consultation activity around performance to ensure stakeholder views are reflected in performance improvement activity. • Ensure strategic needs assessments are based on consultation and participation with children, young people and families in transition. • Be responsible for ensuring that managers are accountable for the delivery of service standards and performance • Ensure performance monitoring information is routinely available to operational managers and others as appropriate. • Monitor and evaluate case files and decision making to ensure standards are high quality • Ensure appropriate standards are in place in anticipation of inspections and other quality assurance exercises
Safeguarding:	<ul style="list-style-type: none"> • Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with. • Monitor and evaluate service outcomes in relation to safeguarding children

Person specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Extensive knowledge and fundamental understanding of current research and good practice standards in relation to children & families LAC and residential care provision at a local and national level. • Extensive knowledge of the legal framework for working with children and families • Extensive knowledge of Children's Homes Minimum Standards, inspection standards and relevant legislation and guidance • Awareness of current national developments for LAC and residential care provision • Performance management and improvement Models • Clear knowledge of standards and regulations in regard to Fostering and Adoption • Extensive post qualifying experience within a relevant professional field. • Extensive management experience of cases with complex, behavioural, professional and ethical issues including child protection, court proceedings, case conferences, criminal justice and other formal processes. • Experience of assessing and managing all aspects of risk, contingency planning and responding to critical incidents • Leading on consultation and participation activity. 	<ul style="list-style-type: none"> • Multi-agency working e.g. recent senior management experience in a multi-agency environment. • Experience of responding to media enquiries. • Experience in commissioning services for children, young people and families. • Experience of planning, organising and delivering training / workshops to diverse audiences. • Experience of contact with and presenting to Members and Director level staff and senior managers in partner organisations.

- Experience of developing strategic plans
- Developing and implementing new ways of delivering services and innovative working practice.
- Experience of policy and service planning and development
- Experience of managing and delivering against performance indicators in a complex operational environment.
- Proven, effective and substantial experience of the management of resources in a changing organisational environment, human and financial resources, including budget planning, expenditure control, and identifying savings.
- Extensive experience of people management including managing recruitment, discipline and grievance processes and performance management
- Experience of successfully planning for and contributing to OFSTED inspection processes

Occupational Skills

- Ability to lead change and to support services during periods of change and development, minimising the impact on staff morale and maximising the positive outcome
- Ability to monitor and evaluate services and practices to ensure agreed standards are maintained and intervene constructively where necessary
- Excellent communication skills, verbal & written, including the ability to use different methods according to service users' and professionals' differing needs.
- Good negotiation and report writing skills.
- Good political skills and ability to operate effectively and promote services for children and young people in a political environment
- Ability to plan, develop and implement new ways of working, including integration with other key agencies.
- Leadership skills and the ability to promote and gain commitment to the organisation's policy and objectives
- Strategic planning and decision making
- Good level of IT literacy, sufficient to manipulate documents and spreadsheets and to interrogate case recording systems
- Ability to use data to analyse service performance Skills

Behaviours

[Link](#)

Professional Qualifications

- Fully qualified, accredited social work professional status (CQSW, DipSW, CSS, PQCCA)
- Current registration with Health and Care Professions Council
- Degree level qualification in relevant area
- Management qualification

Other Requirements

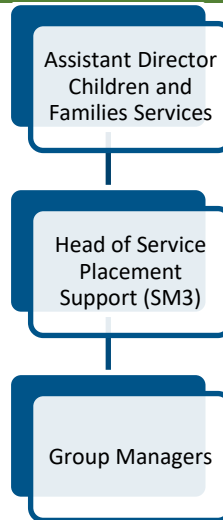
Satisfy conditions of service regarding:-

- Enhanced DBS clearance
- Ability to travel across the County
- Availability to work as necessary outside office hours

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Short Breaks Manager
Grade:	SM1
Responsible to:	Head of SDCS
Staff managed:	Manages a group of managers
Directorate:	Children and Young People's Service
Service:	Specialist Disabled Children's Services
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

The post holder will be responsible for the strategic development and effective delivery of the short breaks offer for disabled children and their families across North Yorkshire co-producing the offer with parents/carers and key partners to ensure sufficiency in provision across localities, quality and value for money.

The post holder will also undertake the responsibilities of the Responsible Individual to ensure compliance with Ofsted registration of the 3 Children's Resource Centres.

Regulation 26(7)(b) requires the Responsible Individual to have the capacity, experience and skills to supervise the management of each children's home they oversee. The Children's Home Responsible Individual will need to demonstrate that they have the essential skills to develop the leadership and management of homes within their remit such that the homes have the capacity and capability to meet the Children's Homes (England) Regulations 2015 and requirements of Ofsted Inspection.

The post holder will be responsible for:

Strategic development, organisation and oversight of the Short breaks offer across North Yorkshire which will include:

- Review and continued development of the Short Breaks offer across North Yorkshire for disabled children and their families based on needs, localities, working in partnership with parents/carers and providers
- Market stimulation to attract new providers into the delivery of short breaks including schools, colleges and the voluntary and community sector
- Development of an invest to save approach to reduce dependency on overnight short breaks for some families and extend the range of day, weekend, holiday breaks
- Development of the short breaks calendar of activity across a calendar year and communications planning
- Maximising participation and digital booking arrangements for the locality based short breaks offer
- Develop and implement the SLA and quality assurance process for short breaks to ensure initial compliance checks and quality assurance of the programme during delivery
- Maximising the support from volunteers, partner agencies and schools in the provision of short breaks
- Ensuring the short breaks offer is coproduced with parents and carers and is informed by feedback from children and families
- Management of the short breaks budget and ensuring value for money
- To lead on the transformation of respite to families experiencing high levels of need to minimise the number of children becoming looked after

Responsible Individual of the Children's Resource Centres

- Provide strategic oversight for the safety and wellbeing of all staff, ensuring they have the skills and training to meet the needs of our most complex young people where behaviours can be of significant challenge.
- Ensure there is a service culture that is inclusive and solution focussed with a commitment to meeting children's needs within the community of North Yorkshire
- To ensure provision requirements, capacity and budget allocations are formalised in a SLA which is updated on an annual basis
- Agreed purpose, procedures and expectations across the CRCS in terms of staffing, quality and response to emergency admissions
- To oversee the effective management of the CRCs to ensure compliance with Ofsted regulations and standards
- Strategic development of the CRCs to ensure sufficiency of provision quality assurance and ongoing development of the CRCS to ensure high quality services valued by children and their families.
- Line management of the CRC Managers
- Oversight and monitoring of the professional development of the CRC Managers and the staff teams to ensure they are trained and skilled in their role and Ofsted compliant in terms of qualifications
- Analysis of documentation including case files, health plans, medication administration and incident logs to ensure practice safeguards children
- Oversight of the CRC financial resources amounting to over £2million.

Joint Working between Responsible Individuals across NWD Children's Homes and CRCS

- Close collaboration with the Responsible Individual of the NWD Children's homes to ensure continual cover/duty arrangements are in place
- Joint decision making for children with disabilities requiring overnight care in the CRCS and exploration of alternative options
- Collaborative working to maximise opportunities for transformation and attraction of external funding to introduce new, sustainable approaches.

Job purpose

The post holder will have responsibility for ensuring the sufficiency, range and quality assurance of short breaks across North Yorkshire, working closely with parents/carers and partner organisations. Job purpose here.

Operational Management:

- Lead responsibility for the commissioning and quality assurance of short breaks for families with disabled children including day, weekend, holiday and overnight short breaks
- Line management of the CRC Registered Managers including supervision, appraisal and line management
- Ensure the high quality of CRCS and compliance with required Ofsted regulations Including any conditions placed on the registration under section 24 of the Care Standards Act 2000 and the regulations that apply to each establishment or agency under section 25 of the Care Standards Act 2000
- Ensuring the requirements of the Children's Homes Quality Standards and Regulations 2015 and the Single Social Care Inspection Framework are embedded in the practice of the home.
- Reviewing and assessing the implementation of any Ofsted action plans from previous inspections or quality action plans including outcomes from Regulation 44 visits within timescales
- Ensure that the home is lead and managed in such a way as to be consistent with the approach and ethos of the home, and delivers the outcomes, set out in the Statement of Purpose.
- Support the manager in leading a culture in the home that helps children and young people aspire to their full potential and promotes their welfare

- To ensure that the care and support offered in the home provide children and young people with the opportunity to make progress and have positive experiences.
- Ensure there is sufficient staffing in the home to provide for the care of each child or young person and that staff have the experience, qualifications and skills to meet the needs and provide continuity of care for each child or young person.
- Ensure that monitoring and review systems are implemented that enable the manager to understand the impact the quality of care is having on the progress and experiences of children and young people and use this information to inform and develop the quality of care provided.
- Ensure that the service actively promotes tolerance, equality and diversity.
- Support the staff team to develop positive relationships with children and young people and engage with them appropriately taking into account their views and wishes in all aspects relating to their care, welfare and lives.
- Provide regular reports that demonstrate how children are making appropriate and measurable progress towards achieving their educational potential.
- Ensure the home has a routine and culture that ensures children and young people benefit from a variety of experiences and activities that meet their needs and develop and reflect their, creative, cultural, intellectual, physical and social interests and skills.
- Ensure that staff meet children and young people's health needs including mental health and well-being and that they receive the advice, services and support they need including how to lead healthy lifestyles.
- Ensure the home follows relevant statutory guidance and legislation to ensure that children and young people are helped and protected from harm (including neglect, abuse, sexual exploitation, accidents, self-harm, bullying and radicalisation) and enabled to keep themselves safe.
- Ensure the home has effective procedures in place to manage the risk of children and young people going missing and to support the team to reduce those risks.
- Oversee all regulated activity on site and service management
- Provide a comprehensive placement service through managing admissions to the children's home
- To monitor and review risk assessments, care plans and placement plans, activities and community involvement, and provide oversight of individual care planning for all children and young people looked after in the CRCS
- Ensure effective financial management of the short breaks budget
- Co-ordinate the delivery of the wider short breaks offer across the area ensuring it is of high quality and safeguards children and young people
- Works closely with the NWD Responsible individual to ensure duty cover and to maximise practice and efficiency across children's homes
- Problem solve issues that impact on the safe operation of the CRCS.

Resource management:

- Ensure effective commissioning and quality assurance procedures are in place which are closely monitored and areas of concern acted upon in a timely and appropriate manner
- To effectively manage the short breaks budgets and ensure the provision provides value for money
- To identify opportunities for transformation in short breaks to ensure needs can be met at the earliest level of intervention
- To ensure SLAs are in place which clearly specify the commissioning of places and provision across short breaks providers
- To ensure appropriate levels and deployment of staffing in the CRCS to ensure children are cared for safely
- To ensure workforce development needs are identified and addressed across the short breaks providers
- To maximise investment from private, voluntary and public sector to provide respite opportunities for families with disabled children

	<ul style="list-style-type: none"> To identify charging protocols for parents/carers who wish to access short breaks outside of their needs assessment
Partnerships:	<ul style="list-style-type: none"> Provide strategic oversight for the safety and wellbeing of all staff, ensuring they have the skills and training to meet the needs of our most complex young people where behaviours can be of significant challenge. Ensure there is a service culture that is inclusive and solution focussed with a commitment to meeting children's needs To engage with key stakeholders across health, care, education and the voluntary sector to ensure sufficiency and range of short break provision Ensure children who are receiving short breaks have access to a full time education programme through school and take swift action to notify appropriate local authority personnel as required To engage with parents and carers and children in the co-production of the short breaks offer To maximise the opportunity to work with partners to attract resources to support the short breaks offer.
Strategic management:	<ul style="list-style-type: none"> To ensure strategic oversight of the trends and capacity required for short breaks across the county including overnight short breaks, holiday, day and weekend based on trend data, feedback from parents/carers and good practice from other Las To develop a robust business continuity plan for all CRCS which covers emergency admissions and steps required to protect overnight short breaks to families Maximise engagement with providers to ensure the range and sufficiency of short breaks meets need To work with partners across health, education and care to develop proposals to provide wraparound support for families at risk of breakdown Ensure a robust commissioning and quality assurance procedure for short breaks and robust information sharing to ensure needs of the children are understood and can be met Ensure that for the majority of family's needs can be met at targeted level where at all possible To work closely with the SEND and NWD team to identify solutions for complex cases at risk of high cost placements
Communications:	<ul style="list-style-type: none"> To actively liaise with Ofsted with regards to inspection, notifiable incidents and all issues related to registration To engage with key partners including education settings, voluntary sector and the local authority to maximise short breaks provision across the county Develop an annual programme of short breaks and an efficient booking system for families To liaise with regional partners to ensure the short breaks offer reflects the local and regional perspective in terms of opportunity To engage with parents/carers to co-produce the short breaks offer across the area To lead on the communication plan for short breaks to maximise knowledge of the opportunities available with parents/carers, local groups To contribute to the production of reports and presentations to ensure senior officers, elected members and other partnership groups are informed of progress and achievements Maximise the communications and media interest in successes of the short breaks offer
Systems and information:	<ul style="list-style-type: none"> Ensure assessments are used effectively to ensure children are looked after safely when they access short breaks including risk assessments, health plans and behaviour management plans Case audit the quality and review of plans for individual children and young people Establish a robust system to monitor incidents, feedback and complaints

- Ensure service information is shared with relevant other agencies and key stakeholders in order to ensure access to services is smooth and effective
- Refer issues of poor practice, issues of media interest and any other issues that require reporting to appropriate senior managers
- Share information and ensure good practice is in place regarding confidentiality and data protection
- Ensure performance monitoring information is analysed and informs plans for improvement and development
- Understand the importance of sharing information, how it can help and the risks of not doing so
- Ensure effective systems and data based information handling; bringing together shared information and making good use of available information
- Ensure all managers and staff maintain timely and accurate records and work processes; ensure effective use of the case management system so as to evidence required standards, performance and outcomes

Safeguarding:

- Understand the importance of confidentiality, GDPR ,sharing information, how it can help and the risks of not doing so
- Understand the importance of children being helped and protected from harm (including neglect, abuse, sexual exploitation, accidents, self-harm, bullying and radicalisation) and enabled to keep themselves safe
- As part of the commissioning and quality assurance process, ensure that short breaks providers are trained and have robust plans in place to safeguard children
- Ensure effective systems and data based information handling; bringing together shared information and making good use of available information
- Ensure all managers and staff maintain timely and accurate records and work processes; ensure effective use of the case management system so as to evidence required standards, performance and outcomes
- Ensure Government guidance and legislation is interpreted appropriately and adhered to in a manner consistent with best practice
- Monitor and evaluate service response and outcomes in relation to safeguarding children
- Monitor and evaluate case files and decision making to ensure standards and high quality provision
- Ensure appropriate standards are in place in anticipation for inspections and other quality assurance exercises

Person specification:

Essential	Desirable
<p>Knowledge</p> <ul style="list-style-type: none"> • Extensive knowledge of the legal framework including Care Standards Act 2000, The Care Standards Act 2000 (Registration)(England) Regulations 2010, The Children’s Homes (England) Regulations 2015 and the Children and Families Act 2014 and Short Breaks Duty • Extensive knowledge of Ofsted framework and regulations for children’s homes • Effective practices in responding to the needs of looked-after children and of local authority care planning duties and how children’s homes are required to support these. • Extensive knowledge and fundamental understanding of current research and good practice standards in relation to children with disabilities, children and young people & families at a local and national level. 	<ul style="list-style-type: none"> • Knowledge of performance improvement methodologies • Knowledge of project management methodologies • Knowledge of children’s continuing care and NHS Mandate • Knowledge of funding methodologies for high

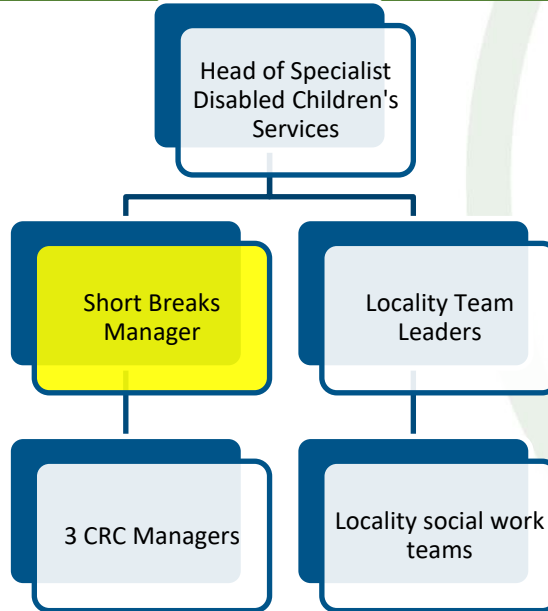
<ul style="list-style-type: none"> • Awareness of current national developments for children with disabilities, children and families. • In depth knowledge of Local Authority policies in relation to children with disabilities including all relevant safeguarding policy and high quality practice • Commissioning and quality assurance of short breaks • Knowledge of political context for the work • Extensive knowledge of person centred/outcome focussed assessment and planning and the personalisation agenda <p>Experience</p> <ul style="list-style-type: none"> • Management experience that demonstrates strong leadership and high standards of care, help and protection • Experience of ensuring services comply with Statements of Purpose • Experience of promoting equality, diversity and tolerance • Experience of leading staff teams to develop positive relationships with children, and engage with them appropriately; taking account of their views, wishes and feelings in matters relating to their care, welfare and lives • Experience of leading staff teams to maximise children's creative, cultural, intellectual, physical and social interests and support their mental health needs • Experience of change management and innovation to improve services for children and families • Experience of people management including managing recruitment, discipline and grievance processes and performance management. • Extensive experience of working within statutory guidance and statutory timelines • Experience of budget management including budget planning, expenditure control, and identifying savings. • Experience of performance management of services against an agreed framework and key performance indicators • Substantial experience of intra and inter-agency work. • Experience of service and/or policy planning and development • Experience of successfully planning for and contributing to OFSTED inspection process 	<p>need children and young people with SEN</p> <ul style="list-style-type: none"> • Social work practice • Experience of working with Directors and Members
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to champion change and to lead services during periods of change and development, minimising the impact on staff morale and maximising the positive outcome. • Ability to monitor services and practices to ensure agreed standards are maintained and intervene constructively where necessary • Excellent communication skills, verbal & written, including the ability to use different methods according to service users' and professionals' differing needs. Good negotiation and report writing skills. • Good political skills and ability to operate effectively and promote services for children and young people in a political environment • Ability to plan and develop new ways of working, including integrated with other key agencies. • Leadership skills and the ability to promote the organisation's policy and objectives • Strategic thinking • Good level of IT literacy, sufficient to manipulate documents and spreadsheets and to interrogate case recording systems 	<ul style="list-style-type: none"> • Formal project management skills
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	

<p>Professional Qualifications</p> <ul style="list-style-type: none"> • L5 or above qualification in health and social care related discipline • Social Work qualification and SWE registration 	<ul style="list-style-type: none"> • Degree in relevant discipline • Management qualification • Advanced or post or Post-Qualifying professional training • Degree level qualification in relevant area • Systemic training qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Understanding of County equality and diversity issues • Ability to attend meetings outside of normal business hours • DBS check required 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of SEND Strategic Planning Resources
Grade:	SM3
Responsible to:	AD Inclusion
Staff managed:	Manages a team of specialist professionals
Directorate:	Children and Young People's Service
Service:	Inclusion
Job family:	SM - Senior Management
Date of issue:	November 2023

Job context

- This is a senior strategic post based within the Inclusion Senior Management Team, working with the Assistant Director, to ensure the local authority fulfils its statutory responsibilities for SEND in accordance with relevant legislation including the Children and Families Act 2014, Education Act 1996 and associated statutory guidance. This will include:
- Keeping SEND educational provision (0-25) under ongoing review and the development and implementation of strategic plans are in place to ensure sufficient capacity in North Yorkshire for children with SEND across mainstream and specialist sectors.
- Ensuring the authority's responsibilities for SEND planning, commissioning, and assessment (0-25) are effective and of high quality and provide value for money.
- Working collaboratively with partner organisations, parents/carers, children, and young people to transform the commissioning and delivery of services, maximising quality, efficiency, and expertise
- Ensuring home to school transport for children with SEND is commissioned effectively and is cost effective.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job specifics

The post holder will assume lead responsibility for:

- Working collaboratively with partners, parents/carers, children, and young people to review and update the strategic plan detailing the future vision of special educational provision across North Yorkshire, which takes into account trends in future needs, resources and recommendations from reviews and performance data.
- The commissioning of provision for children and young people with SEND across 0-25 years to ensure sufficient capacity and range of provision.
- Working with local authority colleagues to develop capital investment plans to underpin the implementation of the strategic plan.
- The development of the SEF and the local area SEND Strategy to ensure partners across NY are working effectively to identify children with SEND at an early stage and meet their needs in order to maximise outcomes.
- Line management of the SEND Implementation team.
- Budget management of the home to school transport budget and specific high needs commissioning budgets and oversight of traded activity and targets relevant to this service area.
- Presentation of reports to senior officers, portfolio holder elected members and the Executive to gain approval for developments.

<p>Job Purpose:</p>	<p>To facilitate the finalisation of the Strategic Plan for specialist education provision across North Yorkshire whilst working collaboratively with schools/settings and wider partners to establish locality-based SEND Strategy groups</p>
<p>Operational management:</p>	<ul style="list-style-type: none"> • Provide effective, motivational, and innovative leadership fostering a culture of high performance and quality. • Lead on the review, transformation and change of SEND provision across North Yorkshire. • High levels of engagement with senior officers across the local authority and external partners to coproduce services and change for the future. • Ensure key professional decisions are made according to the highest standards using a strong evidence base. • Provide appropriate challenge and support to key staff, partner organisations and parents/carers • Ensure systems are in place to monitor placements and trends across the SEND Service (0-25) to inform strategic planning and commissioning decisions. • Manage performance and quality assurance activity across all aspects of SEND provision (0-25) and ensure value for money, taking corrective action as appropriate. • Ensure that there is a clear understanding of requirements for provision and transitional opportunities of young people including Alternative Provision (AP) pathways, post 16 provision and apprenticeships. • Attend and/or chair relevant strategic meetings and panels with regards to allocation of resources, development of provision, SEND Transport and PfA. • Establishing robust systems to ensure high quality, transparent decision-making processes with active involvement of key partner organisations. • Delivery of the SEND Service (0-25) in accordance with current legislative and policy requirements, professional standards, and delegated resources. • Budget responsibility for SEND Transport and High Needs Commissioning and the achievement of agreed traded targets including corrective action and the development of recovery plans. • Ensuring compliance with the Preparation for Adulthood, Local Offer, requirements detailed within the Children and Families Act 2014. • Line management of the specified teams including performance management, supervision, and appraisal. • Joint working with partners to ensure that the local area performs highly in terms of SEND performance indicators and Ofsted regulatory frameworks. • Lead on the development and implementation of SEN home to school transport policy across the 0-25 age range and the development of clear guidance for decision making which may sit outside of policy. • Deputise for the AD Inclusion as directed.
<p>Resource management:</p>	<ul style="list-style-type: none"> • Take a lead role in monitoring the High Needs Budget – commissioning strand, ensuring corrective action is taken to address pressures. • Ensure that ongoing financial modelling takes place to predict and monitor the impact of the implementation of the Strategic Plan and associated actions, and report regularly to senior managers. • Ensure best value is achieved in commissioning of placements and that robust monitoring includes value for money judgments. • Seek opportunities for creative and value for money solutions to placements. • Lead on the development of the capital plan linked to the Strategic Plan and seek opportunities to secure capital funding to underpin the work required. • Ensure the strategic vision for SEND provision is cost effective and targets resources to meet need. • Ensure that a range of value for money options for alternative provision and for preparing for adulthood are developed across the County.

- Responsibility for the SEN Home to School Transport budget, ensuring corrective action is taken and opportunities for best value are identified.
- Ensure close links with health and social care in the development of joint funded placements and provision and the processes linked to these.
- Ensuring traded targets are achieved and opportunities for further trading potential identified and developed.
- Ensure financial and human resource is utilised appropriately and effectively through arrangements with Locality Boards.

Partnerships:

- Work with a range of partners/agencies, both internal and external, to foster a culture of collaboration, ensuring partners/agencies are engaged in service developments and improvement and the implementation, monitoring and review the Strategic Plan.
- Develop and maintain strong internal and external relationships with partner organisations, stakeholders, and providers of SEND, whilst providing challenge and support.
- Embed the principle of co-production in all aspects of the work defining a clarity of roles and responsibilities across partners.
- Ensure robust systems are in place to both hear the voice of the child/young person and parents/carers and to actively promote and encourage their engagement.
- Significant contribution to the locality-based Boards to ensure they have oversight of quality of commissioned provision.
- Work closely with the SEND team to ensure information is gathered to inform planning and commissioning of provision.
- Liaise with the SEND team as required to support consultation processes.
- Establish effective working relationships with parent/carers and children and young people.
- Work collaboratively with colleagues across education, health, and social care to develop and secure joint commissioning opportunities both within and local authority and regionally.

Strategic management:

- Lead on the co-production, implementation, and ongoing review of the strategic plan for SEND provision across North Yorkshire with key internal and external partners.
- Research good practice and innovation at a regional and national level to inform transformational practice.
- Invite creative and innovative approaches to improvement, promoting strong collaborative approaches between partner organisations.
- Lead on forecasting and monitoring trends for demand for education placements for children and young people with SEND, ensuring sufficiency of placements. This applies across the continuum of provision – universal, targeted and specialist.
- Lead on commissioning and monitoring of placements and provision across the service, including contract compliance and quality assurance.
- Seek opportunities for the joint commissioning of future provision with key partners.
- Ensure gaps in current provision and capacity issues are addressed as identified through the analysis of key data and trends.
- Lead on capital planning to support the development of SEND education provision.
- Ensure preparation for adulthood is embedded in all developments relating to SEND education provision 0-25.
- Work with senior managers in inclusion to develop the locality approach for SEND in North Yorkshire.
- Have strategic responsibility for SEND Home to School Transport policy and its implementation.
- Direct management of budgets and ensure corrective action is taken where necessary to address budget pressures.
- Take a lead role in ensuring allocation of HNB resources is consistent with the agreed strategic objectives of the service and protocols.

	<ul style="list-style-type: none"> • Manage effective county-wide delivery of the service ensuring strong performance monitoring against statutory and local targets. • Ensure the service and the local area is well prepared for inspection and review. • Deputise for the Assistant Director as required and represent the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates.
Communications:	<ul style="list-style-type: none"> • Establish strong communications across services and teams in North Yorkshire County Council where their work impacts on provision and resources for children and young people with SEND. These will include Children and Families, Education and Skills, Health and Adult Services, Finance, Legal and Commissioning. • Establish strong communication with leaders of education provision across the age range 0-25 and across the continuum of provision to ensure involvement in the transformation of provision. • Ensure the provision offer across the continuum in North Yorkshire (universal, targeted, specialist, preparing for adulthood) is promoted and understood. • Establish clear and strong lines of communication with parents/carers and children/young people to ensure their ongoing involvement in the review and development of the Strategic Plan and subsequent plans. • Prepare and present reports and other documents for senior managers and Council Members. • Draft high-quality responses to MP letters, complaints, and external regulatory bodies on behalf of the Director of Children and Young People's Services and support team members to contribute to these. • Ensure all communications and documentation from the team is in line with Council policy and strategy, including the Strategic Plan.
Systems and information:	<ul style="list-style-type: none"> • Work alongside the Performance and Intelligence analysts to ensure planning and decisions are based on strong analysis of data sources, performance, and trends. • Apply strong and effective data sharing protocols with key partners, parents/carers in order to adhere to data protection and confidentiality. • Ensure performance and statistical information is shared with key partners through a local area dashboard. • Ensure that robust processes are in place to forecast SEND placement capacity. • Ensure systems for commissioning and monitoring of placements and SEND Transport are clear, robust and cost/time efficient. • Lead on the development, monitoring and review of effective systems for analysing information to inform development and change and maintain timely and accurate records and work processes. • Ensure systems are in place to ensure parents/carers and children/young people can inform and influence future development. • Ensure all requirement of GDPR are adhered to in the team.
Safeguarding:	<ul style="list-style-type: none"> • Be responsible for and adhere to the systems to promote and safeguard the welfare of children and young people, following all statutory guidance and NYCC policy. • Ensure that all team members adhere to safeguarding systems and promote the welfare of children and young people. • Ensure close monitoring of all inspections for providers where North Yorkshire Children and Young People are placed and take corrective action should inspections result in requires improvement or inadequate judgement, or concerns are raised. • Ensure that appropriate action is taken if safeguarding concerns about an education provider are raised by a child/young person, parent/carer or professional.

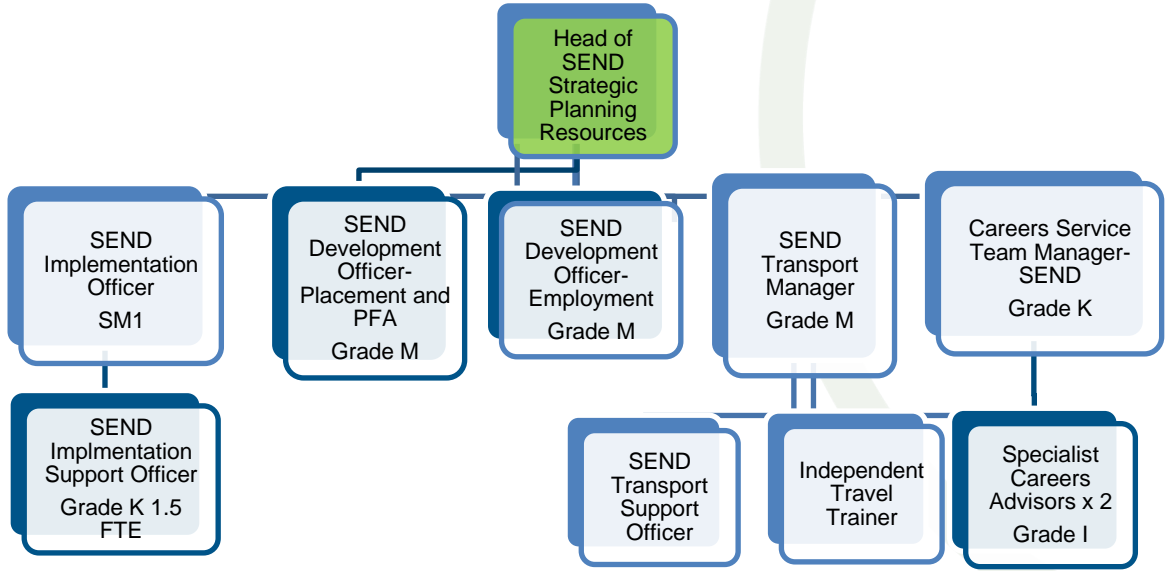
Person Specification:	
Essential	Desirable
<p>Knowledge</p> <ul style="list-style-type: none"> • Significant knowledge of the Children and Families Act 2014 and the Care Act 2014 and the Education Act 1996 • Significant knowledge of the statutory requirements and duties of the local authority for SEND and Inclusion • In depth knowledge of current DfE guidance and legislation with respect to SEND, CQC/Ofsted Local Area SEND Inspection, Alternative Education and Ofsted Inspection Frameworks for education providers • Significant knowledge of preparing for adulthood requirements and approaches • Significant knowledge of approaches to review capacity for SEND provision • Knowledge of co-production and its application in strategic planning and change • Knowledge of the Code of Practice and its implications for SEND practice • Knowledge of the High Needs Block budget, DSG and local authority • Knowledge of the school landscape in terms of academisation, school organisation • Knowledge of local government decision making and local democracy <p>Experience</p> <ul style="list-style-type: none"> • Experience of strategic planning, policy development and implementation, and performance management • Experience of developing, leading, and implementing organisational culture change within a large diverse organisation • Proven and effective experience of the management of resources in a changing organisational environment, including human and financial resources. • Proven experience of collaborative working with partners, including parents/carers and children/young people • Significant experience of communication and engagement with professionals, members of the public and families • Experience of managing and delivering against performance indicators in a complex operational environment implementing and maintaining quality assurance systems • Significant experience of preparing documents and reports, and presenting to senior managers and elected members for a decision • Experience of managing financial and reputational risk • Experience of working with children and young people in an education/care setting to meet need and improve outcomes 	<ul style="list-style-type: none"> • School place planning processes • Working in SEND in local authority settings • Joint commissioning • Experience of responding to media enquiries.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to support the development of strong, highly performing teams embracing an agreed vision and culture • Strong change management skills • Able to lead and deliver change in a fast paced and uncertain environment 	

<ul style="list-style-type: none"> • Ability to prioritise work and delegate effectively • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians • Strong range of leadership skills and abilities • Confident and assertive manner • Effective influencing and negotiating skills • Good interpersonal skills. • Strong communication skills across a variety of audiences • Ability to assimilate new initiatives, technology and software and interpret information and data. • ICT Competence • Analytical skills • Budgetary skills 	
<p>Behaviours</p> <p>link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Honours Degree or equivalent • Evidence of continuous professional development 	<ul style="list-style-type: none"> • Strategic leadership /Management Qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • Non-discriminatory practices • Empathy and understanding of parents/carers, children, and young people with SEND • Assertive manner • Commitment to equality • Commitment to continuous improvement of services and improved outcomes for children and young people • Evidence of professional development • Strong commitment to co-production and collaboration • High levels of intuition and professional drive • Ability to manage a number of consecutive work priorities • Ability to travel independently across the County • Ability to attend meetings outside of normal business hours 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Placement & Fostering Manager
Grade:	SM1
Responsible to:	Head of Children and Young People's Resources
Staff managed:	Manages a group of managers
Directorate:	Children and Young People's Services
Service:	Children and Families
Job family:	SM - Senior Management
Date of issue:	March 2024

Job context

To ensure the greatest possible alignment between the preventative services and more intensive interventions, the Children and Families Service Area brings together operational elements of the 0 - 19 Prevention Service together with reconfigured Children's Social Care services. The post holder will operate in an environment of transformational change and innovation, be able to manage change in a time of financial constraints and provide clear leadership and management to enable staff to perform at their best. There are 6 key skills required for all senior managers:

- people management
 - transformational change and innovation
 - project management
 - partnership working
 - financial management
 - personal development
- To have a commitment to shared values and the common purpose of developing a culture of interagency working, including statutory bodies, third and private sector organisations.
 - To ensure that strategic visions are translated into local plans in collaboration with professionals, partners and service users.
 - Enhanced DBS check required

Job purpose

One of the core focuses of this job is to support the Head of Children's Resources in the delivery of the overarching Service Plan and to ensure placement sufficiency needs are identified, stability of placements for looked after children in foster care maintained and permanence is achieved. The post holder will develop an overarching strategy to ensure that placements for children are well matched, can meet need and prevent placement breakdown. The post will manage all aspects of the fostering service as the Council's registered fostering manager, ensuring that services are effective, high quality, responsive and meet all local requirements and national statutory and good practice guidance. The post holder will do this by:

- leading on the successful recruitment of fostering and adoption parents in a timely way
- provide leadership to staff to enable effective and high quality provision of services

- Lead on performance and service improvement including the reporting of this against local and national timescales.
- Additionally, the post will be the portfolio lead for ensuring effective use and on-going development of electronic case management system (LCS) so as to evidence required standards, performance and outcomes.
- The postholder will also take a lead role for the entire Children and Families Service for driving forward workforce development.

Operational Management:

- Ensure delivery of the functional service area in accordance with current legislative requirements, all relevant policies and procedures and to agreed performance targets.
- Ensure key professional decisions are made according to the highest standards, using an evidence base and that they stand up to scrutiny. Provide appropriate challenge to the decisions of other managers.
- Oversee transition points to other areas of the service to ensure the different service areas work in a joined up way
- Undertake performance management, quality assurance and ensure value for money in services delivered by the service and acts on inadequate performance as appropriate.
- Set and deliver on high service standards, as defined by fostering national standards and the Ofsted inspection framework.
- Make decisions regarding the placement of children and young people ensuring appropriateness for addressing needs and risk and value for money so as to safeguard significant resources associated with child placements.
- Improve timelines of performance across key areas.
- Operational service delivery across Performance, Standards & Commissioning
- Make decisions independently when dealing with operational management and performance
- Plan and organise staff and resources on behalf on the Head of Effective Practice, when appropriate to do so

Resource management:

- Contribute to the wider management of the Children and Families Service resources, through robust financial management of placements and fostering service budgets within agreed procedures and adhering to expenditure targets.
- Contribute to the development of annual budget estimates ensuring realisation of efficiency targets whilst maximising delivery outcomes.
- Ensure that the commissioning and procurement framework is adhered
- Take overall responsibility for the workload and deployment of staff working within the Fostering Service
- Lead responsibility on the effective use and on-going development of LCS (electronic case management system) so as to evidence required standards, performance and outcomes
- Provide leadership, guidance and management both to staff within the Fostering Service but also Children's and Young Peoples Resources to ensure delivery of high quality, effective services to children, families and carers that respect and are responsive to their needs
- Promote high levels of motivation and commitment to the delivery of strategic and operational plans and performance.
- Enable staff to respond productively to transformational change by developing a change culture and highlighting benefits realisation.
- Promote high levels of motivation and commitment to the delivery of strategic and operational plans and performance.
- Lead on HR processes and line management including recruitment, monitoring, supervision / appraisal and disciplining of staff as necessary. Lead on workforce development for the Children and Families Service area

Partnerships:

- Develop and maintain good internal and external working relationships with partner organisations and stakeholders around safeguarding and LAC
- Support other agencies in understanding and complying with their responsibilities regarding safeguarding and LAC.
- Reflect and promote the values and skills needed for good inter-agency working with statutory bodies, the third and private sectors.
- Contribute to the leadership and delivery of effective integration across the Children and Young People's service (CYPS)
- Ensure that the strategic vision and priorities of the Children and Young People's Plan (CYPP) are delivered collaboratively and that they have a high impact on outcomes
- Ensure service information is shared with relevant other agencies and key stakeholders in order to ensure access to services is smooth and effective.

Strategic management:

- Assisting and supporting senior managers/ colleagues with the collation of data in order to identify and set performance measures / indicators.
- Ensure that all performance reporting is timely and accurate so as to enable strategic and operational managers to make informed decisions.
- Ensure that Strategic plans accurately reflect needs assessments and deliver on priorities in line with performance indicators and required outcomes.
- Ensure that Strategic plans are reflected in operational service delivery
- Take lead responsibility for compliance with national performance reporting guidance and frameworks including inspection data for the Fostering Service
- Ensure that operational delivery plans are effectively monitored and tracked with adherence to formal reporting mechanisms so as to ensure delivery within timescale.
- Contribute to the effectiveness of improvement activity by undertaking consultation activity around performance to ensure stakeholder views are reflected in performance improvement activity.
- Support the Head of Children's Resources in delivering transformational change and innovative solutions to service delivery and development.
- Develop new projects, programmes and working practices which attract external funding and maximise benefits to children, young people, families and communities.
- Maintain an evaluation framework for evidencing the outcomes of services delivered
- Complete service assessments as requested by senior managers, regional or national bodies for example inspection self- assessments.
- Deliver strategic plans and contribute to local and regional partnership plans.
- Develop strategies, policy and procedures for delivery across placement, fostering and permanence and other areas as appropriate
- Ensure stakeholders and providers are consulted on strategic priorities and mutual benefits are recognised and where relevant, realised.
- Participate in an annual needs assessment which will form the basis of strategic plans.
- Contribute to the delivery of strategic plans across the Children and Families Service
- Contribute to the development of the service's business plan and contribute to the wider annual planning process in line with key performance objectives, priorities and quality assurance principles.
- Take lead responsibility for planning, implementing and evaluating a number of service development and quality improvement initiatives

Communications:

- To diverse stakeholder groups internal and external to influence and persuade in order to build continuous commitment to service development and performance.
- Preparation and delivery of specialist reports which analyse, evaluate service delivery and performance, as well as making recommendations for change.
- To various funding groups so as to maximise income generation.
- Of aims, objectives and vision to employees, internal and external stakeholders to create dependencies to ensure on going service and performance improvement.

	<ul style="list-style-type: none"> • Inform and analyse national policy developments and communicate implications to senior and operational managers. • Promote the work of the Children and Families Service across local, regional and national forums, including media outlets, so as to ensure the development of public confidence in the service. • Deliver presentations and facilitate workshops both internally and externally in order to develop effective service delivery and stakeholder relationships. • Undertake complex and contentious negotiations with partners and commissioned services in order to ensure delivery of required outcomes and benefits. • Influence others both internally and externally to adopt policies and courses of action to gain buy-in to changes and improvements in order to achieve required outcomes.
Systems and information:	<ul style="list-style-type: none"> • Evidence and record decisions and the decision making process on electronic case management systems in order to demonstrate management oversight. • To comply with the Council's policies and supporting documentation in relation to Data Protection, Information Security and Confidentiality.
Safeguarding:	<ul style="list-style-type: none"> • Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with. • Act as the senior professional on children's safeguarding issues for North Yorkshire Council and the CYPS. • Assist the Director and Assistant Director (C&F) in promoting the wellbeing of children and young people and ensuring a joint focus on safeguarding. • Ensure that quality research and evidence are used to develop practice in all safeguarding services in CYPS. • Work closely and in partnership with senior managers across the Children's Trust and CYPS to ensure joint ownership of safeguarding strategies and well-aligned use of resources • Ensure that children and young people's views are heard on safeguarding issues, are acted on and can be shown to make a difference.

Person specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Extensive knowledge of Children's Social Care statutory frameworks • Extensive knowledge and fundamental understanding of current research and good practice standards in relation to children & families and fostering at a local and national level. • Extensive knowledge of the legal framework for working with children & families, looked after children, fostering legislation and guidance • Awareness of current national developments for children and families • Performance management and improvement models • Extensive knowledge of the OFSTED inspection frameworks for fostering • Knowledge of principles and models of Quality Assurance. • Project Management methodologies. • Service Commissioning frameworks. • Substantial experience of intra and inter-agency work at senior manager / leadership level. Able to demonstrate examples of making a practical difference. • Experience of developing strategic plans based on needs assessment and delivery of required outcomes. • Experience in commissioning services for children, young people and families. 	<ul style="list-style-type: none"> • Experience of managing access to residential provision • Experience of leading a transformational change initiative. • Experience of responding to media enquiries. • Completing whole Service assessments and reviews. • Utilising a project management approach.

- Developing and implementing new ways of delivering services and innovative working practice.
- Experience of implementing and maintaining quality assurance systems across complex services
- Managing, maintaining and developing practice around complex, service wide case level databases.
- Experience of successful bid writing to a range of funding bodies.
- Participating in consultation and participation activity.
- Wide experience of contact with and presenting to Members and Director level staff and senior managers in partner organisations.
- Experience of managing and delivering against performance indicators in a complex operational environment.
- At least two years' experience relevant to fostering within the last five years (in accordance with the Fostering Services: National Minimum Standards, 2011)
- Proven, effective and substantial experience of the management of resources in a changing organisational environment, including human and financial resources, including budget planning, expenditure control, and identifying savings.
- Experience of planning, organising and delivering training / workshops to diverse audiences.
- At least one years' experience supervising and managing professional staff (in accordance with the Fostering Services: National Minimum Standards, 2011)
- Experience of successfully planning for and contributing to OFSTED inspection processes
- Experience of electronic case management system and the management and development of systems.

Occupational Skills

- Ability to manage and lead change and to support services during periods of change and development, minimising the impact on staff morale and maximising the positive outcome
- Ability to monitor and evaluate services and practices to ensure agreed standards are maintained and intervene constructively where necessary
- Excellent communication skills, verbal & written, including the ability to use different methods according to service users' and professionals' differing needs.
- Good negotiation and report writing skills.
- Good political skills and ability to operate effectively and promote services for children and young people in a political environment
- Ability to plan, develop and implement new ways of working, including integration with other key agencies.
- Leadership skills and the ability to promote and gain commitment to the organisation's policy and objectives
- Strategic planning and decision making
- Excellent level of IT literacy, sufficient to manipulate and create documents and spread sheets and databases to interrogate and analyse data for measuring performance
- Ability to use data to analyse service performance

- Formal project management training
- Formal training/ learning in quality assurance models and processes

Behaviours

- [link](#)

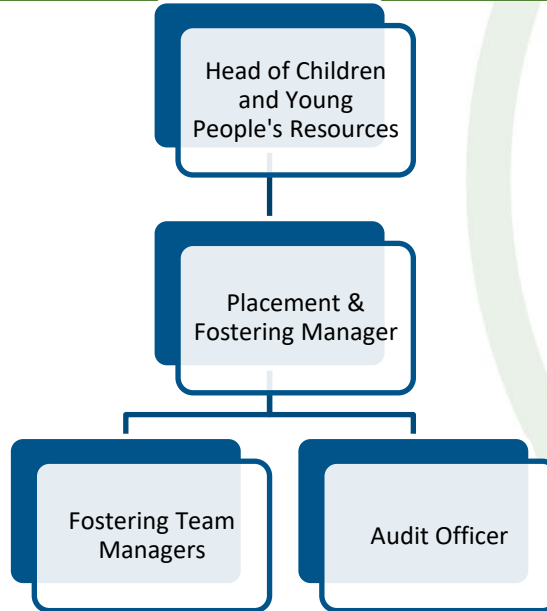
Professional Qualifications

<ul style="list-style-type: none"> Fully qualified, accredited social work professional status (CQSW, DipSW, CSS, PQCCA) Current registration with HCPC Degree level qualification in relevant area (required dependent on type of social work qualification) A qualification in management at least at level 4, in accordance with the Fostering Services: National Minimum Standards, 2011 (appointees who do not have the management qualification, must be willing to enrol on a management training course within six months, and obtain a relevant management qualification within three years, of their appointment. 	<ul style="list-style-type: none"> A project management qualification Formal quality assurance / auditing qualification.
<p>Other Requirements</p> <ul style="list-style-type: none"> Ability to meet the travel needs of the post. Availability to work as necessary outside office hours 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Service: Strategic Planning
Grade:	SM3
Responsible to:	Assistant Director
Staff managed:	Manages a team of specialist professionals
Directorate:	Children and Young People's Service
Service:	Education & Skills
Job family:	SM - Senior Management
Date of issue:	August 2023

Job context

- Creating the conditions where great education is more likely to occur is a real priority for this LA and the whole education and children's services community. This leadership role is key to that agenda through:
- Ensuring there is a well-planned sufficiency of school places in the right communities and lead on the capital investment strategy to maintain sufficiency ;
- Enabling collaborative arrangements which facilitate quality local education provision
- Leading on the establishment and monitoring of programmes relating to capital investment in schools
- Leading statutory process, including public consultation, to where necessary reshape, develop new or close existing provision.
- In addition the role is responsible for overseeing the admission and school transport arrangements to meet legal responsibilities
- To fulfil those roles requires great collaboration within the local authority and school community but also with many other partners including the Department for Education and academy trusts
- The postholder gives leadership, management and direction to two small teams of specialist professionals.

Job Specifics

- Ensure that the Directorates responsibilities are discharged effectively in relation to the five key elements of the service; school organisation, school place planning, schools' capital, admissions and home to school transport
- Monitor national policy developments relating the five key elements, ensuring that the Council develops appropriate responses to any changes in legislation or regulation.
- Ensure that support, advice and guidance is provided to schools wishing to explore alternative models of school organisation such as federation.
- Where appropriate work with Academy sponsors to encourage bids for Free Schools to be supported to meet demographic or service need.
- Where appropriate work lead for the Directorate on the delivery of new provision via the Presumption Route Process
- Promote the continuing development of the Council's School Estate Strategy
- Develop and secure Member approval for the key elements of the Children and Young People's Service capital plan, namely the annual School Condition Capital Programme, the Basic Need Programme and the SEND Capital Programme
- Discharge a client role for the Children and Young People's Service in relation to commissioning of professional and technical services required for the delivery of the Children and Young People's Service capital programmes and to ensure that all resources involved are allocated and deployed efficiently and effectively.

- Develop policies and strategies for reviewing the pattern of provision and for achieving change constructively across the full range of schools and early years provision leading where necessary any consultation on school closures, amalgamations or expansions. Plan and undertake reviews of the pattern and form of education provision on a phase, sector or geographical basis drawing up, consulting upon and implementing proposals for the establishment, closure, amalgamation or federation of schools as appropriate.
- Maintain oversight of the Council's cross-directorate work leading to academy conversions, liaising with the Department for Education on resolving issues and the prioritisation of cases as required.
- Lead on admissions policy issues for all community and voluntary controlled schools as well as liaison with Voluntary Aided, Foundation Schools, Trust Schools and Academies, including issues related to selection.
- Promote close working relationships with external agencies, working in partnership with them to assess and secure the Service's position.
- Represent the Directorate on Corporate arrangements relating to infrastructure needs arising from housing.
- Negotiate developer contributions and land required for additional school places.
- Oversee and give direction to the preparation of pupil numbers forecasts, school capacities, performance indicators and ensure the Directorate meets its obligations in relation to Departmental returns on these issues .
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose:

The core focus of this job is to lead delivery of a portfolio of services to support a range of clients (internal and external through partnerships and/or commercial arrangements). Services to specific clients will be subject to individual requirements reflecting the different needs of different organisations.

Operational management:

- To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.
- To advise the wider service on relevant changing legislation, professional standards and their implementation.
- Maximise commercialisation of services provided.
- To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
- To lead specific programmes as part of the Council's change and transformation programme

Resource management:

- Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation.
- Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service.
- To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal.
- To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness.
- Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues.

	<ul style="list-style-type: none"> Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
Partnerships:	<ul style="list-style-type: none"> Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
Strategic management:	<ul style="list-style-type: none"> Lead the service in devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy. Lead in the development of new ways of working that maximise efficiency and effectiveness.
Communications:	<ul style="list-style-type: none"> Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services. Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. Deliver presentations in order to develop effective service delivery and good stakeholder relationships. Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
Systems and information:	<ul style="list-style-type: none"> Ensure that systems and processes to support the service are consistent with the Council standards and procedures. Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.
Safeguarding:	<ul style="list-style-type: none"> To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

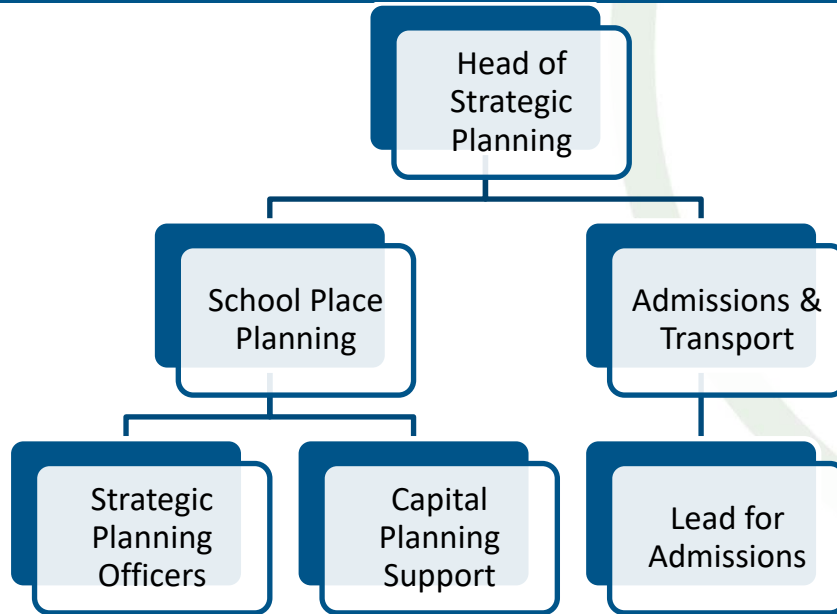
Person Specification:

Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge of current good practice standards both at local and national level in relation to the business of the service. • Knowledge of statutory requirements, including equality standards • Knowledge of effective management of staff, budgets and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management • Experience of developing and implementing organisational culture change within a large diverse organisation • Successful management of budgets and staff 	<ul style="list-style-type: none"> • Experience of responding to media enquiries. • Experience of working in Children & Young People's Service context. • Experience of working in a political context.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p>	<ul style="list-style-type: none"> • Educated to degree level
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours • Evidence of professional updating and development 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Service: Locality Inclusion
Grade:	SM3
Responsible to:	Assistant Director Inclusion
Staff managed:	Manages a team of specialist professionals
Directorate:	Children and Young People's Service
Service:	Inclusion
Job family:	SM - Senior Management
Date of issue:	March 2024

Job context

- The legislative framework for SEND changed as a result of the Children and Families Act 2014. The changes were significant in terms of extending the age range covered by the legislation to 0-25 years and introduced enhanced responsibility for engagement with parents/carers and children and young people to shape developments at both strategic and individual level. There is also increased emphasis on key partners including LA, education providers and health to work collaboratively to ensure the outcomes for children and young people are maximised. A new Ofsted framework was introduced in 2016 to monitor the performance of local areas in terms of SEND and compliance with the requirements of the new Code of Practice.
- The strategic direction for the development of SEND in North Yorkshire is underpinned by a strategic plan for SEND which includes developments to strengthen collaboration and decision making at locality level, the creation of local multi-disciplinary SEND teams together with the reshaping of the continuum of educational provision for 0-25 year olds with SEND
- High Needs Block Funding commissioning decisions – shared on TMP placements (£1.5m) and contributory advice on £15m INMSS. Staffing budget circa £4.95m pa.

Job purpose

Strategic management and performance of SEND and Inclusion across the county, working collaboratively with partner organisations to implement change and transformation to ensure high quality practice, budget accountability and high outcomes for children and young people.

Operational Management:

- Be responsible for all aspects of the performance management of SEND and Inclusion in localities and countywide ensuring effective systems for the collection and analysis of data to inform future priorities.
- Lead responsibility for the development and effectiveness of Locality Based Partnerships of Education Leaders (0-25) to identify priorities for improvement and transformational change.
- Responsibility for the management of Locality Inclusion Managers including performance management, supervision, appraisal and professional development.
- Responsibility for monitoring the effectiveness and quality of outreach interventions from SEN special schools and interventions provided by the SEN specialist teams.
- Ensure the continuing professional development of specialist staff across the support and outreach services.
- Manage and be accountable for budgets relating to provision for children and young people with SEN as required by the Assistant Director.
- Significant contribution to identifying schools causing concern and ensuring appropriate interventions and leadership to address issues for SEND and Inclusion.

	<ul style="list-style-type: none"> • Make a significant contribution to the Council's overarching strategy for SEND. • Ensure the participation of children and young people with SEN and their parents/carers in decision making at individual and strategic levels. • Contribute to, and be up to date with, research and development in the field of SEN. • Provide leadership and management of new services and provision managing relationships, culture and change. • Ensure performance and provision are compliant and current with national good practice, regulations and are Ofsted ready. • Undertake personal and professional development activities as agreed with the Assistant Director.
<p>Resource management:</p>	<ul style="list-style-type: none"> • Provide clear oversight, management control of financial resources at service and locality based level. • Ensure the effective use of commissioning high needs block budgets in the locality, ensuring support for high quality and effective provision. • Significant contribution to ensuring the monitoring of the High Needs Block and to contribute to recovery plans as required by the Assistant Director for Inclusion. • Ensure effective monitoring and evaluation of commissioned provision in the locality on an annual basis. • Work closely with senior leaders in localities to deploy local SEND budgets to address priorities for improved performance. • To be responsible for the strategic oversight of assigned budgets, complex staffing within the specialism area, ensuring resources are deployed effectively. • To lead on the confidence and capacity of local stakeholders to build capacity and resilience in the local area. • Forward plan to ensure resources are effectively managed and risks identified early. • To support auditors with their work and provide them with the necessary information.
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Lead on establishing strong and effective collaboration between education settings and key stakeholders working together to drive forward improvements in SEND and Inclusion. • Ensure opportunities are maximised to work closely with parents/carers, children and young people to maximise opportunities for co-production. • Ensure effective identification of training needs across partner organisations and facilitating a partnership approach across the LA, teaching school alliances and others to ensure needs are met. • Work with CCGs to implement joint strategies to meet SEN needs. • Lead on the establishment of multi-agency steering groups for Autism, SLCN, SEMH and Physical, Sensory and Medical needs. • Have a commitment to shared values and the common purpose of developing a culture of interagency working: including statutory bodies, third and private sector organisations.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • Responsibility for the performance of Inclusion from a county wide perspective. • Significant contribution to the self-assessment of Inclusion across North Yorkshire and identification of key priorities for improvement. • Actively work with stakeholders to promote transformational approaches to service improvement. • Ensure the completion and effective delivery of strategic plans across SEND and Inclusion for Communication and Interaction, SEMH, Cognition and Learning and Physical, Sensory, Medical needs. • Significant contribution to the implementation of the strategic plan for SEND. • Ensure professional development needs of education settings are identified and met to strengthen the capacity of schools and settings to adopt inclusive practices. • Lead on the development of a countywide workforce development framework for SEND and Inclusion.

	<ul style="list-style-type: none"> • Be responsible for the strategic leadership of the SEN support and outreach. • Be responsible for ensuring that the local authority's duties relating to Alternative Provision and medical tuition are met. • Play a significant role in the commissioning arrangements of specialist provisions including the network of Enhanced Mainstream Schools, Pupil Referral Services and outreach services from special schools. • Be responsible with Clinical Commissioning Groups for the joint commissioning of services for children and young people with SEN. • Develop and maintain strategies to meet the needs of children and young people with difficulties in the broad areas of communication and interaction; cognition and learning; social, emotional and mental health, and sensory and/or physical needs. • Be responsible for driving improvements in the inclusive education of children and young people with SEN in schools, Early Years settings and Colleges of FE so that the gap in attainment is closed. • Contribute to, and be up to date with, research and development in the field of SEN.
Communications:	<ul style="list-style-type: none"> • Develop and embed a robust communication strategy across the county to ensure stakeholder are fully informed of performance and priorities for SEND and Inclusion. • Establish strong working relationships with SEN specialists in local multi-disciplinary teams. • Establish strong communication framework at county level for parents/carers and children and young people to ensure feedback influences practice and development of services and provision. • Provide high standards of verbal and written communication across all levels including senior professionals, inspectorates, members, and voluntary organisations.
Systems and information:	<ul style="list-style-type: none"> • To ensure compliance with Freedom of Information Requests by collating, analysing, and releasing appropriate information. • To collate, analyse and report on performance information to members and senior managers. • To analyse and present information from performance dashboards for the locality. • To ensure there are robust effective systems in place that provide suitable evidence to Ofsted in regulatory inspections • Ensure effective use of IT systems to review performance, set targets and develop improvement plans.
Safeguarding:	<ul style="list-style-type: none"> • Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with. • Ensure oversight and analysis of the use of restrictive physical intervention in schools. • Communicate, record and report using the most appropriate format. • Ensure young people's voice is heard and informs the development of service.

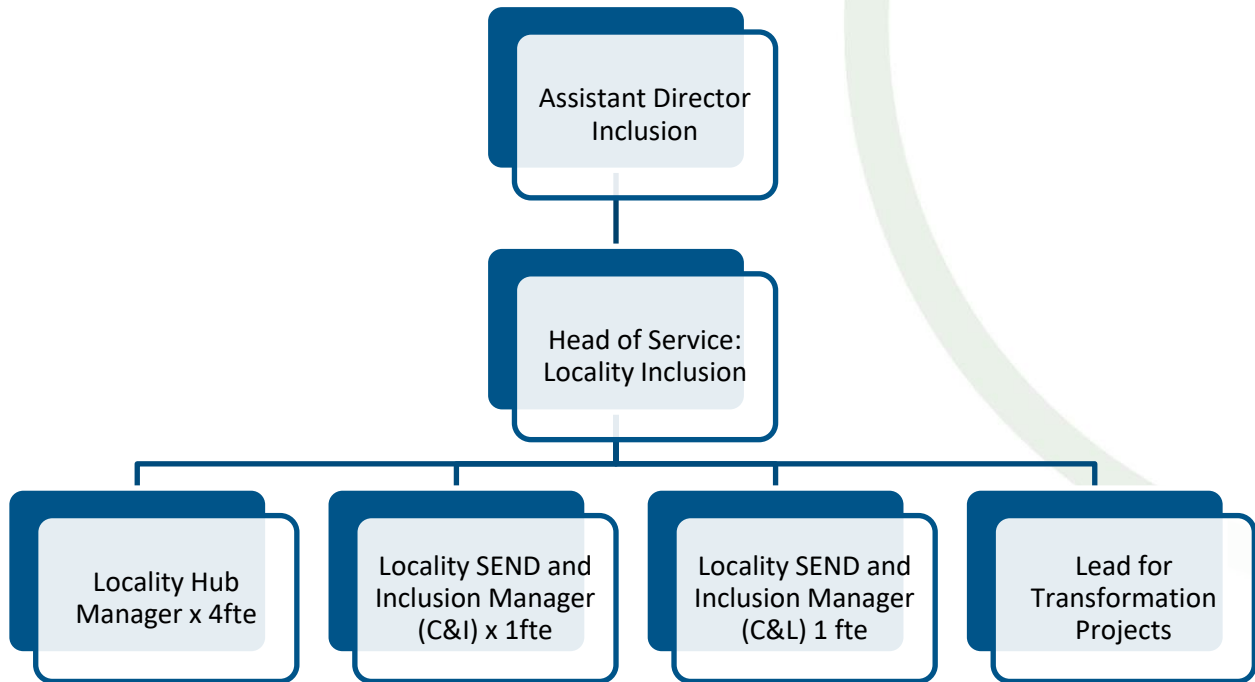
Person specification:	
Essential	Desirable
Knowledge and Experience <ul style="list-style-type: none"> • Comprehensive knowledge of the SEN Code of Practice, 2014 and statutory responsibilities of the LA in terms of SEND and Inclusion • Knowledge and understanding of a range of SEN provision and the accountability frameworks within which schools and settings operate • Knowledge of current national developments in terms of SEND and wider educational issues • Detailed knowledge of the requirements of regulatory frameworks in terms of SEND and Children's services 	<ul style="list-style-type: none"> • Commissioning of services or provision

<ul style="list-style-type: none"> • Knowledge of a range of intervention programmes and appropriate teaching and learning strategies to address the needs of children and young people with SEN • Senior leadership/management within a special or mainstream school and/or local authority support services • Management of budgets and planning corrective action as required • Significant experience of collaborative and partnership working across a wide range of stakeholders including education settings, health, LA, parents/carers, children and young people • Experience of leading on transformation and change to improve outcomes and efficiency • Analysis of qualitative and quantitative data and ability to use analysis to identify areas for improvement and change • Developing and delivering strategies and policies within a relevant area of expertise • Creative and innovative practice within an organisation or service • Participation in organisational planning, review, target setting and decision making processes • Management, development and delivery of training • Performance management / appraisal of staff • Recruitment and selection • Community engagement 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to plan and implement change • Planning and project management skills • Strong leadership skills to motivate change and partnership working • Competent negotiator in order to influence partners • Highly effective communication and presentation skills • Strong organisational skills with ability to prioritise and manage a range of complex areas of work • Commitment to high performance and aspirational outcomes for children and young people 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • A relevant degree • Post graduate or advanced qualification in a significant field of SEN • Recognised and relevant CPD 	<ul style="list-style-type: none"> • QTS • Leadership/Management qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to work out of normal office hours as required • Ability to deputise for the AD – Inclusion as required 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



81 hub staff sitting within this service, under this structure.

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Service (Safeguarding Unit)
Grade:	SM2
Responsible to:	Corporate Director CYPS
Staff managed:	Manages a team of specialist professionals
Directorate:	Children and Young People's Service
Service:	Safeguarding Unit
Job family:	SM - Senior Management
Date of issue:	November 2023

Job context

The post will line manage the Safeguarding Unit which is situated separately to the other Assistant Director Portfolio Areas, reporting directly to the Corporate Director CYPS.

The post holder will operate in an environment of transformational change and innovation, be able to manage change in a time of financial constraints and provide clear leadership and management to enable staff to perform at their best. There are 9 key skills required for all Heads of Service:

- people management
- transformational change and innovation
- project management
- partnership working
- financial management
- personal development
- strategy and policy Writing
- commercial
- Ability to lead in the context of Matrix Management

This role has responsibility for the oversight of safeguarding partnership arrangements and the co-ordination and delivery of partnership work through the North Yorkshire Safeguarding Children Partnership (NYSCP)

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose:

The core focus of this job is to lead and manage a dedicated Safeguarding Unit which meets key statutory functions whilst also supporting and driving delivery of the safeguarding partnership arrangement of the NYSCP. The Manager directly reports to the Director of CYPS and undertakes strategic safeguarding work on behalf of the Director pertaining to NYSCP arrangements and CYPS. Provides support to CYPS leads on partnership arrangements and safeguarding matters. To manage the strategic and operational oversight of the NYSCP Multi-Agency Child Exploitation and referral into the National Referral Mechanism . The Safeguarding Unit implements, drives and co-ordinates safeguarding work and ensures effective services for children and families pertaining to the work of the three safeguarding partners and relevant agencies. The Manager formally acts as the Local Authority Designated Officer for allegations against staff and volunteers

Operational management:

- Provide strategic and operational management of the NYSCP MACE Level 2 and NRM arrangements
- Ensure delivery of the functional service area in accordance with current legislative requirements, all relevant policies and procedures and to agreed performance targets.
- Ensure clear accountability for delivery and impact through good planning, active performance management, challenge and support.
- Act as NYSCP Executive advisor in relation to NYSCP arrangements and undertake strategic work on behalf of the Director in relation to this, as required.
- Identify, oversee and co-ordinate strategic safeguarding challenge where required, on behalf of the NYSCP Executive and the three safeguarding partners.
- Identify, develop and implement innovative and best practice.
- Ensure key professional decisions are made according to the highest standards, using an evidence base and stand up to scrutiny. Provide appropriate challenge to the decisions of other managers and partners.
- Co-ordinate the work of the NYSCP with other relevant partnerships and boards to create efficiency and effectiveness in relation to safeguarding at strategic and operational levels.
- Represent NYC CYPS at NYSCP and other relevant strategic meetings.
- Provision of safeguarding and partnership support and advice to NYC leads and managers.
- Responsibility for strategic and operational management of LADO for NYC and provision of LADO advice.

Resource management:

- To line-manage the NYSCP Manager and NYSCP functions.
- To line manage the, the LADO Manager and LADO functions.
- To line -manage the Child Exploitation and Contextual Safeguarding Officer
- Ensure that there is robust financial and general resource management in the operational areas and teams for which the post holder is responsible.
- Ensure that the use of systems and operational procedures is efficient, effective and consistent across all the teams for which the post holder is responsible.
- Contribute to the development of annual budget estimates ensuring realisation of efficiency targets whilst maximising delivery outcomes.
- To manage the designated budget for the unit.
- Take overall responsibility for the workload and deployment of staff working within the unit.

<p>Partnerships:</p>	<ul style="list-style-type: none"> • To oversee and co-ordinate NYSCP activity including the chairing of NYSCP and other meeting structures pertaining to safeguarding, as required. • Reflect and promote the values and skills needed for good inter-agency working with statutory bodies, the third and private sectors. • To represent the interests of the Safeguarding Unit in relation to internal and external audiences. • To represent NYC on the NYSCP and other relevant safeguarding groups in order to help formulate the Authority's policies and procedures with respect to safeguarding and other related matters. • To initiate and develop opportunities to collaborate with external organisations (including other Local Authorities, safeguarding boards and partners) in the interest of practice improvement, organisational effectiveness and financial efficiency
<p>Strategic management:</p>	<ul style="list-style-type: none"> • Undertake strategic safeguarding work as directed by the Director of CYPS • Act as a safeguarding advisor to NYSCP and support the CYPS Director and Heads of Service • Support the NYSCP Executive in delivering transformational change and delivering innovative solutions to service delivery and development. • Develop and deliver strategic plans, policies and procedures for delivery across the NYSCP and contribute to local and regional partnership plans. • Ensure NYSCP stakeholders are consulted on strategic priorities and mutual benefits are recognised and where relevant, realised. • Ensure NYSCP and relevant CYPS policies and procedures are up to date and compliant with statutory requirements. Contributes to NYC CYPS strategic decision making at AD and Heads of Service level and supports planning processes, practice model and procedures. Produce strategic reports and analysis with regard to key issues and outcomes. • Work with national bodies, including the Home Office Single Competent Authority and National Panel to ensure NYC has a significant impact on the development of national policy.
<p>Communications:</p>	<ul style="list-style-type: none"> • To analyse and summarise for other audiences (e.g. Senior Managers) guidance and regulations produced by Government and other National Bodies on the safeguarding of children and young people. • Preparation and delivery of specialist reports which analyse, evaluate partnership delivery and performance, as well as making recommendations for change. • Undertake complex and contentious negotiations with partners and commissioned services in order to ensure delivery of required outcomes and benefits. • Influence others both internally and externally to develop and adopt partnership policies and courses of action to gain buy-in to changes and improvements in order to achieve required outcomes. • To provide strategic and operational advice and consultation to a range of other professionals in relation to safeguarding children, including the management of allegations against professionals. • To enhance the specific profile of Safeguarding and the work of the NYSCP across the three safeguarding partners and relevant agencies.
<p>Systems and information:</p>	<ul style="list-style-type: none"> • Ensure partnership information is shared with relevant other agencies and key stakeholders in order to ensure access to services is smooth and effective. • Report issues of poor practice, issues of media interest and any other issues that require reporting to appropriate senior managers. • Share information and ensure good practice is in place regarding confidentiality and data protection.

	<ul style="list-style-type: none"> • Ensure performance monitoring information is routinely available to senior managers and key stakeholders as appropriate. • Use data effectively to manage service demand and influence change through systems leadership.
Safeguarding:	<ul style="list-style-type: none"> • Be responsible for promoting and safeguarding the welfare of children and young people across North Yorkshire. • To be highly committed to safeguarding and promoting the welfare of children, young people and adults, raising concerns and intervening as appropriate where deficiencies are identified • To champion the safeguarding agenda and the work of the NYSCP and NYC at a local, regional and national level.

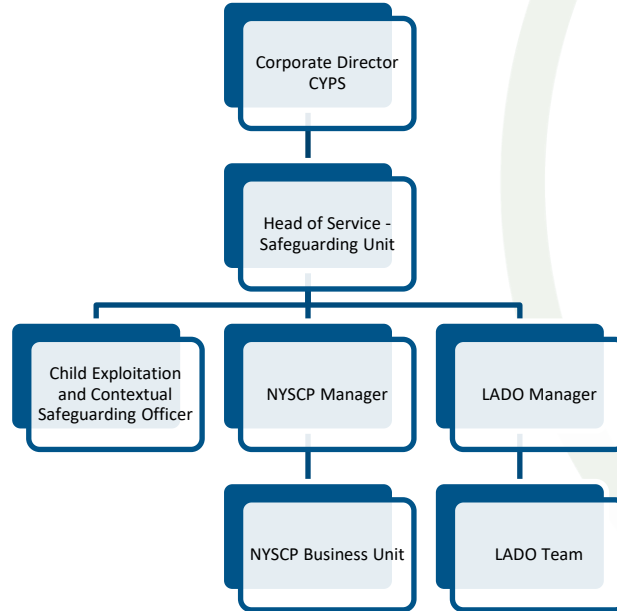
Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • In depth knowledge of current guidance, legislation and practice with respect to safeguarding children and young people. • National guidance and legislation relating to children and young persons • Policies and procedures in relation to Child Protection and Safeguarding • In depth knowledge of the Modern Slavery Act 2015 and the National Referral Mechanism process for children. • Performance management and improvement models. • Extensive safeguarding experience within a relevant professional field at strategic and operational level. • Proven and effective experience of the management of resources in a changing organisational environment, including human and financial resources. • Substantial experience of intra and inter-agency work at senior manager / leadership level. Able to demonstrate examples of making a practical difference and evidence of challenge and improvement of practice • Experience of developing strategic plans based on needs assessment and delivery of required outcomes. • Developing and implementing new ways of delivering services and innovative working practice. • Experience of planning, organising and delivering training / workshops to diverse audiences. • Extensive experience of people management including managing recruitment, discipline and grievance processes and performance management • Experience of successfully planning for and contributing to OFSTED and multi-agency inspection processes • Leading on provision of strategic advice, consultation and participation activity. • Experience of policy and service planning and development • Experience of managing and delivering against performance indicators in a complex operational environment. 	<ul style="list-style-type: none"> • Experience of responding to media enquiries.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to monitor and evaluate services and practices to ensure agreed standards are maintained and intervene constructively where necessary 	

<ul style="list-style-type: none"> • Ability to manage, supervise and support a team of staff and provide leadership to drive performance and during periods of service change and development • Excellent communication skills, verbal & written, including the ability to use different methods according to service users' and professionals' differing needs. • Good negotiation and report writing skills. • Good political skills and ability to operate effectively and promote services for children and young people in a political environment • Ability to plan, develop and implement new ways of working, including integration with other key agencies. • High level leadership skills and the ability to promote and gain commitment to the organisation's policy and objectives • Strategic planning and decision making • Good level of IT literacy, sufficient to manipulate documents and spreadsheets and to interrogate case recording systems • Ability to use data to analyse service performance 	
<p>Behaviours</p> <p>link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Relevant Degree with professional safeguarding and management qualifications (in line with work of three safeguarding partners – Police, Health and Local Authority) 	<ul style="list-style-type: none"> • A management qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings and provision of urgent advice outside of normal business hours 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



Post title:	Inclusion Locality Manager (with SEND specialism)
Grade:	SM1
Responsible to:	Head of Inclusive Education
Staff managed:	Manages a team of specialist professionals
Directorate:	Children and Young People's Services
Service:	Inclusion
Job family:	SM - Senior Management
Date of issue:	November 2023

Job context

The legislative framework for SEND changed as a result of the Children and Families Act 2014. The changes were significant in terms of extending the age range covered by the legislation to 0-25 years and introduced enhanced responsibility for engagement with parents/carers and children and young people to shape developments at both strategic and individual level. There is also increased emphasis on key partners including LA, education providers and health to work collaboratively to ensure the outcomes for children and young people are maximised. A new Ofsted framework was introduced in 2016 to monitor the performance of local areas in terms of SEND and compliance with the requirements of the new Code of Practice.

The strategic direction for the development of SEND in NY is underpinned by a strategic plan for SEND which includes developments to strengthen collaboration and decision making at locality level, the creation of local multi-disciplinary SEND teams together with the reshaping of the continuum of educational provision for 0-25 year olds with SEND.

Job Purpose:

- The postholder will be responsible for establishing strong collaborative approaches across all stakeholders to transform approaches in inclusions and ensuring a strong culture of inclusion and resilience in meeting the needs of children and young people with additional needs.
- Strategic lead across the county for the identified SEND specialism ensuring robust planning for further development to improve outcomes.
- Ensuring the SEND commissioned services are delivered within required standards and provide high quality and cost effective provision for children and young people.

Operational management:

- Professional supervision and management of SEND specialists in locality based multi-disciplinary hubs ensuring up to date and informed practices to support children and young people.
- Lead on the analysis of performance of stakeholders within the locality in terms of SEND and Inclusion and the identification of need in the area.
- Significant contribution to the quality assurance monitoring of commissioned provision across the locality and countywide in relation to specific area of SEND responsibility.

- Ensure effective collaboration with key stakeholders to build capacity and maximise outcomes for children and young people.
- Significant contribution to transformational change in provision and services in the locality managing relationships, culture, and people across agencies.
- Develop and maintain sustainable income generation through traded services in area of specialism.
- Ensure regular audit of services take place and that services are compliant with national good practice, guidance, regulations, legislation including Ofsted frameworks.
- Significant contribution to self-assessment to highlight required improvements in delivery at local level.
- SEN lead only
- Case management of SENDIST appeals ensuring evidence is collected and available in line with legal timescales and supporting and advising colleagues across Inclusion in producing that evidence

Resource management:

- Provide clear oversight, management control of financial resources service and locality based level.
- Contribute to the effective monitoring and evaluation of commissioned provision in the locality on an annual basis.
- Work closely with senior leaders in localities to deploy local SEND commissioning budgets to address priorities for improved performance.
- Contribute to the prudent management of locality based SEND budgets assigned to the locality partnership and commissioned provision.
- To be responsible for the strategic oversight of assigned budgets, complex staffing within the specialism area, ensuring resources are deployed effectively.
- To manage the recruitment, monitoring, appraisal and performance management of staff as necessary.
- To ensure that all staff receive regular effective, reflective supervision and appraisals.
- Significant contribution to the training and induction plan for the SEND specialist team, SENCOs, governors to ensure confidence in SEND and Inclusion.
- To lead on the confidence and capacity of local stakeholders to build capacity and resilience in the local area.
- To be concerned for staff welfare, offering support, at times of stress, praising work completed and monitoring performance, including sickness absence.
- Forward plan to ensure resources are effectively managed and risks identifies early.
- To support auditors with their work and provide them with the necessary information.

Partnerships:

- Lead on the development of strong collaboration and an agreed ethos and culture in localities engaging all stakeholders in priorities for SEND and Inclusion.

- Develop and maintain multi-agency networks, ensuring they keep abreast of strategic developments and priorities in other agencies in a regional, national and political context.
- Ensure interagency collaboration is achieved in order to ensure high aspirations and achievements for children and young people.
- Work closely with parents/carers, children and young people to maximise opportunities for co –production in the transformation of services
- Drive the development of a cohesive training plan equipping staff with the knowledge and resources needed to fulfil their roles.

Strategic management:

- Responsibility for the analysis of performance of SEND and Inclusion across the locality area and across the county for the area of specialism.
- Lead on the implementation of the strategic plan for SEND at locality level and ensure that the provision is kept under ongoing review in accordance with legislative requirements.
- Leadership of the Locality based education partnerships to ensure they are effective in working together to improve performance and deliver transformational change.
- Ensure strong oversight of the high needs budget at locality level, working collaboratively with schools and settings to take corrective action as necessary to minimise deficit budgets and to ensure that funding is used effectively to improve outcomes for children and young people.
- Provide strategic direction and support to SENCOs within schools including analysis of professional development needs and the delivery of all phase SENCo networks.
- Ensure professional development needs of education settings and other professionals in the area are identified together with opportunities for needs to be met.
- Contribute to the development of a county wide workforce development framework for SEND and Inclusion.
- Work directly with schools to embed consistent inclusive practices and the early identification and intervention of children and young people with additional needs.
- Provide appropriate support, challenge and escalation to schools causing concern.
- Taking a lead role in establishing team around the school approaches as required.
- To support the creation and development of links with local communities.
- Provide senior manager representation and insight at appropriate meetings.
- Actively seek opportunities for transformation of services and provision to meet needs of children and young people and ensure cost effectiveness.
- To contribute to full compliance with the standards and regulations through analysis of inspections and the development of strategic plans to deliver responsive service change.
- Develop strategic plans for SEND specialism ensuring it reflects inspection recommendations, local need and the Children and Young Peoples plan.
- Create and maintain effective networks with senior professionals across agencies to promote effective working practice and strategic planning.
- Develop and maintain an effective communication strategy in order to report on service delivery.

	<ul style="list-style-type: none"> • Develop services to ensure they maintain relevance in a changing political context
Communications:	<ul style="list-style-type: none"> • Significant contribution to the communication strategy at both local and countywide level to ensure stakeholders are fully informed of performance and priorities for SEND and Inclusion. • Establish strong working relationships and communication with managers of local multi-disciplinary teams across SEND and social care. • Establish high profile and presence as the lead officer for SEND and Inclusion performance in the locality providing support and challenge as appropriate. • Ensure strong communication framework at locality level for parents/carers and children and young people to ensure feedback influences practice and development of services and provision. • In collaboration with the Head of Inclusion, ensure there is an effective flow of information with senior leadership, elected members, health, parents/carers and children and young people. • Effective co-ordinated communication and support to SENCOs and equivalents in early years and post 16 settings. • Ensure the effective function of the Locality Education Partnership Group. • Ensure services establish rapport and respectful, trusting relationships with children, young people, their families and carers. • To ensure there are good communication systems, including that teams are supervised, appraised and effective team meetings/away days take place. • Ensure critical issues, media interest, complex complaints, FOI's and interest from MP's is dealt with in a timely and appropriate manner. • Provide high standards of verbal and written communication across all levels including senior professionals, inspectorates, members, parents and local community forums. • Present information through public speaking at local, regional and national events, ensuring the reputation of the local authority is maintained to a high standard.
Systems and information:	<ul style="list-style-type: none"> • To ensure compliance with Freedom of Information Requests by collating, analysing, and releasing appropriate information. • To collate, analyse and report on performance information to members and senior managers. • To analyse and present information from performance dashboards for the locality. • To ensure there are robust effective systems in place that provide suitable evidence to Ofsted in regulatory inspections. • Ensure effective use of IT systems to review performance, set targets and develop improvement plans.
Safeguarding:	<ul style="list-style-type: none"> • Be responsible for promoting and safeguarding the welfare of children and young people. • To ensure services are appropriate and sensitive to the needs of children with additional needs. • Maintain oversight of safeguarding practices in settings across the locality.

- To ensure issues are reported appropriately using the Local Area Designated Officer to advise and ensure the appropriate inspectorate are kept informed.
- Ensure services are safeguarding compliant, making effective use of support services including legal, insurance and HR.

Person Specification:

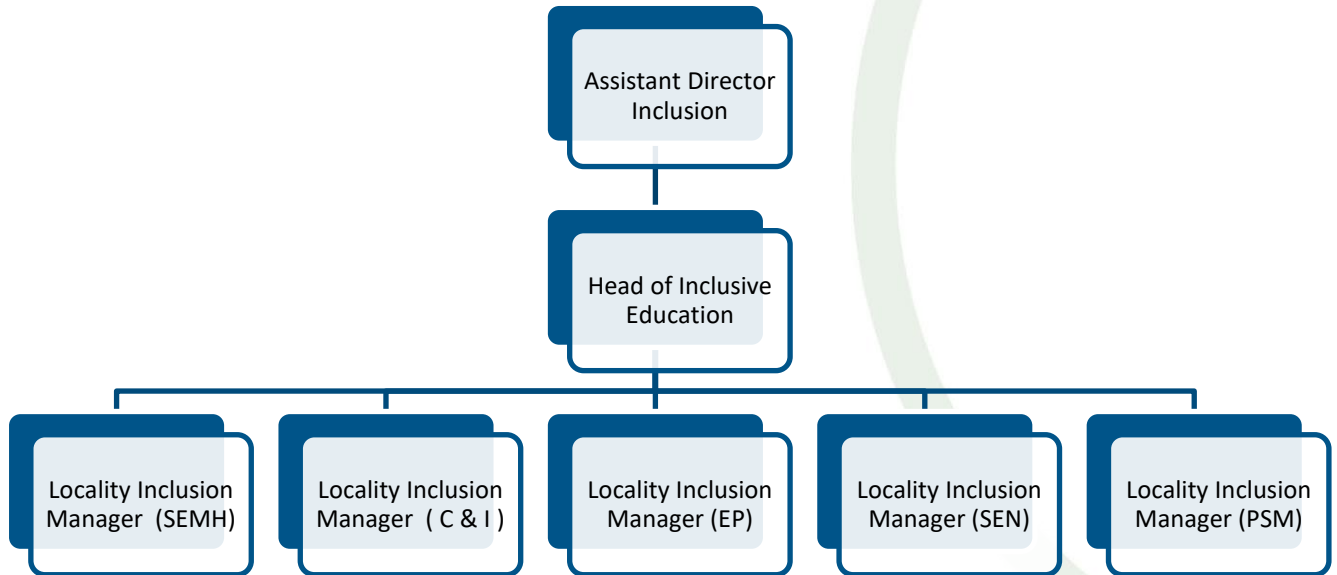
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Knowledge of Legislative framework for SEND • Detailed knowledge of SEND practices and protocols and inclusion in education • Knowledge of current best practice • Detailed awareness of current national developments in terms of SEND and Inclusion and High Needs funding • Significant level of knowledge in relation to named area of SEND specialism (SEMH, C&I, SEN) • Knowledge of performance outcomes for LAs and education settings in terms of SEND and Inclusion • Knowledge of regulatory frameworks including Ofsted and CQC • High degree of understanding around the latest research and evidenced based interventions • Substantial and relevant experience of working with children and young people in education • Significant experience of collaborative and partnership working across a wide of stakeholders including schools, settings, partner organisations, parent and carers and children and young people • In depth experience of people and budget management • Experience of intra and inter-agency work. • Experience of supervising a range of staff • Experience of effective change management and transformation • Good understanding of government policy process • Experience of analysis of quantitative and qualitative data, report writing and delivery of high quality presentations to a variety of audiences 	<ul style="list-style-type: none"> • Knowledge of relevant research • Experience of responding to media enquiries. • Experience of working with academic research. • Experience of trading and commercialisation • Experience of providing witness testimony and involvement in SEN Tribunals
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Strong performance management with ability to audit and evaluate. • Ability to plan for and implement change effectively to improve services • Planning and project management skills • Ability to demonstrate effective leadership skills and to motivate teams and partnerships • Excellent organisation skills and the ability to organise and prioritise the work of the team effectively to agreed national and local standards. 	<ul style="list-style-type: none"> • Experience of working across different aspects of SEND and Inclusion

<ul style="list-style-type: none"> • Ability to work at a strategic level to develop, manage and sustain innovative service approaches. • Ability to horizon scan at a national level to predict policy direction and ensure services are planned ahead of policy implementation • Highly effective communicator able to influence relations with partners • Strong commitment to Anti Discriminatory Practice • Considerable understanding of prudent Budget Management within a context of complex budgets. • Good Presentation skills (written and oral) • Proficient IT skills, e.g. email, word etc. 	
<p>Behaviours link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Degree level qualification 	<ul style="list-style-type: none"> • Professional qualification in area of specialism • Level 5 management qualification or above
<p>Other Requirements</p> <ul style="list-style-type: none"> • To be available and prepared to work evenings and weekends • Ability to meet the travel needs of the post. 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	LADO Manager
Grade:	SM1
Responsible to:	Safeguarding Unit Manager
Staff managed:	Manages a team of specialist professionals
Directorate:	Children and Young People's Service
Service:	LADO Service
Job family:	P&T - Professional & Technical
Date of issue:	January 2024

Job context

The Children and Young People's Service provides services which follow from specific legislation, including the Children Act 1989 and the Children Act 2004 as well as other Government guidance and policy. We are committed to providing good quality services to support children, young people and their families.

The post holder will operate in an environment of change and innovation, be able to manage change in a time of financial constraints and have the confidence to promote the voice of children and young people in both the delivery and development of services. Other key requirements are: -

- To have a commitment to the shared values and common purpose of developing a culture of interagency working, including statutory bodies, third and private sector organisations.
- To ensure that all practice is conducted in accordance with statutory guidance and procedure as well as in accordance with NYC policy on equal opportunities. The post holder will challenge discriminatory language and / or practice.
- Responsibility for the delivery of an effective and efficient LADO Service in line with statutory responsibilities, national and local guidance and procedures to ensure that children and young people are safeguarded.
- To ensure that strategic visions are translated into local plans in collaboration with professionals, partners and service users.
- To be able to undertake the duties of the role effectively, employing the use of a range of communication methods to ensure efficient use of team resources.
- To be able to provide the service in accordance with the needs of children and young people which may involve working outside normal office hours and at other locations.
- Enhanced DBS required.

Job Specifics

The (Local Authority Designated Officer) (LADO) Manager will: -

- Co-ordinate the delivery of LADO Services ensuring effective and efficient arrangements are in place to case manage the investigation of allegations of harm to children against people who work with children and young people, providing advice, support and challenge to senior managers both within the Local Authority, Local Safeguarding Children Partnership partners and external organisations.
- Provide strategic and operational direction, line management, support and supervision to the LADO team ensuring that timely and effective plans manage and co-ordinate the investigation of allegations against staff and volunteers working with children and young people.

- Ensure that cases are managed in line with statutory guidance and North Yorkshire Safeguarding Children Partnership (NYSCP) procedures, ensuring both that children and young people are safeguarded and staff and/or volunteers are managed fairly.
- Provide specialist advice and support to teams, managers, partners and other organisations, in relation to the delivery of LADO Services and case specific investigations, escalating concerns where relevant.
- Ensure high standards of practice are consistently applied and maintained and where required to investigate complaints, taking action as appropriate.
- Ensure the needs and wishes of children and young people are taken into account in any planning and decision making.
- Co-ordinate inter-team management reviews of local service delivery identifying, managing and having oversight of case specific issues and concerns.
- Promote a culture of driving positive change and improvement of outcomes for children and young people through challenge and through recognising and promoting effective practice.
- Contribute to the service business plan and wider service planning process in line with key performance objectives, priorities and quality assurance principles.
- Prepare and deliver performance information relating to LADO Services as required by the Head of Safeguarding Partnerships and NYSCP.
- Provide quality assurance/practice review work for North Yorkshire Safeguarding Children Partnership as required.
- Contribute to the Directorate and cross-Directorate strategy and policy development as required.
- Be responsible for Safeguarding initiatives and training delivery in relation to allegations against staff and volunteers.

Job Purpose:

The core focus of this job is to give operational direction to staff. Arranging/delivering services within budget. Planning and reviewing services. Promoting multi-agency liaison and integration. Contributing to the planning and development of new services and market development. Co-ordinating arrangements locally for customers. Monitoring, reviewing and implementing changes.

Operational management:

- To act as lead officer in the area of specialism and provide leadership and direction to a team of staff. This includes providing specialist advice to internal staff and partners in relation to information sharing, HR policies related to LADO and procedures and specific regulatory requirements for professionals working with children, including those from social care, law enforcement, education, health as well as other HCPC regulated and wider children's workforce.
- To work collaboratively and provide specialist knowledge to Senior Manager leads in NYC and in key partner organisations in issues related to LADO including fitness to practice, complaints and allegations.
- To ensure the assessment and delivery of the service to meet organisational objectives.
- Identify, develop and implement innovative and best practice.
- Ensure key professional decisions are made according with the highest standards, using an evidence base that will stand up to scrutiny. Provide appropriate challenge to the decisions of other managers and partners.
- To attend or chair planning or review meetings and promote multi-agency work.
- Provision of safeguarding and partnership support and advice to NYC leads and managers as well as wider partners.

	<ul style="list-style-type: none"> • Support senior managers by contributing to the service plan and contributing to the NYC CYPS Management Team by providing direction on the production, delivery, monitoring and review of the plan. • To provide specialist advice in respect of service management issues to the public, other agencies and other services of the Council as required. • To lead service improvement projects. • Embed a culture of performance management across the service through the development and operation of appropriate monitoring systems and processes focussed on customer outcomes and delivery of key objectives.
Resource management:	<ul style="list-style-type: none"> • To take responsibility for the performance of the team and manage the overall work of the team, taking responsibility for decision making of escalated issues, professional judgements and delegation as appropriate. • To ensure staff in the team are clear about what is expected of them, are kept informed about their performance and enabled to develop the necessary skills and knowledge through supervision, appraisal and development opportunities. • Manage budgets as delegated ensuring that expenditure is kept within existing allocations, advising line manager of additional resource requirements and assist with the preparation of an annual budget.
Partnerships:	<ul style="list-style-type: none"> • To promote inter agency working, planning and developing services with other agencies. • Record, summarise, share and feedback information to ensure all partners are appropriately informed. • Work in a team context forging and sustaining relationships across agencies and respecting the contribution of others working with customers.
Strategic management:	<ul style="list-style-type: none"> • To contribute to the development of a business plan for the service area to meet the needs of the population served, in line with key performance objectives, priorities and quality assurance principles. • To contribute to Corporate Directorate and cross Directorate strategic developments through actively promoting and developing the Service's contribution to both Council and Directorate level priorities and objectives as set out in the Corporate Plan and Service Plan. • To provide direction on the production, monitoring and review of the procedures and policies for the service. • To ensure the Council's role in external agencies is delivered. To work with other local authorities and major organisations to achieve this and represent the Council on strategic level forums, groups and meetings. • Ability to work effectively across the NYSCP multi-agency arrangements, understanding the strategic objectives of multi-agency partners. • Provide specialist advice and training around safer recruitment and managing allegations to key agencies including military, health, law enforcement, education and the wider children's workforce. • Work with national leads in LADO to influence national and regional best practice in relation to LADO and safer recruitment. • To contribute to NYSCP audits/reviews/local safeguarding children practice reviews where required.
Communications:	<ul style="list-style-type: none"> • To analyse and summarise data and information for other audiences (e.g., Senior Managers) including guidance and regulations produced by Government and other National Bodies on the safeguarding of children and young people, managing allegations and safer recruitment.

	<ul style="list-style-type: none"> • Preparation and delivery of specialist reports which analyse and evaluate LADO partnership delivery and performance, as well as making recommendations for change. • Establish respectful, trusting relationships with customers. • Develop and use effective communication systems appropriate to the audience. • Negotiate effectively with external agencies to ensure best value for the Council. • Liaise with internal colleagues and external organisations to deliver and procure services as required. • To provide operational advice and consultation to a range of other professionals in relation to safeguarding children, including the management of allegations. • To provide clear leadership to the team of staff to ensure unambiguous direction and performance management.
<p>Systems and information:</p>	<ul style="list-style-type: none"> • To provide relevant data for inclusion in national and regional statistical information, making good use of available information, appraise content and assess what else might be needed. • In conjunction with other service areas, develop initiatives and proposals to promote the work of the service. • Prepare and present reports to Committees, Councillors and the public. • Use systems and information as appropriate to quality assure the work of other professional and support staff. • Effectively evidence management oversight of critical decisions and practice. • Ensure service information is available to customers and the general public as appropriate.
<p>Safeguarding:</p>	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate. • Fulfil a duty of care to children and young people and promote safer working practice among the professional s working with them. • Comply with, promote and implement national guidance by developing NYSCP, LA, schools and early years safeguarding and child protection policies, procedures and guidance providing key updates to early years managers and school leaders. • Provide support to School Improvement Forums and Early Years Senior Leadership forums. • Support schools and early years settings to meet the requirements of the Education Act 2002 Section 157 and 175 and the Childcare Act 2006 sec. 39 (1) (b) • Support the design of child protection training materials for schools and early years for strategic leaders and Designated Senior Child Protection staff

Person Specification:

Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Considerable knowledge and experience of current research and good practice standards in relation to safeguarding children at a local and national level. • Significant knowledge of the legal framework for safeguarding children and managing allegations against staff in line with Working Together 2018 and Keeping Children Safe in Education 2023. • Significant knowledge and experience of managing allegations and / or complaints against members of staff. • Knowledge of HR policies and procedures including fitness to practice, disciplinary and safer recruitment. • Awareness of current national developments for safeguarding children • Performance management and improvement models. • In-depth Knowledge of equality and diversity legislation / policy / guidance • Knowledge of principles and models of Quality Assurance. • Understanding of Management Information Systems and performance indicators • Extensive case management/investigation experience of cases with complex, professional and ethical issues including safeguarding children and managing allegations against staff in line with Working Together and Keeping Children Safe in Education and other relevant arrangements. • Substantial experience as a manager in a relevant professional field. • Experience of service and strategic planning • Experience of chairing complex meetings • Experience of implementing / delivering against a performance management and quality assurance framework. • Proven and effective experience of the management of resources in a changing organisational environment, including financial resources. 	<ul style="list-style-type: none"> • Organisational context of Service and relevant Support Services. • Delivery of training • Experience of delivering quality assurance • Working with schools and early years settings • Design and delivery of training • Developing policies and procedures • Responding to media enquiries
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to manage, supervise and support a team of staff and provide leadership to drive performance during periods of service change and development • Ability to identify systems change and challenge and influence across partnership arrangements. • Ability to monitor services and practices to ensure agreed standards are maintained and intervene constructively where necessary • Excellent communication skills, verbal and written, including the ability to use different methods according to service users' and professionals' differing needs. • Competent in word processing, manipulating spreadsheets, data inputting, accessing and interpreting information from databases and electronic communication. • Competent level of familiarity with ICT equipment & systems including Liquid Logic or equivalent. • Excellent organisation skills and the ability to organise and prioritise own workload. • Ability to plan and develop new ways of working, including integration with other key agencies. • Ability to chair complex multi-agency meetings • Ability to rapidly analyse and summarise information • Negotiation skills and ability to problem solve 	
<p>Behaviours link</p>	

<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Diploma in Social Work or professional equivalent • Knowledge of HR processes and employment law 	<ul style="list-style-type: none"> • Relevant post qualification training and experience • A management qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel and work across the North Yorkshire area • Ability to attend/Chair meetings outside of normal business hours and meet service need 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure

Head of
Safeguarding
Partnerships SM2

LADO Manager
Grade SM1

LADO Team
Grade N

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Lead for Developing Inclusive Communities (Fixed term 12 months)
Grade:	SM1
Responsible to:	Head of Inclusion
Staff managed:	Manages a team of specialist professionals
Directorate:	Children and Young People's Service
Service:	Inclusion
Job family:	SM - Senior Management
Date of issue:	December 2023

Job context

North Yorkshire is one of the local authorities selected to take part in the Delivering better Value programme, which aims to improve efficiency in LA High needs block spend and outcomes for children and young people.

This project will last 12 months with clear aims and impact measures.

Short term indicators

- A more collective understanding of provision that should be 'ordinarily available' and closer links between SEND and broader school improvement functions.
- Increased confidence in the mainstream sector by parents and carers, to support children with SEND, measured using a baseline survey, distributed in April 2024, and redistributed termly to measure progress
- Number of children successfully and confidently transitioned into primary school or into high school- case studies showing success

Job Purpose:

- To lead culture change across the county to transform approaches in Inclusion both within the Council and with partners, and to develop a culture of resilience in meeting the needs of children with additional needs.
- To provide operational and professional leadership, direction and supervision to the specialist teams delivering the three workstreams, ensuring that the aims of the project are met, evaluating the project and reporting appropriately.
- To ensure the service delivered is of high quality, demonstrating cutting edge evidence based practice across the professionals working in the team.
- To work across the Council at a strategic level, including providing advice to CYPLT and Management Board, to ensure integration with existing workstreams and to plan for future sustainability and business as usual beyond the project.

Operational management:

- Leading transformational change across the CYPS directorate, with partner agencies and within the wider community provision and

services in the project area, managing relationships, culture, and people across agencies.

- Operational manager for direct reports within the team (matrix management)- these will be senior specialists (eg teachers/seconded headteachers, Educational Psychologists) and so this will require a high level of performance management within different frameworks and codes of practice.
- Specialist lead for the whole project team, ensuring collaboration and partnership working to build capacity, leave legacy, and maximise outcomes for children and young people, for example with schools, Parent Carer Voice, School improvement, Children and Families service
- Quality assurance of the service delivered by the team
- Provide, and support the team to provide, strategic direction and support to SENCOs and headteachers within schools
- Ensure professional development needs of education settings and other professionals in the area are identified together with opportunities for needs to be met.
- Contribute to the development of a county wide workforce development framework for SEND and Inclusion, contributing to the NYES training offer.
- Work directly, and support the team to, with schools to embed consistent inclusive practices and the early identification and intervention of children and young people with additional needs.
- Provide appropriate support, challenge and escalation to schools causing concern.
- Taking a lead role in establishing team around the school approaches as required.
- To support the creation and development of links with local communities.
- Provide senior manager representation and insight at appropriate meetings.
- Actively seek opportunities for transformation of services and provision to meet needs of children and young people and ensure cost effectiveness out with and beyond the life of the project

Resource management:

- This role holds responsibility for the projects which are intended to make £60 million of short term savings through innovation and culture change, aiming to reduce the overspend of £87 million. It will report on progress towards this to the CEx and Management board quarterly.
- Management of the project staffing budget- £1 million pa
- Management of the CPD budget- resources and CPD budget approx. £10000. These are new budgets from DfE Delivering Better Value programme
- Forward plan to ensure resources are effectively managed and risks identified early.
- To manage the recruitment, monitoring, appraisal and performance management of staff as necessary.
- To ensure that all staff receive regular effective, reflective supervision and appraisals.
- To lead on the confidence and capacity of local stakeholders to build capacity and resilience in the local area.

	<ul style="list-style-type: none"> To support auditors with their work and provide them with the necessary information
Partnerships:	<ul style="list-style-type: none"> Crucial role in managing the partnership and collaboration required to deliver this programme, using specialist skills to understand the roles of the whole team and deploy appropriately Lead officer for liaison with Newton/regional DfE adviser/CIPFA in delivering performance reports quarterly, making changes to project as needed, considering potential wider impact on changes, making recommendations to High Needs Transformation Board. Respond to changes driven by partner agencies, determining and agreeing solutions to any issues/changes Ensure all aspects of this programme are delivered through co production with families, schools and academies Participate in High Needs Block transformation board- developing solutions across the wider system for service improvements and savings
Strategic management:	<ul style="list-style-type: none"> Develop and implement all aspects of the project plan including making arrangements for direct work with children, recording and evaluation Ensure that all aspects of the work are in line with current best practice and legislation Work across the directorate and with external partners to develop relationships and practice which will change culture and improve outcomes for children Lead development of an inclusive practice model for transitions Responsible for the analysis of performance of the team. Develop links nationally both within DBV projects and otherwise working in similar field Develop CPD plan for the multiagency team Develop and maintain an effective communication strategy in order to report on service delivery Able to manage significant emotional response and strongly expressed views from schools/MATs/families in regard to either individual high need cases and/or complex strategic change in a time of high pressure in schools
Communications:	<ul style="list-style-type: none"> Establish high profile and presence as the lead officer for this project, providing support and challenge as appropriate. Significant contribution to overall SEND communication strategy at both local and countywide level to ensure stakeholders are fully informed of performance and priorities for SEND and Inclusion. At least quarterly attendance at Council Management Board, and other democratic scrutiny meetings, this is a high profile project with a high level of oversight at a CEx and Member level Develop specific communication plan for this project Establish strong working relationships and communication with managers of local multi-disciplinary teams across SEND and social care. Develop relationships with headteachers, MATs and Locality Boards to influence culture change and drive project outcomes

Systems and information:

- To ensure compliance with Freedom of Information Requests by collating, analysing, information and releasing appropriate information.
- To collate, analyse and report on performance information through the governance structure for the project
- To ensure there are robust effective systems in place that provide suitable evidence to Ofsted in regulatory inspections.
- Ensure effective use of IT systems to review performance

Safeguarding:

- Be responsible for promoting and safeguarding the welfare of children and young people within the specialist team
- To ensure the service is appropriate and sensitive to the needs of children with additional needs.
- Ensure issues are reported appropriately using the Local Area Designated Officer to advise and ensure the appropriate inspectorate are kept informed.
- Ensure the service is safeguarding compliant, making effective use of support services including legal, insurance and HR.
- Safeguarding the welfare of children and young people and their information that the postholder is responsible for and that they come into contact with having regard to all relevant safeguarding policies and procedures

Person Specification:

Essential

Knowledge and Experience

- Experience of matrix management and leadership of professionals outside your own specialist field and direct line management- leadership and management by professional consensus
- Experience in developing transformational partnerships with headteachers, working together to improve provision
- Experience in writing reports for, presenting to and advising executive boards
- Experience in delivering a high profile, highly accountable project with clear milestones and financial outcomes
- Specialist knowledge of legislative framework for SEND
- High level of knowledge of current best practice within education and SEND in particular, which may be in a specialist area
- Knowledge of schools' inspection framework and best practice frameworks in SEND
- High degree of awareness around latest research and interventions in SEND
- Substantial and relevant experience of working with children and young people with SEND within education
- Significant experience of developing collaborative and partnership working across a wide of stakeholders including schools, settings, partner organisations,
- Significant experience of co production with parent carers and children and young people

Desirable

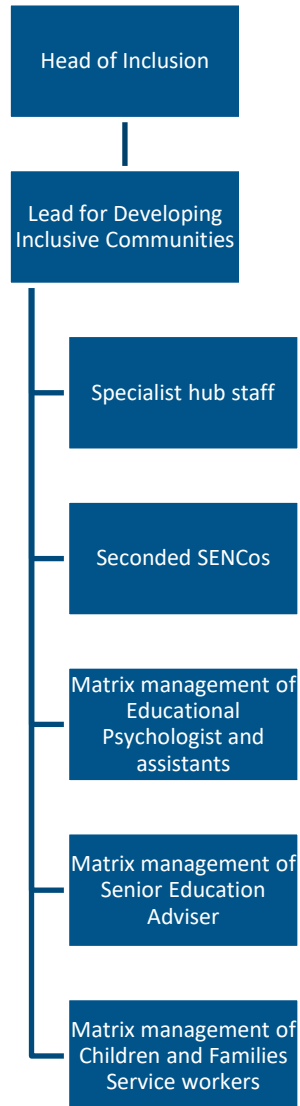
- Experience as an inspector
- Experience of responding to media enquiries.
- Experience of working with academic research.
- Experience of trading and commercialisation
- Experience of providing witness testimony and involvement in SEN

<ul style="list-style-type: none"> • Experience of people and budget management • Experience of intra and inter-agency work, developing multi agency teams • Experience of supervising a range of staff, • Experience of effective change management and transformation • Good understanding of government policy process • Experience of analysis of quantitative and qualitative data, report writing and delivery of high quality presentations to a variety of audiences 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Strong performance management with ability to audit and evaluate. • Ability to plan for and implement change effectively to improve services • Planning and project management skills • Ability to demonstrate effective leadership skills and to motivate teams and partnerships • Excellent organisation skills and the ability to organise and prioritise the work of the team effectively to agreed national and local standards. • Ability to work at a strategic level to develop, manage and sustain innovative service approaches. • Ability to horizon scan at a national level to predict policy direction and ensure services are planned ahead of policy implementation • Highly effective communicator able to influence relations with partners • Strong commitment to Anti Discriminatory Practice • Considerable understanding of prudent Budget Management within a context of complex budgets. • Good Presentation skills (written and oral) • Proficient IT skills, e.g. email, word etc. 	
<p>Behaviours</p> <p>link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Degree or equivalent qualification or evidence of the ability to work at that level • Relevant professional qualification 	<ul style="list-style-type: none"> • Postgraduate SEND qualification

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Locality Hub Manager SEND
Grade:	SM1
Responsible to:	Head of SEND
Staff managed:	Manages a team of specialist professionals
Directorate:	Children and Young People's Service
Service:	Inclusion
Job family:	SM - Senior Management
Date of issue:	November 2023

Job context

The legislative framework for SEND changed as a result of the Children and Families Act 2014. The changes were significant in terms of extending the age range covered by the legislation to 0-25 years and introduced enhanced responsibility for engagement with parents/carers and children and young people to shape developments at both strategic and individual level. There is also increased emphasis on key partners including LA, education providers and health to work collaboratively to ensure the outcomes for children and young people are maximised. A new Ofsted framework was introduced in 2016 to monitor the performance of local areas in terms of SEND and compliance with the requirements of the new Code of Practice.

The strategic direction for the development of SEND in NY is underpinned by a strategic plan for SEND which includes developments to strengthen collaboration and decision making at locality level, the creation of local multi-disciplinary SEND teams together with the reshaping of the continuum of educational provision for 0-25 year olds with SEND.

This post is responsible and accountable for the functions of the SEND Locality teams and the casework they support. The postholder will be required to be the key decision maker and will be the accountable person for the work of the team and will have the final say on how casework and the statutory process are taken forward. Escalation will only be for issues wider than the locality team for example, any breakdown or conflict with Health providers or other non-NYC agencies.

Responsible for the management of case work of children and young people referred for support from the local authority including children and young people with SEND, medical needs, at risk of exclusion and those that require an alternative curriculum.

Job Purpose:

Multi-agency involvement and co-ordination of complex case work to ensure educational needs are identified and addressed.

Responsible for the management of a team of Officers providing professional expertise and leadership for the implementation of the Local Authority's statutory responsibilities for children and young people 0-25 years with Special Educational Needs.

**Operational
management:**

- Ensure the delivery of SEND services through an identified area in accordance with current legislative requirements, all relevant policies and procedures and to agreed performance targets.
- Manage and ensure effective implementation of the referral process from educational settings and other professionals for assessment or direct support for children and young people with SEND or additional needs
- Analysis of referrals to the teams in terms of need, complexity and scope of the multi-disciplinary approach
- Management of case work allocation across the team including the co-ordination of multi-agency involvement in complex cases
- Ensuring the key principles of key working and multi-agency collaboration are embedded across the team and professionals working in the locality
- Oversight of open cases to the teams and ensuring effective casework and collaborative working across the team to ensure assessed needs are being met
- Monitoring of case work progress and outcomes for individual children and young people including progress, attainment, attendance and preparation for adulthood as well as part timetables, exclusion and movement between education placements
- Responsible for the performance management of a team of SEND Caseworkers and Complex Caseworkers including supervision, professional development and appraisal.
- Ensure the performance of the team complies with current legislative requirements and key performance indicators underpinned by the Children and Families Act 2014 and the Care Act 2014.
- Management of the SEND assessment process and the consistency of decision making for Education, Health and Care Plans and ensuring statutory timescales and performance indicators are achieved and to chair decision making panels around the statutory process
- To ensure the implementation of the statutory assessment process and EHC Plans/ reviews is of high quality in line with the LA agreed standards and national requirements within the SEN Code of Practice.
- To prepare case evidence and represent the Director at the First Tier SEND Tribunal within the statutory legal framework. Presenting evidence as required to the Tribunal judge during the hearing
- To represent the Director at the First Tier SEND Tribunal for cases within the locality / localities covered by the post and to work with the Legal team and Inclusion Locality Manager (SEND) for the preparation of those cases supported by Head of SEND (Casework)
- Quality assurance of case work, case recording and SEN Support and analysis of performance related data
- Day to day line management of SEND specialists in locality based multi-disciplinary team and matrix management of performance in conjunction with the Lead SEND specialist. Posts include SEND specialists for SEMH, C&I, C&L, EPS, OT, S&L, Play Therapy
- Ensure effective collaboration with key stakeholders to build capacity and maximise outcomes for children and young people
- Contribute to the development of new services and provision managing relationships, culture, and people across agencies.

- Develop and maintain sustainable income generation through traded services. This will involve leading on the development of innovative and evidence based interventions to support SEND in schools
- Ensure regular audit of services take place and that services are compliant with national good practice, guidance, regulations, legislation including Ofsted frameworks.
- Drive the development and review of self-assessment to highlight required improvements in delivery at local level

Resource management:

- To ensure the effective and timely deployment of the multi-disciplinary teams through direct effective line management of the locality team
- Provide clear oversight and management of the high needs block commissioning allocation within the locality area including placement costs, allocation of E3 top up funding allocated to individual children.
- Identifying creative interventions that meet the needs of children and young people at the earliest stage that are cost efficient or cost neutral
- Contribute to the prudent management of locality based SEND budgets assigned to the locality partnership
- To provide high levels of challenge to schools and settings in terms of the use of notional SEND budgets in schools and requests for further funding from the LA
- To be responsible for the management of assigned budgets, complex staffing within the specialism area, ensuring resources are deployed effectively. Review impact of funding allocated to support children and young people with SEND in schools to ensure it is used effectively and with impact
- To matrix manage the recruitment, monitoring, appraisal and performance management of staff within the Locality team.
- To maintain oversight of all SEN administrative processes for the locality
- To lead on the development of the commercial and trading opportunities and products of the locality multi-disciplinary teams and the service wide offer for NY and other local authorities
- Significant contribution to the identification of further opportunities for transformation in terms of SEND and Inclusion
- To ensure that all staff receive regular effective, reflective supervision and appraisals
- To ensure that there is a training and induction plan for the SEND specialist team, SENCos, governors to ensure confidence in SEND and Inclusion
- To lead on the confidence and capacity of local stakeholders to build capacity and resilience in the local area
- To make a significant contribution to regulatory inspections including Local Area SEND Inspections, ILACS, Focussed Reviews to ensure high quality evidence of practice and strategic vision across the authority
- To be concerned for staff welfare, offering support, at times of stress, praising work completed and monitoring performance, including sickness absence.
- Forward plan to ensure resources are effectively managed and risks identifies early.

- To support auditors with their work and provide them with the necessary information.

Strategic management:

- Strategic responsibility for the performance of SEND and Inclusion case work across the locality area including analysis of needs and performance
- Make a substantial contribution to the strategic leadership and management of the SEND Service through its senior leadership team.
- Delivery of transformational change for the Service and delivering innovative solutions to service delivery and leadership.
- Ensure that priorities within the Children and Young People's Plan are advanced in the identified area
- Contribute to Directorate and cross-Directorate strategy and policy development
- Responsibility for significant contribution to service wide transformation in working practices across SEND including early identification, interventions and casework. This will involve taking lead responsibility across the whole service for identified areas of development in accordance with the service plan
- Establishing strong collaborative relationships with education leaders and other professionals to ensure effective support for children and young people with SEND and additional needs
- Lead on the establishment and performance of locality based Inclusion Partnerships made up of leaders from educational settings to ensure individual children causing concern are identified and receive appropriate levels of support.
- Ensure schools and educational settings are effectively embedding SEN support and early identification of children with additional educational needs
- Work with health and social care colleagues to integrate plans and co-ordinate assessment processes
- Ensure strong oversight of the high needs budget at locality level, particularly in terms of E3 and placement costs, working collaboratively with schools and settings to take corrective action as necessary to minimise deficit budgets and to ensure that funding is used effectively to improve outcomes for children and young people
- Contribute to support to SENCOs within schools including analysis of professional development needs and the delivery of all phase SENCo networks
- Contribute to the development and implementation of a county wide workforce development framework for SEND and Inclusion
- Analysis of the performance of individual schools and settings in terms of SEND and Inclusion providing appropriate support, challenge and escalation
- Contribute to the identification of schools and settings causing concern in terms of SEND and Inclusion and contributing to the team around the school approaches as required.
- Provide effective performance management which aspires to provide outstanding services and provision
- Provide senior manager representation and insight at appropriate meetings

- Actively seek opportunities for transformation of services and provision to meet needs of children and young people and ensure cost effectiveness.
- To contribute to full compliance with the standards and regulations through analysis of inspections and the development of strategic plans to deliver responsive service change.
- Significant contribution to strategic plans, ensuring it reflects inspection recommendations, local need and the Children and Young Peoples plan

Partnerships:

- Lead on the development of strong collaboration and an agreed ethos and culture in localities engaging all stakeholders in priorities for SEND and Inclusion
- Develop and maintain multi-agency networks, ensuring they keep abreast of strategic developments and priorities in other agencies in a regional, national and political context.
- Ensure interagency collaboration is achieved in order to ensure high aspirations and achievements for children and young people.
- Work closely with parents/carers, children and young people to maximise opportunities for co-production

Communications:

- Establish strong working relationships and communication with local multi-disciplinary teams across SEND and social care.
- Ensure strong communication with stakeholders in terms of casework including schools, parents/carers, children and young people, health and voluntary organisations
- Establish high profile and presence as the lead officer for casework in the locality providing support and challenge as appropriate, working closely with education providers to support and challenge practice
- Ensure strong communication framework at locality level for individual parents/carers and children and young people to ensure feedback influences practice and development of services and provision.
- Effective co-ordinated communication and support to SENCos and equivalents in early years and post 16 settings
- Ensure the effective function of the Locality Inclusion Panels made up of schools, social care and health
- Ensure services establish rapport and respectful, trusting relationships with children, young people, their families and carers.
- To ensure there are good communication systems, including that teams are supervised, appraised and effective team meetings/away days take place.
- Ensure critical issues, media interest, complex complaints, FOI's and interest from MP's is dealt with in a timely and appropriate manner.
- Provide high standards of verbal and written communication across all levels including senior professionals, inspectorates, members, parents and local community forums.
- Present information through public speaking at local, regional and national events, ensuring the reputation of the local authority is maintained to a high standard.

Systems and information:

- To ensure compliance with Freedom of Information Requests by collating, analysing, and releasing appropriate information.

- To collate, analyse and report on performance information to members and senior managers.
- To analyse and present information from performance dashboards for the locality
- To ensure there are robust effective systems in place that provide suitable evidence to Ofsted in regulatory inspections
- Ensure effective use of IT systems to review performance, set targets and develop improvement plans.

Safeguarding:

- Be responsible for promoting and safeguarding the welfare of children and young people
- To ensure services are appropriate and sensitive to the needs of children with additional needs
- Maintain oversight of safeguarding practices in settings across the locality
- To ensure issues are reported appropriately using the Local Area Designated Officer to advise and ensure the appropriate inspectorate are kept informed.
- Ensure services are safeguarding compliant, making effective use of support services including legal, insurance and HR.

Person Specification:

Essential

Knowledge and Experience

- Extensive knowledge of Legislative framework for SEND detailed within the Code of Practice 2014, the Care Act 2014, Equality Act and Education Act 1996 and its application.
- Extensive knowledge of associated statutory guidance for education
- Extensive knowledge of the continuum of support for children and young people with SEND from early identification to statutory assessment as detailed in the Code of Practice 2014
- Detailed knowledge of SEND practices and protocols and inclusion in education
- Knowledge of current best practice
- Extensive understanding of key working approaches to child centred case work, multi-agency assessment and review processes
- Knowledge of roles of professionals in SEND across the LA and partner organisations
- Knowledge of factors influencing vulnerability together with main areas of SEND including Cognition and Learning, Communication and Interaction, Social, Emotional and mental health and Physical, Sensory, medical needs
- Knowledge of signs of safety
- In depth knowledge of high need funding methodologies for SEN

Desirable

- Knowledge of relevant research
- Excellent knowledge of Restorative Practice
- Knowledge of NHS and Health policies and guidance including children's continuing care and NHS Mandate
- Knowledge of Children and Adult Social Care Policy insofar as it relates to SEND
- Experience of responding to media enquiries.
- Experience of working with academic research.
- Experience of trading and commercialisation

- Detailed awareness of current national developments in terms of SEND and Inclusion and High Needs funding and its implications for NY
- Knowledge of performance outcomes for LAs and education settings in terms of SEND and Inclusion
- Knowledge of regulatory frameworks including Ofsted and CQC, ILACS, Local Area SEND framework and schools inspections
- Knowledge of tribunal and evidence required to present the case of the LA
- High degree of understanding around the latest research and evidenced based interventions
- Good understanding of government policy process
- Understanding of the Children Act and Continuing Health Care and its application to individual young people
- Knowledge of joint commissioning with partner agencies and contract management
- Knowledge of co-production and methods to engage with parents/carers, children and young people
- Knowledge of working within a political organisation
- Substantial and relevant experience of working with children and young people in education
- Extensive experience in children's services, including management of cases with complex legal, professional and ethical issues including case conferences and other formal processes and proceedings
- Extensive experience of working within a SEN legislative context
- Significant experience of effective complex casework of children and young people based on key working approaches
- Significant experience of collaborative and partnership working across a wide range of stakeholders including schools, settings, partner organisations, parent and carers and children and young people
- In depth experience of people and budget management including supervising staff and performance managing staff
- Experience of intra and inter-agency work.
- Experience of effective change management and transformation
- Experience of analysis of quantitative and qualitative data, report writing and delivery of high quality presentations to a variety of audiences

Occupational Skills

- Strategic planning skills and ability to implement and embed effectively
- Strong performance management with ability to audit and evaluate.

- Ability to plan for and implement change effectively to improve services
- Ability to monitor services and practices to ensure agreed standards are maintained and intervene constructively where necessary
- Effective leadership skills to motivate teams and partnerships
- Ability to take a leading role in initiating action and making decisions
- Excellent organisation skills and the ability to organise and prioritise the work of the team effectively to agreed national and local standards.
- Ability to work at a strategic level to develop, manage and sustain innovative service approaches.
- Highly effective communicator able to influence relations with partners
- Ability to work in partnership with a wide range of agencies to deliver sustainable outcomes for children, young people and families and ensure needs of children and young people with SEND are met effectively.
- Strong ability to promote and support collaborative working across key partner organisations to meet the needs of children and young people with SEND
- Strong commitment to Anti Discriminatory Practice
- Excellent verbal and written communication skills
- Excellent ability to relate to children and young people
- Ability to understand complex performance information, complete detailed analysis and competently use the information to manage change.
- Ability to analyse assessment data and ensure appropriate interventions to meet assessed need
- Considerable understanding of prudent Budget Management within a context of complex budgets.
- Ability to interpret financial and management information and statistical information and use it to improve services
- Good Presentation skills (written and oral)
- Proficient IT skills, e.g. email, word etc.
- Ability to appropriately professionally challenge and be challenged.
- Ability to speak publicly to wide and large audiences
- Ability to establish positive relationships with elected members, head teachers, lead officer across partner organisations, and staff ensuring transparency and respect

Behaviours

[link](#)

Professional Qualifications

- Degree level qualification in a related discipline

- QTS or social work
- Level 5 management qualification or above
- Post graduate qualification

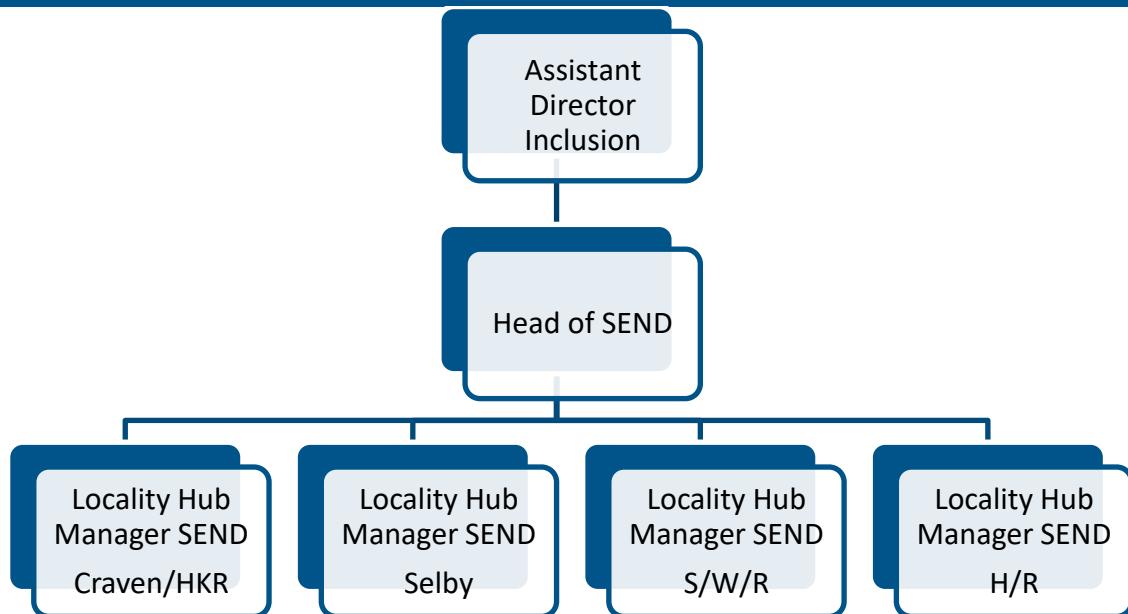
Other Requirements

- Highly motivated and ability to work independently
- Personal and professional demeanour and credibility which commands confidence of key stakeholders
- Commitment to improving outcomes for children and young people
- To be available and prepared to work evenings and weekends as necessary
- Ability to meet the travel needs of the post.

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Senior Manager Financial Projects
Grade:	SM2
Responsible to:	Assistant Director Strategic Resources
Staff managed:	None
Directorate:	Central Services
Service:	Strategic Resources
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

- Primary objective of this role is to work on key projects (e.g. High Needs Strategic Planning – both financial and non-financial issues, vulnerable schools) within CYPS in order to facilitate the delivery of the 2020 targets through challenging and supporting commercial awareness
- Review and challenge processes and approaches to the delivery of services both internal and external taking a broader view.
- To question and challenge why services are provided in a particular way.
- To look for opportunities to rationalise and improve effectiveness and efficiency
- Focus on commercial opportunities within CYPS and help deliver a structured approach to review and performance management of traded activity (including services that fall within the NYES trading name as well as those that sit outside, for example, the rollout of No Wrong Door and Outdoor Education)

This senior financial expert will identify, analyse and address financial pressures and non-financial issues and support CYPS directorate to develop a commercial offer from services market. Particular areas of focus will be the review and analysis of areas of pressure in children's services.

The experienced finance leader will have the ability to provide solutions within education and children's service sectors, with a track record of resolving complex financial pressures and influencing key stakeholders. Substantial experience and track record in local government, education and children services is essential.

- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job purpose

The core focus of this job is to lead delivery of a portfolio of services to support a range of clients (internal and external through partnerships and/or commercial arrangements). Services to specific clients will be subject to individual requirements reflecting the different needs of different organisations.

Resource management:

- To give leadership, management and direction to managers through the establishment and promotion of objectives, service performance plans, priority setting, reviews and performance appraisal.
- Contribute to budget decisions through the provision of specialist advice relating to improving commercialisation of service targets.

Partnerships:

- Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships.

Strategic management:

- To have a lead role in determining strategy, setting objectives and targets and to the development of relevant policies across the Council.
- Lead on the continuing development of the action plans to deliver the strategy, setting out the full part that the Council will play in the achievement of the Council's plan and the promotion of the plans to all stakeholders.
- Align the planning and monitoring processes with wider service planning, Member reviews and external factors.
- Represent the Council at policy, operational and co-ordination forums with external agencies and other Council Directorates.
- To keep services under review and to propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.
- To establish and lead decision-making on priorities for services.
- To advise Management Board on changing legislation and professional standards and their adoption

Communications:

- Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively.
- Promote the Council's priorities, policies and Corporate Plan and positively promote services with local and national media.
- Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services.

Systems and information:

- Ensure that systems and processes to support services are consistent with the Council standards and procedures.

Person specification:

Essential

Knowledge and Experience

- Significant knowledge of current good practice standards both at local and national level in relation to the business of the services.
- Knowledge of statutory requirements, including equality standards
- Knowledge of effective management of staff, budgets and resources.
- Significant knowledge of commercial approaches and methods.
- Successful financial leadership experience in the public sector with a track record of resolving complex financial pressures and influencing key stakeholders.
- Substantial experience and track record in local government, education, and children's services.
- Extensive experience of strategic planning, policy development and implementation, and performance management
- Experience of developing and implementing organisational culture change within a large diverse organisation
- Successful management of budgets and staff
- Experience of working in a commercial environment.

Desirable

- Knowledge of commercial focus for local authorities
- Experience of responding to media enquiries.

<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Ability to contribute to the planning of resources within the council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. • Demonstrate commerciality and entrepreneurial mind set through business development 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Professionally qualified to degree level in a relevant specialism or equivalent 	
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours • Evidence of professional updating and development 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure

Corporate
Directors (CYPS &
Strategic
Resources)

Assistant Director
Strategic
Resources

Assistant Directors
CYPS

Senior Manager
Financial Projects

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Stronger Foundations Group Manager
Grade:	SM1
Responsible to:	Head of Service Children in Care and Care Leavers
Staff managed:	Manages a team of staff across different locations
Directorate:	Children and Young People's Service
Service:	Children and Families
Job family:	C&S - Care & Support
Date of issue:	March 2024

Job context

- The Children & Families Service provides services which follow specific legislation, including the Children Act 1989 and the Children Act 2004 as well as other Government guidance and policy. We are committed to providing good quality services to support children, young people and their families.
- The post holder will operate in an environment of transformational change and innovation, be able to manage change in a time of financial constraints and provide clear leadership and management to enable staff to perform at their best.
- The core focus of this job is to manage the strategic and operational direction, delivery and performance across Stronger Foundations Service which has a number of strands. These include Family Group Conferencing, Restorative Practice, Lifelong Links, Trusted Relationships, Inspiration for Change and joint leading on the roll out of Family Finding Training and delivery on the domestic abuse agenda. This role will support the development of strong, collaborative partnership approaches across the council and partner agencies.
- The post holder will be responsible for leading on the development of policies across the Stronger Foundations service with a focus on quality of practice and outcomes. Supporting the Head of Service to drive improvements by ensuring that operational practice and procedures are embedded.
- There are 6 key skills required for all senior managers:
 - people management
 - transformational change and innovation
 - project management
 - partnership working
 - financial management
 - personal development
- The post holder will ensure that strategic visions are translated into local plans in collaboration with children, young people, families, professionals and partners
- The role must oversee and contribute to the delivery, development and evaluation of all the strands within this service which includes evidenced based interventions with children, young people and their families/carers.
- Working in constructive partnership at a strategic level, but with very clear operational knowledge, with other agencies and key stakeholders is key to the successful delivery of the responsibilities of the post.
- The post holder will ensure processes are in place for transition points to other areas of service, both internal and external to Children & Families, to ensure that service areas work in a joined-up way to ensure continuity of service and support to families.
- The post holder will provide appropriate oversight and challenge to decisions and practice within the team and the wider Children & Families Service, commensurate with the high level of risk being worked with by the service.
- The post holder will ensure the delivery of Family Finding Training both in delivering training as lead and coaching others.

- The post holder will ensure that workers have the appropriate skills, direction and oversight to effectively deliver family group conferences which will include the oversight, delivery and evaluation of the lifelong links project within budget and in line with clearly defined outcome measures.
- Enhanced DBS check is required
- Be available to support first line managers, Emergency Duty Team and staff with decision-making and actions outside of office hours (evenings and weekends).

Job specifics

- Work strategically to develop the service and offer further support options to children and families i.e., training, traded services, mentors through the academy.
- Operational oversight if required to ensure all key service areas within the Stronger Foundations team are performing and making positive change to children and their families.
- Support and promote other service areas and agencies in understanding and complying with their responsibilities regarding support or provision to all aspects of stronger foundation delivery
- Co-ordinate, monitor and evaluate the delivery of evidenced informed interventions across the Council in relation to FGC, LLL, Inspiration for Change, Trusted Relationships, Parental conflict and domestic abuse forum.
- They must have an extensive working knowledge of child protection and care planning processes in order to ensure the safety of children and young people at all times.
- Manage resources to ensure that services are accessible at times of need to include early mornings, evenings and weekends.
- Take a lead on skills and knowledge building with regard to evidenced based interventions and models of working. Oversee system for defining, developing, monitoring and promoting key learning and development programmes and updating of core skills within staff team.
- Provide innovation and expansion of the service area to maximise traded services
- Deliver information / awareness presentations as well as training and development on the whole family model / approach and evidenced based programmes.
- To collate, assimilate and provide information or data relating to family group conferences and lifelong links in support Children & Families/ Children & Young People's Service objectives.
- Undertake professional and reflective supervision of staff as well as staff appraisals, ensuring that all team members are appropriately appraised and supervised.
- Ensure value for money in services delivered by the team by applying agreed costing tools to service caseloads. Manage budgets across several work streams and making suitable applications for grant funding when required.
- Use project methodology and software in the management of projects, to create project plans, highlight reports, review risks, escalate issues and evaluate project success.
- Ensure continued personal development to maintain knowledge and skills around evidenced based assessments and interventions.
- Undertake personal and professional development activities as agreed with the Head of Safeguarding and LAC.
- Ensure children's, young people and families' voices are heard and evidenced in service planning and delivery.
- Understand the systems for obtaining support and reporting concerns.
- Understand systems in place to protect children.

<p>Job purpose</p>	<p>The core focus of this job is to lead strategic development of the service as well as give operational direction to staff. Arranging/delivering services within budget. Planning and reviewing services. Promote multi agency liaison and integration. Contribute to the planning and development of new services and market development. Co-ordinate arrangements locally for customers. Monitor, review and implement changes.</p>
<p>Operational Management:</p>	<ul style="list-style-type: none"> • Act as strategic lead officer in the area of specialism and provide leadership and direction to each team area within Stronger Foundations • Joint Lead on the roll out of Family Finding and Domestic Abuse agenda • Be responsible for the overall direction, facilitation, co-ordination, delivery, control, monitoring, completion and evaluation of the service, ensuring alignment with service targets and Young and Yorkshire vision and values. • Undertake quality assurance throughout the service area to learn from and improve service delivery. • Attend or chair planning or review meetings and promote multi-agency work. • Support the Head of Service through contributing to innovation and the service plan and contributing to the management team through providing direction on the production, delivery, monitoring and review of the plan. • Provide specialist advice in respect of restorative practice across all service areas • Lead and manage all service areas of the Stronger Foundations Team and deliver innovation projects • Provide appropriate challenge to the decisions of other managers • Embed a culture of performance management across the service through the development and operation of appropriate monitoring systems and processes focussed on customer outcomes and delivery of key objectives.
<p>Resource management:</p>	<ul style="list-style-type: none"> • Lead and manage a group of managers and including responsibility for their recruitment, development, appraisal, attendance and management. • Manage service budgets effectively and resolve any budgetary difficulties to ensure services are delivered within financial targets. • Take responsibility for and drive the performance of the team and manage the overall work of the team, taking responsibility for decision making of escalated issues, professional judgements and delegation as appropriate. • Ensure staff in the team are clear about what is expected of them, are kept informed about their performance and enabled to develop the necessary skills and knowledge through supervision, appraisal and development opportunities.
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Develop and maintain good internal and external working relationships with partner organisations • Record, summarise, share and feedback information to ensure all partners are appropriately informed. • Work in a team context forging and sustaining relationships across agencies and respecting the contribution of others working with customers • Lead on or contribute to project work within the Service and/ or across the wider organisation or with partners.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • Contribute to the development of a business plan for the service area to meet the needs of the population served, in line with key performance objectives, priorities and quality assurance principles. • Contribute to Corporate Directorate and cross Directorate strategic developments through actively promoting and developing the Service's contribution to both Council and Directorate level priorities and objectives as set out in the Corporate Plan and Service Plan.

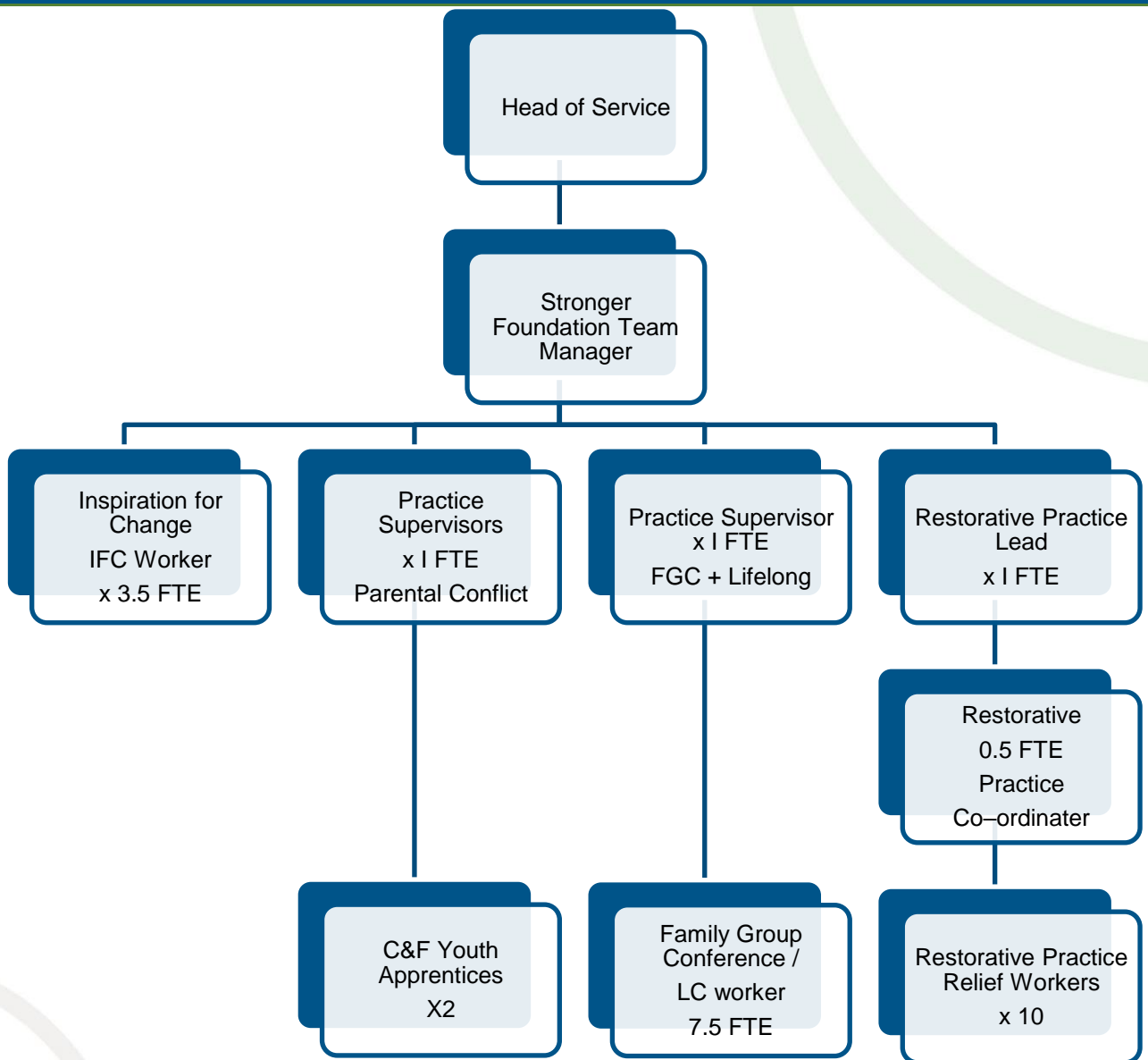
	<ul style="list-style-type: none"> • Provide direction on the production, monitoring and review of the procedures and policies for the service. • Ensure the Council's role in external agencies is delivered. To work with other local authorities and major organisations to achieve this, and represent the Council on strategic level forums, groups and meetings.
Communications:	<ul style="list-style-type: none"> • Build strong working relationships which inspire confidence and support, demonstrating awareness/sensitivity to the needs of key stakeholders and partners. • Deliver training with expertise, knowledge and clear communication • Manage conflict situations effectively and pro-actively create solutions to issues • Develop and use effective communication systems appropriate to the audience. • Negotiate effectively with external agencies to ensure best value for the Council • Deliver presentations and facilitate workshops both internally and externally in order to develop effective service delivery and stakeholder relationships. • Liaise with internal colleagues and external organisations to deliver and procure services as required. • Provide clear leadership to the team of staff to ensure unambiguous direction and performance management.
Systems and information:	<ul style="list-style-type: none"> • Provide relevant data for inclusion in national and regional statistical information, making good use of available information, appraise content and assess what else might be needed. • Ensure systems, policies and procedures are in place to fully involve families in planning and decision making around Early Help, Children in Care, Child Protection and Children in Need. • In conjunction with other service areas, develop initiatives and proposals, promote the work of the service. • Prepare and present reports to Committees, Councillors and the public. • Use systems and information as appropriate to quality assure the work of the team, other professional and support staff. • Effectively evidence management oversight of critical decisions and practice. • Ensure service information is available to the families, children and young people we work with
Safeguarding:	<ul style="list-style-type: none"> • Be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate. • Ability to manage complex risk within a safeguarding context.

Person specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • In depth knowledge of current guidance and legislation regarding the area of specialism (see context statement) • Knowledge of budget and staff management processes. • Knowledge and understanding of the service provision • Have knowledge of strategic objectives and priorities across Children & Families, the Directorate, Troubled Families Programme and at National level, in order to ensure the best outcomes for children and young people. • Knowledge of safeguarding children. • Effective management / leadership experience in managing recruitment, supervision and management of the team and performance management • Significant experience in developing policy • Proven and effective experience of the management of resources in a changing organisational environment, including financial resources. • Experience of collaborative inter and intra agency work • Experience of successfully planning for and contributing to OFSTED inspection processes. 	<ul style="list-style-type: none"> • Project Management methodologies. • Knowledge of family group conferences • Awareness of models for consultation and community engagement. • Experience of responding to media enquiries. • Experience of using a project management approach. • Experience of implementing and delivering evidenced based interventions. • Experience in procuring services and / or service level agreements
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to assimilate new initiatives, technology and software and interpret information. • Ability to champion change and to support services during periods of change and development, minimising the impact on staff morale and maximising the positive outcome • Confidently uses persuasion, influencing and/or negotiation techniques to influence others in difficult situations. • Motivation and leadership skills. • Identifies possible causes of problems and implements solutions to minimise future occurrence. • Ability to act firmly but with tact and understanding • Ability to take clear decisions. • Ability to work in a pressurised environment, deal with competing demands and determine priorities. 	<ul style="list-style-type: none"> • Planning and project management skills. • Ability to maximise income streams for sustainability of services.
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Social work qualification i.e. (CQSW, DipSW, CSS, PQCCA) or equivalent degree 	<ul style="list-style-type: none"> • Advanced or Post-Qualifying professional training • Relevant professional qualification in management
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours • Professional values and attitudes • Ability to work both on own initiative and as part of a team • Ability to work to specified deadlines 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Outdoor Learning Service
Grade:	SM2
Responsible to:	Assistant Director, Education and Skills
Staff managed:	Choose staff managed
Directorate:	Children and Young People's Service
Service:	Education and Skills
Job family:	SM - Senior Management
Date of issue:	October 2023

Job context

- The Outdoor Learning Service operates two residential centres located in the North York Moors and Yorkshire Dales and aims to deliver motivational learning in inspirational environments.
- It exists to enable
 - all children and young people to participate in a range of progressive and creative outdoor learning experiences which are clearly part of the curriculum.
 - schools to provide regular, frequent, enjoyable, and challenging opportunities for all children and young people to learn outdoors throughout their school career and beyond
 - teachers and educators to embed outdoor learning in the curriculum so that learning in the outdoor environment becomes a reality for all children and young people
- It is an education led service, which creates new opportunities for learning, including stronger links with the curriculum in order to
 - enable every child in North Yorkshire to have an opportunity to experience an outdoor residential or day trip which includes real world adventurous activities.
 - encourage and inspire a love of nature, adventure, and the environment. Fostering a desire to contribute positively to minimising the effects of climate change.
 - build resilience and improve health & well-being in young people by providing a safe environment where children are encouraged to step out of their comfort zone.
- The service delivers creative outdoor learning experiences to both residential and day visitors to schools and groups from both within and beyond North Yorkshire. It delivers training to staff in learning outside the classroom, outdoor and adventure learning. The service is developing an increasing proportion of outreach work with schools and disadvantaged children. The service also delivers adventure learning and residential visits to adult and non-school groups.
- The use of the natural environment is maximised to ensure that real world adventurous activities can be experienced throughout the year in a sustainable manner both within and beyond North Yorkshire.
- The two centres have their own Outdoor Learning Managers, who are responsible for a team of staff at the centre and retain their own character and expertise whilst operating within consistent systems and standards. Residential visits are facilitated and enhanced through outdoor learning managers, teachers, tutors, and trainees providing evening and sleep-in duties to support visiting staff.
- The service operates as a traded service, operating as full cost recovery and is charged overheads for the other services and support that it receives from the local authority.
- This role involves spoken communications, so a confident use of English language is required.
- A satisfactory DBS with barred list clearance is required.
- This post is deemed to be a Safety Critical post in line with the Council's Workplace Substance Misuse Policy. In addition to those circumstance listed in the policy where a test will be required, this post will be subject to random testing.
- The post is a politically restricted post as defined by the Local Government and Housing Act 1989
- From 1st April 2023 NYCC is the continuing authority for North Yorkshire Council.

Job Specifics

- To work across, and be a regular presence at, both centres and County Hall when required.
- A flexible attitude to working time will be required. As part of normal working practice in outdoor education, all leadership and teaching staff will be expected to ensure continuous supervision during normal daily programmes, and undertake evening, overnight and expedition work. With other senior staff this post needs to ensure there is 24 hours on call support when groups are in residence and/or activities are taking place.

Job Purpose:

To lead the management and development of North Yorkshire County Council's Outdoor Learning Service, ensuring the service delivers residential and day outdoor learning activities and provides advice and training in relation to all aspects of educational visits in line with aims, objectives, priorities, and funding for the council

Operational management:

- As appropriate represent the service at corporate/strategic groups and at Senior Management level
- Liaise and consult with Professional Associations, where appropriate
- Manage the deployment of staff across service areas to ensure provision of services with agreed KPI's
- Ensure the continuing professional development of staff across the services.
- Undertake personal and professional development activities as agreed with the Assistant Director.
- Line manages the Outdoor Learning Manager, Business Manager, and Educational Visits Manager and oversee their development
- Ensure that effective performance management and staff development systems are in place and implemented in both centres.
- Lead or assist in the recruitment and induction of all staff as appropriate

Resource management:

- Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility.
- Oversee the service in such a way as to protect financial and operational viability by maintaining current levels and securing additional business to maximise income generation.
- Act as lead officer for income generation initiatives associated with commercial development programmes across the service
- Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service.
- Develop and maintain an innovative and responsive approach to the management of resources having regard to the need of economy, efficiency, and effectiveness.
- Lead and manage the senior leadership team through the establishment and promotion of service and individual objectives, service performance plans, priority setting, target setting, reviews, and performance appraisal. Ensure that they are consulted, supported, motivated, appraised, trained, and developed (including continual professional and personal development) to enable them to fulfil their roles effectively and to the highest standards possible in order to meet current and future designated service needs.
- Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.

Partnerships:

- Work with the Outdoor Learning Managers, Educational Visits Manager, Business Manager alongside the CYPS Health and Safety Risk Manager to ensure best practice in risk management across the service.

	<ul style="list-style-type: none"> • Liaise with other services within CYPS, with schools and settings, and with other partners to ensure that the service is recognised and valued for the contribution it can make. • Actively promote and support the work of the Local Authority • Foster, encourage and generate collaborative working between schools • Lead and develop commercial offer to wider sectors • Establish and maintain good relationships with National Park Authorities, landowners, and the local community.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • Lead the OLS service to ensure its continued development as a nationally, regionally, and locally recognised provider of high-quality Outdoor Learning • Continue to develop the range of residential, outreach, curriculum support and CPD and educational visits support offered by the service to ensure it is a viable traded service. • Ensure the development, implementation and monitoring of a service development plan and centre plans which support the priorities of the Children and Young Peoples Plan. • Develop and maintain effective and beneficial partnerships with schools, other local authority services and other Outdoor Education providers • Ensure that the two OLS centres and the educational visits team operate with consistent aims, standards and procedures and adopt best practice approaches to risk management. • Provide expertise to the Education and Skills service and Children and Young Peoples Service as required • With the Outdoor Learning Managers, lead the development, monitoring and evaluation of impact of the programmes and training offered by the service • Ensure that the service complies with all legislation and regulation (and changes thereto) relating to the postholder's strategic responsibilities • Aim to make sure that services are provided fairly and inclusively to all sections of our community, and that all our existing and future employees have equal opportunities. • Ensure services are developed and delivered in accordance with the aims of the Equality Policy Statement in response to the needs and aspirations of service users. • Ensure that the service complies with all Health and Safety, licensing, and National Governing Body requirements for the activities it undertakes. • Ensure that all staff adopt best practice approaches to risk management. • Be aware of and implement health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure. • Work with colleagues and others to maintain health, safety, and welfare within the working environment.
<p>Communications:</p>	<ul style="list-style-type: none"> • Communicate strong leadership which motivates and inspires the service and education colleagues to secure a shared vision for the service • Provide the Assistant Director Education and Skills, OLS leadership team and CYPLT with timely, evaluative reports on the impact and development priorities of the OLS • Ensure that the work of the OLS is promoted and publicised effectively • Provide high standards of verbal and written communication across all levels including senior professionals, inspectorates, members, customers, and voluntary organisations. • Present information through public speaking at local, regional, and national events, ensuring the reputation of the local authority is maintained to a high standard.

	<ul style="list-style-type: none"> Working with the Corporate and Assistant Directors to investigate and implement business development opportunities including those outside North Yorkshire and helping to drive and embed a more commercial approach across the council To prepare reports and advise the Executive, any Committees or Member Working Groups of the County Council, as appropriate, on policy and performance within the remit of this post and such other matters as directed by the Assistant Director
Systems and information:	<ul style="list-style-type: none"> Ensure that all service systems including emergency planning, risk management, Health and Safety, staff qualifications and approvals records represent best practice. Ensure that the service captures accurate feedback from customers and continues to develop systems to measure the impact of its work. Comply with legislation and the County Council's policies and supporting documentation in relation to Data Protection, Information Security, and confidentiality. Use technology to collate, analyse and report on performance information to members and senior managers.
Safeguarding:	<ul style="list-style-type: none"> Be responsible for promoting and safeguarding the welfare of children and young people Take appropriate and considered action in any circumstances where the safety and/or welfare of children and young people may be at risk

Person Specification:

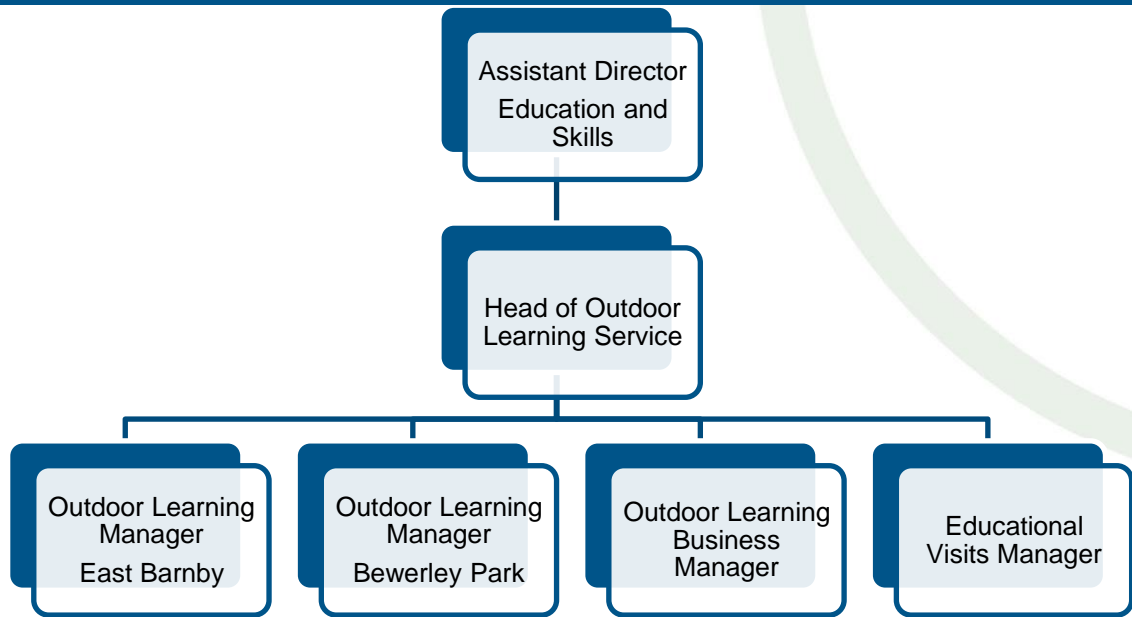
Essential	Desirable
<p>Knowledge</p> <ul style="list-style-type: none"> In depth knowledge of current best practice in outdoor and adventure activities. Understanding of effective outdoor teaching and learning Knowledge of relevant statutory requirements and health and safety management Understanding of organisational structures and how effective management arrangements support good educational provision Knowledge and understanding of Ofsted frameworks and how they apply to the context of Outdoor Learning services <p>Experience</p> <ul style="list-style-type: none"> Recent proven leadership and management responsibilities at a senior level within a large local authority, college, or training organisation Wide and current experience in teaching outdoor education Proven and effective experience of the management of people and resources in a changing environment. Financial Management of significantly large and complex budgets, including managing income streams with considerable variations Leading work with partners on issues of mutual interest, which require building collaborative partnerships Experience of strategic planning, policy development and implementation Experience preparing and presenting reports to senior boards, for example governors, elected members or senior management teams, including the ability to present complex issues in an understandable manner Good understanding of the delivery of performance management that supports strategic and operational targets Experience of promoting and safeguarding the welfare of pupils 	<ul style="list-style-type: none"> Knowledge and understanding of current curriculum and educational initiatives Knowledge of the current needs and practice of settings, primary, secondary, and special schools, and services for young people Experience of teaching and learning in schools Experience of working in a commercial environment

<ul style="list-style-type: none"> • Working knowledge of the needs of SEND pupils in relation to outdoor learning 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Highly developed leadership style and skills, suited to a commercial management environment • Ability to support the development of strong high performing teams embracing an agreed vision and culture • Highly effective influencing and negotiating skills • Highly effective interpersonal skills enabling working with a wide variety of different people from a wider variety of different organisations • Ability to lead and motivate colleagues in adapting to change in challenging circumstances • Inspiring, influencing and negotiating skills • Good planning, organisational and prioritisation skills • High level of presentation skills and clear understanding of the need to use different approaches with different groups of people • Clear thinking and ability to be decisive under pressure • Numeracy and ability to manage a complex budget • Strong communication skills including clear and concise verbal and written skills • Appropriate ICT skills to effectively lead and manage a complex service ensuring good lines of communication in a variety of appropriate mediums • High level data analysis and analytical skills and an ability to tailor interpretation of data to suit the audience • Ability to work to deadlines 	
<p>Behaviours</p> <p>link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Two or more of the desirable qualifications 	<ul style="list-style-type: none"> • Leadership or business management qualification • ML, SPA and UKCC/BCU coach level 2 • IOSH Health and safety training · MIDAS (minibus) • Higher level outdoor leadership or instructor qualifications • Qualified Teacher status
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the county and work from both centres and County Hall • Ability to attend meetings outside of normal business hours • Understanding of equality and diversity issues and an ability to challenge discrimination • The post is exempt under the Rehabilitation of Offenders Act and subject to DBS checks and references prior to interview 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of SEND
Grade:	SM3
Responsible to:	Assistant Director Access and Inclusion
Staff managed:	Manages a team of specialist professionals
Directorate:	Children and Young People's Service
Service:	Inclusion
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

The legislative framework for SEND changed as a result of the Children and Families Act 2014. The changes were significant in terms of extending the age range covered by the legislation to 0-25 years and introduced enhanced responsibility for engagement with parents/carers and children and young people to shape developments at both strategic and individual level. There is also increased emphasis on key partners including LA, education providers and health to work collaboratively to ensure the outcomes for children and young people are maximised. A new Ofsted framework was introduced in 2016 to monitor the performance of local areas in terms of SEND and compliance with the requirements of the new Code of Practice.

The strategic direction for the development of SEND in NY is underpinned by a strategic plan for SEND which includes developments to strengthen collaboration and decision making at locality level, the creation of local multi-disciplinary SEND teams together with the reshaping of the continuum of educational provision for 0–25-year-olds with SEND.

The budget is significant at £62 million High Needs Block Funding for SEND.

Job purpose

Strategic management and implementation of the SEN Code of Practice 2014 ensuring the identification and high-quality assessment of children and young people (0-25) with special educational needs, whilst working collaboratively with parents/carers and partners organisations to ensure education, health and care needs are met and outcomes for children and young people with SEND are maximised.

Operational Management:

- Delivery of the SEND Service (0-25) in accordance with current legislative and policy requirements, professional standards and delegated resources.
- Analysis of performance of SEND assessment against statutory and local performance indicators to identify priorities for further development.
- Establish and maintain systems to evidence impact and outcomes of children with SEND across the county.
- Ensure effective and high-quality casework across multi-disciplinary teams of SEND professionals, health, care and other stakeholders which embeds co-production and key working principles.
- Ensure early identification, planning and intervention for children and young people with SEND in schools and settings.

- Line management responsibility for multi-disciplinary team managers including performance management, supervision and appraisal and identification of professional development opportunities.
- Ensure quality assurance across all aspects of the SEND service ensuring statutory compliance with performance indicators, high satisfaction levels and value for money.
- Establish consistent and robust systems to ensure high quality, transparent professional decision making with active involvement of key stakeholders.
- Provide appropriate challenge and support to key staff, partner organisations, school and settings and parents/carers to ensure benefits for children and young people are maximised.
- Significant contribution to ongoing transformation of services and approaches to maximise efficiencies and outcomes for children and young people.
- Lead on the commissioning and monitoring of contracts for mediation and conflict resolution.
- Ensure effective pathways for the resolution of complex cases and ensure lessons learnt inform practice.
- Oversee cases lodged for tribunal ensuring high quality case preparation and that outcomes inform future practice.
- Lead responsibility for the overall effectiveness of Locality Based Inclusion Partnerships to ensure a collective response of key partners to meeting the needs of children and young people at the earliest opportunity.
- Manage and be accountable for budgets relating to provision for children and young people with SEN as required by the Assistant Director.
- Make a contribution to the Council's overarching strategy for SEND.
- Ensure the participation of children and young people with SEN and their parents/carers in decision making at individual and strategic levels is implemented and evidenced.
- Contribute to, and be up to date with, research and development in the field of SEN.
- Provide leadership and management of new services and provision, managing relationships, culture and change.
- Ensure performance and provision are compliant and current with national good practice, regulations.
- Undertake personal and professional development activities as agreed with the Assistant Director.

Resource management:

- Provide clear oversight, management control of financial resources at service and locality-based level.
- Lead responsibility for maximising income by exploring commercial opportunities of the multi-disciplinary teams.
- Ensure the efficient use of the high needs block in terms of element 3 and placement costs.
- Ensure SEND teams explore local solutions to meeting needs of children and young people with SEND wherever possible.
- Significant contribution to the training and induction plans for key stakeholders to build capacity in meeting the needs of children and young people with SEND.
- Ensure effective implementation of the banding matrix for the allocation of E3 funding and moderation.
- Significant contribution to ensuring the monitoring of the High Needs Block and to contribute to recovery plans as required by the Assistant Director for Inclusion.
- Work closely with senior leaders in localities to deploy local SEND budgets to address priorities for improved performance.
- To be responsible for the strategic oversight of assigned budgets, complex staffing within the specialism area, ensuring resources are deployed effectively.
- Forward plan to ensure resources are effectively managed and risks identified early.

	To support auditors with their work and provide them with the necessary information.
Partnerships:	<ul style="list-style-type: none"> • Lead on establishing strong and effective collaboration between education settings and key stakeholders working together to drive forward improvements in SEND outcomes. • Ensure opportunities are maximised to work closely with parents/carers, children and young people to maximise opportunities for co-production. • Ensure effective identification of training needs across partner organisations and facilitating a partnership approach across the LA, teaching school alliances and others to ensure needs are met. • Work with CCGs to implement joint strategies to meet SEN needs. <p>Have a commitment to shared values and the common purpose of developing a culture of interagency working: including statutory bodies, third and private sector organisations.</p>
Strategic management:	<ul style="list-style-type: none"> • Responsibility for the performance of SEND from a county wide perspective in accordance with the Children and Families Act 2014. • Significant contribution to the self-assessment of SEND across North Yorkshire and identification of key priorities for improvement. • Actively work with stakeholders to promote transformational approaches to collaborative working and to strengthen joint assessment, planning and review across the key agencies. • Ensure effective and high-quality approaches across multi-disciplinary teams and key stakeholders to ensure effective use of assessment and planning to meet the needs of children and young people. • Ensuring strategic oversight of young people with SEN or may be at risk of exclusion and off rolling and effective intervention to meet needs. • Significant contribution to the implementation of the strategic plan for SEND. • Ensure professional development needs of education settings are identified and met to strengthen the capacity of schools and settings to adopt inclusive practices. • Be responsible with Clinical Commissioning Groups for the joint commissioning of services for children and young people with SEN and ensuring health participation in complex case work. • Contribute to ongoing review of special educational provision across the county to ensure it has capacity and remains fit for purpose. • Contribution to the identification of schools and education settings causing concern and subsequent action plans to address priorities. • Contribute to, and be up to date with, research and development in the field of SEN. <p>Undertake personal and professional development activities as agreed with the Assistant Director.</p>
Communications:	<ul style="list-style-type: none"> • Significant contribution to the development and implementation of a strong communication strategy across the county to ensure that stakeholders are fully informed of developments and performance. • Ensure a strong network of communication and professional development across SENCos in education settings. • Ensure there is a strong communication framework at county level for parents/carers and children and young people to ensure feedback influences practice and development of services and provision. • Provide high standards of verbal and written communication across all levels including senior professionals, inspectorates, members, and voluntary organisations. • Contribute to the Directorate's arrangements for sharing information about priority schools particularly in relation to inclusion or provision for children and young people with SEN.

	Present information through public speaking at local, regional and national events, ensuring the reputation of the local authority is maintained to a high standard.
Systems and information:	<ul style="list-style-type: none"> To ensure compliance with Freedom of Information Requests by collating, analysing, and releasing appropriate information. To collate, analyse and report on performance information to members and senior managers. To analyse and present information from performance dashboards for the locality. To ensure there are robust effective systems in place that provide suitable evidence to Ofsted in regulatory inspections. <p>Ensure effective use of IT systems to review performance, set targets and develop improvement plans.</p>
Safeguarding:	<ul style="list-style-type: none"> Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with. Ensure oversight and analysis of the use of restrictive physical intervention in schools. Communicate, record and report using the most appropriate format. <p>Ensure young people's voice is heard and informs the development of service</p>

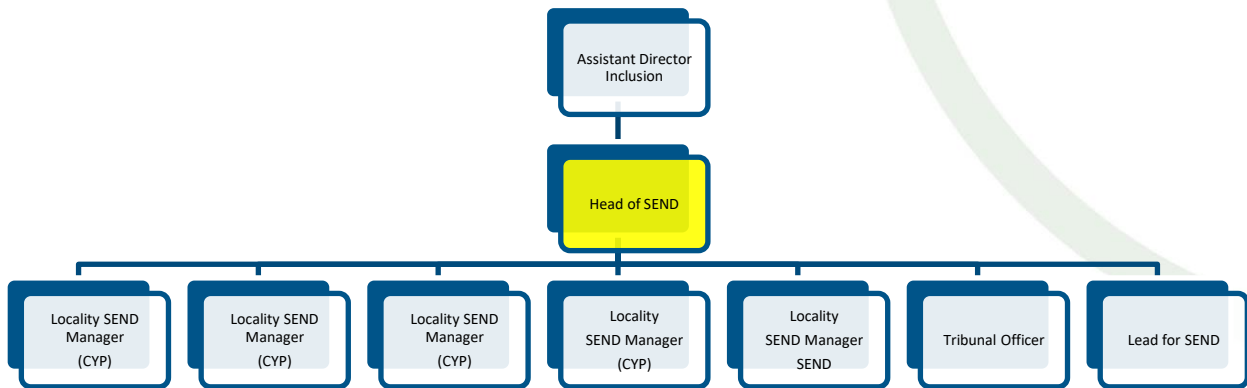
Person specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> Comprehensive knowledge of the SEN Code of Practice, 2014, Care Act 2014, Education Act 1996 and statutory responsibilities of the LA in terms of SEND and Inclusion Knowledge of key working principles in case work teams and a strong understanding and commitment to effective and children centred casework Knowledge of performance outcomes for LAs and education settings in terms of SEND and Inclusion both at local and national benchmarking statistics. Strong understanding of legal issues in relation to SEND including tribunal, national trial for Health and Social Care, LGO and Judicial Review Knowledge of transition arrangements between Children's Services and Health and Adult Service Knowledge of organisation of health at national and local level in terms of children services and knowledge of the Continuing Care and Continuing Health Care funding arrangements Detailed knowledge of SEND practices and protocols and inclusion in education. Knowledge of current best practice at national and local level based on research, evidence-based practice. Knowledge of school-based practices and impact on inclusion and SEND. Knowledge and understanding of a range of SEN provision and the accountability frameworks within which schools and settings operate Knowledge of current national developments in terms of SEND and wider educational issues including challenges to funding, provision and impact of C&F Act 2014 In depth knowledge of high need funding methodologies for SEN Detailed awareness of current national developments in terms of SEND and Inclusion and High Needs funding. 	<ul style="list-style-type: none"> Commissioning of services or provision

<ul style="list-style-type: none"> • Detailed knowledge of the requirements of regulatory frameworks in terms of SEND and Children’s services including Ofsted SEND Local Area, CQC, ILACS and the school Ofsted framework. • Knowledge of regulatory frameworks including Ofsted and CQC • High degree of understanding around the latest research and evidenced based interventions. • Good understanding of government policy process • Senior leadership/management within a special or mainstream school and/or local authority support services • Complex case work • Management of budgets and planning corrective action as required. • Significant experience of collaborative and partnership working across a wide range of stakeholders including education settings, health, LA, parents/carers, children and young people • Experience of leading on transformation and change to improve outcomes and efficiency. • Analysis of qualitative and quantitative data and ability to use analysis to identify areas for improvement and change. • Developing and delivering strategies and policies within a relevant area of expertise • Creative and innovative practice within an organisation or service • Participation in organisational planning, review, target setting and decision-making processes. • Management, development and delivery of training • Performance management / appraisal of staff • Recruitment and selection • Community engagement 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to plan and implement change. • Planning and project management skills • Strong leadership skills to motivate change and partnership working. • Competent negotiator in order to influence partners. • Highly effective communication and presentation skills • Strong organisational skills with ability to prioritise and manage a range of complex areas of work. <p>Commitment to high performance and aspirational outcomes for children and young people</p>	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • A relevant degree • Recognised and relevant CPD 	<ul style="list-style-type: none"> • QTS • Leadership/Management qualification • Post graduate or advanced qualification in a significant field of SEN
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County. • Ability to work out of normal office hours as required. • Ability to deputise for the AD – Inclusion as required. 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Alternative Provision
Grade:	SM3
Responsible to:	Assistant Director Inclusion
Staff managed:	Manages a team of specialist professionals
Directorate:	Children and Young People's Service
Service:	Inclusion
Job family:	SM - Senior Management
Date of issue:	March 2024

Job context

- The legislative framework for SEND sits within the Children and Families Act 2014. The legislation covers children and young people aged 0-25 years and includes enhanced responsibility for engagement with parents/carers and children and young people to shape developments at both strategic and individual level. The framework places emphasis on key partners including LA, education providers and health to work collaboratively to ensure the outcomes for children and young people are maximised. The performance of local areas in terms of SEND and compliance with the requirements of the new Code of Practice are also monitored by Ofsted.
- The strategic direction for the development of SEND in North Yorkshire is underpinned by a strategic plan for SEND which includes developments to strengthen collaboration and decision making at locality level, the creation of local multi-disciplinary SEND teams together with the reshaping of the continuum of educational provision for 0-25 year olds with SEND
- The budget is significant at £76 million High Needs Block Funding

Job purpose

Strategic management and performance in the area of SEND and Inclusion across the county, working collaboratively with partner organisations to implement change and transformation to ensure high quality practice, budget accountability and high outcomes for children and young people.

Operational Management:

- Be responsible for all aspects of the performance management of LA duties under Section 19 of the Education Act 1996 ensuring effective systems for the collection and analysis of data to inform future priorities.
- Be responsible for strategic developments ensuring best value for money in all areas of Section 19 duties and Alternative Provision
- Lead role in the development and effectiveness of a staged approach to Alternative Provision in the LA for children and young people at risk of suspension and exclusion
- Contribution to the development and effectiveness of Locality Based Partnerships of Education Leaders (0-25) to identify priorities for improvement and transformational change.
- Responsibility for the management of relevant Inclusion Managers and service managers including performance management, supervision, appraisal and professional development.
- Responsibility for monitoring the effectiveness and quality of support and interventions provided by the SEN specialist teams.
- Ensure the continuing professional development of specialist staff across the support and outreach services.

	<ul style="list-style-type: none"> • Manage and be accountable for budgets relating to provision for children and young people with SEN as required by the Assistant Director. • Significant contribution to identifying schools causing concern and ensuring appropriate interventions and leadership to address issues for SEND and Inclusion. • Make a significant contribution to the Council's overarching strategy for SEND. • Ensure the participation of children and young people with SEN and their parents/carers in decision making at individual and strategic levels. • Contribute to, and be up to date with, research and development in the field of SEN and Inclusion. • Provide leadership and management of transformation projects, new services and provision managing relationships, culture and change. • Ensure performance and provision are compliant and current with national good practice, regulations and are Ofsted ready. • Undertake personal and professional development activities as agreed with the Assistant Director.
<p>Resource management:</p>	<ul style="list-style-type: none"> • Provide clear oversight, management control of financial resources at service and locality based level. • Ensure the effective use of relevant commissioning high needs block budgets in the locality, ensuring support for high quality and effective provision. • Significant contribution to ensuring the monitoring of the High Needs Block and to contribute to recovery plans as required by the Assistant Director for Inclusion. • Ensure effective monitoring and evaluation of commissioned provision in the locality on an annual basis. • Work closely with senior leaders in localities to deploy local SEND budgets to address priorities for improved performance. • To be responsible for the strategic oversight of assigned budgets, complex staffing within the specialism area, ensuring resources are deployed effectively. • To lead on the confidence and capacity of local stakeholders to build capacity and resilience in the local area. • Forward plan to ensure resources are effectively managed and risks identifies early. • To support auditors with their work and provide them with the necessary information.
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Lead on establishing strong and effective collaboration between education settings and key stakeholders working together to drive forward improvements in SEND and Inclusion. • Ensure opportunities are maximised to work closely with parents/carers, children and young people to maximise opportunities for co-production. • Ensure effective identification of training needs across partner organisations and facilitating a partnership approach across the LA, teaching school alliances and others to ensure needs are met. • Work with ICBs to implement joint strategies to meet SEN needs. • Lead on the establishment of multi-agency steering groups, SEMH and Physical, Sensory and Medical needs. • Have a commitment to shared values and the common purpose of developing a culture of interagency working: including statutory bodies, third and private sector organisations.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • Responsibility for the performance of relevant areas from a county wide perspective. • Significant contribution to the self-assessment of Section 19 duties and relevant service areas across North Yorkshire and identification of key priorities for improvement. • Actively work with stakeholders to promote transformational approaches to service improvement. • Ensure the completion and effective delivery of strategic plans across SEND and Inclusion for Attendance, AP, EOTAS, SEMH, and Physical, Sensory, Medical needs.

- Significant contribution to the implementation of the strategic plan for SEND.
- Ensure professional development needs of education settings are identified and met to strengthen the capacity of schools and settings to adopt inclusive practices.
- Contribute to the development of a countywide workforce development framework for SEND and Inclusion.
- Be responsible for the strategic leadership of relevant SEN and attendance support and outreach.
- Be responsible for ensuring that the local authority's duties relating to Alternative Provision and medical tuition are met.
- Play a significant role in the commissioning arrangements of specialist provisions including the network of Enhanced Mainstream Schools, Pupil Referral Services and outreach services from special schools.
- Be responsible with Clinical Commissioning Groups for the joint commissioning of relevant services for children and young people with SEN.
- Develop and maintain strategies to meet the needs of children and young people with difficulties in the broad areas social, emotional and mental health, and sensory and/or physical needs.
- Be responsible for driving improvements in attendance, achievement and participation of children and young people with SEN in schools, Early Years settings and Colleges of FE so that the gap in attainment is closed.
- Contribute to, and be up to date with, research and development in the field of SEN.

Communications:

- Develop and embed a robust communication strategy relating to areas of responsibility across the county to ensure stakeholders are fully informed of performance and priorities for SEND and Inclusion.
- Establish strong working relationships with SEN specialists in local multi-disciplinary teams.
- Establish strong communication framework at county level for parents/carers and children and young people to ensure feedback influences practice and development of services and provision.
- Provide high standards of verbal and written communication across all levels including senior professionals, inspectorates, members, and voluntary organisations.
- Contribute to the Directorate's arrangements for sharing information about priority schools particularly in relation to inclusion or provision for children and young people with SEN.
- Present information through public speaking at local, regional and national events, ensuring the reputation of the local authority is maintained to a high standard.

Systems and information:

- To ensure compliance with Freedom of Information Requests by collating, analysing, and releasing appropriate information.
- To collate, analyse and report on performance information to members and senior managers.
- To analyse and present information from performance dashboards for the locality.
- To ensure there are robust effective systems in place that provide suitable evidence to Ofsted in regulatory inspections
- Ensure effective use of IT systems to review performance, set targets and develop improvement plans.

Safeguarding:

- Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with.
- Ensure oversight and analysis of the use of restrictive physical intervention in schools.
- Communicate, record and report using the most appropriate format.
- Ensure young people's voice is heard and informs the development of service.

Person specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Comprehensive knowledge of the SEN Code of Practice, 2014 and statutory responsibilities of the LA in terms of SEND and Inclusion • Knowledge and understanding of a range of SEN provision and the accountability frameworks within which schools and settings operate • Knowledge of current national developments in terms of SEND and wider educational issues • Detailed knowledge of the requirements of regulatory frameworks in terms of SEND and Children's services • Knowledge of a range of intervention programmes and appropriate teaching and learning strategies to address the needs of children and young people with SEN. • Senior leadership/management within a special or mainstream school and/or local authority support services • Management of budgets and planning corrective action as required • Significant experience of collaborative and partnership working across a wide range of stakeholders including education settings, health, LA, parents/carers, children and young people • Experience of leading on transformation and change to improve outcomes and efficiency • Analysis of qualitative and quantitative data and ability to use analysis to identify areas for improvement and change • Developing and delivering strategies and policies within a relevant area of expertise • Creative and innovative practice within an organisation or service • Participation in organisational planning, review, target setting and decision making processes • Management, development and delivery of training • Performance management / appraisal of staff • Recruitment and selection • Community engagement 	<ul style="list-style-type: none"> • Commissioning of services or provision
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to plan and implement change • Planning and project management skills • Strong leadership skills to motivate change and partnership working • Competent negotiator in order to influence partners • Highly effective communication and presentation skills • Strong organisational skills with ability to prioritise and manage a range of complex areas of work • Commitment to high performance and aspirational outcomes for children and young people 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • A relevant degree • Post graduate or advanced qualification in a significant field of SEN • Recognised and relevant CPD 	<ul style="list-style-type: none"> • QTS • Leadership/Management qualification

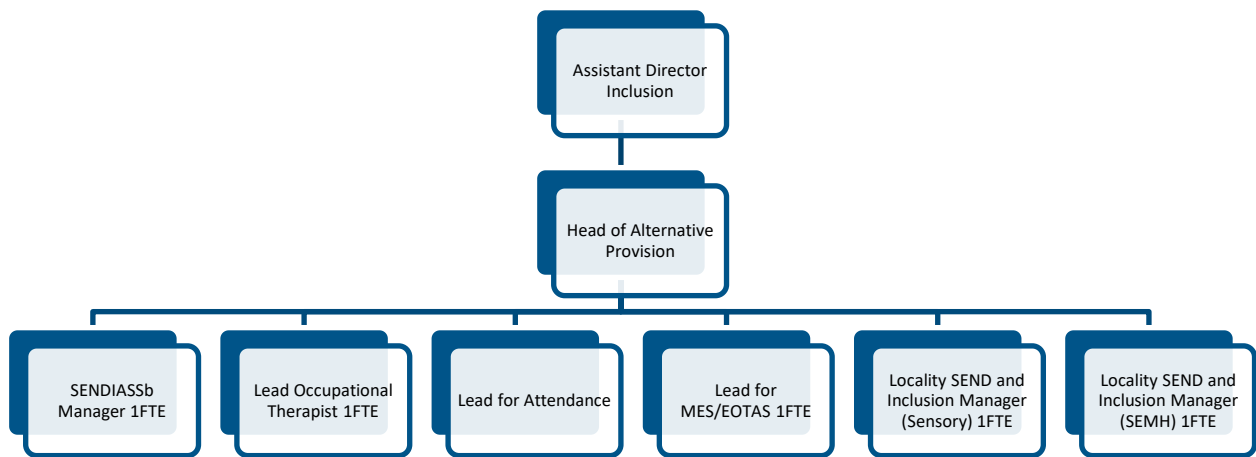
Other Requirements

- Ability to travel across the County
- Ability to work out of normal office hours as required
- Ability to deputise for the AD – Inclusion as required

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



There are 76 various specialist roles (sensory specialists, OT, SENDIASS, MES and SEMH) sitting within this service, under this structure.



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Countryside Access Services
Grade:	SM1
Responsible to:	Assistant Director IPT, Licensing, Fleet, Harbours and Countryside Access
Staff managed:	Manages a team of specialist professionals
Directorate:	Environment
Service:	Countryside Access
Job family:	SM - Senior Management
Date of issue:	June 2023

Job context

The Countryside Access service delivers a number of statutory functions and ultimately ensures effective access to the countryside across North Yorkshire. As both a Highways and Surveying Authority, the Countryside Access service ensures that key statutory duties are fulfilled in relation to public rights of way.

The service covers a wide spectrum of functions, project areas and partnership work, which include but are not limited to:

- Access maintenance across public rights of way within the county
- Definitive map and statement
- Countryside Volunteers and third party/external volunteer groups
- Strategic partnerships with National Parks and Areas of Outstanding Natural Beauty
- Management of national trail network across the county
- Asset management – main focus on management of bridges across the county; monitoring, surveying, doing minor repairs, planning and replacements
- Contract management – facilitate and manage contractors to do work on the Council's behalf
- Planning enquires and searches – working closely with the Highways Searches Team to provide information on PROW
- Management of Unsurfaced Unclassified Roads (UUR)
- Partnership working with the local access forum
- Partnership working with PROW liaison groups

The Head of Countryside Access Services has a strategic oversight of all of the above areas and will act as the leading officer for the service ensuring effective service delivery and continuous improvements across the board. As a statutory service the Head of Countryside Access Services has responsibility for ensuring that statutory duties are met and done so in a cost-efficient way utilising the allocated service budget.

The role also plays an integral part in the wider senior management team for IPT, Licensing, Fleet, Harbours and Countryside Access, closely contributing to transformation across the service and wider Environment directorate.

This is a politically restricted post as defined by the Local Government and Housing Act 1989. The post is based at County Hall, Northallerton but travel around the county will be required.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose:

To deliver and have strategic oversight of the statutory functions in relation to all aspects of access to the countryside including PROW, Definitive Map and Statement, Countryside Volunteer function, maintenance of the UUR network and asset management.

Operational management:

- Be responsible for the preparation and delivery of the Countryside Access Service Plan, ensuring continuous review and improvement of the service as necessary.
- Being the responsible officer for the Council's duty to maintain the public right of way network across the county.
- Have strategic oversight of service delivery across Countryside Access and the Volunteer function.
- Lead in the review and implementation of the Council's Rights of Way Improvement Plan.
- Ensure the discharge of the Council's statutory duty to prepare and maintain an up-to-date Definitive Map and Statement.
- Have strategic overview of both informal and statutory enquiries as to the existence of public rights of way and the nature of any rights, ensuring that these are managed and responded to effectively across the service.
- Represent the Council at Public Enquiries as required, where more complex and contentious cases arise that may have significant impact on the Council's reputation.
- Represent the authority in relation to insurance claims, acting as overarching representative for the service and attending court for these cases where appropriate.
- Be responsible for effective service delivery and lead on service transformation and improvements on a continuous basis.
- Advise the Assistant Director and Senior Management Team on relevant changing legislation, professional standards and their implementation.
- Deputise for the Assistant Director IPT, Licensing, Fleet, Harbours and Countryside Access as required.
- Develop and implement service standards, policies and procedures as necessary to ensure the effective and consistent allocation of resources across the Countryside Access Services.
- Form part of the senior management team for IPT, Licensing, Fleet, Harbours and Countryside Access, playing a key strategic role in wider projects across the directorate.
- Ensure the delivery of effective countryside access through strategic oversight of the public rights of way and definitive map teams, including setting and monitoring targets and performance indicators, performance appraisal, development and training, individual consultation, recruitment and selection, induction and planning staff cover.
- Lead appropriate programmes and initiatives that support the delivery of change necessary to achieve business objectives, improvements and service transformation.
- Develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
- Be the authorised signatory on paperwork and process linked to claims submitted to the Council, in relation to the Countryside Access Services.

Resource management:

- Be the managing officer for the Countryside Access team budgets, advising the Assistant Director of resource requirements and ensuring that team expenditure is kept within existing allocations.
- Utilising funding allocated to the service in an effective and efficient way. Seeking grants and additional income to supplement the overall service budgets and to support service improvements.
- Identify funding priorities and, in collaboration with the Assistant Director, assist in the preparation of an annual budget.
- Ensure all staff are clear about their roles and responsibilities within the context of an annual service and team plan.
- Ensure efficient working practices and consistency of procedure among PROW Services staff.
- Ensure that staff assigned are recruited, managed, trained and developed to meet current and future service needs.
- Formulate and co-ordinate work programmes for staff, ensuring the effective delivery of Service policies, procedures and targets and effective team working arrangements for all staff in the service.
- Be responsible for the in-house volunteer provision, and third party/external volunteer groups, ensuring the Volunteer Coordinator effectively utilises resource to assist with the delivery with the service.

Partnerships:

- Represent the Council's views on access and Definitive Map issues on outside bodies as required.
- Ensure that the Rights of Way Improvement Plan plays a full part in delivering corporate programmes and priorities.
- Represent the Council at appropriate professional organisations including ADEPT and IPROW to promote good practice and to ensure the Council is aware of and influences national debate.
- As the strategic lead for the service, work closely with external bodies to ensure the delivery of National Trails across the network.
- Work closely with North Yorkshire Moors and Yorkshire Dales National Parks as the strategic lead for the service, ensuring effective delivery of the delegated authority for the management of the PROW network in their respective areas.
- In partnership with other agencies, develop, support and encourage appropriate joint funding initiatives which support improved access to the countryside.
- Provide lead representation for the Council on the Local Access Forum and other public rights of way liaison groups, and ensure relationships meet statutory requirements whilst being productive and efficient.

Strategic management:

- Have strategic overview of the development of policy and strategy to ensure the effective management, maintenance and improvement of the public rights of way network and the Definitive Map and Statement.
- Working with other teams within the directorate, and across the wider organisation, to review and update the access policies for the Rights of Way Improvement Plan and the Local Transport Plan.
- To actively promote and develop the Service's contribution to both Council and Directorate level priorities and objectives as set out in the Corporate Plan and Service Plan.
- Promote rights of way network projects seeking to resolve anomalies, improve connectivity and provide a more usable network that meets public needs.
- Lead the Countryside Access service and business planning as part of the Senior Management Team, and to advise the Assistant Director on potential changes to the service to accommodate or react to environmental, political, social or technological developments.
- Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance.

	<ul style="list-style-type: none"> • Contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy.
<p>Communications:</p>	<ul style="list-style-type: none"> • Ensure effective and co-ordinated communications in relation to countryside access services. This will include acting as the key representative for Countryside Access, promoting the work that the Service does through the media and providing advice and assistance on media enquiries. • Promote access to the countryside by ensuring that the service has a high profile internally and externally, making use of appropriate communications techniques. • As the lead representative for the service, work closely with professional advisers in other relevant authorities and agencies. • Ensure that there is effective liaison with other teams across the organisation to ensure constructive relationships and delivery of shared objectives. • Be responsible for the effective engagement with the community and voluntary sector, including overseeing the development of the volunteer networks in order to develop capacity for service delivery. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance.
<p>Systems and information:</p>	<ul style="list-style-type: none"> • Lead in preparing and presenting reports to the Local Access Forum, Rights of Way User Groups, Councillors and the public as appropriate. • Have strategic oversight of the management of the most appropriate systems to ensure the service is utilising systems and data effectively to feed into overall service performance, efficiency and development. • Have oversight of the preparation of reports to committee, public enquiry and court hearing. • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Person Specification:

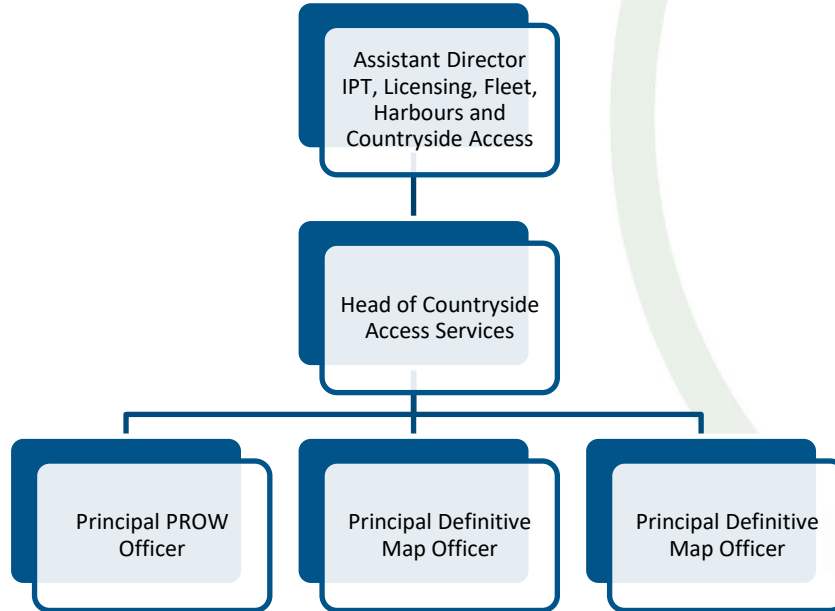
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Substantial knowledge of Public Rights of Way and Definitive Map legislation with a comprehensive specialist knowledge in at least one area. • Comprehensive knowledge of Definitive Map legislation. • Significant working knowledge of tools and approaches to manage resources, time and staff. • Significant working knowledge of tools and approaches to managing and prioritising budgets. • Significant working knowledge of a relevant IT system for managing public rights of way. • Significant advanced practical experience of either maintenance and management of a public rights of way network, or alternatively, at least 3 years advanced practical experience in management of the definitive map and statement. • Proven recent experience in managing, developing and motivating staff. • Proven recent experience in managing performance at team and individual levels. • Recent experience of using GIS and a relevant IT system such as CAMs or Symology to manipulate information on PROW and improve performance • Recent experience in successfully leading staff through periods of change. • Experience of managing and prioritising budgets. • Experience of preparing and presenting reports in a variety of settings. • Experience of problem solving and application of innovation to improve performance. • Experience of developing and implementing new initiatives, including the introduction of new technology or software solutions. • Experience of working in partnership with a variety of organisations, preferably including local government, statutory and funding agencies. 	<ul style="list-style-type: none"> • Experience of responding to media enquiries. • Experience of the development management process.
<p>Occupational Skills</p> <p>Analytical Skills</p> <ul style="list-style-type: none"> • Able to pinpoint key information from large amounts of complex data to influence well-reasoned conclusions <p>Contract Management Skills</p> <ul style="list-style-type: none"> • Able to effectively evaluate and challenge Senior Management to ensure efficient and effective services through the development of existing and creation of new contracts. <p>Decision-Making Skills</p> <ul style="list-style-type: none"> • Able to exercise professional judgement to make key decisions which have wide reaching implications. <p>Financial / Budget Management Skills</p> <ul style="list-style-type: none"> • Able to co-ordinate, monitor and review the use of financial resources <p>Health and Safety Skills</p> <ul style="list-style-type: none"> • Able to maintain and develop an environment and culture that improves health and safety. <p>Communicating, Persuading and Influencing Skills</p> <ul style="list-style-type: none"> • Able to project credibility and confidence when communicating with a range of people on a range of matters. 	

<ul style="list-style-type: none"> • Able to use high level persuasion, influencing and/or negotiation techniques in complex situations to achieve strategic objectives. <p>Investigative Skills</p> <ul style="list-style-type: none"> • Able to draw information from a variety of sources, dissect and draw appropriate conclusions. <p>Problem Solving skills</p> <ul style="list-style-type: none"> • Able to use creativity and innovation to generate solutions for difficult issues. <p>Project Working skills</p> <ul style="list-style-type: none"> • Able to oversee the delivery of strategic projects, reviewing and making <p>Resilience</p> <p>Effectively copes with conflicting and complex demands.</p>	
<p>Behaviours</p> <ul style="list-style-type: none"> • Link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Either - a degree or equivalent in access or countryside management or a related subject, - OR alternatively, a degree level qualification in an unrelated discipline together with substantial relevant experience of working in a relevant discipline. • Evidence of continued professional development. 	<ul style="list-style-type: none"> • A recognised management qualification. • Membership of relevant professional institute.
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Bridges Manager
Grade:	SM1
Responsible to:	Head of Major Projects and Infrastructure
Staff managed:	Manages a multidisciplinary team
Directorate:	Business and Environment Services
Service:	Highways and Transportation
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

- Reporting to the Head of Major Projects and Infrastructure, the post holder will be responsible for planning and managing the design of new structures and the maintenance of existing structures through an asset management based approach.
- Delivery of the service is reliant on effective management of consultants, contractors and developers.
- The post holder also advises upon the Bridge Management service for City of York Council through a service level agreement.
- Flexible work base, the post holder must have the ability to travel across the county.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.
- Some out of hours work is necessary such as attending evening meetings and providing emergency response.
- The core focus of the job is to be responsible for the effective management and delivery of the bridges and structures design services. The post holder will do this by developing appropriate policies, schemes and work programmes and delivering them through a team of structures and highway engineers.
- The post holder will be the Technical Approval Authority for the Council and must therefore be a Chartered Engineer or approaching Chartered status (see Person Specification below for further details).

Job purpose

The core focus of this job is to lead the delivery of the bridges and structures services and to ensure the effective management of the bridges and structures asset.

Operational Management:

- To review and propose changes to team structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.
- To advise the wider service on relevant changing legislation, professional standards and their implementation.
- Maximise commercialisation of services provided.
- To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
- To lead specific programmes as part of the Council's change and transformation programme.
- Develop the team in the skills required to carry out the work efficiently
- Lead on Health and Safety for the team and provide advice to others

Resource management:

- Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the

	<p>service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation.</p> <ul style="list-style-type: none"> • Prioritise and allocate staffing to support team members in discharging their responsibilities for meeting the needs of the service. • To give leadership, management and direction to the team through the establishment and promotion of team and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • Responsible for the delivery of the bridges and structures service and devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders. • Personally and through team members, deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy. • Lead in the development of new ways of working that maximise efficiency and effectiveness
<p>Communications:</p>	<ul style="list-style-type: none"> • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans are effectively delivered. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising, which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate

Systems and information:

- Ensure that systems and processes to support the service are consistent with the Council standards and procedures.
- Produce written reports as required including evaluation and impact statements for distribution service wide and to partners.
- Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current.
- Ensure government guidance and legislation is incorporated and in a manner consistent with good practice

Person specification:

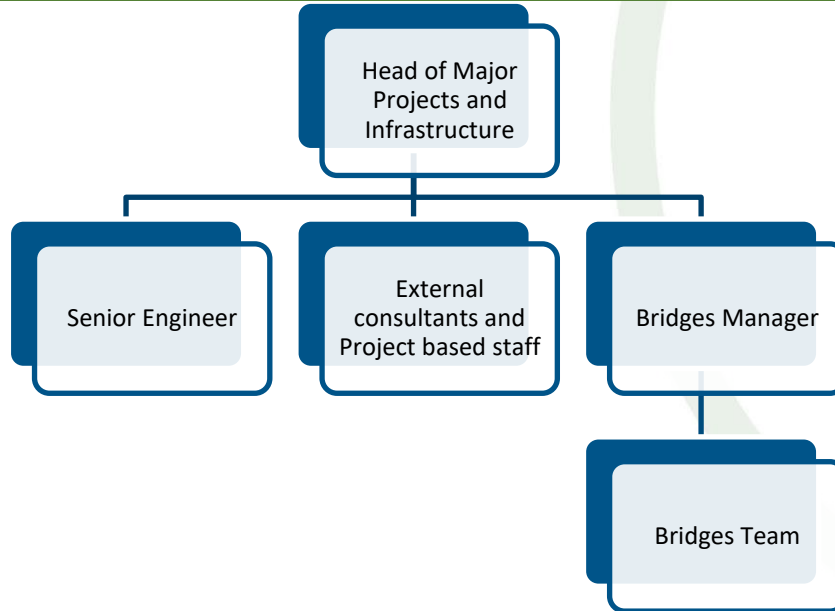
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • In depth knowledge of current guidance and legislation with respect to bridge design, inspection and maintenance. • Substantial working knowledge of current guidance and legislation with respect to contract procedures rules. • Substantial working knowledge of current guidance and legislation with respect to procurement procedures rules. • In depth knowledge of statutory requirements, including requirements in respect of health and safety and the Construction, Design and Management Regulations • Substantial knowledge of statutory requirements, including equality standards • Working knowledge of effective management of staff, budgets and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management especially in relation to bridges and structures • Experience of the maintenance of moving structures. • Experience of developing and implementing organisational culture change within a large diverse organisation • Successful management of budgets and staff • Have extensive Construction Experience allied to the maintenance and design of bridges and highway construction. 	<ul style="list-style-type: none"> • Knowledge and understanding of the principles of partnering contracts. • Knowledge and understanding of road works design and construction. • Knowledge and understanding of statutory procedures for both County and Trunk roads projects. • Understand the principles of the requirements need to be the Principal Designer for works carried out by the County Council. • Understanding of the maintenance of the methods of maintaining moving bridges. • Working knowledge of all matters affecting Health and Safety in Construction and Maintenance. • Knowledge of the Strategic Management of Highway Structures and the prioritisation of maintenance of highway structures.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. 	<ul style="list-style-type: none"> • Experience of responding to media enquiries. • Experience of managing a team of individuals with differing levels of skill to achieve the county councils needs and ambitions.

<ul style="list-style-type: none"> Ability to negotiate and influence at a senior level with council chief officers and senior politicians. 	
<p>Behaviours</p> <ul style="list-style-type: none"> link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> Professionally qualified in the specialist area – see context statement for further details. Chartered membership of an engineering/highways/transportation institution or commitment to achieve Chartered status within the first 2 years of employment Note: postholder will be supported to achieve Chartered membership of a relevant engineering/highways/transportation institution 	<ul style="list-style-type: none"> This post acts as the Technical Approval Authority of Highway structures across the Council, an understanding of the procedures involved would be desirable. The post requires a person of Chartered Status with an appropriate Institution, but a person with the appropriate engineering experience close to full membership could be considered for employment conditional upon gaining full membership within an agreed timescale at the time of being appointed to the post.
<p>Other Requirements</p> <ul style="list-style-type: none"> Ability to travel across the County Ability to attend meetings outside of normal business hours Evidence of professional updating and development 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Electrical Engineering Manager
Grade:	N
Responsible to:	Head of Highway Operations
Staff managed:	Manages a team of specialist professionals
Directorate:	Business and Environmental Services
Service:	Highways and Transportation
Job family:	P&T - Professional & Technical
Date of issue:	April 2024

Job context

The Electrical Engineering Group forms part of the Network Strategy section of the Highways and Transportation service. Electrical Engineering's core functions are:

- Street Lighting maintenance
- Street Lighting improvements
- Maintenance of other electrical assets on the highway
- Design for external Clients and local partners
- As this is a specialised discipline, highway asset management functions are the retained within Electrical Engineering rather than with BES H&T Highway Asset Management Team.

This is a politically restricted post as defined by the Local Government and Housing Act 1989. Some evening duties may be necessary from time to time (e.g. Parish Council meetings).

Job purpose

The core focus of this job is to manage the Electrical Engineering Group and to provide professional advice on Street Lighting and associated electrical issues. In addition, the post holder is pivotal in initiating and developing strategic plans for the team and associated policies which require the application of specific specialist knowledge only held by the postholder

Operational Management:

- Responsible for all Highway Asset Management responsibilities associated with the Highway Electrical network
- Responsible for the identification of impact of new policies / procedures / guidance / directives on existing methods of working. Determination of remedial measures or actions in order to ensure compliance and also no risk (including reputational) to the Council
- Preparation, site supervision and contract administration of Street lighting and illuminated signing aspects of the Council's Highway Maintenance Contract.
- Manage the design and site supervision of all new street lighting projects.
- Supervision and preparation of contract documentation for new street lighting projects.
- Represent the Council as an Expert Witness in Legal Proceedings.
- Ensuring compliance with principles of Highway Maintenance efficiency Programme (HMEP) in order to ensure effective and efficient methods of working and successful benchmarking against other authorities

- Responsible for the interpretation of Well Managed Highway infrastructure (WMHI) and subsequent application of a risk based approach to service delivery. Developing of policy and / or actions in order to ensure compliance.
- Develop and Manage the Council's energy reduction programme.
- Providing professional leadership and advice on all matters relating to street lighting and associated electrical issues.
- Undertake duties as premises manager and ensure compliance with current legislation including e.g. Fire Risk & Legionella testing and Premises Inspection.
- Represent the Council at public meetings, public consultations, Parish Council meetings and meetings of other bodies.
- Manage responses to written and verbal complaints, FOI's and enquiries from the public and from Members.
- Liaising with other sections of the Directorate and other Council directorates in matters relating to street lighting and associated electrical issues.
- Liaising with the public in matters relating to street lighting and illuminated traffic signing.
- Champion energy reduction within BES.

Resource management:

- To provide leadership, direction, motivation and support to the Electrical Group to ensure the delivery of the targets and programmes included in the Service Performance Plan.
- Control expenditure against budget in the devolved areas of the post. Financial control of the overall Electrical Engineering budget including approval of fees payable to Consultants.
- Monitoring of staff performance against targets agreed through the staff appraisal process.
- Monitoring of performance against targets contained within the Service Performance Plan.
- Monitoring of performance against targets agreed through Key Performance and Best Value Performance Indicators.
- Authorisation of design briefs for work commissioned under the Externalisation Contract to meet the budgetary provisions.
- To develop applications for external funding.
- Financial control and administration of the Council's ongoing street lighting column renewal programme and ongoing energy reduction programme including part night lighting and LED installation.
- Generate income and new business opportunities for the Council and its partners in Highways North Yorkshire. Provide a one stop shop, for housing developers, for all street lighting, floodlighting, illuminated sign and cable design together with management of the installation, testing and commissioning within North Yorkshire
- Identify and implement potential efficiency savings for the Council's 2020 savings programme and beyond.
- Manage the Client requirements at Leeming Bar Depot.

Partnerships:

- Consultant contact and acting as a major Client representative in the Partnering process.
- Liaise with hNY partners to ensure delivery of the street lighting and illuminated sign works programme and monitor performance in accordance with contract requirements (CPIs). Prepare quarterly OMG report and manage monthly progress and performance meetings with Contract Partners.
- Engage, liaise and persuade the Council's local strategic partners to join the Council's energy procurement scheme and street lighting maintenance contract.
- Engage in the planning and implementation of the Council's Smart Cities initiatives including the design and managing the installation of EV Charge points across North Yorkshire

	<ul style="list-style-type: none"> • Manage the street lighting maintenance and energy requirements for the various Parish and Town Councils that own footway lighting in North Yorkshire. • Liaise with NY Police and Elected Members to ensure that energy reduction initiatives do not negatively impact on the Council's responsibilities under Section 17 of the Crime and Disorder Act.
Strategic management:	<ul style="list-style-type: none"> • Management and implementation of the Council strategies in support of the Local Transport Plan in respect of street lighting and illuminated traffic signing. • Develop and maintain street lighting and illuminated signing policies and protocols in respect of the installation and maintenance of Highway Electrical assets in accordance with DMRB. This includes the Street Lighting Asset Management Plan and the Electrical Inspection Manual. • Interpret and enforce the legal requirements of the Electricity at Work Regulations and the IEE Wiring Regulations. • The Post Holder is the "Duty Holder" for all Highway related electrical Issues as determined by the Electricity at Work Act.
Communications:	<ul style="list-style-type: none"> • Preparation and presentation of Committee reports. • Media liaison regarding street lighting and illuminated signing. • Assessing highway aspects of applications for street lighting projects in response to developers, and District and Parish Councils. • Represent BES in Corporate Carbon Reduction and associated Energy Reduction Groups. • Provide feedback to the Corporate Director (BES) and Overview and Scrutiny regarding ongoing and future Energy Reduction initiatives. • To influence and persuade a range of Private and Public sector organisations to utilise the fee earning services offered by the Council's Electrical Engineering Team.
Systems and information:	<ul style="list-style-type: none"> • Accountable for the street lighting and illuminated signing module of the SYMOLOGY Insight system and all associated data/information.

Person specification:

Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Extensive knowledge of current guidance and legislation with respect to street lighting, electrical design, inspection and maintenance. • As this post is Duty Holder for all highway electrical issues it is essential that the post holder has extensive knowledge of the Electricity and Work Regulations and BS7671 Requirements for Electrical Installations (IET Wiring Regulations) • Detailed knowledge of current guidance and legislation with respect to contract procedures rules. • Detailed knowledge of current guidance and legislation with respect to procurement procedures rules. • Extensive knowledge of statutory requirements, including requirements in respect of health and safety and CDM. • Demonstrable understanding of energy management and energy reduction techniques and initiatives • Sufficient knowledge and experience to be the Council's primary authority on all aspects of street lighting and electrical design thus requiring extensive experience at a senior level of design, installation, inspection and 	<ul style="list-style-type: none"> • Knowledge and understanding of the principles of partnering contracts. • Knowledge and understanding of road works design and construction. • Experience of the recruitment and selection of staff • Experience of supervising and appraising staff

maintenance in accordance with legislation, guidance and industry best practice.

- Recent experience at a senior level in people/project management, management and team leadership
- Significant experience in identifying and managing risks.
- Significant demonstrable experience of managing teams in the development, production and successful delivery of contracts, including documentation, drawings, tender packages.
- Significant demonstrable experience of leading and managing a successful design and build service that is capable of offering services on a commercial basis external to the council.
- Proven and effective experience of the management of resources in a changing organisational environment, including human and financial resources.
- Experience of committee procedures.
- Experience of working within a partnering / contracting environment.
- Experience of developing and implementing energy management strategies for the Council and for our various Client Councils.
- Proven record of Continuous Professional Development.
- Experience of responding to media enquiries.
- Experience of managing and delivering against performance indicators

Occupational Skills

Analytical Skills

- Analyses and interprets high level information to influence strategic decisions.
- Pinpoints key information from large amounts of data to influence well-reasoned conclusions.

Contract Management Skills

- Able to effectively evaluate and challenge Senior Management to ensure efficient and effective services through the development of existing and creation of new contracts.
- Able to effectively monitor and manage contracts to ensure the service delivered complies with those contracts. Develops procedures and systems to ensure effective operation.

Decision Making Skills

- Makes decisions which may involve difficult choices or considered risks. Able to make decisions based on relevant information.
- Exercises professional judgement to make key decisions which have wide reaching implications.
- Has insight into all strategic strands to make clear business-focused decisions.

Financial/Budget Management Skills

- Plans, implements and reviews the acquisition, allocation and management of complex financial resources

Health & Safety Skills

- Maintains and develops an environment and culture that improves health and safety.
- Provides specialist advice and guidance on Health and Safety Best Practice.

Persuading, Influencing and Negotiating Skills

- Uses high level persuasion, influencing and/or negotiation techniques in complex situations to achieve strategic objectives.

Problem Solving Skills

- Uses creativity and innovation to generate solutions for difficult issues.
- Identifies possible causes of problems and implements solutions to minimise future occurrence.

- A management qualification
- A project planning/management qualification
- Membership of the Institution of Electrical Engineers
- ILP Lighting Diploma
- IOSH Managing Safely

Project Working Techniques

- Oversees the delivery of strategic projects, reviewing and making amendments as necessary.

Resilience

- Effectively copes with conflicting and complex demands. Able to achieve objectives despite complex setbacks and challenges.

Written Communication Skills

- Presents/records high level, complex information in an accessible format.
- Develops methods and systems for written communication.

Risk Management Skills

- Responsible for risk management within Service Area.
- Responsible for strategic risk management.

ICT Skills

- Advanced ICT Skills in the use of SYMOLOGY, Lighting Reality, AutoCAD and Microsoft Packages.

Behaviours

- [link](#)

Professional Qualifications

- Electrical Engineering Degree or equivalent such as bespoke street lighting training combined with significant demonstrable experience
- Membership of the Institute of Lighting Professionals
- Northern Electric 01.1 Competency Certificate
- Regional Electricity Company G39 parts 1, 2 and 3
- ILP Lighting Technology Level 1, 2 and 3
- CDM Designer and Client responsibility training

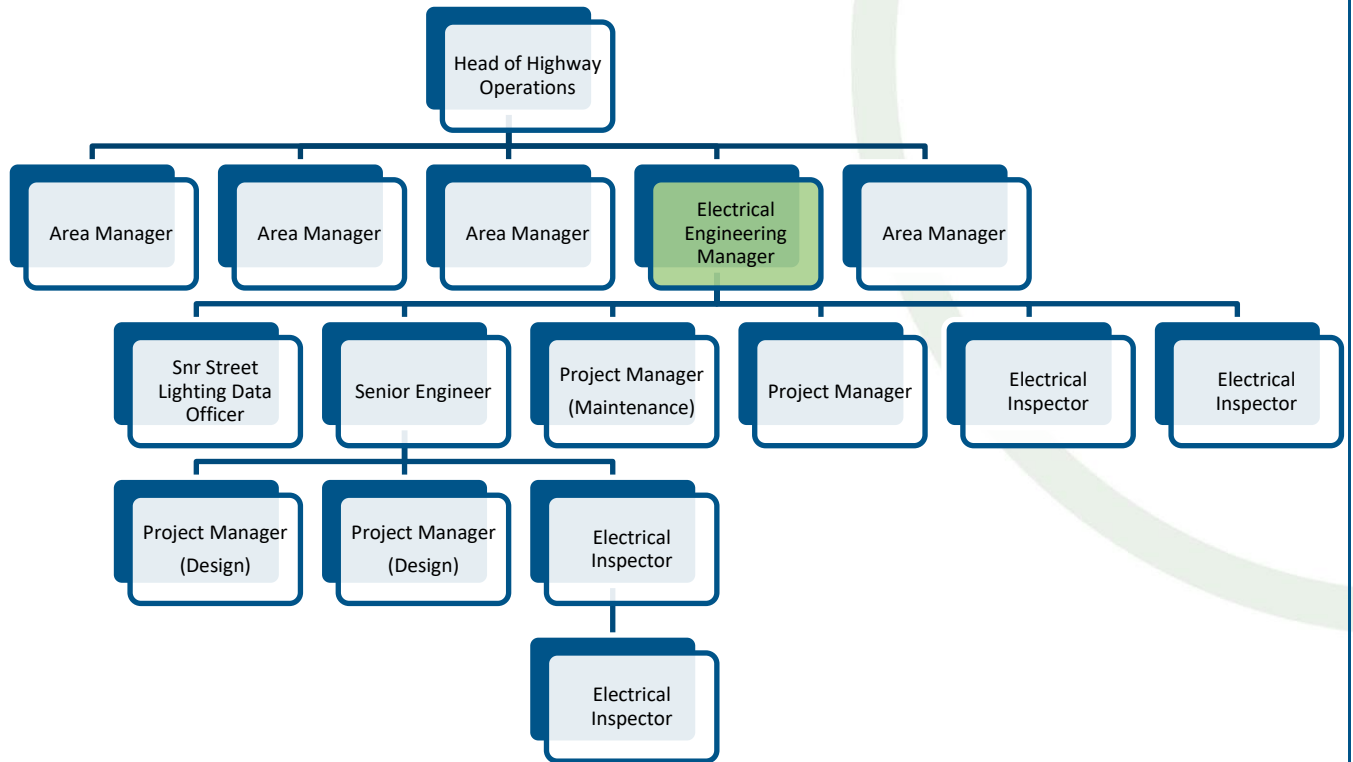
Other Requirements

- Ability to travel for work purposes

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Countryside Access Services
Grade:	SM1
Responsible to:	Assistant Director IPT, Licensing, Fleet, Harbours and Countryside Access
Staff managed:	Manages a team of specialist professionals
Directorate:	Environment
Service:	Countryside Access
Job family:	SM - Senior Management
Date of issue:	June 2023

Job context

The Countryside Access service delivers a number of statutory functions and ultimately ensures effective access to the countryside across North Yorkshire. As both a Highways and Surveying Authority, the Countryside Access service ensures that key statutory duties are fulfilled in relation to public rights of way.

The service covers a wide spectrum of functions, project areas and partnership work, which include but are not limited to:

- Access maintenance across public rights of way within the county
- Definitive map and statement
- Countryside Volunteers and third party/external volunteer groups
- Strategic partnerships with National Parks and Areas of Outstanding Natural Beauty
- Management of national trail network across the county
- Asset management – main focus on management of bridges across the county; monitoring, surveying, doing minor repairs, planning and replacements
- Contract management – facilitate and manage contractors to do work on the Council's behalf
- Planning enquires and searches – working closely with the Highways Searches Team to provide information on PROW
- Management of Unsurfaced Unclassified Roads (UUR)
- Partnership working with the local access forum
- Partnership working with PROW liaison groups

The Head of Countryside Access Services has a strategic oversight of all of the above areas and will act as the leading officer for the service ensuring effective service delivery and continuous improvements across the board. As a statutory service the Head of Countryside Access Services has responsibility for ensuring that statutory duties are met and done so in a cost-efficient way utilising the allocated service budget.

The role also plays an integral part in the wider senior management team for IPT, Licensing, Fleet, Harbours and Countryside Access, closely contributing to transformation across the service and wider Environment directorate.

This is a politically restricted post as defined by the Local Government and Housing Act 1989. The post is based at County Hall, Northallerton but travel around the county will be required.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose:

To deliver and have strategic oversight of the statutory functions in relation to all aspects of access to the countryside including PROW, Definitive Map and Statement, Countryside Volunteer function, maintenance of the UUR network and asset management.

Operational management:

- Be responsible for the preparation and delivery of the Countryside Access Service Plan, ensuring continuous review and improvement of the service as necessary.
- Being the responsible officer for the Council's duty to maintain the public right of way network across the county.
- Have strategic oversight of service delivery across Countryside Access and the Volunteer function.
- Lead in the review and implementation of the Council's Rights of Way Improvement Plan.
- Ensure the discharge of the Council's statutory duty to prepare and maintain an up-to-date Definitive Map and Statement.
- Have strategic overview of both informal and statutory enquiries as to the existence of public rights of way and the nature of any rights, ensuring that these are managed and responded to effectively across the service.
- Represent the Council at Public Enquiries as required, where more complex and contentious cases arise that may have significant impact on the Council's reputation.
- Represent the authority in relation to insurance claims, acting as overarching representative for the service and attending court for these cases where appropriate.
- Be responsible for effective service delivery and lead on service transformation and improvements on a continuous basis.
- Advise the Assistant Director and Senior Management Team on relevant changing legislation, professional standards and their implementation.
- Deputise for the Assistant Director IPT, Licensing, Fleet, Harbours and Countryside Access as required.
- Develop and implement service standards, policies and procedures as necessary to ensure the effective and consistent allocation of resources across the Countryside Access Services.
- Form part of the senior management team for IPT, Licensing, Fleet, Harbours and Countryside Access, playing a key strategic role in wider projects across the directorate.
- Ensure the delivery of effective countryside access through strategic oversight of the public rights of way and definitive map teams, including setting and monitoring targets and performance indicators, performance appraisal, development and training, individual consultation, recruitment and selection, induction and planning staff cover.
- Lead appropriate programmes and initiatives that support the delivery of change necessary to achieve business objectives, improvements and service transformation.
- Develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
- Be the authorised signatory on paperwork and process linked to claims submitted to the Council, in relation to the Countryside Access Services.

Resource management:

- Be the managing officer for the Countryside Access team budgets, advising the Assistant Director of resource requirements and ensuring that team expenditure is kept within existing allocations.
- Utilising funding allocated to the service in an effective and efficient way. Seeking grants and additional income to supplement the overall service budgets and to support service improvements.
- Identify funding priorities and, in collaboration with the Assistant Director, assist in the preparation of an annual budget.
- Ensure all staff are clear about their roles and responsibilities within the context of an annual service and team plan.
- Ensure efficient working practices and consistency of procedure among PROW Services staff.
- Ensure that staff assigned are recruited, managed, trained and developed to meet current and future service needs.
- Formulate and co-ordinate work programmes for staff, ensuring the effective delivery of Service policies, procedures and targets and effective team working arrangements for all staff in the service.
- Be responsible for the in-house volunteer provision, and third party/external volunteer groups, ensuring the Volunteer Coordinator effectively utilises resource to assist with the delivery with the service.

Partnerships:

- Represent the Council's views on access and Definitive Map issues on outside bodies as required.
- Ensure that the Rights of Way Improvement Plan plays a full part in delivering corporate programmes and priorities.
- Represent the Council at appropriate professional organisations including ADEPT and IPROW to promote good practice and to ensure the Council is aware of and influences national debate.
- As the strategic lead for the service, work closely with external bodies to ensure the delivery of National Trails across the network.
- Work closely with North Yorkshire Moors and Yorkshire Dales National Parks as the strategic lead for the service, ensuring effective delivery of the delegated authority for the management of the PROW network in their respective areas.
- In partnership with other agencies, develop, support and encourage appropriate joint funding initiatives which support improved access to the countryside.
- Provide lead representation for the Council on the Local Access Forum and other public rights of way liaison groups, and ensure relationships meet statutory requirements whilst being productive and efficient.

Strategic management:

- Have strategic overview of the development of policy and strategy to ensure the effective management, maintenance and improvement of the public rights of way network and the Definitive Map and Statement.
- Working with other teams within the directorate, and across the wider organisation, to review and update the access policies for the Rights of Way Improvement Plan and the Local Transport Plan.
- To actively promote and develop the Service's contribution to both Council and Directorate level priorities and objectives as set out in the Corporate Plan and Service Plan.
- Promote rights of way network projects seeking to resolve anomalies, improve connectivity and provide a more usable network that meets public needs.
- Lead the Countryside Access service and business planning as part of the Senior Management Team, and to advise the Assistant Director on potential changes to the service to accommodate or react to environmental, political, social or technological developments.
- Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance.

	<ul style="list-style-type: none"> • Contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy.
<p>Communications:</p>	<ul style="list-style-type: none"> • Ensure effective and co-ordinated communications in relation to countryside access services. This will include acting as the key representative for Countryside Access, promoting the work that the Service does through the media and providing advice and assistance on media enquiries. • Promote access to the countryside by ensuring that the service has a high profile internally and externally, making use of appropriate communications techniques. • As the lead representative for the service, work closely with professional advisers in other relevant authorities and agencies. • Ensure that there is effective liaison with other teams across the organisation to ensure constructive relationships and delivery of shared objectives. • Be responsible for the effective engagement with the community and voluntary sector, including overseeing the development of the volunteer networks in order to develop capacity for service delivery. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance.
<p>Systems and information:</p>	<ul style="list-style-type: none"> • Lead in preparing and presenting reports to the Local Access Forum, Rights of Way User Groups, Councillors and the public as appropriate. • Have strategic oversight of the management of the most appropriate systems to ensure the service is utilising systems and data effectively to feed into overall service performance, efficiency and development. • Have oversight of the preparation of reports to committee, public enquiry and court hearing. • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Person Specification:

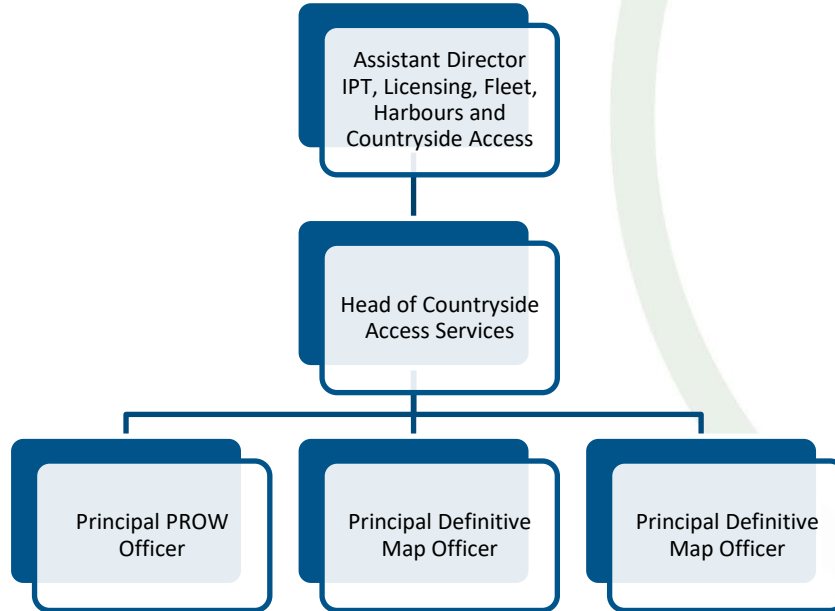
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Substantial knowledge of Public Rights of Way and Definitive Map legislation with a comprehensive specialist knowledge in at least one area. • Comprehensive knowledge of Definitive Map legislation. • Significant working knowledge of tools and approaches to manage resources, time and staff. • Significant working knowledge of tools and approaches to managing and prioritising budgets. • Significant working knowledge of a relevant IT system for managing public rights of way. • Significant advanced practical experience of either maintenance and management of a public rights of way network, or alternatively, at least 3 years advanced practical experience in management of the definitive map and statement. • Proven recent experience in managing, developing and motivating staff. • Proven recent experience in managing performance at team and individual levels. • Recent experience of using GIS and a relevant IT system such as CAMs or Symology to manipulate information on PROW and improve performance • Recent experience in successfully leading staff through periods of change. • Experience of managing and prioritising budgets. • Experience of preparing and presenting reports in a variety of settings. • Experience of problem solving and application of innovation to improve performance. • Experience of developing and implementing new initiatives, including the introduction of new technology or software solutions. • Experience of working in partnership with a variety of organisations, preferably including local government, statutory and funding agencies. 	<ul style="list-style-type: none"> • Experience of responding to media enquiries. • Experience of the development management process.
<p>Occupational Skills</p> <p>Analytical Skills</p> <ul style="list-style-type: none"> • Able to pinpoint key information from large amounts of complex data to influence well-reasoned conclusions <p>Contract Management Skills</p> <ul style="list-style-type: none"> • Able to effectively evaluate and challenge Senior Management to ensure efficient and effective services through the development of existing and creation of new contracts. <p>Decision-Making Skills</p> <ul style="list-style-type: none"> • Able to exercise professional judgement to make key decisions which have wide reaching implications. <p>Financial / Budget Management Skills</p> <ul style="list-style-type: none"> • Able to co-ordinate, monitor and review the use of financial resources <p>Health and Safety Skills</p> <ul style="list-style-type: none"> • Able to maintain and develop an environment and culture that improves health and safety. <p>Communicating, Persuading and Influencing Skills</p> <ul style="list-style-type: none"> • Able to project credibility and confidence when communicating with a range of people on a range of matters. 	

<ul style="list-style-type: none"> • Able to use high level persuasion, influencing and/or negotiation techniques in complex situations to achieve strategic objectives. <p>Investigative Skills</p> <ul style="list-style-type: none"> • Able to draw information from a variety of sources, dissect and draw appropriate conclusions. <p>Problem Solving skills</p> <ul style="list-style-type: none"> • Able to use creativity and innovation to generate solutions for difficult issues. <p>Project Working skills</p> <ul style="list-style-type: none"> • Able to oversee the delivery of strategic projects, reviewing and making <p>Resilience</p> <p>Effectively copes with conflicting and complex demands.</p>	
<p>Behaviours</p> <ul style="list-style-type: none"> • Link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Either - a degree or equivalent in access or countryside management or a related subject, - OR alternatively, a degree level qualification in an unrelated discipline together with substantial relevant experience of working in a relevant discipline. • Evidence of continued professional development. 	<ul style="list-style-type: none"> • A recognised management qualification. • Membership of relevant professional institute.
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head Of Harbours
Grade:	SM1
Responsible to:	Assistant Director - IPT, PROW, Licencing, Harbours
Staff managed:	Manages a multidisciplinary team
Directorate:	Directorate of Environment
Service:	Harbours Services
Job family:	SM - Senior Management
Date of issue:	February 2024

Job context

- The Head of Harbours is the senior responsible officer for the Harbours Service across three harbours at Whitby, Scarborough and Filey on the North Yorkshire Coast. The Council's Harbours form an intrinsic part of the local community with significant history and heritage and support a range of users and local industry from commercial fishing through to tourism and leisure craft.
- The post holder will lead and manage the Harbours Service with a sound understanding of both operational and professional fields. Required to deal effectively with complex, confidential, and sensitive situations and provide expert guidance and advice. The role will lead the development of the Harbour Strategy and Investment Plan together with annual service delivery plans. The role will also lead on the management of budgets, resource allocation, performance management and the delivery of key strategic and operational objectives.
- The postholder will oversee the 'Designated Person' for the Statutory Harbour Authority and will ensure the harbours operate in a way that fully complies with the legal obligations of relevant Harbours Acts and the requirements of the Port Marine Safety Code. The postholder, in collaboration with the Harbour Master, will ensure that safety of navigation is maintained throughout the harbours and that appropriate security and emergency response procedures are in place. This will include close liaison with the Maritime and Coastguard Agency, North Yorkshire Police, Border Force and the Environment Agency to ensure the efficient and effective operation of the harbours and the coordination and delivery of various emergency response plans relating to pollution; flooding; oil spills; counter terrorism and organised crime.
- The Council's Harbours are managed on a commercial basis and the postholder will develop commercial strategies and partnerships to maximise income and manage all operations cost effectively to deliver an annual operating surplus.
- Operating as Local Authority Ports the postholder will ensure that the principles of good governance, as set out in the Ports Good Governance Guidance, are enshrined within harbour operations. The postholder will perform a strategic and technical advisory role on harbours matters and maintain effective relationships with key stakeholders and partners including the harbour users, elected members and the Department for Transport.
- The post holder is responsible for the development of Harbours initiatives, supporting and delivering transformation and regeneration. Whilst harbour activity is governed to some extent by statute, there is scope for the Council to utilise its Harbours to support wider strategic objectives such as economic regeneration, improving the tourism economy and delivery of major events. The post holder will be responsible for ensuring that the Council's approach to harbours is innovative and acts to support the wider strategic agenda whilst maintaining compliance with relevant legislation.

- The post is politically restricted and is based at Scarborough/Whitby Harbour Office or Scarborough Town Hall

Job Purpose

The core focus of this job is to deliver the Council's functions in relation to Harbours and oversee the Designated Person under the Port Marine Safety Code. To ensure high quality and compliant services in line with relevant legislation and to work closely with key partners to develop Harbours policies and procedures. To ensure the delivery of an effective operational service in line with the Port Marine Safety Code and to perform a strategic and technical advisory role on all harbour and maritime related matters.

Operational Management:

- Lead the Harbour Service and ensure delivery of the security, environmental integrity and dredging operations in accordance with Council policies and protocols.
- Ensure that the Harbour Service operates in line with current legislation, Governmental guidelines and the Council's policies on Harbour management.
- Ensure harbour undertakings are compliant with Port Marine Safety Code including compilation and maintenance of full safety management system reporting to the Council. To oversee the Designated Person under the Code to provide assurance directly to the Corporate Director, as duty holder, that the maritime safety management system is working effectively. To arrange and undertake appropriate audit and assessment of the management system to demonstrate compliance.
- To bring forward and deliver development projects and initiatives.
- Market the dredging operation to external clients, including preparation of estimates, costs and budgetary control, and completion of financial returns.
- Manage the authority's Local Ports Service in compliance with national and international regulations.
- Responsible for the control and supervision of all Harbours undertakings with regard to maintenance to infrastructure, equipment and other ancillary services.
- Undertake incident commander responsibilities, maintaining and protecting the environmental integrity within harbour limits. Implement the MCA OPRC plan and oil spill response as required. To act as a Service Silver and represent the Harbours Service as part of the Council's integrated approach to emergency management.
- Responsible for the Security of the Port in accordance with the International Ship and Port Security Code (ISPS Code) and to act as Port Facility Security Officer (PFSO).
- Liaise with other internal services and external agencies.
- Attendance at legal proceedings as required.
- Ensure the Authorities vessels maintain compliance with all relevant certifications.
- To advise the wider service on relevant changing legislation, professional standards and their implementation.
- Maximise commercialisation of services provided.
- To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
- To lead specific programmes as part of the Council's change and transformation programme.

Resource management:

- Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation.
- Enter into contracts and arrangements with existing and prospective Harbour users and be responsible for the long term development of the Harbour and its commercial management to deliver annual operating surpluses.

	<ul style="list-style-type: none"> • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Lead transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development. To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery.
Partnerships:	<ul style="list-style-type: none"> • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • Identify and develop relationships with future strategic partners, for example with the offshore wind, fishing and leisure industries, that will lead to successful bids for potential investment funding opportunities that exist for harbour and transport sector projects in support of the harbours long term strategic investment plan. • Develop and maintain key commercial partnerships, to ensure the future commercial viability of the harbours. • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
Strategic management	<ul style="list-style-type: none"> • Lead the development of, in conjunction with key stakeholders, the Harbour Strategy and Investment Plan together with annual service delivery plans. • Ensure regular and effective engagement with stakeholders, including harbour users, on all strategic harbour matters. • Lead on the management of budgets, resource allocation, performance management and the setting and delivery of key strategic and operational objectives. • Review policies and procedures as required to ensure continued and effective service delivery. • Lead in the development of new ways of working and transformational programmes that maximise efficiency and effectiveness.
Communications:	<ul style="list-style-type: none"> • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.

Systems and information:

- Ensure that systems and processes to support the service are consistent with the Council standards and procedures.
- Produce written reports as required including evaluation and impact statements for distribution service wide and to partners.
- Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current.
- Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice

Safeguarding:

- To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person Specification:

Essential

Knowledge and Experience

- Significant knowledge of current good practice standards both at local and national level in relation to the maritime sector.
- Knowledge of statutory requirements, including equality standards
- Knowledge of effective management of staff, budgets and resources.
- Extensive experience of strategic planning, policy development and implementation, and performance management
- Experience of developing and implementing organisational culture change within a large diverse organisation
- Successful management of budgets and staff
- Knowledge of the fishing industry and leisure craft/marina sector.

Desirable

- Experience of responding to media enquiries.
- Membership of a relevant professional body.
- Experienced in successful partnership working.
- Previous and demonstrable experience success in delivering innovative and creative solutions to service delivery.
- Previous Port Management or operational harbour experience
- Previous demonstrable knowledge of the Port Marine Safety Code.
- Knowledge of Dredging operations.

Occupational Skills

- Able to work in a political organisation and manage the needs of different stakeholders.
- Excellent verbal communication skills to make presentations and explain complex issues to a range of audiences with various levels of understanding
- Effective leadership skills and the ability to promote organisational policy and objectives
- Management of diverse operational functions to deliver strategic objectives
- Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit.
- Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change.

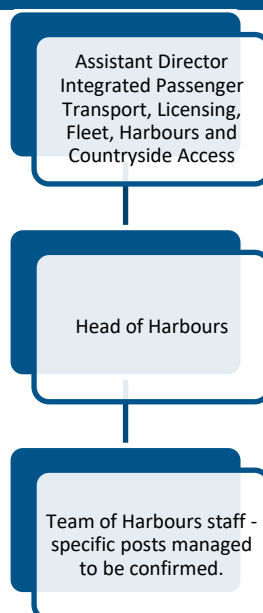
- A comprehensive maritime background

<ul style="list-style-type: none"> • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. 	
<p>Behaviours Link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Degree level education or proven equivalent level of technical and organisational knowledge in own specific field. 	<ul style="list-style-type: none"> • Diploma in Port Management or similar • Any previous vocational maritime qualifications or awards inc PFSO, OPRC & Health and Safety Certification.
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours • Evidence of professional updating and development 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure





NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Licensing Services
Grade:	SM1
Responsible to:	Assistant Director Integrated Passenger Transport, Licensing, Harbours and Countryside Access
Staff managed:	Manages a multidisciplinary team
Directorate:	Environment
Service:	Licensing Services
Job family:	SM - Senior Management
Date of issue:	April 2023

Job context

- The Head of Licensing Services is the senior responsible officer for the regulation of licensed activity across North Yorkshire. The role includes the drafting and development of licensing policies and procedures, ensuring the delivery of an effective inspection and enforcement regime, establishing a strategic and technical advisory role on licensing matters and maintaining effective relationships with key stakeholders and partners including the licensed trade, Environment Agency and North Yorkshire Police.
- The post holder will lead and manage the Licensing Service with a sound understanding of both operational and professional fields. Required to deal effectively with complex, confidential, and sensitive situations and provide expert guidance and advice. The role will lead the development of service plans, management of budgets, resource allocation and the setting and delivery of key objectives for the future.
- The role includes the management of the Council's licensing function, including overseeing the grant/renewal of various licences/permits issued under the Licensing Act 2003, The Gambling Act 2005, The Town Police Clauses Act 1847 and other Acts related to Hackney Carriage and Private Hire Licensing along with various miscellaneous legislation including: street trading; animal licensing; charitable collections; scrap metal licensing; sex establishment licensing.
- The post holder will ensure that the Council has appropriate policies and procedures in place to ensure that licence holders across North Yorkshire are compliant with various statutory licensing objectives including but not restricted to:
 - the prevention of crime and disorder
 - protecting children and other vulnerable persons from being harmed
 - public safety
 - the prevention of public nuisance
- The post holder is also responsible for the development of licensing initiatives, supporting and delivering transformation. Whilst licensed activity is governed to some extent by statute, there is scope for the Council to utilise licensing policies to support wider strategic objectives such as economic regeneration, improving the night time economy and provision of accessible transport. The post holder will be responsible for ensuring that the Council's approach to licensing is innovative and acts to support the wider strategic agenda whilst maintaining compliance with relevant legislation.
- The post holder will take the lead on processing applications, administration and enforcement of licences issued by the Service and the preparation and presentation of Licensing Committee and Cabinet reports on Licensing matters. Regular attendance at Cabinet, Licensing Committee and Licensing Sub-Committee will be required to provide professional advice and guidance to Members in relation to licensing matters and licensing hearings.

- In order to fulfil the requirements of this post it will be necessary for the post holder to take the lead on all enforcement matters relating to licensing including the preparation of evidence, issuing and serving statutory notices including licence suspension notices in accordance with delegated powers, attendance at Court, public meetings and public enquiries. This will also include the delivery of pro-active enforcement such as taxi compliance; inspections of licensed premises and maintaining appropriate documentation to ensure that those providers undertaking licensed activity are suitable, competent, safe and do not present an undue risk to the public.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose

To deliver the Council's functions in relation to licensing and licensable activities. To ensure high quality and compliant services in line with relevant legislation and to work closely with key partners to develop licensing policies and procedures, ensure the delivery of an effective inspection and enforcement regime, perform a strategic and technical advisory role on licensing matters and maintain effective relationships with key stakeholders and partners.

Operational Management:

- To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and business.
- To advise the wider service on relevant changing legislation, professional standards and their implementation.
- To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
- To lead specific programmes as part of the Council's change and transformation programme.

Resource management:

- Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability.
- Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service.
- To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal.
- To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness.
- Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues.
- Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.

Partnerships:

- Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships.
- When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required

	<ul style="list-style-type: none"> • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
Strategic management	<ul style="list-style-type: none"> • Lead the service in devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensure the promotion of the plan to all stakeholders • Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the Assistant Director, to be accountable for service strategy. • Lead in the development of new ways of working that maximise efficiency and effectiveness.
Communications:	<ul style="list-style-type: none"> • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of licensing services. • Manage challenging situations effectively and pro-actively to improve the performance of staff by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate. • Provision of professional advice and guidance to Elected Members in relation to licensing matters and licensing hearings.
Systems and information:	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice
Safeguarding:	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

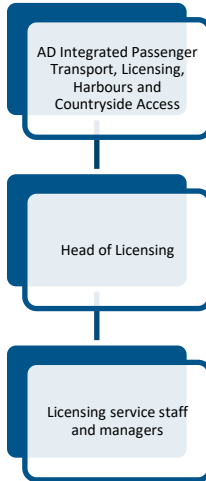
Person Specification:	
Essential	Desirable
Knowledge and Experience <ul style="list-style-type: none"> • Significant knowledge of current good practice standards both at local and national level in relation to licensing. • Knowledge of relevant statutory requirements, including equality standards. • Knowledge of relevant law enforcement including PACE and RIPA. • Knowledge of, and demonstrated success in, effective management of staff, budgets and resources. 	<ul style="list-style-type: none"> • Experience of responding to media enquiries.

<ul style="list-style-type: none"> • Extensive experience of strategic planning, policy development and implementation, and performance management • Experience of developing and implementing organisational culture change within a large diverse organisation 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Management of operational functions to deliver strategic objectives • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate and the Council. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. 	
<p>Behaviours Link</p>	
<p>Professional Qualifications Relevant degree or qualification and experience which demonstrate professional competence comprehensively covering the range of licencing functions that the council administers.</p>	<p>Membership of the Institute of Licensing</p> <p>Membership of the National Association of Licensing and Enforcement Officers</p>
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours • Evidence of professional updating and development 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Major Projects and Infrastructure
Grade:	SM2
Responsible to:	Assistant Director Highways & Transportation
Staff managed:	Manages a team of specialist professionals
Directorate:	Environment
Service:	Highways and Transportation
Job family:	SM - Senior Management
Date of issue:	June 2023

Job context

- The Head of Major Projects and Infrastructure manages the delivery of the council's programme of major highway schemes, key projects and bridges and other highway structures.
- The Major Projects and Infrastructure team is responsible for managing development, planning, statutory procedures, design, procurement and implementation of major highway schemes, bridges and structures and key projects identified in the council's capital programme.
- In addition the team is responsible for ensuring that the council's interests are represented in the delivery of major projects by external bodies.
- The post holder is responsible for managing and monitoring the performance of consultants in the delivery of the capital programme and is responsible for all aspects of budgetary control and reporting.
- The post is based on a 37 hour working week between Monday and Friday but may require working outside these hours to attend meetings, workshops and public engagement events.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose:

The core focus of this job is to develop and manage the planning, statutory procedures, design, procurement and implementation of the major schemes capital programme, other key projects and the bridges and structures asset. The post holder will work closely with a wide range of internal and external stakeholders, including senior managers, staff across the organisation and external bodies to ensure the successful delivery of the role. The post holder will also be responsible for representing the council's interests in relation to major highway projects promoted by external organisations.

Operational management:

- Manage the delivery of the Council's Major Highway Schemes capital programme, including design, preparation of contract documents, procurement through relevant procedures, supervision of construction and financial control.
- Manage the delivery of other key projects being delivered by the Highways and Transportation Service Unit.
- Responsible for the strategic management of bridges and other highway structures.
- Process land acquisition and access requirements related to schemes.
- Manage the progress of schemes through the statutory procedures including planning approval, side road and compulsory purchase orders.
- Management of the submission of the Council's case through public inquiries including presentation of proof of evidence as expert witness.
- Authorise Works Orders and commissions.
- Manage the commissioning of work with consultants and statutory bodies.
- Supporting the Assistant Director through contributing to the service plan and contributing to the Management Team through providing direction on the production, delivery, monitoring and review of the plan.
- Embed a culture of performance management across the service through the development and operation of appropriate monitoring systems and processes focussed on customer outcomes and delivery of key objectives

Resource management:

- Provide leadership, direction, motivation and support to ensure delivery of the major schemes programme, key projects and bridges and structures including the Service Performance Plan.
- Be responsible for staffing and associated budget.
- Take responsibility for the performance of the team and manage the overall work of the team, taking responsibility for decision making of escalated issues, professional judgements and delegation as appropriate
- To ensure staff in the team are clear about what is expected of them, are kept informed about their performance and enabled to develop the necessary skills and knowledge through supervision, appraisal and development opportunities.
- Manage budgets as delegated ensuring that expenditure is kept within existing allocations, advising line manager of additional resource requirements and assist with the preparation of an annual budget.
- Monitoring of staff performance against relevant targets agreed through the staff appraisal process.
- Managing the workloads and priorities of staff involved in the delivery of major highway infrastructure projects.

	<ul style="list-style-type: none"> • Responsibility for Performance Management in the areas relevant to the post. • To manage and monitor the performance of Consultants and Contractors. • Authorisation of design briefs for consultants. • The management of the overall major projects budget, key projects and the bridges and structures budget including approval of fees payable to Consultants and Contractors.
Partnerships:	<ul style="list-style-type: none"> • Develop and maintain effective working relations with external bodies. • Work with consultants or other corporate directorate representatives in developing and promoting scheme proposals. • Record, summarise, share and feedback information to ensure all partners are appropriately informed. • Work in a team context forging and sustaining relationships across agencies and respecting the contribution of others working with customers. • Liaison with Highways England, Network Rail, Statutory Undertakers and private companies concerning the impact and delivery of major highway projects, key projects and bridges and structures. • Liaison and reporting to DfT on all aspects of major highways projects, key projects and bridges and structures.
Strategic management:	<ul style="list-style-type: none"> • Provision of specialist roads and bridges/structures advice, including advice on strategic policy and complex technical matters. • Prepare guidance notes in line with Government policy and direction. • Develop and assist in the delivery of Strategic Policies of the Council in respect of major improvement schemes and bridges and structures on the County Road network. • Contribute to the major schemes and bridges and structures elements of the LTP. • Manage the assessment and submission of bids to the DfT for funding of Major Highway, key projects and Bridges and Structures projects. • Develop and achieve the strategic policies of the Council in respect of Highways England proposals. • To actively promote and develop the Service Unit's contribution to the Council's Corporate Priorities.
Communications:	<ul style="list-style-type: none"> • Dealing with enquiries by Members of the Council and members of the public. • Representing the Council/Highways and Transportation at Committee meetings, public meetings, public consultations, regional bodies, National Park Authority, District Council and Parish Council meetings and other bodies. • Preparing Committee reports and presenting reports at Committee meetings. • Preparing reports to central government departments, including Department for Transport (DfT), and representing the Council in meetings with government officials on major transport projects. • Scheme promotion, consultation and negotiation including attendance at meetings and liaison with members. • Liaison and provision of information and technical advice on relevant highway scheme, key projects and bridges and structures matters to Service Units, Directorates and external bodies.

	<ul style="list-style-type: none"> • Negotiate effectively with external agencies, including contractors, to ensure best value for the Council. • Liaise with internal colleagues and external organisations to deliver and procure services as required. • Dealing with general correspondence in accordance with the Council's Customer Charter. • Represent the Council in interviews with the media.
Systems and information:	<ul style="list-style-type: none"> • Ensure that personal data and records are correctly secured and protected in line with the General Data Protection Regulation and NYC requirements for information Security and Confidentiality. • Responsible for setting up management systems to control programme delivery and expenditure. • Responsible for risk management within Service Area.

Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Proficient knowledge of current guidance and legislation with respect to highway Design and/or bridges and structures. • Proficient knowledge of current guidance and legislation with respect to statutory processes involved in the delivery of major highway schemes and/or bridges and structures. • In-depth understanding of current guidance and legislation with respect to contract procedures rules. • In-depth understanding of current guidance and legislation with respect to procurement procedures rules. • Proficient knowledge of statutory requirements, including requirements in respect of health and safety and CDM. <p>The post requires substantial and effective experience in the following areas:</p> <ul style="list-style-type: none"> • Management / leadership experience in managing staff and performance. • Project management of complex schemes • Highway design and specification • Public Inquiries in respect of major highways projects including giving evidence at inquiries • Production of contract documents • Management of resources in a changing organisational environment, including human and financial resources. • Controlling expenditure against budgets. 	<ul style="list-style-type: none"> • Knowledge and understanding of the principle of partnering contracts • Knowledge and understanding of road works design and construction. • Experience of committee procedures • Experience of working within a partnering/contracting environment • Experience of responding to media enquiries.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Has insight into all work streams in connections with the delivery of major projects to make clear business focused decisions. • Plans, implements and reviews the acquisition, allocation and management of complex financial resources. 	

<ul style="list-style-type: none"> • Ensures compliance with Health and Safety procedures and promotes best practice. • Maintains and develops an environment and culture that improves health and safety. Provides specialist advice and guidance on health and safety best practice. • Uses creativity and innovation to generate solutions for difficult issues. Identifies possible causes of problems and implements solutions to minimise future occurrence. • Scans, anticipates and plans preventative actions for cross cutting, complex problems at a strategic level. • Effectively copes with conflicting and complex demands. Able to achieve objectives despite complex setbacks and challenges. • Presents/records, complex information in an accessible format. Develops methods and systems for written communication. • Literate in computer skills and Microsoft suite of programmes 	
<p>Behaviours Link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Degree in civil engineering or a related discipline. • Chartered membership of an engineering/highways/transportation institution or commitment to achieve Chartered status within the first two years of employment <p>Note: post holder will be supported to achieve Chartered membership of a relevant engineering/highways/transportation institution.</p>	<ul style="list-style-type: none"> • A management qualification • A project planning/management qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours • Professional values and attitudes • Ability to work both on own initiative and as part of a team • Ability to work to specified deadlines 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure

Assistant Director
Highways and
Transportation

Head of Major
Projects and
Infrastructure

Bridges Managers

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Operations (Waste and Streetscene)
Grade:	SM3
Responsible to:	Assistant Director Environment
Staff managed:	Manages a group of managers
Directorate:	Environment
Service:	Environmental
Job family:	SM - Senior Management
Date of issue:	April 2023

Job context

- The Head of Operations (Waste and Street Scene) role leads the Council's waste collection and street scene services. The postholder will be a senior leader within the Environmental Services Directorate.
- Waste collection and street scene services sit within two Assistant Director areas and therefore the postholder will need to work within two policy frameworks and be able to report in a matrix management approach.
- The post holder will support and deputise for the Assistant Director(s) at a senior management level as necessary, including but not limited to engaging with the cabinet lead for Waste Management or Street Scene.
- Lead delivery of an effective and efficient operational service within the context of the budget available.
- As part of the leadership team, set the strategic direction for the service and lead the operational teams to achieve the aims set within that strategy.
- Help attract commercial income through the trade waste service as well as helping generate income through domestic chargeable services, for example garden waste collection service.
- To ensure operational services deliver a customer focused commercial waste service that supports colleagues in delivering an increase in commercial waste income, from the existing and an expanded customer base.
- To ensure health and safety and compliance standards are embedded within the service culture. Ensuring that safe systems of work are deployed and adhered to for the protection of staff, users and members of the public.
- To ensure services meet and where possible exceed our obligations under Waste Management legislation and environmental best practice.
- To uphold the Council's obligations under the vehicle Operator Licence scheme.
- Lead the service specific aspect of the Council's Transformation Programme, including but not limited to harmonisation of waste collection services and better integration of street scene and highways services.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose:

To be the strategic lead of the waste and street scene services, also ensuring that the services are compliant, efficient, high-performing and working safely across the county.

Operational management:

- To provide effective strategic and operational leadership and management for the executive, technical and administrative functions of the following:
 - Domestic waste and recycling collection services – residual, recycling and garden waste.
 - Hazardous waste, clinical waste and operational management of the commercial waste service alongside mini recycling centres.
 - Street cleansing and litter control.
 - Public conveniences.
 - Environmental enforcement including, flytipping, littering, recycling contamination and allied matters and the removal and disposal of abandoned vehicles.
 - Works contracted externally
 - Service response to Emergencies and lead business continuity planning.
- To act as a senior leader within the Service’s partnership arrangements including Yorwaste, City of York Council and AWRP.
- To act as a senior leader for both waste collection and street scene services working within those two policy areas as necessary.
- To work with colleagues to ensure contracts facilitate an efficient operational service and that operations are aligned with key contractual commitments to deliver best possible income from arrangements
- To support the management, monitoring and control of key contracts including dry recycling and garden waste disposal contracts, to ensure that quality services are provided in an efficient and effective manner.
- Accordingly help ensure best possible income from recycling arrangements
- To act as a point of escalation for customer interactions with the service, recognising and dealing with potential political issues
- Coaching and developing Managers across the services to develop a safe, efficient service in line with the wider council priorities and values.
- To ensure that service delivery meets customer expectations and develop innovative ways of delivering a high quality and efficient service processes and procedures that delivers on statutory guidelines, national and local standards.
- Provide any necessary reports to the Environment Agency and liaise with the Environment Agency Officers as and when required on Waste Management Licence matters
- Provide the leadership, vision and day to day management necessary to help ensure that the operational managers are able to recruit, retain, develop and motivate staff to deliver high levels of performance and develop to their full potential
- Embed and maintain a performance management culture, set targets and objectives and undertake regular training and appraisal of staff in driving the continuous improvement of Services

Resource management:

- To be the overall lead for approximately 450 staff across the service including front line staff, managers, supervisors and support staff
- To be responsible for an overall net revenue budget of circa £12 million

- The staff the postholder oversees will work with a sizable fleet of vehicles consisting of circa 100 LGVs plus smaller vehicles such as mini sweepers, vans, tractors etc.
- The postholder will be provided with strategic budget management and the freedom to act within it
- Performance management and delivery of VfM service
- To oversee the operational delivery of trade waste services across the County. To support strategic reviews, ensuring services remain efficient and customer focused.
- To support the delivery of a fair fees and charges structure for services that is consistent with Council priorities and is equitable across the County. Ensuring the recovery of all fees is responsive to residents and businesses and the wider financial climate.
- To ensure that service delivery supports the Council's sustainability objectives including meeting net zero targets
- Monitor, review, assess and evaluate service performance through the analysis of trends and other supporting data and implement necessary changes and improve the Services provided
- Management of the emergency and "out-of-hours" response on behalf of the Services.
- Maintain a current knowledge of legislation and policies relating to emergency planning, business continuity, response and management, ensuring that the requirements are understood and implemented across the Council.
- Liaise with stakeholders within North Yorkshire Council, the Emergency Services, North Yorkshire Local Resilience Forum and other main responders to ensure that area wide resilience planning is robust.
- To deputise for the Assistant Director and support the Council's response to emergencies. To support the delivery and evaluation of emergency planning exercises. Ensure that appropriate equipment/information is maintained in a state of readiness for use in emergency situations. Participate and lead on where appropriate emergency planning projects and initiatives.

Partnerships:

- A key customer facing service
- Town & Parish Councils
- Elected Members
- Yorwaste
- Third party clients
- City of York Council
- AWRP / Thalia Waste Management
- DMR outlets
- Fleet management
- Climate change and sustainability partners

Strategic management:

- In conjunction with the Environment Directorate Leadership Team, set the strategic direction for the service areas – waste collection and street scene
- Lead on developing service policy and customer service standards, including the escalation and communication process
- To act as a champion of the service outside of the council
- Responsible for service planning and strategic budget management
- Ensure successful service transformation programme including:

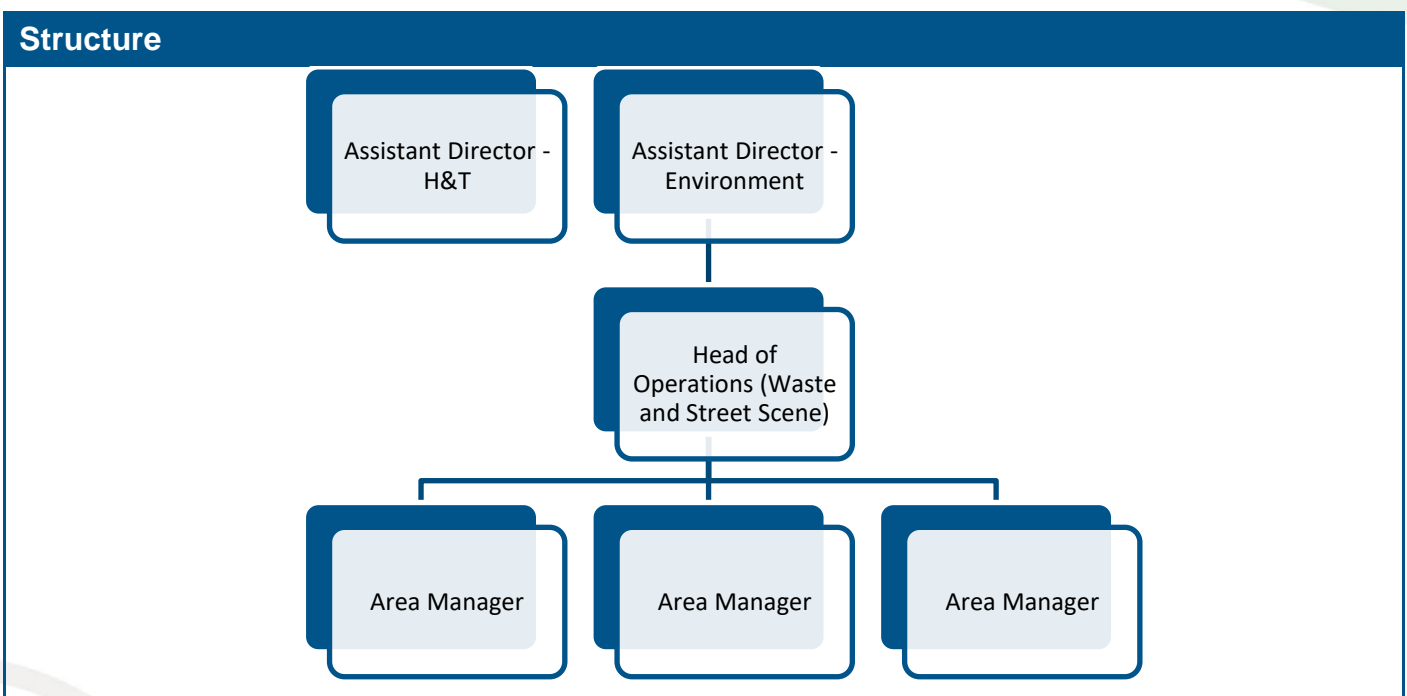
	<ul style="list-style-type: none"> ○ Harmonisation of waste collection service ○ Improved integration of street scene and highways services ○ Standardisation of service policies and ways of working ○ Harmonisation of service fees and charges ○ Support corporate transformation, for example IT rationalisation, Corporate Property review and improvement procurement. ● Strategic design and continual improvement of the business intelligence and processes to ensure timely and relevant response to customers, for example, freedom of information requests ● Ensure appropriate provision is made to comply with relevant emergency planning legislation and risk management/business continuity requirements.
Communications:	<ul style="list-style-type: none"> ● To communicate, persuade and negotiate with a wide-range of audiences regarding services that may be politically sensitive ● A senior leader in the service, key voice of and for the service internal and external to the council ● Engaging with front-line staff members ● Member engagement ● Customer engagement ● Town & Parish Council engagement ● Work with and communicate effectively with two respective Assistant Directors for waste collection and street scene services.
Systems and information:	<ul style="list-style-type: none"> ● Lead on development and implementation of technical systems ● Lead the interpretation and analysis of relevant data, trends and system information to develop and support service improvement ● Embed quality management systems and procedures to ensure the consistency of good quality services and practices
Safeguarding:	<ul style="list-style-type: none"> ● Ensure legislative compliance ● Ensure that appropriate health and safety requirements are addressed in connection with the delivery of the service taking account of a significant manual workforce. ● Ensure that the services are operating within the conditions of the council's vehicle operator's license ● Ensure that the services are operating within the conditions of the council's Waste management license

Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Up to date knowledge of technical and procedural developments relating to the services • Full working knowledge of environmental legislation and policy • Extensive knowledge of the Environmental Permitting regime • Full and up to date knowledge of best practice and legislation relevant to the services • Competent in the use of IT systems • Awareness of the council's role under the Civil Contingencies Act 2004 • Experience of managing Services at operational and strategic levels within local government • Experience of providing professional leadership within an operational area • Experience in maintaining a performance orientated culture which delivers efficient and effective customer services • Experience of financial management including the prioritisation and targeting of resources and income generation and monitoring of specific budgets • Knowledge of business continuity planning and emergency planning from a local authority perspective • Experience of emergency planning and response to emergency situations 	<p>Knowledge of political issues and changes in administration, ways of working and management techniques affecting Local Government</p>
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Able to work in a political organisation and manage the needs of different stakeholders • Experience of successfully leading, managing and motivating employees and enabling them to deliver to their full potential in a performance focused culture. • Excellent verbal communication skills to make presentations and explain complex issues to a range of audiences with various levels of understanding • Effective written communication skills to write complex reports for consideration by senior officers and Elected Members • Capable of establishing a high degree of personal credibility with internal and external contacts at all levels and establishing good working relationships internally and externally. • Experience of effectively managing resources and ability to plan and prioritise workload for self and team to meet challenging priorities and deadlines. • Ability to identify and manage risks within a group of Services. • Effective project management skills. • Demonstrate a customer focused and responsive approach that improves Service delivery. • Ability to work collaboratively building trust, mediating, conciliating, negotiating and delegating. • Flexibility in terms of working hours and duties. • Flexibility to work across Service boundaries. • Willingness and ability to work co-operatively with others and support team and Council effectiveness. 	<p>Previous and demonstrable experience success in delivering innovative and creative solutions to Service delivery.</p>
<p>Behaviours</p> <ul style="list-style-type: none"> • Able to work as part of a team and own initiative. • Tact and diplomacy, having the ability to make difficult decisions whenever required. 	

<ul style="list-style-type: none"> • Demonstrate a sound understanding of equal opportunities and diversity issues in relation to service delivery • Committed to continuing personal development <p>Link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Degree level education or proven equivalent level of technical and organisational knowledge in own specific field • Operator Licence Awareness Training [OLAT] 	<p>H & S qualification such as NEBOSH/IOSH</p> <p>Membership of a relevant professional body.</p> <p>Transport Manager CPC</p>
<p>Other Requirements</p> <ul style="list-style-type: none"> • The ability to meet the travel requirements of the post 	<p>Clean licence</p>

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head Of Service National E Crime and NY Tech
Grade:	SM1
Responsible to:	Assistant Director Regulatory Services, Registrars, Coroners and Bereavement Services
Staff managed:	Manages a group of managers
Directorate:	Environmental Services
Service:	Regulatory
Job family:	SM - Senior Management
Date of issue:	May 2023

Job context

North Yorkshire Council is a joint host authority, alongside City of York Council, for the National Trading Standards (NTS) eCrime Team. Reporting to the Assistant Director (Regulatory Services), the post holder will lead the NTS eCrime Team comprising four sub-elements across NYC and CYC covering investigations, digital forensics, co-ordination of national enforcement activity and maintaining local capability.

The post holder will also manage the NY tech team providing internal and external services to support trading standards and regulatory investigation work.

The post holder will work with the NTS Board to set national priorities for e-crime using the Intelligence Operating Model (IOM). The post holder will utilise the tasking processes of the IOM to determine the work of the NTS eCrime Team, and to influence the direction that local and regional trading standards teams and wider law enforcement partners, both in the UK and internationally, take in respect to e-crime enforcement activity. The post holder will monitor and co-ordinate joint enforcement action between local authorities, UK and international law enforcement partners and the private sector in order to ensure any such activity has the optimum effect.

In addition the role of the post is :

- To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and business.
- To advise the wider service on relevant changing legislation, professional standards and their implementation.
- To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
- To lead specific programmes as part of the Council's change and transformation programme.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose

The core focus of this job is to lead delivery of a portfolio of services to support a range of clients (internal and external through partnerships and/or commercial arrangements). Services to specific clients will be subject to individual requirements reflecting the different needs of different organisations.

Operational Management:

- Working with the National Trading Standards Board and the National Trading Standards Intelligence Team, oversee national assessment and tactical tasking of measures to tackle nationally significant online consumer harm.
 - Develop a three-year business plan, including objectives and performance measures, for the delivery of all aspects of the NTS eCrime Team to be agreed by the NTS Board, annual report is provided by the post holder to NTS Board on progress.
 - Working with Assistant Director respond to new funding announcements outside of business plan (in year requests), to put forward resource proposals for new programme activity.
 - Commission an annual national e-crime control strategy to be produced by the NTS Intelligence Team and approved by the NTS Board.
 - Represent the NTS eCrime Team at the National Tactical Tasking and Co-ordination Group, and ensure all intelligence packages and targets are allocated to the NTS eCrime Team, Regional Investigations Teams or local trading standards authorities/groups as appropriate, and ensure that regional and local authorities/groups receive support from the NTS eCrime Team as appropriate and in line with nationally set priorities.
 - Ensure the NTS eCrime Team meets national targets and performance indicators set by the National Trading Standards Board, and report to the Board on delivery and performance against those targets.
 - Provide support and leadership to the NTS eCrime Team and broader NTS teams in ensuring appropriate quality standards (e.g. ISO 17025 and ISO 17020) are achieved and maintained when seizing, handling and processing digital forensic evidence
 - Identify capacity and knowledge gaps nationally across the trading standards landscape, developing appropriate training programmes and support mechanisms to meet the needs identified.
- Give evidence as necessary in criminal or civil proceedings arising in the course of duties of the post holder.

Resource management:

- Co-ordinate each of the four sub-elements of the NTS eCrime Team in order to ensure successful delivery to the agreed performance measures and national Control Strategy.
- In consultation with the Digital Forensics and Quality Standards Manager and the NTS eCrime Investigations Manager, allocate forensic and investigative support as appropriate to assist partners in e-crime enforcement activities.
- Ensure the overall effective management of the NTS eCrime Team budget and any other budgets allocated by the Department for Business, Energy and Industrial Strategy (BEIS).
- Manage buildings, specialist equipment and any other infrastructure as designated to the post holder.
- Manage the performance of staff through effective monitoring of targets, performance appraisal, development and training, recruitment and selection, induction, and ensure that appropriate resources are in place.
- Influence and motivate officers from the eCrime Investigations Team and NTS Intelligence Team, and other operational partners in order to ensure effective delivery of the NTS eCrime Team priorities.
- Responsible for the management of change and accountability of staff allocated to the post holder.

Partnerships:

- Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships.
- When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required
- Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
- Liaise with the NTS Board, the Regional Investigations and eCrime Governance Group, regional trading standards groups, NTS Regional Investigations Teams, local trading standards, wider law enforcement and the private sector to facilitate effective delivery of the NTS eCrime Team priorities.
- Influence senior decision makers in other UK law enforcement organisations to improve the overall landscape in tackling online consumer harm
- Represent NTS on relevant national, European and international working groups (e.g. European e-Enforcement Expert Group, International Consumer Protection Enforcement Network)
- Engage with and influence senior officers in international consumer protection authorities and law enforcement partners to tackle cross-border and overseas criminals targeting UK consumers.
- Engage with senior politicians and government ministers on areas of policy and regulatory strategy that impact upon e-crime enforcement
- Influence how online platforms, internet service providers, web hosting companies etc. (nationally and internationally) respond to issues of online consumer harm.

Strategic management

- Lead the service in devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders
- Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance.
- To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy. Lead in the development of new ways of working that maximise efficiency and effectiveness.
- Formulation and implementation of projects, business plans and business accounts.
- Development of security, infrastructure and quality standards strategies to cover 3-year period.
- Prepare for future demands by identifying and reviewing upcoming trends in e-crime by horizon scanning, developing innovative enforcement approaches to respond to those trends. Maintain a high level of knowledge of e-crime issues, including the strategies and policies implemented by partner agencies and overseas regulators/law enforcement.

Communications:

- Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively.
- Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media.
- Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services.
- Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance.

	<ul style="list-style-type: none"> • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate. • Work in close co-operation with the NTS Board, the NTS Intelligence Team, and other organisations as required, especially NTS Regional Investigation Teams, local trading standards services and regional trading standards groups. • Ensure good information sharing takes place to support partnership working and improve national and international e-crime enforcement. • Effectively communicate the objectives of the NTS eCrime Team to local and regional trading standards authorities, wider law enforcement partners and the private sector. • Prepare press statements and press releases as appropriate, conduct media interviews and appearances, liaise with national media outlets for NTS eCrime Team related matters and represent NTS more broadly with other media enquiries. • Support effective communications between staff and service users and partners
Systems and information:	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice • Develop and maintain a good understanding of the Intelligence Operating Model and/or National Intelligence Model and implement their systems and procedures to facilitate effective delivery of the NTS eCrime Team priorities.
Safeguarding:	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

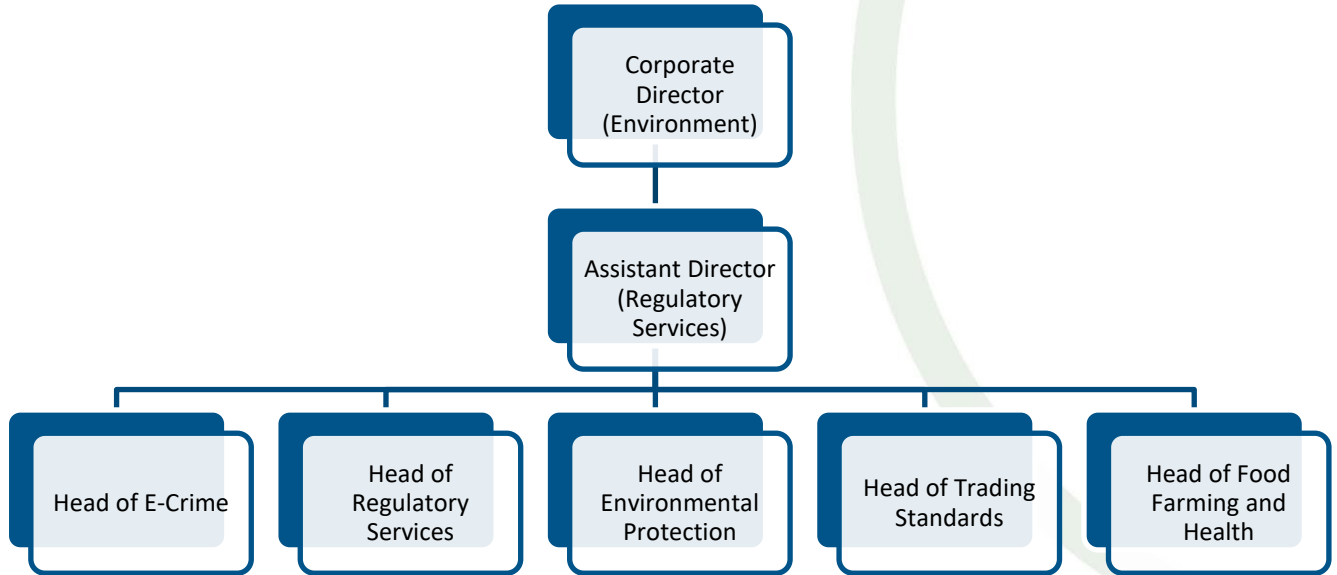
Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • In depth knowledge and understanding of the Intelligence Operating Model and/or National Intelligence Model. • Detailed knowledge of the trading standards landscape at national, regional and local level. • Detailed knowledge of quality standards and their application in the field of digital forensics (e.g. ISO 17025 and ISO 17020) • Knowledge and understanding of trading standards legislation and investigative methods including digital forensics. • Knowledge of the wider law enforcement landscape at a national and international level. • Proven experience of operating at a senior level in a trading standards environment. • Proven experience of successfully developing, leading and motivating a team of staff. 	<ul style="list-style-type: none"> • Experience of responding to media enquiries. • Knowledge of internet related technologies and internet architecture (e.g. DNS, web hosting etc.) • Experience of writing detailed technical reports. • Experience of e-crime investigations and digital evidence recovery.

<ul style="list-style-type: none"> • Proven experience of explaining detailed and technical information to a varied audience. 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. 	
<p>Behaviours Link</p>	
<p>Professional Qualifications Professionally qualified in the specialist area – see context statement for further details</p>	Member of Institute of Cyber Digital Investigation Professionals
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours • Evidence of professional updating and development 	Own Vehicle/Transport

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head Of Service Environmental Protection
Grade:	SM1
Responsible to:	Assistant Director Regulatory Services, Registrars, Coroners and Bereavement Services
Staff managed:	Manages a group of managers
Directorate:	Environment Directorate
Service:	Regulatory
Job family:	SM - Senior Management
Date of issue:	May 23

Job context

- The Head of Environmental Protection oversees the regulatory service responsible for ensuring the protection of the health, safety and wellbeing of residents and visitors to North Yorkshire and to protect the interests of legitimate businesses. This is achieved by providing advice and guidance and where necessary by enforcing relevant legislation to deliver the Council's statutory Environmental Health functions.

The purpose of the post is :

- To contribute to the policy making and strategic direction of Regulatory Services.
- To manage the section team allocated to the post holder and any budget or other resources associated with that team.
- To give operational direction to the section.
- To lead and represent Regulatory Services on any corporate issues as designated to the post holder by the Assistant Director (Regulatory Services) or Head of Regulatory Services.
- To deputise for the Assistant Director (Regulatory Services) or Head of Regulatory Services as necessary.
- Budget holder for the section with responsibility to maximise income from any possible commercial activities.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Specific Requirements of the Role

To develop and oversee the Environmental Protection Service responsible for :

- Protecting the health, safety and wellbeing of the County's residents, businesses, and visitors.
- Providing high-quality support and advice to County's residents and businesses.
- Protecting the health, safety, and welfare of workers and those affected by the activities of business by enforcing workplace health and safety legislation and investigating workplace accidents and fatalities in relevant businesses.
- Regulating prescribed industrial processes through a permitting regime to ensure that emissions to air, water and land are minimised and in accordance with required standards.
- Protecting the health of private water supply users by ensuring that the water meets the required safety parameters and supplies are suitably maintained.
- Monitoring the air quality in the County including working with other departments such as Licensing and Highways to gain improvements and where exceedances in pollution standards are identified declaring and then managing Air Quality Management Areas.
- Ensuring that land in the County does not present an unacceptable risk to human health, controlled waters, ecological systems, crops, livestock, buildings, and property by identifying and dealing with the Contaminated Land in accordance with the regime as set out in Part 2A of the Environmental Protection Act 1990.

- Responding to Planning and Licensing consultations to minimise the impact upon the environment and residential amenity and ensuring the fulfilment of Licensing Objectives under the Licensing Act 2003 for prevention of public nuisance.
- Investigating and determining statutory nuisances and when required taking enforcement action to abate the nuisance.
- Working in partnership with key statutory agencies such as the Food Standards Agency, the Food Crime Unit, the Health and Safety Executive, the Drinking Water Inspectorate, the Environment Agency, the UK Health Security Agency, the Animal Plant and Health Agency and the Department for the Environment, Food Farming and Rural Affairs. This includes working to framework agreements, statutory codes of practice and the provision of statutory prescribed performance returns, and the production of policies and procedures.
- Entering Primary Authority Partnerships with business to provide assured advice, coordinate enforcement action and where requested, develop inspection plans that other local authorities are obliged to adhere to. Fees are charged for this service.
- Investigating complaints about drainage issues and where appropriate taking enforcement action to rectify identified defects.
- Inspecting and registering premises and practitioners undertaking skin piercing treatments (tattooing, semi-permanent skin colouring, cosmetic piercing, electrolysis, acupuncture) to ensure activities are carried out in accordance with local byelaws to reduce the risk of transmission of blood-borne virus infections such as HIV, Hepatitis B and Hepatitis C.
- Arranging public health funerals when the body of any person who has died/been found dead within the County where it appears that suitable arrangements for the disposal of the body have not been made. This includes making a search of the deceased's property and investigating their personal circumstances.
- Attending exhumations of full body burials or cremated remains to ensure that respect for the deceased person is maintained and public health, and health and safety requirements are observed and protected.
- Investigating reports of filthy and/or verminous premises and taking enforcement action where appropriate to clear premises and properties that are infested by vermin, such as rats, mice, insects, or parasites, or in such a filthy or unwholesome condition as to be prejudicial to health.
- Inspecting and licensing of caravan and camp sites to ensure that the health, safety and welfare of residents and users are protected.
- Investigating reports of illegal encampments on Council land and taking enforcement action where appropriate against illegal encampments on Council land and providing advice to private landlords who have illegal encampments.
- Investigating and taking enforcement action for fly tipping on public land including the removal of any items which are seriously detrimental to the local amenity and the removal of motor vehicles which have been abandoned without lawful authority.
- Protecting public health and safety by dealing with stray/found stray dogs by seizure where appropriate and having designated kennels to house the dogs. Having arrangements in place for Public Spaces Protection Orders to prevent persistent or continuing dog fouling.
- Protecting public health by enforcing where appropriate smoke free legislation in enclosed areas of workplaces and public buildings.
- Protecting the health and safety of residents by enforcing the minimum age limit for using sunbeds in commercial settings.
- Protecting business interests by the enforcement of Sunday trading opening hours and the opening of large retail stores on Christmas Day.
- Maintain high level partnership working in relation to all partners to ensure satisfaction with service delivery of the team.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose

The core focus of this job is to lead delivery of a portfolio of services to support a range of clients (internal and external through partnerships and/or commercial arrangements). Services to specific clients will be subject to individual requirements reflecting the different needs of different organisations.

Operational Management:

- To deliver the Council's functions in relation to Environmental Protection related services and other related regulatory activities. To ensure high quality and compliant services in line with the relevant legislation and to work closely with key partners to develop policies and procedures, ensure the delivery of an effective regulatory inspection and reactive response regime, perform a strategic and technical advisory role on matters within the Regulatory Services remit and maintain effective relationships with key stakeholders and partners.
- Act as the Service's lead officer on Environmental protection legislation, ensuring delivery of the Service's statutory duties.
- Act as lead officer for service planning and performance management.
- Act as lead officer on recruitment and selection.
- Co-ordinate the maintenance and implementation of the Authority's/Service's designated emergency response plans.
- To assist the Assistant Director (Regulatory Services) and Head of Regulatory Services in the development and implementation of effective prosecution/enforcement policy and procedures.
- Provide an effective prosecution system including instructing counsel and liaising with barristers, solicitors and the courts.
- Give evidence as necessary in criminal or civil proceedings arising in the course of duties of the post holder.
- To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and business.
- To advise the wider service on relevant changing legislation, professional standards and their implementation.
- To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
- To lead specific programmes as part of the Council's change and transformation programme.

Resource management:

- Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability.
- Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service.
- To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal.
- To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness.
- Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues.
- Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.

Partnerships:	<ul style="list-style-type: none"> • Work with a range of partners/agencies, both internal and external, such as the Health and Safety Executive, the Drinking Water Inspectorate, the Environment Agency, the UK Health Security Agency, the Animal Plant and Health Agency and the Department for the Environment, Food Farming and Rural Affairs. This includes working to framework agreements, statutory codes of practice and the provision of statutory prescribed performance returns, and the production of policies and procedures. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required and as set out in the 'Job Context' set out above.
Strategic management	<ul style="list-style-type: none"> • Lead the service in devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders • Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the Assistant Director and Head of Regulatory Services, to be accountable for service strategy. • Lead in the development of new ways of working that maximise efficiency and effectiveness.
Communications:	<ul style="list-style-type: none"> • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate. • Support effective communications between staff and service users and partners
Systems and information:	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice
Safeguarding:	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge of current good practice standards both at local and national level in relation to Food hygiene, standards and safety. • Knowledge of statutory requirements, including the Human Rights Act 1998, the Regulation of Investigatory Powers Act 2000, the Freedom of Information Act 2000, the Data Protection Act 1998 and equality standards. • Substantial experience of working as an Environmental Health Officer in relevant areas. • Substantial working knowledge of Environmental Health regulations/legislation. • Knowledge of, and demonstrated success in, effective management of staff, budgets and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management • Experience of developing and implementing organisational culture change within a large diverse organisation 	<ul style="list-style-type: none"> • Experience of responding to media enquiries.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. 	
<p>Behaviours</p> <p>Link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Degree in Environmental Health (BSc or MSc) • A qualified Environmental Health Officer registered by the Environmental Health Registration Board. • Membership of the Chartered Institute of Environmental Health. • Evidence of a minimum of 20 hours Continuing Professional Development per year or other requirements to meet professional competence. 	<ul style="list-style-type: none"> • A relevant degree (Environmental Health, law, consumer protection, agriculture, food technology) Recognised management qualification • Chartered Membership of the Chartered Institute of Environmental Health. • Level 3 certificate (or equivalent) for the enforcement of animal welfare legislation.

Other Requirements

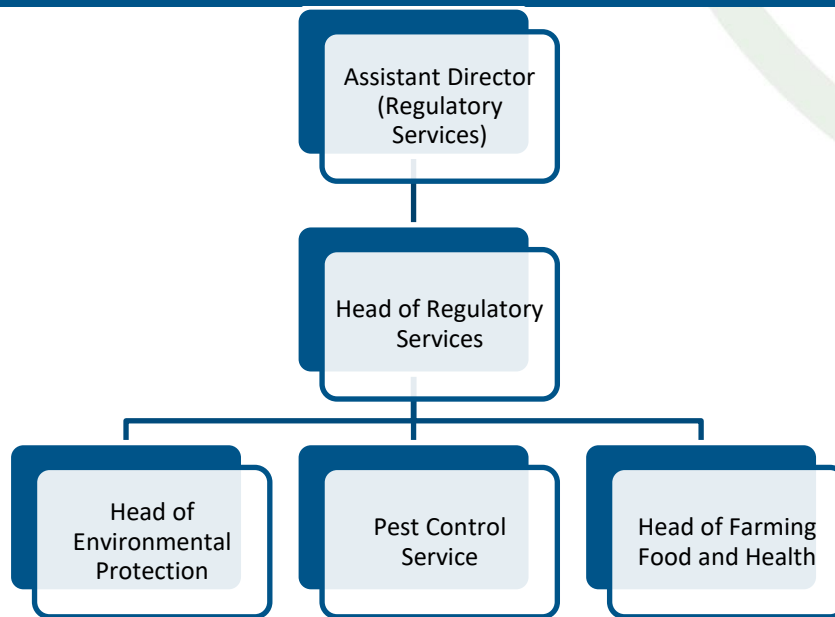
- Ability to travel across the County
- Ability to attend meetings outside of normal business hours
- Evidence of professional updating and development

Own Vehicle/Transport

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head Of Service Farming Food and Health
Grade:	SM1
Responsible to:	Assistant Director Regulatory Services, Registrars, Coroner and Bereavement Services
Staff managed:	Manages a group of managers
Directorate:	Environment Directorate
Service:	Regulatory
Job family:	SM - Senior Management
Date of issue:	May 2023

Job context

- The Farming Food and Health Service plays a vital role in protecting the farm to fork food chain and overseeing the regulatory framework in relation to Food Safety. This section also delivers a number of Public Health Service Level Agreements in respect to alcohol and tobacco control and the promotion of a healthier food scheme. The regulatory function of this section aims to promote business growth by providing a level playing field for compliant business and targeting enforcement activities at rogue traders. The section also undertakes a number public health related activities aimed at protecting children from the harmful effects of alcohol and tobacco and tackling the obesity agenda issues. These activities contribute to the Council's public health outcomes.

The purpose of the post is :

- To contribute to the policy making and strategic direction of Regulatory Services.
- To manage the section team allocated to the post holder and any budget or other resources associated with that team.
- To give operational direction to the section.
- To lead and represent Regulatory Services on any corporate issues as designated to the post holder by the Assistant Director (Regulatory Services) or the Head of Regulatory Services.
- To deputise for the Assistant Director (Regulatory Services) or the Head of Regulatory Services as necessary.
- To work with the Yorkshire and Humber Trading Standards Group, particularly the Regional Co-ordinator and members of the Executive, to improve local, regional and national trading standards delivery, and to represent the Service and the region at regional and national level.
- To work with the Fire Service, Ambulance Service and North Yorkshire police to facilitate service delivery.
- Work with Citizens Advice to improve the quality of notifications and referrals received from the Citizens Advice Consumer Helpline.
- Budget holder for the section and the regional intelligence unit with responsibility to maximise income from commercial activities.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Specific Requirements of the Role

- Oversee the delivery of effective statutory functions as assigned to the postholder including the development, monitoring and delivery of business plans ensuring that any national and local framework targets or performance indicators are met.
- Give evidence as necessary in criminal or civil proceedings arising in the course of duties of the post-holder.
- Prosecute on behalf of the County Council in Magistrate Court proceedings and act as instructing officer at Crown Court, County Court or higher court as necessary.

- Co-ordinate the maintenance and implementation of the Authority's/Service's designated emergency response plans.
- To deal with requests made under the provisions of the Freedom of Information Act 2000 and Environmental Information Regulations etc. as and when required.
- The post-holder is expected to maintain at least 20 hours Continual Professional and Personal Development per annum.
- Oversee an effective regulatory service to ensure that food manufactured, prepared, exported, imported, and offered for sale in the County complies with safety and hygiene requirements by working with the food industry and where necessary taking enforcement action. This is achieved by carrying out a range of interventions including advice and education, inspection/audit of food businesses using a risk-based system, investigating complaints about food and the hygiene of food premises, sampling of food for local, regional or national initiatives/surveillance, and in response to complaints and to support investigations, issuing export certificates and other attestations to enable business to export their products outside the UK and where appropriate carrying out controls on imported foodstuffs; responding to reports from the Food Standards Agency and other local authorities regarding foodstuffs that fail to comply with food law, investigating food fraud and other criminality linked to food.
- Protecting the health of communities by investigating cases/suspected cases and outbreaks of food poisoning and food borne disease.
- Oversee the effective delivery of the Public Health Service Level Agreements for Alcohol, Tobacco and Healthy Eating.
- Oversee the negotiation and management of the authority's service contract with appropriate public analysts.
- Oversee the preparation of the authority's annual Food Standard Plan for the Food Standards Agency.
- Chair the North Yorkshire Local Resilience Forum Animal Infectious Diseases Group.
- Maintain funding from Public Health and other partners to ensure continuity of service for the team.
- Maintain high level partnership working in relation to all partners to ensure satisfaction with service delivery of the team.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose

The core focus of this job is to lead delivery of a portfolio of services to support a range of clients (internal and external through partnerships and/or commercial arrangements). Services to specific clients will be subject to individual requirements reflecting the different needs of different organisations.

Operational Management:

- To oversee delivery of the Council's functions in relation to Farming Food and Health related services and other related regulatory activities. To ensure high quality and compliant services in line with the relevant legislation and to work closely with key partners to develop policies and procedures, ensure the delivery of an effective regulatory inspection and reactive response regime, perform a strategic and technical advisory role on matters within the Regulatory Services remit and maintain effective relationships with key stakeholders and partners.
- Act as the Service's lead officer on animal health and welfare legislation, ensuring delivery of the Service's statutory duties.

- Act as the Service's lead officer on agriculture and food hygiene, standards and safety legislation, ensuring delivery of the Service's statutory duties.
- Act as liaison officer for the Food Standards Agency.
- Act as liaison officer for Public Health related delivery functions.
- Act as lead officer for service planning and performance management.
- Act as lead officer on recruitment and selection.
- Co-ordinate the maintenance and implementation of the Authority's/Service's designated emergency response plans.
- To assist the Assistant Director (Regulatory Services) and the Head of Regulatory Services in the development and implementation of effective prosecution/enforcement policy and procedures.
- Provide an effective prosecution system including instructing counsel and liaising with barristers, solicitors and the courts.
- Give evidence as necessary in criminal or civil proceedings arising in the course of duties of the post holder.
- To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and business.
- To advise the wider service on relevant changing legislation, professional standards and their implementation.
- To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
- To lead specific programmes as part of the Council's change and transformation programme.
-

Resource management:

- Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability.
- Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service.
- To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal.
- To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness.
- Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues.
- Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.

Partnerships:

- Work with a range of partners/agencies, both internal and external, such as the Food Standards Agency, the Food Crime Unit, and North Yorkshire Local Resilience Forum Animal Infectious Diseases Group and to develop and maintain co-operative relationships.
- When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required
- Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required and as set out in the 'Job Context' set out above.

Strategic management	<ul style="list-style-type: none"> • Lead the service in devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders • Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy. • Lead in the development of new ways of working that maximise efficiency and effectiveness.
Communications:	<ul style="list-style-type: none"> • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYCC services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate. • Support effective communications between staff and service users and partners
Systems and information:	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice
Safeguarding:	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

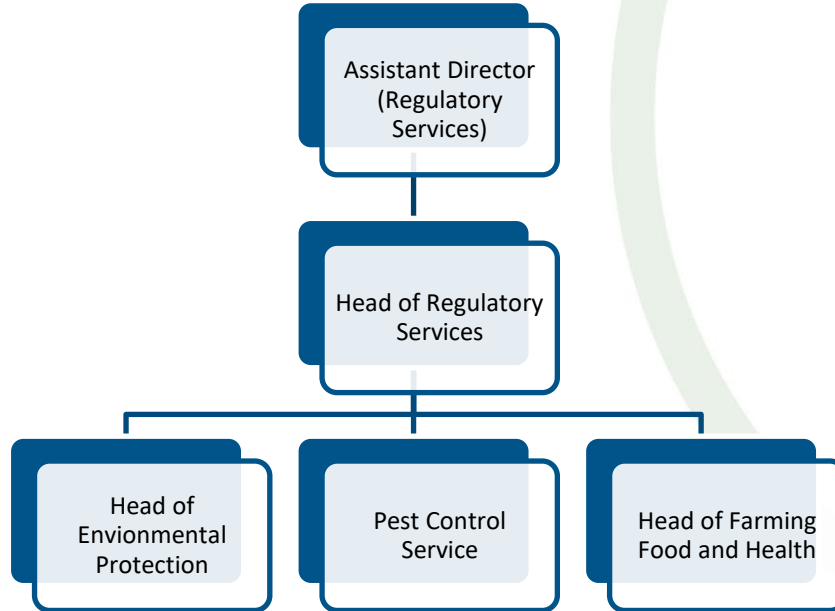
Person Specification:	
Essential	Desirable
Knowledge and Experience <ul style="list-style-type: none"> • Significant knowledge of current good practice standards both at local and national level in relation to Food hygiene, standards and safety. • Knowledge of statutory requirements, including the Human Rights Act 1998, the Regulation of Investigatory Powers Act 2000, schedule 5 of the Consumer Rights Act 2015, the Freedom of Information Act 2000, the Data Protection Act 1998 and equality standards. 	<ul style="list-style-type: none"> • Experience of responding to media enquiries.

<ul style="list-style-type: none"> • Knowledge of effective management of staff, budgets and resources. • Knowledge of, and demonstrated success in, effective management of staff, budgets and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management • Experience of developing and implementing organisational culture change within a large diverse organisation 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. 	
<p>Behaviours Link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Relevant degree or qualification and experience which demonstrate professional competence comprehensively covering the range of regulatory functions connected to food , farming and health that the Council administers 	<ul style="list-style-type: none"> • A relevant degree (Environmental Health, law, consumer protection, agriculture, food technology) Recognised management qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours • Evidence of professional updating and development 	<p>Own Vehicle/Transport</p>

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head Of Registrars, Coroners and Bereavement Services
Grade:	SM2
Responsible to:	Assistant Director - Regulatory Services
Staff managed:	Manages a group of managers
Directorate:	Environment
Service:	Registrars, Coroners and Bereavement
Job family:	SM - Senior Management
Date of issue:	March 2023

Job context

Local Government Reorganisation brings together the eight councils of North Yorkshire into a single unitary North Yorkshire Council on 1 April 2023. This will provide the platform for improving the efficiency and effectiveness, maximising opportunities of scale across a rural council whilst improving outcomes for residents and businesses. It will place communities at the heart of the council with the aim of being the most local, large council in England whilst ensuring we are in a strong position to manage the challenges ahead including rising costs and increased demand for services.

The Head of Registration and Bereavement Services will play a key role in our journey bringing together the functions that will cover:

- Registration Services
- Bereavement Services including support to the Coroners Service

The Registration and Bereavement Services team will provide an integrated and effective service that makes the most of the common links between the service areas and will develop a strategy driven approach to analyse its performance and use this to develop and provide a more efficient but customer focussed service.

In support of this ambition the service will:

- Partner with and support agencies such as the GRO, Competitions and Markets Authority, Chief Coroner's Office and North Yorkshire Police in developing strategy, policy, performance improvement, statutory returns, inspections and access to intelligence
- Understand the external environment through horizon scanning
- Deliver an accurate, proactive and responsive customer focussed service
- Make effective use of the opportunities for income generation across the whole service
- Maintain an effective corporate complaints process, ensuring that complaints are managed appropriately and are used to support continuous improvement
- Demonstrate technical and operational excellence through a commitment to professionalism and continuous improvement.
- The Head of Registration and Bereavement Services will report to the Assistant Director for Regulatory Services and manage staff providing the registration and bereavement services.
- The Registration and Bereavement Services will assist in determining a new structure, in line with the North Yorkshire Council's operating model that will bring together the combined capacity of the eight councils and external partners such as North Yorkshire Police to support the organisation moving forward

- The Head of Registration and Bereavement Services will manage a number of Managers, Senior Registrars and Team Leaders that will be outposted to various locations across the North Yorkshire Council geography.

The key objectives for the Head of Registration and Bereavement Services are:

- To shape the transformation of the registration, coroner support and bereavement functions across the council including engaging and influencing staff at all levels across the Council
- To lead and manage the change process including the bringing together of staff undertaking registration, coroners support and bereavement functions across the council into the new structure
- To lead and manage the Registration, Coroners Support and Bereavement Services Team, ensuring clear oversight, understanding and joined up working for service delivery across the council
- To understand the breadth and needs of customers of the registration, coroners support and bereavement functions across the council
- To ensure the delivery of the registration, coroners support and bereavement functions across the council, in particular ensuring that all delivery is to a high standard, effective, efficient and within budget, and that staff morale is maintained and improved in the new structure
- To lead the scoping, design and delivery of continuous improvement
- To work alongside senior colleagues within the Regulatory Services Team to shape and ensure that the regulatory service is an integrated service across the council and that common corporate and managerial ambitions are delivered across the service area
- To demonstrate proactivity, resilience and ambition to achieve the desired outcomes

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

The specifics of the role are as follows:

Registration Service

Have overall responsibility for Registration Service in the following areas:

- The Registration Service registers all births, deaths, marriages and civil partnerships in North Yorkshire; organises and delivers naming and renewal of vows ceremonies; provides a Nationality Checking Service for those applying for UK citizenship and organises and delivers citizenship ceremonies; the service also provides a copy certificate service for the public. There are eight offices across the county, with one outlying ceremony room plus several outstations across the County in library and information centres.
- Currently, the service in North Yorkshire registers some 11,500 births and deaths and almost 3,000 civil marriages or civil partnerships per year. It also undertakes citizenship ceremonies for approximately 300 people a year. The service operates within strict legislative rules and guidelines. It is regulated by the provision of the Registration Services Act 1953, the Marriage Act 1949 and many other statutory controls. These are supplemented by official guidance from the Registrar General.

Bereavement Services including Coroners Support

- North Yorkshire has a single Coroner jurisdiction. Coroners are independent judicial officers appointed by the local authority. The post holder will be responsible for facilitating the appointment of new Coroners and will liaise with the Chief Coroner to ensure a successful appointment process.
 - The post holder line manages five support officers to the Coroners service but is responsible for liaison with the Senior Coroner and also with other stakeholders in the service e.g. NY Police Coroners' Officers
 - The current operating model of support to the Coroners Service requires review and the post holder will play a key role in undertaking and delivering that review.

- The Bereavement Service also includes management of the Council's four crematoria each of which has a manager and dedicated support team delivering an average 4,700 cremations and 660 burials per annum.
- The postholder will also oversee management of the Council's municipal and 'closed' cemeteries which will require planning for future provision of burial space and liaison with other service areas within the Environment Directorate providing gravedigging and maintenance services in respect of graveyards.

The post is based at County Hall, Northallerton (hybrid working) and requires some travel across North Yorkshire and occasionally beyond.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose

The core focus of this job is to lead delivery of a portfolio of services to support a range of clients (internal and external through partnerships and/or commercial arrangements). Services to specific clients will be subject to individual requirements reflecting the different needs of different organisations.

Operational Management:

- To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.
- To advise the wider service on relevant changing legislation, professional standards and their implementation.
- Maximise commercialisation of services provided.
- To develop, support and promote a strong, results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs.
- To lead specific programmes as part of the Council's change and transformation programme.
- Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders.
- Responsible for the Wellbeing, Health & Safety of Staff in line with the Health & Safety Policies and practices
- To carry out roles identified within the resilience and emergencies and business continuity policies. Take a lead where required on single and/or multi agency response to emergencies both in and out of hours.
- Maximise commercialisation of services provided.

Resource management:

- Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation.
- Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service.
- To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal.
- To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness.
- Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues.

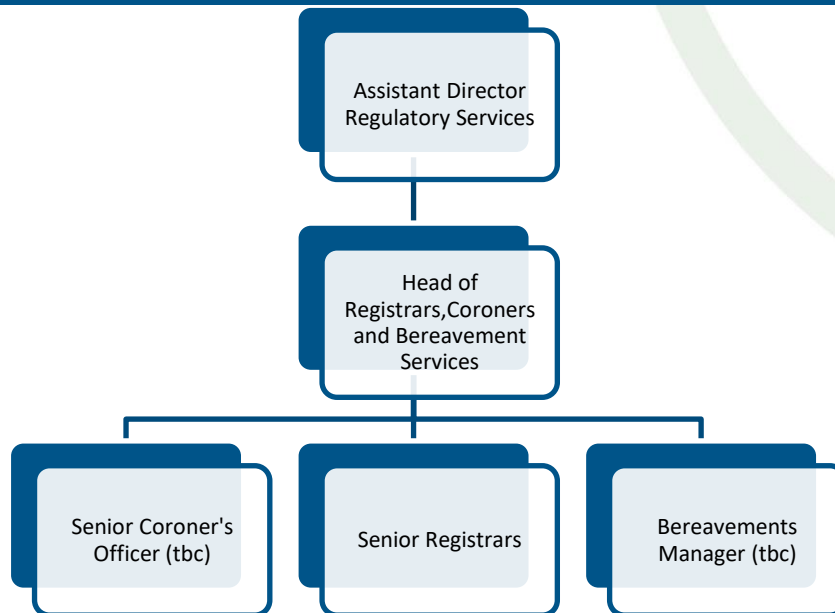
	<ul style="list-style-type: none"> • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
Partnerships:	<ul style="list-style-type: none"> • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
Strategic management	<ul style="list-style-type: none"> • Lead the service in devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders • Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy. Lead in the development of new ways of working that maximise efficiency and effectiveness.
Communications:	<ul style="list-style-type: none"> • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYCC services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
Systems and information:	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice
Safeguarding:	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge of current good practice standards both at local and national level in relation to the business of the service. • Knowledge of statutory requirements, including equality standards in relation to the business of the service • Knowledge of effective management of staff, budgets and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management • Experience of developing and implementing organisational culture change within a large diverse organisation • Successful management of budgets and staff 	<ul style="list-style-type: none"> • Experience of responding to media enquiries.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. 	
<p>Behaviours</p> <p>Link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Professionally qualified to degree level in a relevant specialism or equivalent 	<ul style="list-style-type: none"> • A Management or post graduate qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County and occasionally beyond • Ability to work flexibly to meet the demands of the role including some out of hours working • Personal and professional demeanour and credibility which commands the confidence of elected members, senior managers, staff, external partners and other stakeholders • A high degree of probity and integrity • Evidence of professional updating and development 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head Of Service Regulatory Services
Grade:	SM2
Responsible to:	Assistant Director Regulatory Services, Registrars, Coroners and Bereavement Services
Staff managed:	Manages a group of managers
Directorate:	Environment Directorate
Service:	Regulatory Services
Job family:	SM - Senior Management
Date of issue:	June 2023

Job context

- The Head of Regulatory Services is the senior responsible officer for the delivery of environmental protection, food regulation and other related regulatory activity across North Yorkshire. The role includes overseeing the drafting and development of regulatory policies and procedures, ensuring the delivery of an effective inspection and enforcement regime, establishing a strategic and technical advisory role on regulatory matters and maintaining effective relationships with key stakeholders and partners including local businesses, DEFRA, FSA, Environment Agency and North Yorkshire Police.
- The post holder will lead and oversee the management of the Council's Regulatory Service which comprises the teams responsible for environmental protection, food standards & animal welfare with a sound understanding of both operational and professional fields. Required to deal effectively with complex, confidential, and sensitive situations and provide expert guidance and advice, the role will lead the development of service plans, management of budgets, resource allocation and the setting and delivery of key objectives for the future. The post holder will also oversee development and operation of the Council's Pest Control service.
- The post holder will be responsible for overseeing the harmonisation of the Environmental Protection and Food and Farming elements of Council's Regulatory Services function and assisting the Assistant Director (Regulatory Services) in ensuring that all aspects of the new service work effectively and efficiently with one another under a shared operating model.
- The role will also include liaising and co-ordinating service delivery with related service areas such as licensing, housing, waste and community safety where cross service working will be required to ensure the most effective use of resources and that all elements of the Council's services can be delivered.
- The post holder will be expected to lead on the establishment of cross service groups to deliver overarching Council objectives wherever this is deemed appropriate in-service areas such as enforcement. This role will also include leading on the development and delivery of all associated supporting Policy and may include close working with external partners such as Police services.
- The post holder will ensure that the Council has appropriate policies and procedures in place to ensure that all businesses across North Yorkshire are compliant with various national statutory regulatory objectives.
- The post holder is also responsible for the development of initiatives linked to regulatory services and, supporting and delivering transformation. Whilst regulated activities are governed largely by statute, there is scope for the Council to utilise regulatory policies and functions to support wider strategic objectives such as economic regeneration, improving the night-time economy and local pride of place. The post holder will be responsible for ensuring that the Council's approach to all regulatory service is innovative and acts to support the wider strategic agenda whilst maintaining compliance with relevant legislation.

- The post holder will be required to review, develop and deliver a transformation plan for the Council's Pest Control Service to maximise the commercial opportunity open to the Council in respect of this service and to establish a new operating model across the North Yorkshire geography.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose

Lead and oversee the management of the Council's Regulatory Service which comprises the teams responsible for environmental protection, food standards & animal welfare and Pest Control with a sound understanding of both operational and professional fields. Responsible for overseeing the harmonisation of the Environmental Protection and Food and Farming elements of Council's Regulatory Services function.

Operational Management:

- To deliver the Council's functions in relation to regulatory services. To ensure high quality and compliant services in line with relevant legislation and to work closely with key partners to develop regulatory policies and procedures, ensure the delivery of an effective inspection and enforcement regime, perform a strategic and technical advisory role on regulatory matters and maintain effective relationships with key stakeholders and partners.
- To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and business.
- To advise the wider service on relevant changing legislation, professional standards and their implementation.
- To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
- To lead specific programmes as part of the Council's change and transformation programme.

Resource management:

- Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability.
- Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service.
- To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal.
- To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness.
- Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues.
- Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.

Partnerships:

- Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships.

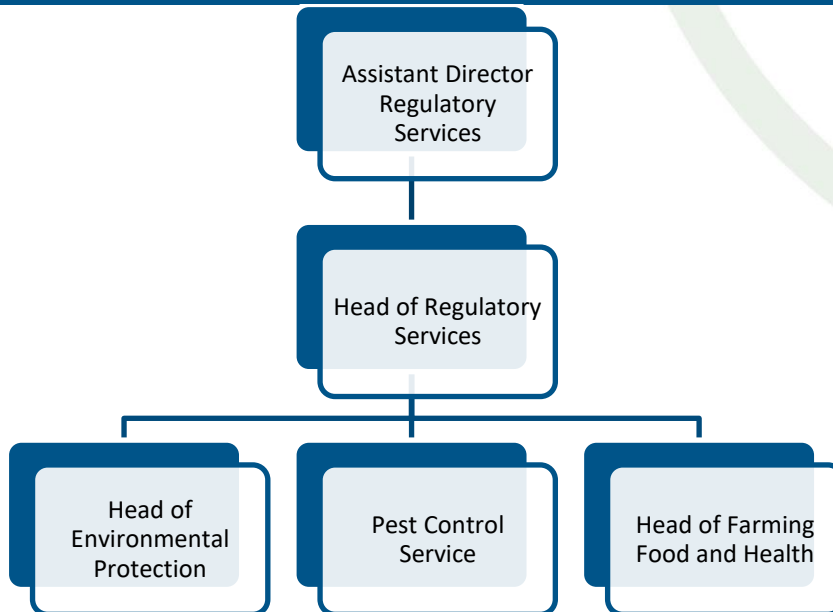
	<ul style="list-style-type: none"> • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
Strategic management	<ul style="list-style-type: none"> • Lead the service in devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensure the promotion of the plan to all stakeholders • Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the Assistant Director, to be accountable for service strategy. • Lead in the development of new ways of working that maximise efficiency and effectiveness.
Communications:	<ul style="list-style-type: none"> • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of licensing services. • Manage challenging situations effectively and pro-actively to improve the performance of staff by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate. • Provision of professional advice and guidance to Elected Members in relation to licensing matters and licensing hearings.
Systems and information:	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice
Safeguarding:	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge of current good practice standards both at local and national level in relation to environmental protection, food standards and hygiene, pest control services and other related regulatory service areas such as licensing and housing. • Knowledge of relevant statutory requirements, including equality standards. • Knowledge of relevant law enforcement including PACE and RIPA. • Knowledge of, and demonstrated success in, effective management of staff, budgets and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management • Experience of developing and implementing organisational culture change within a large diverse organisation 	<ul style="list-style-type: none"> • Experience of responding to media enquiries.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Management of operational functions to deliver strategic objectives • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate and the Council. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. 	
<p>Behaviours</p> <p>Link</p>	
<p>Professional Qualifications</p> <p>Relevant degree or qualification and experience which demonstrate professional competence comprehensively covering the range of regulatory functions that the council administers.</p>	<ul style="list-style-type: none"> • A relevant degree (Environmental Health, law, consumer protection, agriculture, food technology) • Chartered Membership of the Chartered Institute of Environmental Health. • Recognised management qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours • Evidence of professional updating and development 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head Of Service Trading Standards
Grade:	SM1
Responsible to:	Assistant Director Regulatory Services, Registrars, Coroners and Bereavement Services
Staff managed:	Manages a group of managers
Directorate:	Environmental Services
Service:	Regulatory
Job family:	SM - Senior Management
Date of issue:	May 2023

Job context

- The Trading Standards Services is the Local Weights and Measures Authority for North Yorkshire and delivers statutory functions in relation to weights and measures, fair trading, product safety, consumer credit, food safety, feed safety, animal health and tobacco control. The Service hosts the Regional Intelligence Unit, and the National Trading Standards e-Crime Team in partnership with City of York Council, on behalf of the Yorkshire and Humber Trading Standards Group.
- The Trading Standards Service also delivers an essential safeguarding function to vulnerable and elderly residents across the county against all forms of fraud and financial abuse. This is achieved through the investigation of offences, prosecution of offenders and asset confiscation to compensation for victims. In addition, prevention and awareness raising activities are undertaken to protect those at risk and to prevent repeat victimisation. This delivers a Public Health service level agreement. The team also leads on Proceeds of Crime Act asset confiscation from offenders.

The purpose of the post is :

- To contribute to the policy making and strategic direction of Trading Standards and Regulatory Services.
- To manage the section team allocated to the post holder and any budget or other resources associated with that team.
- To give operational direction to the section.
- To lead and represent Regulatory Services and Trading Standards on any corporate trading standards issues as designated to the post holder by the Assistant Director (Regulatory Services).
- To deputise for the Assistant Director (Regulatory Services) as necessary.
- To work with the Yorkshire and Humber Trading Standards Group, particularly the Regional Co-ordinator and members of the Executive, to improve local, regional and national trading standards delivery, and to represent the Service and the region at regional and national level.
- To work with the Fire Service, Ambulance Service and North Yorkshire police to facilitate service delivery.
- Work with Citizens Advice to improve the quality of notifications and referrals received from the Citizens Advice Consumer Helpline.
- Budget holder for the section and the regional intelligence unit with responsibility to maximise income from commercial activities.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Specific Requirements of the Role

- Oversee the delivery of effective statutory functions as assigned to the postholder including the development, monitoring and delivery of business plans ensuring that any national and local framework targets or performance indicators are met.

- Give evidence as necessary in criminal or civil proceedings arising in the course of duties of the post-holder.
- Prosecute on behalf of the Council in Magistrate Court proceedings and act as instructing officer at Crown Court, County Court or higher court as necessary.
- Co-ordinate the maintenance and implementation of the Authority's/Service's designated emergency response plans.
- To deal with requests made under the provisions of the Freedom of Information Act 2000 and Environmental Information Regulations etc. as and when required.
- The post-holder is expected to maintain at least 20 hours Continual Professional and Personal Development per annum.
- Act as Chief Inspector of Weights and Measures in accordance with section 72 of the Weights and Measures Act 1985.
- Act as Quality Executive for the authority's metrological notified body status.
- Act as co-ordinator for the purposes of the Regulation of Investigatory Powers Act 2000 and associated codes of practice.
- Act as an authoriser and designated person for the purposes of the Regulation of Investigatory Powers Act 2000.
- Act as senior appropriate officer for the purposes of section 378 of the Proceeds of Crime Act 2002.
- Manage the Yorkshire and Humber Trading Standards Group Regional Intelligence Unit.
- Represent the Council on the Yorkshire and Humber Trading Standards Group Executive.
- Act as an authoriser and designated person for the purposes of the Regulation of Investigatory Powers Act 2000.
- Act as senior appropriate officer for the purposes of section 378 of the Proceeds of Crime Act 2002.
- Deliver the Public Health Service Level Agreement in relation to the safeguarding and protection of elderly and vulnerable victims from all forms of frauds and financial abuse.
- Maintain funding from Public Health and other partners to ensure continuity of service for the team.
- Maintain high level partnership working in relation to all partners to ensure satisfaction with service delivery of the team.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose

The core focus of this job is to lead delivery of a portfolio of services to support a range of clients (internal and external through partnerships and/or commercial arrangements). Services to specific clients will be subject to individual requirements reflecting the different needs of different organisations.

Operational Management:

- To deliver the Council's functions in relation to Trading Standards and related activities. To ensure high quality and compliant services in line with the relevant legislation and to work closely with key partners to develop policies and procedures, ensure the delivery of an effective regulatory inspection and reactive response regime, perform a strategic and technical advisory role on matters within the Trading Standards remit and maintain effective relationships with key stakeholders and partners.
- To assist the Assistant Director (Regulatory Services) in the development and implementation of effective prosecution/enforcement policy and procedures.
- Provide an effective prosecution system including instructing counsel and liaising with barristers, solicitors and the courts.

- Act as lead officer in relation to the Enterprise Act 2002, and develop and implement policy and procedures for effective use of the Act.
- Ensure delivery of the Authority's statutory duties in relation to Safety of Sports Grounds legislation.
- Ensure delivery of the Authority's statutory duties in relation to metrology, fair trading, product safety, consumer credit and environmental protection legislation.
- Act as lead for the Authority on the Regulation of Investigatory Powers Act 2000 and ensure compliance with the legislation.
- Develop and implement an effective tasking process for consumer complaints and manage the Service's tactical tasking processes.
- Oversee the Service's continuing professional development and training.
- Oversee the implementation of the National Trading Standards Intelligence Operating Model across the Service and provide an intelligence collation and research facility.
- Oversee the work of the Yorkshire and Humber Trading Standards Group Regional Intelligence Unit.
- Identify capacity and knowledge gaps nationally across the trading standards landscape, developing appropriate training programmes and support mechanisms to meet the needs identified.
- Give evidence as necessary in criminal or civil proceedings arising in the course of duties of the post holder.
- To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and business.
- To advise the wider service on relevant changing legislation, professional standards and their implementation.
- To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
- To lead specific programmes as part of the Council's change and transformation programme.
- Act as the Service's lead officer on serious and complex frauds, including those perpetrated by Organised Crime Groups, dealing with cases of local, regional and national significance.
- Act as the Service's lead officer in relation to Proceeds of Crime Act confiscation including ensuring use of the ARIS scheme to provide income to sustain MAST staffing continuity.
- Maintain specialist knowledge of investigational codes of practice and procedures including surveillance authorisation, infringement charging, arrest, custody and bail procedures.
- Act as the Service's lead in relation to safeguarding.
- Produce policy guidance in relation to arresting offenders, custody procedures, bail and charging of offenders.

Resource management:

- Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability.
- Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service.
- To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal.
- To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness.

	<ul style="list-style-type: none"> • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
Partnerships:	<ul style="list-style-type: none"> • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required and as set out in the 'Job Context' set out above. • .
Strategic management	<ul style="list-style-type: none"> • Lead the service in devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders • Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy. Lead in the development of new ways of working that maximise efficiency and effectiveness.
Communications:	<ul style="list-style-type: none"> • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate. • Support effective communications between staff and service users and partners
Systems and information:	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current.

- Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice

Safeguarding:

- To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person Specification:

Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge of current good practice standards both at local and national level in relation to trading standards. • Knowledge of statutory requirements, including the Human Rights Act 1998, the Regulation of Investigatory Powers Act 2000, schedule 5 of the Consumer Rights Act 2015, the Freedom of Information Act 2000, the Data Protection Act 1998 and equality standards. • Knowledge of effective management of staff, budgets and resources. • Knowledge of, and demonstrated success in, effective management of staff, budgets and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management • Experience of developing and implementing organisational culture change within a large diverse organisation 	<ul style="list-style-type: none"> • Experience of responding to media enquiries.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. 	
<p>Behaviours</p> <p>Link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Diploma in Trading Standards or Diploma in Consumer Affairs and Trading Standards (with passes in metrology, food, product safety, animal health, agriculture and fair trading). <p>Chartered Trading Standards Practitioner.</p>	<ul style="list-style-type: none"> • A relevant degree (law, consumer protection, agriculture, food technology) <p>Recognised management qualification</p>
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours • Evidence of professional updating and development 	<p>Own Vehicle/Transport</p>

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Sustainability and Environment
Grade:	SM2
Responsible to:	Assistant Director
Staff managed:	Manages a group of managers
Directorate:	Environment
Service:	Environmental Services and Climate Change
Job family:	P&T - Professional & Technical
Date of issue:	May 2023

Job context

- The Head of Sustainability and Environment is the Council's lead advisor and strategist on matters associated with natural capital, climate change and sustainability management. The post holder will deliver the leadership required to meet the Council's net zero targets, net zero council by 2030 and, in support of the Y&NYCA, a carbon negative region by 2040.
- This 'thought-leadership' role will play an active role across the Council, the county, regionally and nationally as the lead officer responsible for re-positioning North Yorkshire's approach to climate change.
- In addition to climate change, the post holder will be responsible for sustainability measures within the Council's operations further reducing its impact on the environment.
- Natural Capital, including Local Investment in Natural Capital project
- Local Nature Recovery Strategy
- Support work around Biodiversity Net Gain.
- The post holder will support and deputise for the Assistant Director at a senior management level as necessary, including but not limited to engaging with the cabinet lead for Climate Change.
- Budget holder for the Sustainability and Environment service with responsibility to maximise income from commercial activities and additionally has budget responsibility for several partnership project budgets.
- The post is a politically restricted post as defined by the Local Government and Housing Act 1989.
- The post is mainly based in County Hall, Northallerton although flexible working is encouraged and travel around the county will be required. This role involves spoken communications, so a confident use of English language is required.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose:

To be the Council's lead advisor on matters associated with natural capital, climate change and sustainability management. Working both with colleagues within the Council and being the Council's representative with partners, Members, and residents. In short being the champion of this area.

Operational management:

- Oversee the delivery of effective statutory functions as assigned to the postholder including the development, monitoring and delivery of business plans ensuring that any national and local framework targets or performance indicators are met.

- Oversee delivery of advice on County compliance with relevant government legislation and legislative changes.
- To take a lead role in engaging with and representing the authority throughout the community in relation to sustainability and climate change matters, promoting a community focussed Council, taking a lead role in dealing with confrontational and contentious issues associated with services that have a very high public profile.
- Co-ordinate the maintenance and implementation of the Authority's/Service's designated emergency response plans.
- To attract external funding including working up bidding proposals for external funding streams, in compliance with the Council's governance.
- To generate income by developing a commercial strategy for services within the remit of the postholder, where appropriate and where legislation permits.
- To represent the authority at national, regional and sub-regional working groups as necessary, influencing policy and ensuring any innovation or funding that has the potential to benefit services within the sustainability and climate change portfolio is identified.
- To deal with requests made under the provisions of the Freedom of Information Act 2000 and Environmental Information Regulations etc. as and when required.
- The post-holder is expected to maintain at least 20 hours Continual Professional and Personal Development per annum.
- Manage other professional service teams as required including planning services operational requirements.
- Act as lead officer for Environmental Services as designated by Assistant Director including project management of major projects and policy on behalf of the Council.
- Maximise commercialisation of services provided.
- To develop, support and promote a result driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs.
- To lead specific programmes as part of the Council's change and transformation programme.
- Responsibility for all operational matters relating to the section designated to the post-holder.
- Provide specialist advice, on the specialisms designated to the post-holder, to officers and Members of the Council on Sustainability and Environment issues.
- Ensure delivery of effective Sustainability and Environment functions to meet any national and local framework targets or performance indicators including the setting and monitoring of service plan targets.
- Oversee and direct all policy and project development relating to the service ensuring statutory compliance with government legislation and targets.
- Oversee and direct the production of all reports, generated within the Section in a timely fashion.
- Oversee the liaison of services with the public, businesses, other Council departments and external bodies such as NGOs and partnerships who seek advice or assistance relating to Sustainability and Environment.
- Act as the Service's lead officer and advisor in relation to the specialist areas designated to the post-holder and advise the Assistant Director (Environmental Services) and other staff on the interpretation, implementation and review of such legislation.
- Provide and deliver appropriate training to relevant Service staff as required.
- Act as Council representative on working groups or other bodies relevant to the operations of the Service and attend meetings accordingly or direct other officers to attend as appropriate for the efficiency of the Service.

- Co-ordinate and direct regional and Countywide exercises relating to designated specialist areas of work.
- Lead and Oversee delivery of Sustainability and Environment Services and advise Assistant Director on all aspects including.
- Environmental policy and projects, sustainability, climate change, coastal and marine conservation, geological diversity and conservation, and biodiversity, development plans, development control, conservation projects, programme development and grant aid.
- Management and oversight of relationships with external partnerships and organisations relating to Sustainability and Environment service area seeking to represent and influence outcomes on behalf of the Council's priorities such as with; DEFRA, Environment Agency, Historic and Natural England, Local Nature Partnership, River Catchment Partnerships, Strategic Housing Board, Directors of Development Forum. Oversight and delivery of projects and budgets related to joint initiatives.
- Deputise for the Assistant Director as required.
- Lead officer for: Advice and reports to senior officers and Council Members in respect of natural capital, climate change and sustainable development planning and delivery; Effective engagement of the Council in 'Duty to Cooperate' processes (for which the Council is a statutory body) with all relevant local planning authorities within and surrounding North Yorkshire, ensuring that the Council's objectives and priorities are represented in those areas and seeking to influence outcomes: Oversight of the coordination and preparation of consultation responses including in relation to the Local Plans of North Yorkshire and adjoining local planning authorities, LEP Strategies and Action Plans, and national Government policy matters.
- Management of statutory duties in relation to AONBs.
- Oversight of specialist strategic environmental assessments and flood risk assessments on Council strategies and plans to ensure compliance with statutory duties.
- Oversight of monitoring of development proposals in the County and provision of advice including specialist advice to internal and external project teams and services on natural and historic environment.
- Provision of specialist ecology, landscape and archaeological advice to other Services to ensure corporate projects and priorities are delivered effectively with the environmental impacts understood, managed and mitigated where possible
- Employment of specialist consultants, where necessary, including drawing up of contracts, work specifications, letting of contracts and oversight of delivery

Resource management:

- Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation.
- Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service.
- To give leadership, management, and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal.

- To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency, and effectiveness.
- Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance, and effectively addressing development and learning issues.
- Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.

Partnerships:

- Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships.
- When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required
- Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
- Champion the risks and benefits of effective engagement with the Environmental Service as a mechanism to help ensure delivery of corporate priorities and infrastructure projects on time and within budget.
- Represent the Council's views on Environmental Services issues on outside bodies as required- Directors of Development, etc.
- Engage at a senior level, lead and manage work with other local authorities, Local Enterprise Partnerships and major organisations to achieve the Council's strategic policy objectives and to represent the Council on strategic level forums, groups and meetings.
- Provide guidance on natural environment matters to other Council staff and external partners where appropriate.
- Provide natural environment advice to, and negotiate with, landowners; developers; consultants; utility companies; government departments; academic bodies and others, generating income where possible.
- Maintain and develop appropriate countryside management partnerships where they add value and help deliver Council functions or duties.
- Represent the council on the North Yorkshire and York local nature partnership and lead on behalf of the Local Nature Partnership in the development of an integrated countryside plan for the river Swale area.

Strategic management:

- Lead the service in devising and implementing of strategies, policies and the service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders.
- Personally, and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance.
- To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the Assistant Director (Environmental Services) to be accountable for service strategy including being a member of the Environmental Services management team.
- Lead in the development of new ways of working that maximise efficiency and effectiveness.

	<ul style="list-style-type: none"> Actively promote and develop the Service's contribution to both Council and Directorate level priorities and objectives as set out in the Corporate Plan and Service Plan.
Communications:	<ul style="list-style-type: none"> Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans carried out consistently and effectively. Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services. Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. Represent the service at appropriate meetings, promoting, liaising, consulting, and engaging with managers, staff, people who use our services and other stakeholders in challenging situations Prepare press statements/press releases as appropriate, liaise with the media and represent the authority with media enquiries as directed by Assistant Director, Environmental Services. Act as a contact officer on relevant matters with the media. Appraise the Assistant Director (Environmental Services) of any matters arising, which are particularly sensitive or controversial in nature. Deliver presentations to develop effective service delivery and good stakeholder relationships. Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
Systems and information:	<ul style="list-style-type: none"> Ensure that systems and processes to support the service are consistent with the Council standards and procedures. Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice. Provide accurate and timely information through the analysis of team performance, preparation of returns and reports, maintaining records and specialist databases. Advise Councillors and the public on natural environment issues. Prepare and present reports to Committee, public inquiries and others as required.

Person Specification:

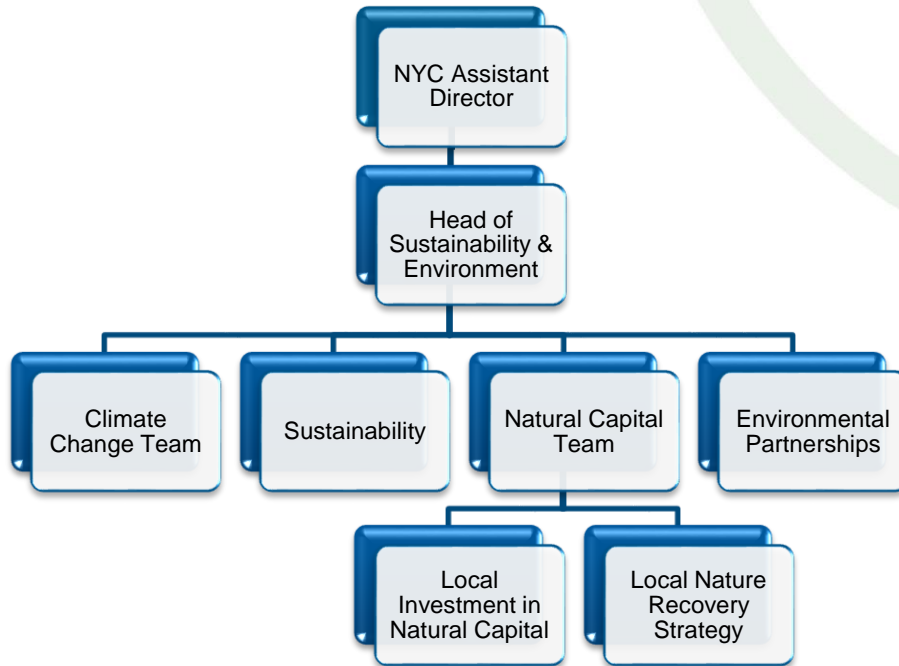
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> Sound and rounded knowledge and understanding of issues and processes relating to the preparation and delivery of economic development and growth. General knowledge of current legislation, policies and procedures, and issues relating to the economy, town and country planning, countryside, natural environment and historic environment with a comprehensive specialist knowledge in at least one related discipline. An understanding and overview of key issues and funding programmes relating to Sustainability and Environment Services, particularly in rural areas. Significant working knowledge of tools and approaches to manage resources, including time people and budgets. 	<ul style="list-style-type: none"> Knowledge of IT and e-Government agenda Working knowledge and familiarity with the geography and spatial issues relating to North Yorkshire and its hinterland Experience of responding to media enquiries.

<ul style="list-style-type: none"> • Significant advanced practical experience of environmental management, rural conservation or a related field. • Proven recent experience in managing, developing and motivating staff. • Proven recent experience in managing performance at team and individual levels. • Proven knowledge and experience in strategic planning and service planning. • Awareness of planning policy formulation, regional and sub-regional planning and environmental policy • Recent experience in successfully leading staff through periods of change. • Experience of managing and prioritising budgets • Proven experience of delivering income targets and maximising revenues. • Experience at senior level of preparing and presenting reports in a variety of settings including to elected members • Experience of problem solving and application of innovation to improve performance and implementing new initiatives, including the introduction of new technology or software solutions. • Experience of working in partnership with a variety of organisations, preferably including local government, statutory and funding agencies. 	<ul style="list-style-type: none"> • Experience of the development management process.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Analytical Skills - Able to pinpoint key information from large amounts of complex data to influence well-reasoned recommendations. • Decision-Making Skills - Able to exercise professional judgement to make key decisions which have wide reaching implications. • Financial / Budget Management Skills - Able to co-ordinate, monitor and review the use of substantial financial resources. • Communicating, Persuading and Influencing Skills - Able to project credibility and confidence when communicating with a range of people on a range of matters. Able to use high level persuasion, influencing and/or negotiation techniques in complex situations to achieve strategic objectives. This will particularly involve overcoming significant resistance to change around supporting internal and external stakeholder change behaviours around climate change. • Investigative Skills - Able to draw information from a variety of sources, dissect and draw appropriate conclusions. • Problem Solving skills - Able to use creativity and innovation to generate solutions for difficult issues • Project management skills - Able to oversee the delivery of strategic projects, reviewing and making amendments as necessary • Resilience - Effectively copes with conflicting and complex demands. 	
<p>Behaviours</p> <p>Link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Either: a degree or equivalent in archaeology, environmental science, planning or environmental management, economics, rural conservation or a closely related discipline • Or: alternatively, a degree level qualification in an unrelated discipline together with substantial relevant experience of working in one of the above disciplines. • Evidence of continued professional development. 	<ul style="list-style-type: none"> • A recognised management qualification. • Membership of a relevant professional institute.
<p>Other Requirements</p>	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Network Strategy (Post No. 047465)
Grade:	SM2
Responsible to:	Assistant Director, Highways and Transportation
Staff managed:	Manages a group of managers
Directorate:	Environment
Service:	Highways and Transportation
Job family:	SM - Senior Management
Date of issue:	June 2023

Job context

The Network Strategy Group forms part of the Highways and Transportation Service Unit. The Group's core functions are:

- Development and Monitoring of delivery of the Highways Capital programme.
- Scheme prioritisation, programming and strategic budget allocation and management.
- Collision investigation and prevention.
- Traffic management.
- Traffic signal maintenance and improvement.
- Transport planning.
- Transport projects.
- Road safety education, training and publicity.
- School crossing patrol service.
- Travel awareness and school travel initiatives.
- Strategic performance management.
- Highways development management for major planning applications
- Network management and condition monitoring.
- Streetworks management.
- County searches information
- Flood risk management.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Some evening duties may be necessary from time to time (e.g. Parish Council meetings).

To lead, manage and direct teams involved in network management and condition monitoring, streetworks, flood risk management, county searches information, road safety engineering and education, development and traffic management, transport planning, key transport projects, travel awareness, involving dealing with major planning applications on highway related issues, and collision investigation and prevention. Strategic management of the whole Highways Capital Works Programme and identification of schemes contained in the highway maintenance and integrated transport elements of the programme. To ensure compliance with the Council's statutory duties under the Road Traffic Act (1988), Flood and Water Management Act 2010, Traffic Management Act 2004 and Highways Act (1980). To be responsible for effective expenditure of staff and service budgets in the Network Strategy Group and to exercise financial control.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

<p>Job Purpose:</p>	<p>The core focus of this job is to lead delivery of a portfolio of highways and transportation services to customers (internal and external through partnerships and/or contractual arrangements). A key responsibility is the strategic management of the Highways Capital Works Programme and to ensure compliance with the Council's statutory duties under the Road Traffic Act (1988), Flood and Water Management Act 2010, Traffic Management Act 2004, Transport Act 2000 and Highways Act (1980).</p>
<p>Operational management:</p>	<ul style="list-style-type: none"> • To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups. • To advise the wider service on relevant changing legislation, professional standards and their implementation. • Maximise commercialisation of services provided. • To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs. • To lead specific programmes as part of the Council's change and transformation programme.
<p>Resource management:</p>	<ul style="list-style-type: none"> • Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation. • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • Lead the service in devising and implementing of strategies, including the Local Transport Plan and the Local Flood risk Management Strategy, and

	<p>service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders</p> <ul style="list-style-type: none"> • Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy. • Lead in the development of new ways of working that maximise efficiency and effectiveness. • Strategic management of the Highways Capital Programme.
<p>Communications:</p>	<ul style="list-style-type: none"> • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of North Yorkshire Council services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers' and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
<p>Systems and information:</p>	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

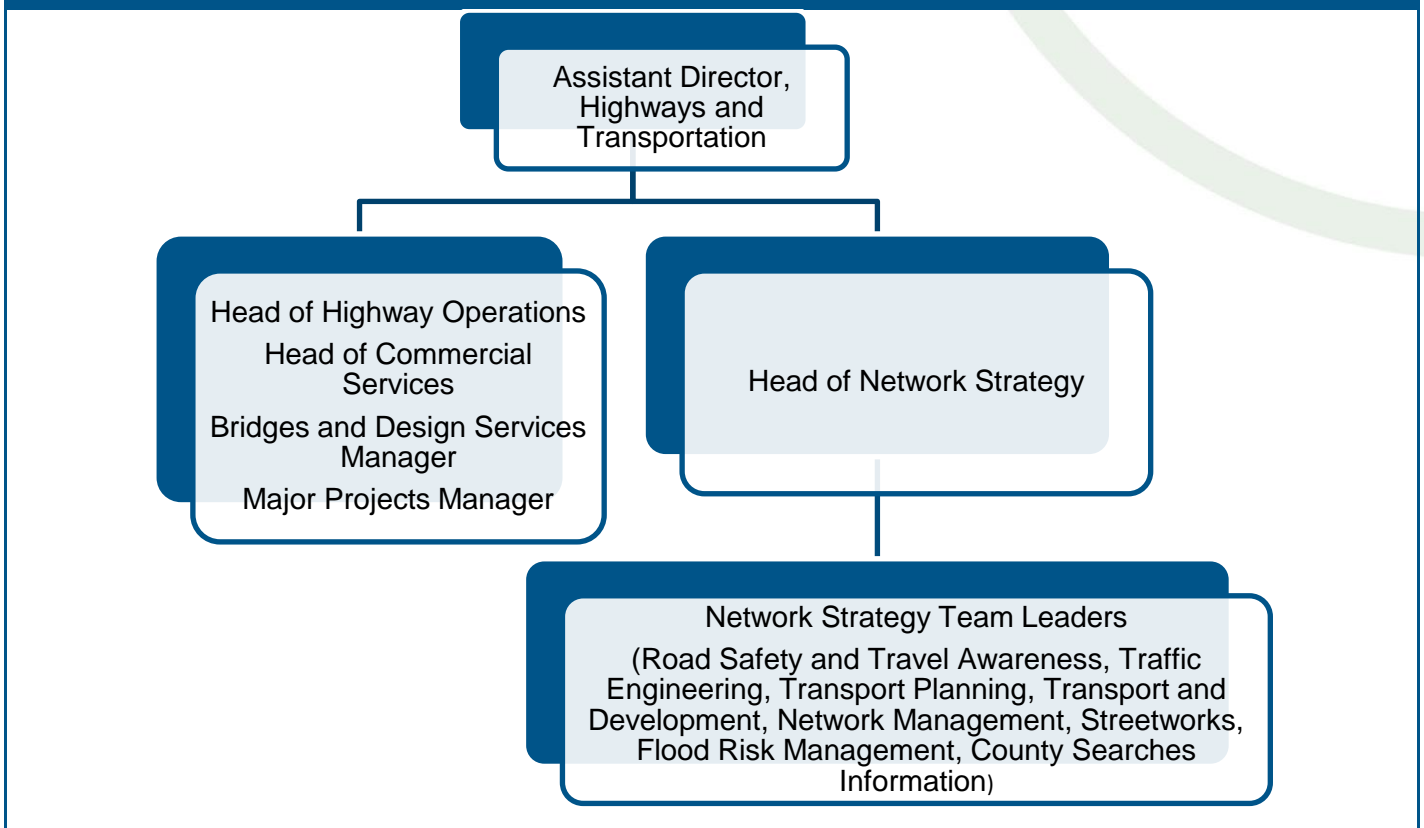
Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge of current good practice standards both at local and national level in relation to the business of the service. • A combination of awareness and/or specialist knowledge in the following: <ul style="list-style-type: none"> Road Safety and Travel Awareness Traffic Engineering Flood Risk Management Highway Asset Management and Maintenance Streetworks management Transport Planning and Development Control Highway Regulation • Knowledge of statutory requirements, including equality standards • Knowledge of effective management of staff, budgets and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management • Experience of developing and implementing organisational culture change within a large diverse organisation • Successful management of budgets and staff 	<ul style="list-style-type: none"> • Experience of responding to media enquiries.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse functions to deliver strategic objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. 	
<p>Behaviours</p> <ul style="list-style-type: none"> • Link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Membership of an appropriate Professional Institution e.g. Institution of Civil Engineers or Chartered Institution of Highways and Transportation 	<ul style="list-style-type: none"> • Chartered Civil Engineer • Management Qualification • Project Planning Qualification
<p>Other Requirements</p>	

- Ability to travel across the County
- Ability to attend meetings outside of normal business hours
- Evidence of professional updating and development

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Area Manager
Grade:	SM2
Responsible to:	Head of Highway Operations
Staff managed:	Manages a group of managers
Directorate:	Environment
Service:	Highways and Transportation
Job family:	SM - Senior Management
Date of issue:	April 2023

Job context

The Highways Operations Service Unit is responsible for the 'front line' delivery of the highways service in North Yorkshire. This service is delivered via 7 locally based highways offices and a centrally based street lighting office. There are 4 Area Managers who are each responsible for one or two of these Area highways offices.

- Area highways office responsibilities include highway maintenance and improvement, winter service, emergency response, local development control and traffic management.
- The service has a clear customer focus and a strong performance culture. Our vision is to deliver the best highways service to the people of North Yorkshire.
- The post-holder is directly responsible for 25 – 30 staff. The service is also supported by both a Teckal contractor, NY Highways, and a partner consultant.
- The post is politically restricted. It also involves out-of-hours working associated with attending community meetings.
- The post-holder leads the local winter and weather emergency response. This includes carrying out out-of-hours duties associated with being on the winter decision-making duty rota, for which a standby payment is made.
- The post-holder must be highly motivated, a good leader, have excellent communication skills and have the ability to represent the authority in a wide variety of forums.
- The post-holder must be qualified to at least degree level in a relevant discipline and, if not already chartered, should be aspiring to achieve chartered membership of the appropriate professional body.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

The post-holder will be supported to achieve chartered membership of a relevant professional body, and this will be included as an objective in the performance management system.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

<p>Job Purpose:</p>	<p>To lead and manage the client functions within the Area(s) with regard to highway maintenance, highway improvement, development control, traffic management, winter service, street scene and emergency response. To exercise the Council's statutory duties as the Highway Authority. To ensure the effective expenditure of the budget (approximately £10 million) and exercise financial control.</p>
<p>Operational management:</p>	<ul style="list-style-type: none"> • Ensure compliance with policies and procedures associated with the delivery of the local highways service. • Oversee the effective design, supervision, ordering, delivery and measurement of schemes and other works delegated to the Area together with checking/processing of invoices. • Ensure the assessment of traffic management, road safety and general highway problems and the identification/implementation of proposals. • Ensure the effective assessment of development proposals in terms of their impact on the highway network and advising Local Planning Authorities on behalf of the Council as Local Highway Authority. • Provide leadership in response to weather-related emergencies. • Provide effective compliance with the statutory duties of the Highway Authority. • Contribute to specific programmes as part of the Council's change and transformation programme. • Develop, support, and promote a strong results-driven and customer-focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs. • Review and propose changes to structures, procedures and working methods that will improve the effective use of resources and the effectiveness of service delivery to communities and targeted groups. • Ensure effective integration with the street scene function at a local level and identify and implement ways to ensure that performance levels are achieved.
<p>Resource management:</p>	<ul style="list-style-type: none"> • Be directly responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation. • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management, and direction to staff of the service through the establishment and promotion of service and individual objectives, performance plans, priority setting, reviews, and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency, and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance, and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development. • To act as the budget holder and have overall responsibility for Area based budgets and expenditure.
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Ensure that the Area Team(s) undertakes appropriate and effective liaison with partners and other contractors/consultants in all aspects of works undertaken within the highway. • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships.

	<ul style="list-style-type: none"> • When implementing service delivery change, ensure activities are aligned, where appropriate, with other changes taking place corporately or across directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services, and other functions as required. • Represent the service at operational and co-ordination forums with external agencies and other Council directorates as required.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • To determine and implement long-term maintenance strategies for the Area(s) for approval by the Head of Highway Operations. • Personally, and through team members, deliver the targets set down in the service and team plans, monitoring and addressing under-performance. • Contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and, working with the line manager, to be accountable for service strategy. • Responsible for strategic decision making for highway operational matters contained within the geographical area of the role. • Contribute to developing new ways of working that maximise efficiency and effectiveness.
<p>Communications:</p>	<ul style="list-style-type: none"> • Liaison with Councillors, Parish Councils and Councillors, the Police, other statutory organisations, other representative bodies, and members of the public on matters related to highway operations and to attend meetings, including evening meetings, as required. • Represent the Council through being the point of contact with the media in Area matters. • Prepare and present reports to Council Committees and other meetings. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers/professional staff in understanding/improving the customer journey across a range of NYC services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers through communication and the provision of support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting, and engaging with managers, staff and people who use our services. • Respond to media enquiries as required and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior managers, senior operational managers, and frontline staff as appropriate.
<p>Systems and information:</p>	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Use relevant IT systems and tools to support management, delivery, and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

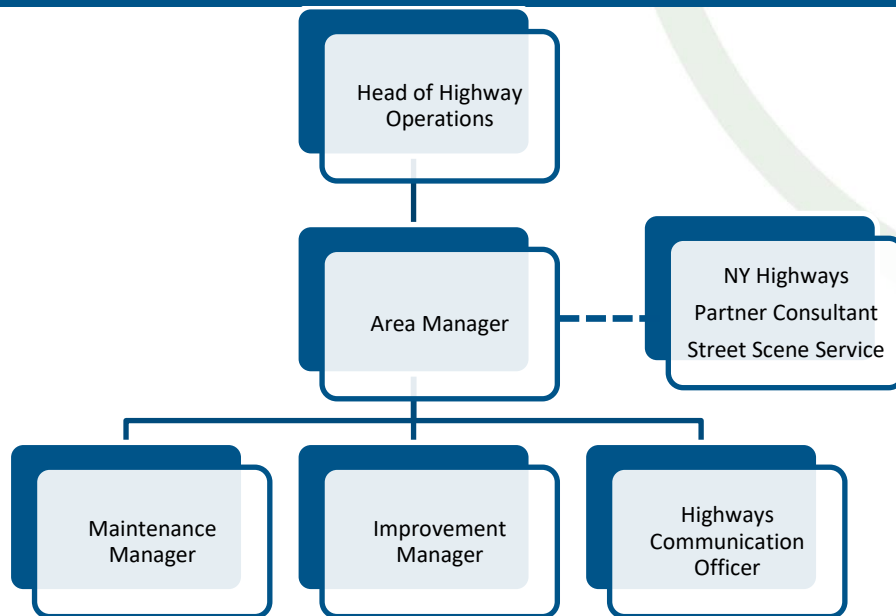
Person Specification:

Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge of current good practice standards both at local and national level in relation to highway services. • In depth knowledge of statutory requirements in relation to highway services. • Significant and applied knowledge of effective management of staff, budgets, and resources • Significant relevant highways experience, with a proven track record. • Recent and significant management and leadership experience. • Proven and effective experience of the management of resources in a changing organisational environment, including human and financial resources. • Experience of planning and delivering significant works programmes. 	<ul style="list-style-type: none"> • Experience of responding to media enquiries. • Experience of responding to weather-related highway emergencies.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to lead a professional and technical team and to manage and direct others. • Effective leadership skills and the ability to promote organisational policy and objectives. • Excellent written and oral communication skills. • Ability to positively interact with customers and to understand their needs. • Self-motivated and able to work without close supervision. • Ability to develop and maintain effective partnerships both within and outside the service. • Ability to negotiate and influence at a senior level both within and outside the service. 	
<p>Behaviours</p> <p>link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Degree in civil engineering or a related discipline or sufficient qualifications and experience in civil engineering to satisfy the requirements to gain Chartered Engineer (CEng) status through the Institution of Civil Engineers Technical Report Route or via another relevant Institution (such as CIHT). • Note: postholder will be supported to achieve Chartered membership of a relevant engineering/highways/transportation institution. 	<p>Chartered membership of an engineering/highways/transportation institution or commitment to achieve Chartered status within the first 2 years of employment</p>
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County. • Ability to attend meetings outside of normal business hours. • Evidence of professional updating and development. 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Parks and Grounds
Grade:	SM2
Responsible to:	AD Highways and Transportation, Parking Services, Street Scene, Parks and Grounds
Staff managed:	Manages a group of managers
Directorate:	Environment
Service:	Highways and Transportation
Job family:	SM - Senior Management
Date of issue:	May 2023

Job context

- To provide strategic leadership and management for the Parks, Grounds and Open Spaces service provided by North Yorkshire Council.
- The postholder will be responsible for ensuring the safe, effective and efficient running of the service in accordance with relevant legislation and for the identification and delivery of initiatives to ensure value for money and budget savings including through commercial approaches.
- The role requires partnership working with a wide range of stakeholders from the public, private and voluntary sector and will be responsible for a budget of approximately £5.5m.
- The job carries significant operational responsibility managing people resources as well as the management of assets such as games facilities and paddling pools.
- This job is a politically restricted post as defined by the Local Government and Housing Act 1989.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose:

The core focus of this job is to provide leadership to the Parks, Grounds and Open spaces service across the county and lead the delivery of a portfolio of services with a range of delivery models. The postholder will be responsible for ensuring the safe, effective and efficient running of the service in accordance with relevant legislation and for the identification and delivery of initiatives to ensure value for money and budget savings including through commercial approaches.

Operational management:

- To manage the Council's Parks, Grounds and Open Spaces and associated facilities to the highest standards possible within the resources allocated and to ensure the effective and efficient discharge of the Council's duties
- Review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.
- Advise the wider service on relevant changing legislation, professional standards and their implementation.

	<ul style="list-style-type: none"> • Develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs. • To ensure all work is completed to meet and exceed industry best practice in terms of safe working practices ensuring the health and safety of our staff and the public. • To lead and promote change with the service, and to promote and embed a culture of learning and innovation, responding to the needs of service users and customers, in order to drive continuous improvement in service delivery • Promote and embed a culture of commercial awareness, ensuring that services develop the acumen to identify and develop income generating opportunities and minimise costs • To oversee the preparation and planning / placement of plants, shrubs, trees for bedding schemes and new lay out across the Council • Responsibility for markets across the Council
Resource management:	<ul style="list-style-type: none"> • To ensure efficient and effective use of resources • To manage a budget of approximately £5.5m per annum. • To oversee the effective management of all operational teams within the service and ensure the efficient and effective deployment of employees, vehicles and plant, stores, supplies and other resources, in accordance with Health and Safety and Employment Legislation, within the service. • To carry out all aspects of staff management, including recruitment and selection, training and development, discipline, grievance, and monitoring performance, including where appropriate, involving Trade Union representatives • To oversee all aspects of staff training in respect of grounds maintenance, parks, arboriculture and horticultural services and maintain training records accordingly. The postholder will be expected to participate in, and/or give training to staff as required. • To oversee and ensure that effective processes are in place for requisition and control of materials, stores, plant, equipment, etc, and maintenance of related records for grounds maintenance, parks, arboriculture and horticultural services.
Partnerships:	<ul style="list-style-type: none"> • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • Ensure positive engagement with volunteer groups and communities to encourage development, usage and maintenance the Councils parks and open spaces • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required. • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
Strategic management:	<ul style="list-style-type: none"> • Lead the service in devising and implementing strategies and the service plan to ensure consistent, high quality and effective delivery of the Parks and Grounds service. Ensures the promotion of the plan to all stakeholders. • Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • Contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy. • Lead in the development of new ways of working that maximise efficiency and effectiveness.
Communications:	<ul style="list-style-type: none"> • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively.

- Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media.
- Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYCC services.
- Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance.
- Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and other stakeholders in challenging situations.
- Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature.
- Deliver presentations in order to develop effective service delivery and good stakeholder relationships.
- Provide timely accurate advice to Elected Members, Committees, and Management within the Council
- To represent the Council, giving technical advice and guidance where matters of a horticultural or arboricultural nature are involved, including advising on landscaping needs and proposals.
- Prepare reports, correspondence, estimates, costed action plans, and schedules of rates and tender documents in connection with the work of the service

Systems and information:

- Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current.
- Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Extensive senior management experience within local government or a comparable organisation. • Proven track record of providing professional leadership within operational area. • Significant experience of managing services at operational and strategic levels in the following areas <ul style="list-style-type: none"> • Parks and other recreational areas • Grounds Maintenance • Horticulture services • Arboriculture services • Open Spaces • Significant experience of successfully leading, managing and motivating employees and enabling them to deliver to their full potential. • Ability to identify and manage risks within group of services. • Demonstrable experience in successful partnership working. • Experience of financial management including the prioritisation and targeting of resources and income generation and monitoring of specific budgets. • Experience in maintaining a performance-orientated culture which delivers efficient and effective customer services. • Previous and demonstrable experience success in delivering innovative and creative solutions to service delivery. • Ability to understand and promote the Council's vision and priorities as it applies to services. • Demonstrate effective presentation and communication skills. • Ability to lead, motivate and develop staff in a performance focused culture. • Effective project management skills. • Ability to work collaboratively building trust, mediating, conciliating, negotiating and delegating. • Demonstrate a customer focused and responsive approach that improves service delivery. 	<ul style="list-style-type: none"> • Experience of responding to media enquires
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Excellent communication skills, with the ability to communicate clearly and effectively with a wide range of audiences • Enterprise and commercial skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. 	
<p>Behaviours</p> <p>Link</p>	
<p>Professional Qualifications</p>	<ul style="list-style-type: none"> • Membership of a relevant professional body

- Relevant Degree level education or proven equivalent level of technical and organisational knowledge in Parks, Grounds Maintenance, Horticulture, Arboriculture and Open Spaces.

Other Requirements

- Ability to travel across the Council

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure

Assistant Director,
Highways and
Transportation, Parking
Services, Street Scene,
Parks and Grounds

Head of Parks and
Grounds

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head Of Fleet Services
Grade:	SM2
Responsible to:	Assistant Director Integrated Passenger Transport, Licensing, Harbours and Countryside Access
Staff managed:	Manages a multidisciplinary team
Directorate:	Environment
Service:	Fleet Services
Job family:	SM - Senior Management
Date of issue:	May 2023

Job context

The Head of Fleet Services is the senior responsible person for the management of the Council's fleet, vehicle workshops and passenger transport operations including:

- To act as "responsible person" in respect of the Operator's Licence and as statutory transport manager for the operation of goods vehicles.
- To lead on the strategic and operational management of Council vehicles and the management of corporate fleet operating procedures, general road risk and driving at work policy and procedure. This includes supporting Brierley Group companies with the management of their fleets to ensure co-operation across the portfolio.
- To lead on the strategic and operational management on the Council's vehicle maintenance workshops.
- To lead on the operational delivery of the internal passenger transport function.

Fleet Management

The post holder will lead and manage the Fleet Service with a sound understanding of strategic, operational and professional fields. Required to deal effectively with complex, confidential, and sensitive situations and provide expert guidance and advice. The role will lead the development of service plans, management of budgets, resource allocation and the setting and delivery of key objectives for the future. The postholder has the autonomy to innovate and resolve all issues and would only escalate matters of significant reputational or financial risk for determination.

There are over 1000 vehicles and other plant and trailer assets in the fleet. There are 250 additional vehicles in the wider Brierley Group.

The post holder is responsible for the management of fleet items, the operating procedures for fleet vehicles and will act as the "responsible person" as part of the Operator Licence. The Council operates 150 large goods vehicles from 11 operating centres and 140 passenger vehicles in accordance with the Goods Vehicles (Licensing of Operators) Regulations 1995 and the Transport Act 1985. The postholder will ensure full compliance with this legislation.

The Council has more than 2000 fleet drivers and a significant number of drivers that use their own vehicles for work. The Council fleet operates for about 5million miles per annum and the grey fleet for about 4million miles. The postholder is responsible for the management of corporate road risk across the authority with responsibility for the development of policy relating to the driving at work.

The post holder is responsible for the development of the corporate fleet to ensure regulatory; safety and environmental standards are met, and that best value is achieved. The post holder must ensure that any fleet items enable services across the Council to deliver their functions, meet sustainability goals and provide travel options for staff.

Strategic fleet development is critical to future transformation and the Council's Beyond Carbon Plan and the post holder is responsible for the development and implementation of the fleet replacement programme to ensure the carbon neutrality goals are met (ambition is set for 2030). The Council's Fleet Services will explore future commercial opportunities and the postholder will develop commercial strategies to maximise income and manage all operations cost effectively to ensure the fleet service provide a commercially attractive service for customers.

The post holder is responsible for the detailed specification of vehicles used across the Council and will support other Brierley Group companies including NY Highways. The Council and Brierley Group operate high value, complex vehicles such as winter vehicles, buses, refuse collection vehicles and other highways maintenance & operational vehicles. These vehicles have a unit price of up to £250k each.

The postholder will take a strategic view and work with Brierley Group companies including NY Highways, suppliers, and other local authorities to ensure rationalisation and co-operation realising fleet and workshop transformation and ensure optimum vehicle replacement.

The post holder is required to act as senior user for ICT systems used by fleet operators both Corporately and across the Brierley Group of companies such as telematics and fleet systems.

The annual cost of providing fleet services is an estimate of £8m revenue.

Transport Operations

The postholder is the senior responsible person for the integrated passenger transport operations team which operates a fleet of over 100 buses, accessible minibuses, and people carriers across North Yorkshire. These vehicles are used to transport passengers each day to a range of schools, special schools and Health and Adult Services (HAS) establishments. The service delivers transport for children and adults with complex care, medical and behavioural needs, and older people in receipt of a package of social care. The service also operates 36 local bus services and several mainstream school contracts. The total number of individual passenger journeys is estimated to be 80000 per annum. There are 138 individual contracts operated on behalf of the IPT Contracts and Commissioning Team on an average school day. The postholder will ensure that vehicle routes are optimised and operated safely to ensure the best use of vehicles and will predict and plan for longer term service changes, to both see and implement opportunities to transform service provision.

The operations transport team is about 350 staff and operates from 6 main hubs and 7 satellite locations across the County, with local area Operations Officers reporting to this post. The annual cost of providing this service is currently £7.5m.

Ensuring availability of suitably qualified and experienced specialist care is a vital part of this role. The post holder will lead in directing the recruitment, induction, training, motivating and management of staff to ensure enough staff resources are always available to meet a variable demand. There is a requirement for specialist one to one staff medically trained to respond to life threatening events of passengers whilst in transport and aiding and care for clients who may exhibit challenging behaviours.

The postholder will maintain effective close working relationships with HAS and CYPS to develop passenger transport policy development and the role of the Operation Team shaping future transport commissioning strategy and providing alternative delivery options.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose

The Head of Fleet Services will deliver the Council's functions in relation to fleet and operational passenger transport activities. To ensure high quality and compliant services in line with relevant legislation and to work closely with key partners to develop strategy, policies and procedures, ensure the delivery of effective service, perform a strategic and technical advisory role on fleet matters and maintain effective relationships with key stakeholders and partners.

Operational Management:

FLEET

- To act as head of service, statutory named Operator License holder and overall responsible person as well as nominated statutory transport manager for both passenger and goods services. To ensure safe and compliant operation of vehicles and to ensure drivers are employed in accordance with our undertakings.
- To act as Council fleet manager. To provide asset management of vehicles and to lead on the management of corporate road risk. To manage vehicle operations across the Council and ensure that they meet all required standards of maintenance, testing and licensing
- To lead the development and realisation of fleet and workshop transformation across NYC, suppliers, other local authorities, and Brierley Group companies in partnership with Brierley group stakeholders.
- To manage the network of vehicle maintenance workshops
- To act as senior user for shared ICT systems across the corporate and Brierley Group portfolio.
- To plan and review the strategic development of the fleet and manage the forward vehicle replacement programme.
- To lead and implement change on vehicle related strategic / countywide projects
- Lead for service planning and delivery and work collaboratively with all directorates to identify solutions to their transport and travel needs. Responsible for leading vehicle-based transformation projects across the Council
- To act as lead officer for the management of corporate road risk including grey fleet and lead the development and implementation of driving at work policy and procedures
- To provide contract management for NYC fleet contracts and support the wider Brierley Group.
- To manage the fleet expenditure on behalf of directorates.
- To complete complex vehicle specifications for all services to meet operational requirements.
- To act as technical specialist regarding the operation of vehicles in all services.
- Budget management and management of assets
-

OPERATIONS

- Act as head of service for the IPT Operations Team (350 staff)

	<ul style="list-style-type: none"> • To lead the development of the service to ensure the aims of strategic and countywide projects are realised especially the development of innovative delivery methods for home to school transport. To develop the service so it can respond to future business innovations. • Responsible for delivery of internal transport services. The operations service does not formally operate as a traded service but is required to operate in a commercial environment where the post holder is accountable for cost control and income generation relative to transport services. • Ensure the team responds to the service needs of customers both internal customers and passengers. • To work widely with other directorates to ensure and monitor service effectiveness, improvement, and value. • Identify opportunities for route and vehicle integration and efficiency across the service to maximise effectiveness and savings opportunities in conjunction with other colleagues. • To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and business. • To advise the wider service on relevant changing legislation, professional standards and their implementation. • To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs. • To lead specific programmes as part of the Council's change and transformation programme. • Responsible for ensuring the team can respond to emergency transport requirements as required by the Local Resilience Forum.
<p>Resource management:</p>	<ul style="list-style-type: none"> • Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability. • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management tasks such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required. • To lead partnership working across the Council, wider Brierley Group companies, suppliers and other local authorities with fleet and workshop development and ensure

	<p>that activities are aligned, where appropriate, with other changes taking place corporately and across Directorates</p> <ul style="list-style-type: none"> • To work with Environment Operations to ensure the safe and compliant operation of large goods vehicles and good driver management • Work with HAS and CYPS to ensure the ongoing development and innovation of commissioning practices and methods of delivery
Strategic management	<ul style="list-style-type: none"> • Lead the service in devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensure the promotion of the plan to all stakeholders • Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the Assistant Director, to be accountable for service strategy. • Lead in the development of new ways of working that maximise efficiency and effectiveness. • Lead in the development and implementation of change across the Council and wider Brierley Group for vehicle and workshop-based projects. • To lead on the development of future fleet strategy for vehicles to reach carbon neutral goals and work with services to develop new ways of operating to meet these goals. • Lead in the development of new ways of internally delivering passenger services that maximise efficiency and effectiveness. • To lead on the production, monitoring and review of the corporate procedures and policies relating to road risk. • Manage relationships with key suppliers of vehicles and other services. • To determine strategy, objectives, targets, and lead the development of policies
Communications:	<ul style="list-style-type: none"> • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of licensing services. • Manage challenging situations effectively and pro-actively to improve the performance of staff by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate. • Provision of professional advice and guidance to Elected Members in relation to licensing matters and licensing hearings.
Systems and information:	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice

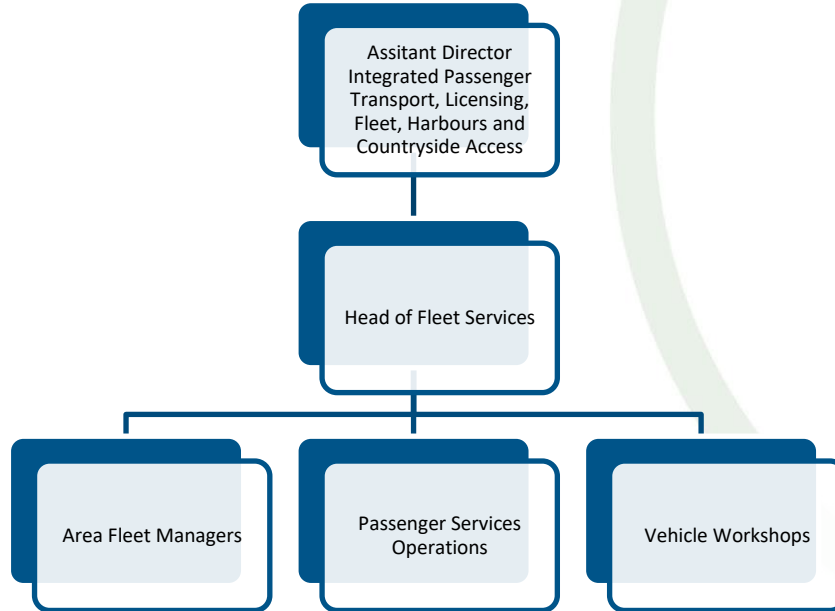
Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • In-depth knowledge of operator, vehicle and driver licensing requirements relating to passenger, transport, goods transport, light commercial and other specialist vehicles. Significant experience of fleet management including the operation, maintenance, and licensing of light commercial, goods and passenger vehicles • Knowledge of vehicle maintenance requirements and vehicle workshop operations. • Knowledge of staff rostering and vehicle scheduling. • Knowledge of procurement rules and process generally and of vehicles and vehicles related services and equipment. Detailed knowledge of vehicle specifications across all vehicle types and regulatory requirements • Knowledge and understanding of HR policies relating to the management of people in the workplace. • Knowledge and understanding of financial accounting methods. • Detailed knowledge of road risk management and workplace health and safety in a transport environment. • Significant knowledge of induction, training, and recruitment practices for transport staff. • Knowledge of fleet ICT systems. • Knowledge of, and demonstrated success in, effective management of staff, budgets and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management • Experience of developing and implementing organisational culture change within a large diverse organisation • Experience of delivering large, complex, high value projects. • Experience in leading and managing the engagement of partners within complex developments. • Comprehensive experience at a senior level of managing a large diverse workforce including part time and out posted staff and performance. • Significant experience operating at a senior level in a transport service or related environment. • Experience of passenger transport operations including those for passengers with additional needs and local bus services • Experience of contract management • Experience of successful implementation of organisational change. • Proven experience in successfully managing costs and income in a dynamic commercial environment. • Experience of leading the implementation of complex strategic projects relating to vehicle fleets 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Management of operational functions to deliver strategic objectives • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. 	

<ul style="list-style-type: none"> • Ability to develop and maintain effective partnerships both within and outside the Directorate and the Council. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. 	
<p>Behaviours Link</p>	
<p>Professional Qualifications A professional qualification e.g., Certificate of Professional Competence (CPC) or Chartered Institute of Logistics and Transport (CILT) Certificate / Diploma or equivalent (or demonstrable equivalent experience). Educated to degree level or equivalent experience. Must have Transport Manager Certificate of Competence (Road Haulage) Must have Transport Manager Certificate of Competence (PSV)</p>	Management qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours • Evidence of professional updating and development 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Parking Services
Grade:	SM2
Responsible to:	Assistant Director
Staff managed:	Manages a multidisciplinary team
Directorate:	Environment
Service:	Highways and Transportation, Parking Services, Street Scene, Parks and Grounds
Job family:	SM - Senior Management
Date of issue:	May 2023

Job context

- To manage the parking service provided by North Yorkshire Council covering all aspects of on and off-street parking policy, strategy and operations.
- Significant operational responsibility managing people resource, which includes 2 direct reports and approximately 70 other staff covering civil parking enforcement, penalty charge notice and permit administration and processing
- Managing assets across the county, including all public car parks which includes multi storey car parks and cash collection
- Budgetary responsibilities of over £15 million per annum
- Responsible for all on and off-street parking policy and strategy and the operational performance of the Parking Services functions.
- Overall responsibility for all aspects of the Parking Service to deliver high-quality, technology based, cost-effective services with high levels of customer satisfaction. Formulate relevant service strategy, policies and objectives and be accountable for their delivery. To act as lead officer and expert consultant on all consultations, regarding the Parking Services. Overall responsibility for the delivery of major schemes directly associated with the Parking Services.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose:

To lead, direct and be accountable to the Assistant Director, Highways and Transportation for the Parking Service covering the following areas: Parking policy and strategy and operational delivery including enforcement, Penalty Charge Notice and Permit administration and processing, car parks including multi storey car parks and cash collection for the Council. To determine the strategic planning for the service and have specific responsibilities for the delivery of cost effective, highly efficient, high performing operational service, meeting the Council's strategic aims and objectives.

Operational management:

- Acts as lead officer for the Parking Service, responsible for delivering professional parking enforcement in line with Service Level Agreements and the related budgets.
- Supporting the Assistant Director through contributing to the service plan and contributing to the Management Team through providing direction on the production, delivery, monitoring and review of the plan.

	<ul style="list-style-type: none"> • Embed a culture of performance management across the service through the development and operation of appropriate monitoring systems and processes focussed on customer outcomes and delivery of key objectives. • Responsible for workforce planning, developing the service and directing a multi-disciplined team covering all aspects of the service, ensuring innovation and continuous improvement. • Lead Officer responsible for developing the team's knowledge and expertise by ensuring suitable training, mentoring opportunities and one to ones etc. are in place and are effective.
Resource management:	<ul style="list-style-type: none"> • Responsible and accountable for the Parking Services budgets including monitoring, reporting and the preparation of estimates as required by the Assistant Director in accordance with the Council's financial procedures • Cash collection and management of approximately £7m per annum • Manage budgets as delegated ensuring that expenditure is kept within existing allocations, advising line manager of additional resource requirements and assist with the preparation of an annual budget. • Monitoring of staff performance against relevant targets agreed through the staff appraisal process. • Provide leadership, direction, motivation, and support to ensure delivery of the major schemes programme including the Service Performance Plan. • Be responsible for staffing and associated budget. • Take responsibility for the performance of the parking services and manage the overall work of the team, taking responsibility for decision making of escalated issues, professional judgements, and delegation as appropriate. • To ensure staff in the team are clear about what is expected of them, are kept informed about their performance and enabled to develop the necessary skills and knowledge through supervision, appraisal, and development opportunities.
Partnerships:	<ul style="list-style-type: none"> • Effective liaison with Members of Parliament, Parish, Town, and NYC Councillors, Media, Contractors and suppliers, other LA's, Regional and sub-regional meetings with partner LAs, suppliers, trade association, Public and Commercial Customers, Trade Unions, DVLA, Traffic Enforcement Centre, Traffic Penalty Tribunal, Enforcement Agencies (i.e., bailiffs), Chamber of Trade, Town Centre Managers to achieve objectives. Specialist/expert on strategic parking matters and law and strategic projects working with partners on project teams comprising consultants, researchers, Directors, Heads of Service, Cabinet Member(s), planning and economic development experts.
Strategic management:	<ul style="list-style-type: none"> • Responsible for all on-street and off-street parking policy and strategy • Responsible for the development and delivery of Strategic Policies of the NY Council in respect of parking. • Advises the Council, its elected members, services, partner organisations and other customers on all matters associated with the parking services function.
Communications:	<ul style="list-style-type: none"> • Liaison and provision of information and technical advice on relevant parking matters to Service Units, Directorates and external bodies. • Negotiate effectively with external agencies, including contractors, to ensure best value for the Council. • Liaise with internal colleagues and external organisations to deliver and procure services as required. • Representing the NYC/Highways & Transportation at Committee meetings, public meetings, public consultations, regional bodies, District Council and Parish Council meetings and other bodies. • Communication with contractors on large technical (car park) procurement (OJU level) for example the MSCP pay on entry systems, specification of work and negotiations.

Systems and information:

- Responsible for all procurement of systems/equipment ensuring that they are delivered in accordance with the Council's policies and procedures
- Ensure that personal data and records are correctly secured and protected in line with the General Data Protection Regulation and NYC requirements for information Security and Confidentiality.
- Responsible for risk management within Service Area.

Person Specification:

Essential

Knowledge and Experience

- Substantial knowledge and experience in the following areas -
 - Car Park management and operation.
 - Civil Parking Enforcement.
 - Parking policy and strategy development
 - Parking Adjudication and relevant case law
 - Parking Legislation including Traffic Management Act, Civil Parking Enforcement and Taking Control of Goods.
 - Traffic Regulation Orders
- Experience of managing front-line services
- Risk management and Health and Safety
- Effective Customer Services.
- Procuring services and contract management.
- Programme, project and service management.
- Performance management; and Implementing change.
- Professional expertise in leading a multi-disciplined and diverse work force.
- Extensive experience in managing an operational, administrative and enforcement service either in house, contracted or other.
- Demonstrable experience of delivering services within relevant legislation.
- Proven track record of managing customer relationships and delivering improvement (including traffic management) through service analysis.
- Experience of identifying service/customer/traffic management needs and instigating, designing and developing innovative services to address these.
- Demonstrable experience of working in a political environment at a senior level.

Occupational Skills

- Managing the delivery of Civil Parking Enforcement.
- Professional expertise in leading a multi-disciplined and diverse work force.
- Commercial aptitude to delivering services within relevant legislation.
- Contract management and procurement expertise.
- Project management experience.
- Managing customer relationships and delivering improvement (including traffic management) through service analysis.
- Management of Change.
- Budget management and monitoring, including cash management.
- Excellent people management skills.

Behaviours

[Link](#)

Desirable

- Extensive knowledge of relevant legislation; research documents
- Experience of responding to media enquiries.

Professional Qualifications

- Will be expected to be educated to degree level or hold a relevant managerial qualification (e.g., Certificate in Management/MBA).
- Evidence of continuing professional development

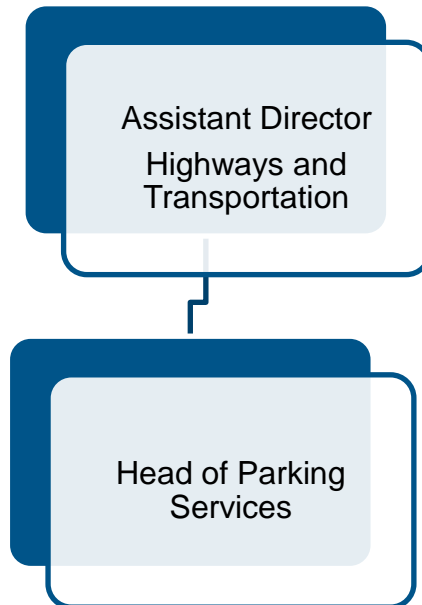
Other Requirements

- Ability to travel across the County
- Ability to attend meetings outside of normal business hours

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Provider Development Manager (Permanent)
Grade:	SM1
Responsible to:	Head of Service Development
Staff managed:	Manages staff on a project/matrix basis (not direct line management)
Directorate:	Health and Adult Services
Service:	Adult Social Care
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

Reporting to the Head of Service Development, this post will coordinate the transformation of in house building based services including the development of business cases for capital works and new build development. In addition, the role will lead on the development of delivery models for complex needs services and residential and nursing care in the wider care market on a Countywide footprint. This is a specialist role that will work closely with Provider Services, Care Market, Capital Programmes, Finance and the wider Health and Adult Services and Corporate Services to modernise and transform existing provision.

Reporting directly to the Head of Service Development, this post will lead with the transformation of in-House Provider Services.

The post will be responsible for:

- The development of 2 x discharge hubs in Skipton and Filey
- Developing processes to enable other residential and nursing services to transform in a managed and safe way.
- The development of complex dementia services in Harrogate
- Project manage the capital build of those complex Dementia services across Harrogate.
- Reviewing the complex needs offer across in house provision and developing a road map to meet identified need across all areas of the Council.
- Leading the transformation of in-house provider services into a targeted service for the delivery of complex care
- Working to develop commercially viable business models for provider services across regulated and non-regulated care with analysis of need and demand being interpreted into service delivery.
- Support major work programmes on budget delivery, performance, quality, organisational development and service transformation to ensure timely, planned and well-managed implementation of directorate business and service plans.
- The post holder will be highly autonomous and will, where necessary, deputise for the Head of Service Development

<p>Job purpose</p>	<p>The purpose of this post is to coordinate the transformation of in house provider residential care provision into services supporting discharge. In addition the role will lead on the development of complex needs services on a Countywide footprint through direct delivery.</p>
<p>Operational Management:</p>	<ul style="list-style-type: none"> • To develop and deliver a programme of transformation for Provider Services moving from a responsive generic needs service to a targeted complex needs provision. • To develop and commence delivery of a deployment plan for the next 5 years to achieve the objectives of the transformation. • To develop a workforce development plan to support the transformation of Provider Services moving to a complex needs provider • To develop and oversee a capital works plan to enable appropriate accommodation for the transformed services. • To develop a transformation plan for residential and nursing services in the care market • To support the directorate contribution required for the Local Government Review • To support major work programmes on budget delivery, performance, quality, organisational development and service transformation to ensure timely, planned and well-managed implementation of directorate business and service plans. • Support specific countywide programmes as part of the Council's change and transformation programmes. • Support organisational change by ensuring the appropriate systems and resources are in place and communicating and contributing to change effectively. • Carry specific management responsibilities within Health & Adult Services and be assigned development tasks across Health & Adult Services and the wider Council and its partnerships.
<p>Resource management:</p>	<ul style="list-style-type: none"> • The post holder will be responsible within the Council's scheme of Delegation of financial performance of the post holder's unit, ensuring a balanced budget and meeting any efficiency targets agreed. • Identify funding streams and write business cases to ensure value for money is achieved throughout the programme delivery. • Provide leadership, motivation and regular supervision, appraisal and development to those staff for whom the postholder is responsible via matrix management arrangements in line with Directorate's Supervision and Appraisal procedures. • Take responsibility for own Continuing Professional Development
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Develop and maintain effective working relationships with Elected Members, Directorate staff, partners, communities and external agencies. • Engage with a wider range of internal and external partners to drive the change ensuring it meets the needs of the brief, gaining buy in from all parties. • Forge partnerships and work alongside others both internally and externally in the delivery of services that enhance our County and build self-reliance within North Yorkshire's communities. • Understand the needs of communities, and a commitment to delivering outcomes for citizens, customers and stakeholders. • Represent the Directorate at appropriate Regional and National Groups where added value for NYC can be gained by sharing and working collaboratively with others.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • Effectively implement national legislation, policies and guidance and Council policies • Modernise and develop the workforce alongside the transformation agenda. • Improve and modernise business processes to ensure a positive outcome. • Continually Evaluate transformation which has taken place to ensure lessons are learnt and used to improve further transformation. • Contribute to the annual Service Plan

	<ul style="list-style-type: none"> • Work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate. • Establish and maintain effective working relationships with strategic partners of Health & Adult Services. • Develop policies, guidance and procedures to ensure consistent working practices, ensure clarity of function and explore opportunity to joint working arrangements with other directorates. • Ensure the achievement of ongoing continuous improvement for the team.
Communications:	<ul style="list-style-type: none"> • Provide complex information, written and oral, in an extensive range of formats to an extensive range of audiences, including the Corporate Director - Health & Adult Services and Executive Members, senior officers, staff and partners organisations, whilst being sensitive to the nature of the transformation and the audience, ensuring the end goal is achieved effectively. • Negotiate and influence others whilst leading on complex transformation projects. • Represent the Directorate at a senior level at appropriate multi-agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services, their carers and other stakeholders in challenging situations. • Respond to media enquiries as requested by HAS Leadership Team and the Corporate Director Health and Adult Services and appraise them of any matters arising which are particularly sensitive or controversial in nature. • Promote the reputation and image of the Council positively when responding to complaints or to media queries. This may include responding to matters of a sensitive or controversial nature.
Systems and information:	<ul style="list-style-type: none"> • Ensure provision of relevant data for inclusion in reports to Health and Adult Services Leadership and Management Teams and other groups as appropriate, making good use of available information, appraise content and assess what else might be needed • Prepare and present reports to Committees, Health and Adult Services Leadership and Management Teams. • In conjunction with other service areas, develop initiatives and proposals to promote the work of the service. • Use systems and information as appropriate to quality assure the work of other staff. • The post holder will be required to provide IT information and statistical reports to illustrate transformational plans and progress. • The ability to analyse complex data and information to inform transformational decision making is a key aspect to this role • The post holder must utilise the current business processes in relation to record keeping, financial monitoring and ICT. • The post holder is expected to be responsible for the use, maintenance and management of IT equipment, software and information required to perform their job role.
Safeguarding:	<ul style="list-style-type: none"> • Be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate

Person specification:

Essential	Desirable
Knowledge <ul style="list-style-type: none"> • Extensive knowledge of the legal framework applied to the Directorate's relationship to relevant consumer groups. • Extensive knowledge of the development of costed business models for transformation of social care direct provision 	<ul style="list-style-type: none"> • Experience in a local authority, other public sector or independent service industry

- Significant knowledge/experience of current good practice standards both at local and national level.
- Extensive knowledge of the Care Act and the national legislative framework for safeguarding
- Significant demonstrable knowledge of statutory requirements, including requirements in respect of equality and anti-discrimination legislation, maintaining a safe working environment, data protection and confidentiality across a multi-agency partnership.
- Knowledge of Quality Assurance mechanisms
- Extensive knowledge of Organisational Development and Business Process approaches
- Substantial knowledge of budget and staff management processes.
- Extensive post qualifying experience within a relevant professional field
- Substantial experience of multi-agency work at senior manager / leadership level. Able to demonstrate examples of making a practical difference.
- Substantial Experience of developing strategic plans based on needs assessment and delivery of required outcomes.
- Demonstrable Experience of developing and implementing new ways of delivering services and innovative working practice.
- Wide experience of contact with, and presenting to, Members and Director level staff and senior managers in partner organisations.
- Experience of policy and service planning and development
- Substantial Experience of managing and delivering against performance indicators in a complex operational environment.
- Proven, effective and substantial experience of the management of resources in a changing organisational environment, including budget planning, expenditure control, and identifying savings.
- Substantial Experience of building effective teams, promoting personal/team/organisational development and supporting a culture of accountability and delivery

Occupational Skills

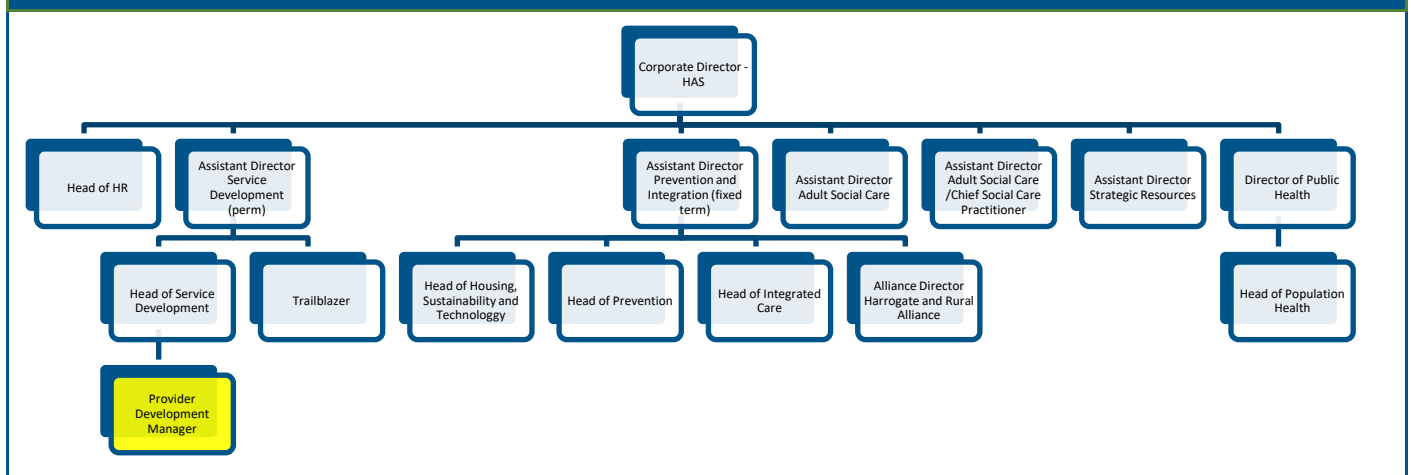
- Ability to lead change and to support services during periods of change and development, minimising the impact on staff morale and maximising the positive outcome.
- Ability to monitor and evaluate services and practices to ensure agreed standards are maintained and intervene constructively where necessary.
- Exercises professional judgement to make key decisions which have wide reaching implications.
- Has insight into strategic strands of Directorate work to make clear business-focused decisions.
- Uses high level persuasion, influencing and/or negotiation techniques to achieve strategic objectives of the Council and Public Health
- Scans, anticipates and plans preventative actions for cross-cutting, complex problems at a strategic level.
- Oversees the delivery of strategic projects, reviewing and making amendments as necessary.
- Excellent communication skills, presenting high level, complex information in an accessible format.
- Good political skills and ability to operate effectively and promote services for vulnerable adults in a political environment.
- Ability to plan, develop and implement new ways of working, including integration with other key agencies.
- Strategic thinker with proven leadership skills and the ability to promote and gain commitment to the organisation's policy and objectives.

<ul style="list-style-type: none"> Budget management skills including effective use of resources. IT skills. 	
Behaviours <ul style="list-style-type: none"> link 	
Professional Qualifications <ul style="list-style-type: none"> Educated to degree level or demonstrable equivalent experience 	<ul style="list-style-type: none"> Project management qualification
Other Requirements <ul style="list-style-type: none"> Ability to travel across the County. Ability to attend meetings outside of normal business hours. This role is not part of any formal on call rotas but, in emergencies, may be asked to contribute to senior manager on call arrangements as part of major incident response 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Transforming Cities Fund Project Delivery Manager
Grade:	SM1
Responsible to:	Assistant Director Highways & Transportation
Staff managed:	Manages a team of specialist professionals
Directorate:	Environment
Service:	Highways & Transportation
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

- The Transforming Cities Fund team manages the delivery of the council's programme of transport schemes being delivered as part of the Leeds City Region's successful TCF award.
- The post holder is responsible for coordinating and managing development, planning, statutory procedures, design, procurement and implementation of major transport schemes identified in the TCF programme.
- The post holder is also responsible for the monitoring and reporting of scheme delivery to the programme funders, WYCA, ensuring compliance with the WYCA assurance framework and partnership agreement.
- The post holder is responsible for managing and monitoring the performance of consultants in the delivery of the TCF programme and is responsible for all aspects of budgetary control and reporting.
- The post holder is responsible for ensuring that work being carried out by district council partners as part of the TCF programme meets the requirements of the WYCA assurance framework and partnership agreement between WYCA and NYC, and NYC and the relevant district councils.
- The post holder may also manage the delivery of other NYC capital projects as and when required
- The post is based on a 37 hour working week between Monday and Friday (flexible working or job share requests may be considered), but is likely to require occasional working outside these hours to attend meetings, workshops and public engagement events.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job purpose

The core focus of this job is to develop and manage the planning, statutory procedures, design, procurement and implementation of the North Yorkshire elements of the Leeds City Region's Transforming Cities Fund programme by 2023. The post holder will work closely with a wide range of internal and external stakeholders, including senior managers, staff across the organisation and within partner organisations such as the West Yorkshire Combined Authority, partner district councils and external bodies (e.g. Network Rail and transport operators) to ensure the successful delivery of the programme. The post holder will also be responsible for representing the council's interests in relation to TCF projects promoted by partner organisations.

Operational Management:

- Manage the delivery of the Council's Transforming Cities Fund programme, including design, preparation of contract documents, procurement through relevant procedures, supervision of construction and financial control.
- Process land acquisition and access requirements related to schemes.
- Manage the progress of schemes through the statutory procedures including planning approval, side road and compulsory purchase orders.

	<ul style="list-style-type: none"> • Management of the submission of the Council’s case through public inquiries including presentation of proof of evidence as expert witness. • Authorise Works Orders and commissions. • Manage the commissioning of work with consultants and statutory bodies. • Supporting the Assistant Director through contributing to the service plan and contributing to the Management Team through providing direction on the production, delivery, monitoring and review of the plan. • Embed a culture of performance management across the service through the development and operation of appropriate monitoring systems and processes focussed on customer outcomes and delivery of key objectives. • Ensure reporting on the project is carried out as required by the funding bodies, and in line with any requirements of the WYCA, and that partner district councils also feed into this process
<p>Resource management:</p>	<ul style="list-style-type: none"> • Provide leadership, direction, motivation and support to ensure delivery of the TCF programme including the Service Performance Plan. • Be responsible for staffing and associated budget. • Organise, chair and manage the TCF North Yorkshire projects board and ensure appropriate attendance at other TCF meetings as necessary. • The management of the overall programme budget including approval of fees payable to Consultants and Contractors. • To manage and monitor the performance of Consultants and Contractors. • Manage budgets and grant funding for the programme, as delegated, ensuring that expenditure is kept within existing allocations, advising line manager of additional resource requirements and assist with the preparation of an annual budget. • Monitoring of staff performance against relevant targets agreed through the staff appraisal process. • Managing the workloads and priorities of staff involved in the delivery of the Transforming Cities Fund programme. • Responsibility for Performance Management in the areas relevant to the post. • Responsibility for ensuring that all relevant reporting and monitoring both internally, and for partners, is completed on time and to the required standard. • Responsibility for ensuring timely and accurate submission of quarterly claims. • Authorisation of design briefs for consultants.
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Develop and maintain effective working relations with external bodies, in particular the partner organisations in the TCF programme. • Work closely with TCF programme partners, in particular the district/borough councils and WYCA. • Work closely with and oversee the work of TCF programme partners such as consultants or other corporate directorate representatives in developing and promoting scheme proposals. • Record, summarise, share and feedback information to ensure all partners are appropriately informed. • Work in a team context forging and sustaining relationships across agencies and respecting the contribution of others working with customers. • Liaison with Highways England, Network Rail, Statutory Undertakers and private companies concerning the impact and delivery of major transport projects. • Liaison and reporting to WYCA, and if necessary DfT, on all aspects of the TCF programme.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • Provision of specialist transport advice to partner organisations involved in the delivery of the TCF. • Prepare relevant guidance notes in line with Government policy and direction. • To actively promote and develop the Service Unit’s contribution to the Council’s Corporate Priorities

Communications:

- Dealing with enquiries from Members of the Council, partner organisations, and members of the public.
- Representing the Council/Highways & Transportation at Committee meetings, public meetings, public consultations, regional bodies, WYCA meetings and boards, National Park Authority, District Council and Parish Council meetings and other bodies.
- Preparing committee reports, and presenting reports at committee meetings.
- Preparing reports to central government departments, including Department for Transport (DfT), to partners including West Yorkshire Combined Authority and the relevant district councils,
- Scheme promotion, consultation and negotiation including attendance at meetings and liaison with Members from both NYC, the relevant district councils and WYCA
- Liaison and provision of information and technical advice on relevant highway scheme matters to Service Units, Directorates and external bodies.
- Negotiate effectively with external agencies, including contractors, to ensure best value for the Council.
- Liaise with internal colleagues and external organisations to deliver and procure services as required.
- Dealing with general correspondence in accordance with the Council's Customer Charter.
- Represent the Council in interviews with the media.

Systems and information:

- Ensure that personal data and records are correctly secured and protected in line with the General Data Protection Regulation and NYC requirements for information Security and Confidentiality.
- Responsible for setting up management systems to control programme delivery and expenditure.
- Responsibility for ensuring that the WYCA Project Information Management System (PIMS) is used to report on project delivery
- Responsible for risk management within Service Area.

Person specification:

Essential

Knowledge

- Proficient knowledge of current guidance and legislation with respect to highways and transport scheme design
- Proficient knowledge of current guidance and legislation with respect to statutory processes involved in the delivery of major highways and transport schemes.
- In-depth understanding of current guidance and legislation with respect to contract procedures rules.
- In-depth understanding of current guidance and legislation with respect to procurement procedures rules.
- Proficient knowledge of statutory requirements, including requirements in respect of health and safety and CDM.
- Proficient, demonstrable knowledge of project management approaches and a related qualification (i.e. PRINCE2, IPM)

Experience

The post requires substantial and effective experience in the following areas:

- Management / leadership experience in managing staff and performance.
- Project management of complex schemes

Desirable

- Knowledge and understanding of the principle of partnering contracts
- Knowledge and understanding of road works design and construction.
- Knowledge of current approaches on urban realm design
- Knowledge and understanding of a Combined Authority or similar governance procedure
- Proficient knowledge of current guidance and requirements when working alongside live railways
- Experience of committee procedures
- Experience of working within a partnering /contracting environment

<ul style="list-style-type: none"> • Highway design and specification • Transport and public realm design and specification • Public Inquiries in respect of major transport projects including giving evidence at inquiries • Production of contract documents • Management of resources in a changing organisational environment, including human and financial resources. • Controlling expenditure against budgets. 	<ul style="list-style-type: none"> • Experience of responding to media enquiries. <ul style="list-style-type: none"> • Experience of working with transport operators and the rail industry. Experience of rail (not trackside) design and negotiation with TOCs and Network Rail
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to assimilate new initiatives, technology and software and interpret information. • Effective influencing and negotiating skills • Ability to work with a number of partner organisations, who may have competing objectives • Good interpersonal skills. • Able to effectively challenge Management to ensure efficient and effective services through the development of existing new contracts. • Able to effectively monitor and manage contracts and projects to ensure the service delivered complies with requirements • Develops procedures and systems to ensure effective operation. • Makes decisions which may involve difficult choices or considered risks. Able to make decisions based on relevant information. • Exercises professional judgement to make key decisions which have wide reaching implications. • Has insight into all work streams in connection with the delivery of the TCF programme to make clear business focused decisions. • Plans, implements and reviews the acquisition, allocation and management of complex financial resources. • Ensures compliance with health & safety procedures and promotes best practice. • Maintains and develops an environment and culture that improves health & safety. Provides specialist advice and guidance on health & safety best practice. • Uses creativity and innovation to generate solutions for difficult issues. Identifies possible causes of problems and implements solutions to minimise future occurrence. • Scans, anticipates and plans preventative actions for cross cutting, complex problems at a strategic level. • Effectively copes with conflicting and complex demands. Able to achieve objectives despite complex setbacks and challenges. • Presents/records, complex information in an accessible format. Develops methods and systems for written communication. • Literate in computer skills and Microsoft suite of programmes 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Degree in civil engineering, transport planning or a related discipline. Note: postholder will be supported to achieve Chartered membership of a relevant engineering/highways/transportation institution. • A project planning/management qualification 	<ul style="list-style-type: none"> • A management qualification

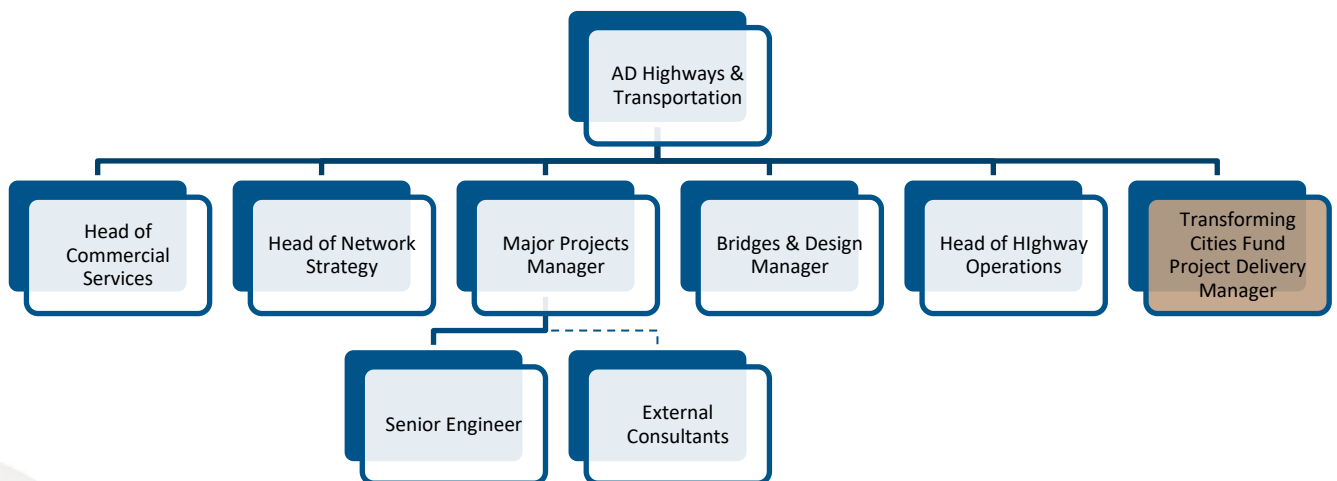
Other Requirements

- Ability to travel across the county and the wider region as required
- Ability to attend meetings outside of normal business hours
- Professional values and attitudes
- Ability to work both on own initiative and as part of a team
- Ability to work to specified deadlines

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by



identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Area Manager (W&SS)
Grade:	SM1
Responsible to:	Head of Waste & Street Scene Operations
Staff managed:	Manages a group of managers
Directorate:	Environment
Service:	Environment & Climate Change
Job family:	SM - Senior Management
Date of issue:	August 2023

Job context

The Waste & Street Scene (W&SS) Service Unit is responsible for the 'front line' delivery of the waste collection & street scene services in North Yorkshire. This service is delivered via 7 locally based depots working alongside a central waste contracts team. There are 3 Area Managers who are each responsible for two or three of the area depots.

- Area depot responsibilities include collection of domestic waste, recycling, trade waste, garden waste and bulky waste, also includes street scene operations – emptying of public bins, clean streets and pavements.
- The service has a clear customer focus and a strong performance culture. Our vision is to deliver the best W&SS service to the people of North Yorkshire.
- The post-holder directly manages 5-6 staff, with operational teams of up to 100 people per depot. The service is also supported by both a Teckal contractor, Yorwaste, and other suppliers.
- The service is undergoing significant transformation and accordingly the post-holder will need to lead on certain areas of work. This may require attendance at senior officer meetings, political forums or meetings with decision makers.
- It is expected that the post-holder will help manage the transition to service harmonisation embedding a single culture and way of working across the service.
- The post-holder must be highly-motivated, a good leader, have excellent communication skills and have the ability to represent the authority in a wide variety of forums.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose:

To lead and manage the W&SS service within the Areas with regard to collection of domestic waste, recycling, trade waste, garden waste and bulky waste, also includes street scene operations – emptying of public bins, clean streets and pavements. To ensure the effective expenditure of the budget (approximately £6 million) and exercise financial control.

Operational management:

- Ensure compliance with policies and procedures associated with the delivery of the local W&SS service.

	<ul style="list-style-type: none"> • Make arrangements to deliver an efficient and effective collection service for domestic residual waste, recycling, trade waste, garden waste and bulky waste and any other local functions pertaining to the service. • Make arrangement to deliver an efficient and effective street scene services covering clean streets and pavements, public bins any other local functions pertaining to the service. • Within the service policy, achieve the best value quality from recycling material and accordingly enable best value. • Lead on or contribute to specific programmes as part of the Council's change and transformation programme. • Ensure service stability through a period of significant change and service harmonisation. • Visible manager of large cohorts of operational front-line staff. • Develop, support and promote a strong results-driven and customer-focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs. • Review and propose changes to structures, procedures and working methods that will improve the effective use of resources and the effectiveness of service delivery to communities and targeted groups. • Ensure effective integration with the highways function at a local level and identify and implement ways to ensure that performance levels are achieved.
Resource management:	<ul style="list-style-type: none"> • Be directly responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation. • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development. • To act as the budget holder and have overall responsibility for Area based budgets and expenditure.
Partnerships:	<ul style="list-style-type: none"> • Ensure that the Area Teams undertakes appropriate and effective liaison with partners and other contractors/suppliers in all aspects of work provided. • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change, ensure activities are aligned, where appropriate, with other changes taking place corporately or across directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions as required. • Represent the service at operational and co-ordination forums with external agencies and other Council directorates as required.
Strategic management:	<ul style="list-style-type: none"> • Help shape and deliver service transformation and harmonisation in-line with the Council's target operating model (TOM)

- Personally and through team members, deliver the targets set down in the service and team plans, monitoring and addressing under-performance.
- Contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and, working with the line manager, to be accountable for service strategy.
- Responsible for strategic decision making for W&SS operational matters contained within the geographical area of the role.
- Contribute to developing new ways of working that maximise efficiency and effectiveness of the service across the county.

Communications:

- Liaison with Councillors, Parish Councils and Councillors, government bodies (e.g. DEFRA), other representative bodies and members of the public on matters related to W&SS operations and to attend meetings, as required.
- Represent the Council through being the point of contact with the media in Area matters.
- Prepare and present reports to Council Committees and other meetings.
- Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media.
- Work closely with officers/professional staff in understanding/improving the customer journey across a range of NYC services.
- Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers through communication and the provision of support and guidance.
- Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff and people who use our services.
- Respond to media enquiries as required and appraise your manager of any matters arising which are particularly sensitive or controversial in nature.
- Deliver presentations in order to develop effective service delivery and good stakeholder relationships.
- Inform and analyse national and local policy change and communicate implications to senior managers, senior operational managers and frontline staff as appropriate.

Systems and information:

- Ensure that systems and processes to support the service are consistent with the Council standards and procedures.
- Use relevant IT systems and tools to support management, delivery and development of services, ensuring records are accurate and current.
- Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

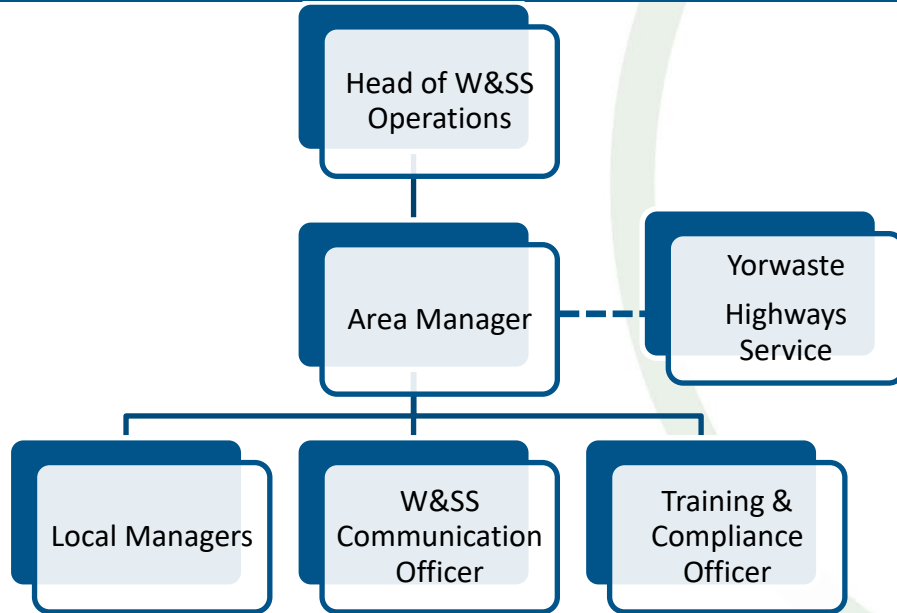
Person Specification:

Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge of current good practice standards both at local and national level in relation to W&SS services. • In depth knowledge of statutory requirements in relation to W&SS services • Significant and applied knowledge of effective management of staff, budgets and resources • Significant relevant W&SS experience, with a proven track record. • Recent and significant management and leadership experience. • Proven and effective experience of the management of resources in a changing organisational environment, including human and financial resources. • Experience of planning and delivering significant works programmes. 	<ul style="list-style-type: none"> • Experience of responding to media enquiries. • Experience of responding to weather-related emergencies. • Local knowledge of the geographical area
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to lead a professional and highly operational, front-line teams and to manage and direct others. • Effective leadership skills and the ability to promote organisational policy and objectives. • Excellent written and oral communication skills. • Ability to positively interact with customers and to understand their needs. • Self-motivated and able to work without close supervision. • Ability to develop and maintain effective partnerships both within and outside the service. • Ability to negotiate and influence at a senior level both within and outside the service. • Effective in successful partnership working 	
<p>Behaviours</p> <p><u>Link</u></p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Evidence of continuing professional development 	<ul style="list-style-type: none"> • Educated to degree level • Membership of a relevant professional body
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County. • Ability to attend meetings outside of normal business hours. 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Transport Services
Grade:	SM3
Responsible to:	Assistant Director IPT, Licensing, Fleet, Harbours and Countryside Access
Staff managed:	Manages a multidisciplinary team
Directorate:	Environment
Service:	Integrated Passenger Transport
Job family:	SM - Senior Management
Date of issue:	June 2023

Job context

The Head of Transport Services is the senior responsible officer and principle client for the provision of Home to School, Social Care, Local Bus Services and Community Transport in North Yorkshire. The role includes responsibility for the specification, procurement and provision of statutory 'home to school' transport services and other transport services for 12000 children including 1500 with special educational needs (SEN), 1700 social care clients who attend day services, looked after children and those who require transport to parental contact and respite services and the delivery of subsidised local bus and community transport services. In addition, the role is responsible for the Council's Bus Service Improvement Plan and, working with bus operators, our Enhanced Partnership; as well as oversight of YorBus.

A significant part of this role is to manage the contract management and compliance function to ensure contracted transport services are provided safely and to contract requirements through the procurement, monitoring and enforcement of contract standards and safety requirements. This includes by means of safety inspections on vehicles and documentation and process checks of those providers who deliver transport services, and ensuring staff employed by contractors in delivery of contracted services are suitable, competent and do not present an undue risk in terms of safeguarding.

Ensuring value for money and resilience from passenger transport services means that they are provided by a combination of small and large scale operators, with some provided 'in house'. The scale of this part of the job is considerable with the service currently delivering services through approx. 1600 operational contracts that are typically renewed on a 4 year cycle. The nature of many of these contracts (through a mixture of some large providers but mainly small local businesses and owner/drivers) means that the level of contract supervision and management can be disproportionately high to the individual financial value of the service provided. A fundamental part of this role is achieving an efficient and risk based balance of active and reactive contract management of the 250 transport providers.

The post holder is also responsible for the development and provision of community transport initiatives. This includes working with communities and third sector providers to help develop systems, processes and operational capacity to develop and sustain a community transport (CT) schemes that both compliment local bus services and offer a realistic alternative for those less able to use mainstream transport services. Working in partnership with Stronger Communities and other stakeholders (e.g. Public Health, CCGs), a significant challenge of this element of the post is to shape and articulate the Council's CT 'offer' to ensure community transport options are responsive to individual and community needs.

The post holder commissions services on behalf of Children and Young People's Services (CYPS) and Health and Adult Services (HAS) therefore is accountable to other directorates for large elements of the service e.g. for home to school transport service. The role includes a requirement to integrate public and school based services, as far as is practicable, to maximise efficiency. The post holder is then simultaneously required to deliver the subsidised local bus network so as to maximise access to local bus services for residents whilst keeping expenditure within available

budgets. This all requires the continual review of services and subsidies, and the application of innovative contract packaging and procurement techniques to ensure ongoing competition and value for money.

In order to fulfil the requirements of this post it will be necessary to work closely with colleagues from CYPS and HAS, and with other members of the IPT senior management team to understand the scope and constraints for commissioned services, and to establish the potential for in-house service provision and/or commercial market development.

The post holder is responsible for the Council's Bus Service Improvement Plan and, within that, the Enhanced Partnership working closely with bus operators in the region. This is of strategic importance in helping to deliver the Government's Bus Back Better policy and see patronage recovery and growth post Covid and into the longer term. Included in this area of work is the oversight of the Council's demand responsive travel service, YorBus.

This post has prime responsibility for the following annual budgets and expenditure:

- £28m for home to school transport
- £1.5m for provision of subsidised local buses and community transport
- £7.6m ENCTS
- £900k for staffing
- Relevant Government grant allocations
- £300k BSIP/EP budget
- £230K YorBus

The post is politically restricted and is based at County Hall, Northallerton.

- The post holder will be responsible for the development of operational policies and procedures, and to advise and assist in the development of strategies for Passenger Transport Services within the context of the statutory Local Transport Plan and local area strategies.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose:

To deliver the Council's functions in relation to integrated passenger transport and in particular to ensure high quality and value for money services through effective procurement and commissioning of subsidised local bus services, community transport, home to school transport and transport for adult social care. In addition, lead on the Council's Bus Service Improvement Plan including YorBus.

Operational management:

- Lead in the procurement and monitoring of operational transport services and ensure appropriate enforcement action is taken to ensure contract compliance whilst ensuring that services achieve an appropriate balance of meeting customer and community needs whilst delivering value for money.
- Develop, implement and review appropriate systems and procedures to ensure the safeguarding and protection of clients, customers and the public in delivery of transport services including checking and verification of vehicles and contractors staff.
- Ensure the delivery of effective passenger transport and supporting services through the management of the Passenger Transport Services team, including setting and monitoring targets and performance indicators, performance appraisal, development

	<p>and training, individual consultation, recruitment and selection, induction and planning staff cover.</p> <ul style="list-style-type: none"> • Ensure the delivery of a shared English National Concessionary Travel Scheme (ENCTS) for both the Council and City of York Council and ensure compliant delivery of the statutory responsibilities for both councils for reimbursement of bus operators • Lead appropriate programmes and initiatives that support the delivery of change necessary to achieve business objectives, improvements and service transformation. • Advise the Assistant Director and IPT Senior Management Team on relevant changing legislation, professional standards and their implementation. • Working with the Assistant Director and IPT Senior management Team, identify and take all opportunities to maximise the commercialisation of services. • Develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
<p>Resource management:</p>	<ul style="list-style-type: none"> • Ensure the effective co-ordination and integration of transport services throughout the County to maximise transport opportunities for communities within available budgets. • Lead procurement of transport services including determining procurement methodology and ensuring appropriate approvals for award of contracts are obtained. • Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation. • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Lead for IPT in relation to CYPS and HAS service reviews and general liaison to ensure clarity of purpose, objectives and specifications, and awareness of changes or cost pressures for provision of transport services. • Oversee the promotion of partnership working with Transport Providers and other organisations. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required. • Participate in planning for emergencies and ensure transport capacity is made available to assist in emergencies or severe weather events.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • Contribute to service and business planning within IPT as part of the Senior Management Team, and to advise the Assistant Director on potential changes to the

service to accommodate or react to environmental, political, social or technological developments.

- Develop and implement operational policies in relation to transport services (including the Council's approach to Community Transport), and to oversee the effective implementation of the Council's wider transport policies and strategies.
- Deliver the Council's Bus Service Improvement Plan and Enhanced Partnership by working closely with bus operators and partners to contribute to the Government's Bus Back Better policy and improve services and facilities for passengers in North Yorkshire.
- Ensure the delivery and future development of the Council's demand responsive travel service, YorBus.
- Ensure that information on passenger transport services is provided in accordance with Passenger Transport Information Strategy.
- Ensure that the interests of bus users are fairly represented through the Section 106 development process and relevant advice is provided to Highways and Planning colleagues for inclusion in planning of development where necessary
- Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance.
- Contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy.
- Lead in the development of new ways of working that maximise efficiency and effectiveness.

Communications:

- Ensure effective and co-ordinated communications in relation to passenger transport services. This will include promoting the work that the Service does through the media and providing advice and assistance on media enquiries.
- Act as principle contact for IPT with CYPS and HAS, and on relevant project groups to ensure effective communications between service areas,
- Direct and co-ordinate public consultations on behalf of service area and in particular relating to removal or changes to local bus services.
- Ensure that there is effective liaison with other teams within the service area.
- Ensure that there is effective liaison at an operational level with contractors and transport providers to ensure constructive relationships and delivery of shared objectives.
- Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively.
- Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media.
- Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance.

Systems and information:

- Develop, implement and review systems and procedures associated with tenders and quotations including the development of terms and conditions of contracts to ensure procurement of services drives innovation and value for money.
- Oversee the development of systems and procedures which will ensure the provision of accurate information through Bus Open Data.
- Ensure that systems and processes to support the service are consistent with the Council standards and procedures.
- Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current.
- Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Safeguarding:

- Ensure the protection of customers, clients and others through the development and operation of effective systems to ensure: the safety of vehicles used in delivery of services, and the competence and suitability of staff and employees delivering services and/or coming into contact with children or vulnerable adults (i.e. safeguarding)

Person Specification:

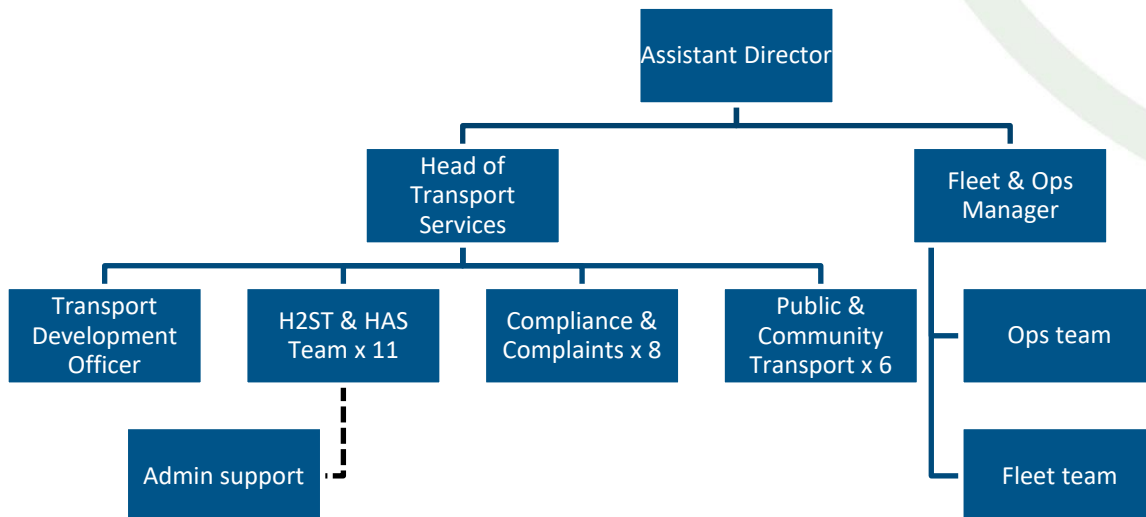
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Good knowledge of public sector procurement frameworks and constraints including a refined knowledge of practical options and alternatives relating to public transport services. • Comprehensive knowledge and understanding of Bus Service legislation and relevant issues facing local government in provision of transport services • Good knowledge of transport planning and logistics techniques and approaches • Comprehensive knowledge of public sector contract, performance, resource and risk management techniques and approaches • Significant experience at a senior management level with proven ability to drive performance and culture change within a large team • Extensive experience of strategic planning and service development within a large and diverse organisation. • Significant proven experience in developing and implementing successful operational policies and strategies • Proven experience in applying innovation to delivery of transport services 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Proven project management skills based on Prince2 methodology applied to complex public sector service procurement. • Effective leadership skills and the ability to promote organisational policy and objectives • Proven capability to inspire and motivate a diverse operational team to deliver strategic objectives • Excellent commercial awareness and ability to develop and sustain effective income generation, develop and drive innovative business cases to deliver viable alternative transport models. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. • Effective problem solving and ability to find innovative and pragmatic solutions 	<ul style="list-style-type: none"> • Understanding of the structure of the Rail Industry and intermodal connection with bus
<p>Behaviours</p> <p>Link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Relevant Degree or Professional Qualification • Evidence of Management Training / Qualification • IOSH 	
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County 	

- Ability to attend meetings outside of normal business hours

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Waste (Contracts)
Grade:	SM3
Responsible to:	Assistant Director Environmental Services (NYC)
Staff managed:	Manages a multidisciplinary team
Directorate:	Environment
Service:	Waste Management
Job family:	SM - Senior Management
Date of issue:	June 2023

Job context

Following the creation of this post in 2018 after the successful construction and commissioning of Allerton Waste Recovery Park, and a proposal that the Waste Disposal Authority functions of both North Yorkshire Council (NYC) and City of York Council (CoYC) be delivered through a shared service. This post will provide leadership and strategic direction in delivery of Waste Management services for NYC and CoYC. The post holder will also work closely with the sister role within the service, Head of Operations (Waste and Street scene), which is primarily responsible for operational delivery of the service.

NYC is the lead in a shared long term waste disposal service for both Councils and this post will act as client for both Councils in the transport and disposal of circa 450,000 tonnes of waste each year and operation of 20 household waste recycling centres on behalf of NYC with a further 2 to be included when the joint service is formalised. . This post is responsible for leading a team in the development, management and operation of integrated service delivery models to meet the needs of both councils.

The main challenge for this post will be to ensure effective and efficient delivery of shared objectives between NYC and CoYC for a combined waste service. Those objectives are to:

- Minimise bureaucracy
- Reduce duplication of effort
- Improve decision making
- Improve resilience
- Share resources and assets
- Improve capability to recognise and take advantage of opportunities
- Strengthen team skills
- Achieve optimum balance of waste movements to disposal facilities to ensure maximum joint financial benefit/ least cost to both parties

The expectation is that this will be achieved through a formalised shared service and the post holder will play a lead role in delivering this new way of working.

Initially the post holder will be accountable only to NYC but it is anticipated that the scope of responsibility for a shared service will include:

- Delivery of the statutory functions of the County Council and City of York Council as waste disposal authorities including:
 - Provision and operation of Household Waste Recycling Centres
 - Disposal of waste delivered to HWRCs or collected by Waste Collection Authorities
 - Promotion of behaviour change programmes and campaigns aimed at reducing waste and encouraging recycling
- Management of closed landfill sites on behalf of NYC to ensure they do not pollute the environment or cause harm to human health

- Other additional services as detailed in the agreement between NYC and CoYC for provision of a shared waste management service.

The precise scope of services delegated by both organisations into the shared service may vary over time by agreement between NYC and CoYC and the post holder is required to actively seek out further opportunities for development of the joint service so as to ensure continued effectiveness and efficiency to both councils. The post will also be responsible for ensuring both councils are not only aware and prepared for any changes or developments relating to waste management legislation or industry practice, but that the Councils take all opportunities to influence Government and industry thinking.

A key element of the post is the delivery of a sustainable long term service to both Councils that will reduce reliance on landfill as the main means of disposal. This involves providing direction and contract management in the delivery of a 25 year Public/Private Partnership (PPP) contract at Allerton Waste Recovery Park, with an estimated value of over £32million p.a. (the biggest contract ever let by the Councils). The contract features on corporate risk registers and attracts significant ongoing public and political interest due to the nature of the technologies and high value of the contract and associated risks. This post is responsible for ensuring those risks are effectively mitigated and managed, services are delivered according to contract requirements, appropriate payments made, and costs equitably shared between NYC and CoYC.

Supporting waste services are delivered through a highly innovative arrangement with the Council's own waste management company, Yorwaste. The post holder is responsible for maintaining a productive relationship with Yorwaste such that the Councils are able to fully take advantage of the commercial expertise within the company and the opportunities of the long term contract.

Commercialism is particularly important, requiring awareness of the waste sector to understand pressures and identify opportunities. Innovation is also required to ensure new approaches to service delivery throughout the 25 year period. The post holder is responsible for North Yorkshire Council's trade waste function including attracting commercial income to the service. The delivery of the service sits with the sister role, Head of Operations (Waste and Street scene), however overall customer management resides with this role. The post holder is also responsible for maximising revenue from dry mixed recycling by ensuring best possible value from procured contracts, processing facilities and from the quality of the material itself.

The role is also responsible for overall route optimisation for the service with delivery provided through the operational team under the Head of Operations (Waste and Street scene).

The combined services work closely with a range of external partners including:

- Environment Agency and land use planners (as regulators of waste facilities)
- Commercial service providers (waste contractors, advisors)
- Advisors
- NYC/CoYC's own waste company, Yorwaste

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose:

The core focus of this job is to lead delivery of a portfolio of services to support a range of clients (internal and external through partnerships and/or commercial arrangements). Services to specific clients will be subject to individual requirements reflecting the different needs of different organisations.

<p>Operational management:</p>	<ul style="list-style-type: none"> • To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups. • To advise the wider service on relevant changing legislation, professional standards and their implementation. • Maximise commercialisation of services provided, including generation of commercial income through NYC's trade waste service as well as maximising value from dry mixed recycling. • To be responsible for route optimisation on behalf of the waste service and with operational delivery undertaken by the operational teams under the Head of Operations (Waste and Street scene) • To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs. • To lead programmes for service improvement as part of the Council's change and transformation programme including development of contract management and information systems.
<p>Resource management:</p>	<ul style="list-style-type: none"> • Have prime responsibility for operational budgets and other resources in respect of the waste management service (circa £36million p.a.) within the Councils' schemes of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation. • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
<p>Partnerships:</p>	<ul style="list-style-type: none"> • An acute awareness and understanding of the different needs and ways of working of both NYC and CoYC is essential, and the post must ensure effective and proportionate communications and reporting to both organisations. • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required. • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • Lead the service in identifying service priorities, devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders • Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the

	<p>Directorate, and, working with the line manager, to be accountable for service strategy.</p> <ul style="list-style-type: none"> • Lead in the development of new ways of working (e.g. through enhanced partnerships with Yorwaste) that maximise efficiency and effectiveness. • Command a position as a recognised expert in waste management with strong internal and external credibility through an extensive network and involvement/engagement through appropriate professional groups and/or institutions.
Communications:	<ul style="list-style-type: none"> • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings (e.g. emergency planning and resilience), promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations to ensure the service responds to customer needs, the councils' reputation is protected and opportunities taken to influence others in delivery of Council objectives. • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations to key stakeholders, public, professional groups and networks in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
Systems and information:	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Person Specification:

Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Comprehensive knowledge of current waste management issues and legislative framework. • Comprehensive knowledge of Public/Private Partnerships waste contract structures with a good knowledge of standard form PPP/PFI contracts. • Significant knowledge of current good practice standards both at local and national level in relation to the business of the service. • Knowledge of relevant and service specific statutory requirements including health and safety, equality standards • Knowledge appropriate to the position of effective management of staff, budgets and resources. 	

<ul style="list-style-type: none"> • Good knowledge of current issues relating to the service including industry thinking on impacts of Brexit and potential impacts on local authorities from emerging national policy relating to waste. • Extensive experience of working in a senior position (public or private sector) within the waste management industry. • Extensive experience of strategic planning, policy development and implementation, and performance management • Strong commercial acumen and proven experience in successful negotiation and delivery of PPP/PFI contract claims/change processes. • Experience of developing and implementing organisational culture change within a large diverse organisation • Successful management of budgets and staff • Proven successful experience of delivery in complex and challenging partnership environment including competence in understanding and managing stakeholder expectations. • Experience of responding to media enquiries 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the proven ability to promote ownership of organisational policy and objectives • Ability to be effective in management of diverse operational functions to deliver strategic objectives • Developed ability to solve problems using innovation as well as analysis and evaluation. • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to identify key stakeholders and develop and maintain effective partnerships both within and outside the Directorate. • Effective competence in dealing with the media including handling press enquiries, social media and responding to questions in public e.g. through broadcast media. • Ability to work effectively and recognise sensitivities when working in a political environment including the ability to negotiate and influence at a senior level with council chief officers and senior politicians. 	
<p>Behaviours Link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Good general education to degree or equivalent standard • Evidence of Continuing Professional Development 	<ul style="list-style-type: none"> • Professional qualification and/or membership of a relevant professional organisation is desirable (e.g. CIWM)
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.

OFFICIAL - SENSITIVE

OFFICIAL - SENSITIVE

- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Highway Operations
Grade:	SM3
Responsible to:	Assistant Director – Highways & Transportation
Staff managed:	Manages a group of managers
Directorate:	Environment
Service:	Highways & Transportation
Job family:	SM - Senior Management
Date of issue:	June 2023

Job context

- The Highway Operations Service Unit is responsible for the ‘front-line’ delivery of the highways service in North Yorkshire. This includes highway maintenance and improvement, street lighting, winter service, emergency response, local development control and traffic management.
- The service has clear customer focus and a strong performance culture. Our vision is to deliver the best highways service to the people of North Yorkshire.
- The post-holder is directly responsible for over 100 staff based at 8 local offices across the county. The service is also supported by both a partner contractor and a partner consultant.
- The post is politically restricted. It also involves regular out-of-hours working associated with attending committees and other meetings as well as providing leadership during weather emergencies.
- The post-holder must be a Chartered Engineer in a discipline directly associated with the highways service.
- The post-holder must be highly motivated, a good leader, have excellent communication skills and have the ability to represent the authority effectively in a wide variety of forums.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose:

The core focus of this job is to lead delivery of a portfolio of highways operational services to customers (internal and external through partnerships and/or contractual arrangements) and to ensure compliance with the Council’s statutory duties under all relevant legislation including the Highways Act (1980), Road Traffic Act (1988), Traffic Management Act 2004, Transport Act 2000 and the Civil Contingencies Act 2004. A key responsibility is to provide leadership for the Directorate relating to weather-related emergency situations.

Operational management:

- Review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.
- Advise the wider service on relevant changing legislation, professional standards and their implementation.
- Maximise commercialisation of services provided.
- Develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.

	<ul style="list-style-type: none"> • Lead specific programmes as part of the Council's change and transformation programme. • Provide effective compliance with the statutory duties of the Highway Authority. • Provide leadership on behalf of the Directorate in response to weather-related emergency situations.
Resource management:	<ul style="list-style-type: none"> • Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation. • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
Partnerships:	<ul style="list-style-type: none"> • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required. • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
Strategic management:	<ul style="list-style-type: none"> • Lead the service in devising and implementing strategies and the service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders. • Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • Contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy. • Lead in the development of new ways of working that maximise efficiency and effectiveness.
Communications:	<ul style="list-style-type: none"> • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively.

- Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media.
- Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services.
- Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance.
- Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and other stakeholders in challenging situations.
- Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature.
- Deliver presentations in order to develop effective service delivery and good stakeholder relationships.
- Inform and analyse national and local policy change and communicate implications to senior managers, senior operational managers and frontline staff as appropriate.

Systems and information:

- Ensure that systems and processes to support the service are consistent with the Council standards and procedures.
- Produce written reports as required including evaluation and impact statements for distribution service wide and to partners.
- Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current.
- Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Person Specification:

Essential

Knowledge and Experience

- Significant knowledge of current good practice standards both at local and national level in relation to highway services.
- Knowledge of statutory requirements, including equality standards
- Knowledge of effective management of staff, budgets and resources.
- Extensive experience of strategic planning, policy development and implementation, and performance management relating to highway services.
- Experience of developing and implementing organisational culture change within a large diverse organisation.
- Successful management of budgets and staff.

Occupational Skills

- Effective leadership skills and the ability to promote organisational policy and objectives.
- Management of diverse operational functions to deliver strategic objectives.
- Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit.

Desirable

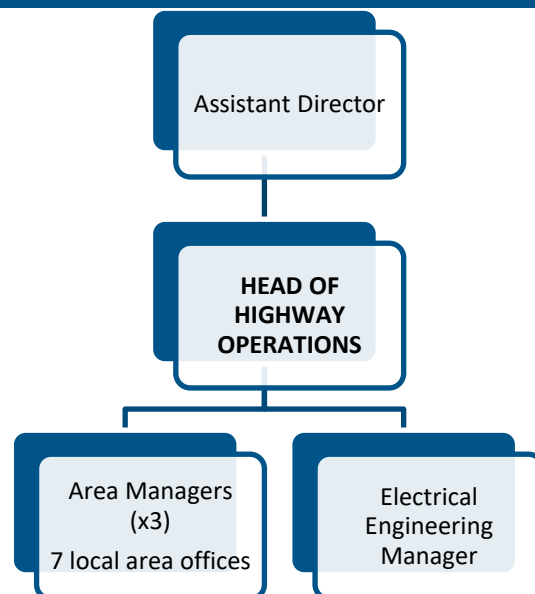
- Experience of responding to media enquiries.

<ul style="list-style-type: none"> • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. 	
<p>Behaviours Link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Chartered Engineer in a discipline directly associated with the highways service. 	<ul style="list-style-type: none"> • Management qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County. • Ability to attend meetings outside of normal business hours. • Evidence of professional updating and development. 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.
- **Assistant Director, Highways and Transport**

Structure





NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

OFFICIAL - SENSITIVE

OFFICIAL - SENSITIVE

Post title:	Head of Financial Assessments and Benefits
Grade:	SM1
Responsible to:	Assistant Director – Strategic Resources
Staff managed:	Manages a team of staff across different locations
Directorate:	Health and Adult Services
Service:	Resources
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

- To lead on policy development in relation to the Directorate's Financial Assessment and Charging policies and ensure they are effectively implemented.
- To ensure welfare benefits advice is accessible and professionally delivered to maximise the financial stability and security for individual customers and the wider NYC community.
- To manage and develop the Benefit, Assessment and Charging Teams across the County to provide an effective and efficient service for HAS customers.
- To lead, manage and develop the Income Maximisation Team (IMT)
- To contribute to the development of the ControCC system, responsible for the billing and payments for clients and providers within Adult Social Care
- To lead, manage and develop the Court of Protection (CoP) Team (HAS)
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Specifics

- This is a complex environment and specialised knowledge is required. As the Welfare Reforms have continued to be implemented (April 2013 to 2019) the complexity has increased and the service is expected to be sufficiently well equipped to deal with these changes and able to provide accurate and informed advice, support and information to citizens of North Yorkshire.
- The role has a high profile with NYC Executive, Councillors and Management Board due to the challenges faced when charging clients, paying providers and challenging welfare benefits awards with Department for Work and Pensions, particularly linked to the recent and ongoing change in the national financial climate.
- The postholder will be responsible for developing the non-residential charging policy and the residential services policy, both now encompassed with the Care Act 2014. These underpin the basis of means tested financial assessments to determine the clients charge against services received. This remains a challenging area which is high profile with Councillors and frequently receives complaints.
- The postholder will lead and manage the Benefit and Assessment staff that are based across the County and provide a county wide service as well as having ultimate responsibility for the outcomes delivered by the office based Financial Administration service (BSS) for and on behalf of the BACs service.
- The postholder will hold direct responsibility for the Court of Protection team and the service for around 600 clients (vulnerable adults) in North Yorkshire, values of £10.5m invested, £150k annual fees, 30 properties (£3m), transactions of £17.5m income and expenditure annually

Job purpose	To lead and manage the Benefits, Assessment and Charging service in NYC.
Operational Management:	<ul style="list-style-type: none"> To provide the professional leadership and management of the Benefit, Assessment and Charging Service, the Court of Protection Team and the ContrOCC Development team. To manage and develop the Income Maximisation Team as part of the HAS Prevention offer (£21m as at 01.03.19) To work collaboratively with internal colleagues (Operational Social Work teams/Public Health/IT/Finance/Credit Control/Legal/Internal Audit/Business Support) to ensure the effectiveness and efficiency of the service. To develop and maintain effective partnership working agreements with external agencies (DWP/District Councils/Office of the Public Guardianship/Voluntary Organisations) to ensure that the BAC and CoP, services are well informed and can provide up to date and accurate advice, whilst reducing any duplication of effort between partner agencies as part of supporting citizens of North Yorkshire.
Resource management:	<ul style="list-style-type: none"> To provide leadership and management of the Benefits, Assessment and Charging service, the Court of Protection team, Income Maximisation Team and the ContrOCC Development teams who are located across the County and the office staff mostly located in 4 offices in Scarborough, Harrogate, Selby and Hambleton respectively plus various sub offices, including Malton, Whitby, Skipton. To ensure consistency of approach across the county and that staff are clear about their performance, targets and expectations through appropriate supervision arrangements and appraisal. To ensure that the resources allocated within all four of these areas and in each specific service team are used in an efficient and effective way to meet the needs and outcomes for customers and the corporate organisation. To act as lead officer for the collection of client income and in conjunction with Legal Services and Credit Control, ensure that debts are pursued and collected appropriately
Partnerships:	<ul style="list-style-type: none"> The postholder has significant involvement and is required to develop and maintain professional relationships with external agencies, including District Councils, Office of Public Guardianship and the Department for Work and Pensions. The postholder will need to keep abreast of the changes, review linkages and develop new arrangements as appropriate. To act as the responsible contract liaison officer with contracted services (Welfare Benefit Unit and Citizen Advice Bureaux). To monitor and review the service in conjunction with the Contract, Procurement and Quality Assurance Team in conjunction with the Directorates budget strategy and commissioning plans.
Strategic management:	<ul style="list-style-type: none"> The post holder must be highly skilled at interpreting advice and guidance in order to formulate and update the Directorates Charging policies. Policy development will need to reflect current advice and guidance from the Dept. of Health. To lead on the development and maintenance of written staff briefings, guidance and procedures. To commission training and ongoing advice primarily to the Benefit and Assessment, Court of Protection and ContrOCC Development team members but also to ensure general awareness for the Financial Assessment (BSS) staff.
Communications:	<ul style="list-style-type: none"> To convey complex information in a simple and understandable manner to Councillors, Senior Managers, staff and general public using a variety of means including use of PowerPoint presentations, reports, leaflets, letters and staff briefings. Will chair meetings for internal and external staff involved in the function in order to develop, lead and ensure consistency and knowledge sharing. Adaptable style of communication dependent on the subject matter as the post holder will deal with a range of issues from policy to complaints

Systems and information:

- To be responsible for and appropriately manage effective IT systems and the related budget transactions (ContrOCC) to ensure the effective collection of income equating to c£13m of residential service income (c900 clients) and £15m non-residential service income (3700 clients)
- To be responsible for and appropriately manage effective and secure IT systems to ensure effective payment of £85m for residential services (500 providers), £22m for non-residential services and payments of £13m (900 clients) in receipt of Direct Payments.
- To ensure effective IT systems are in place (CASPAR) for the management of finances for the c600 clients supported in the Court of Protection team.
- To ensure arrangements are in place to guarantee ensure security of data for highly confidential financial information including staff awareness of their roles and responsibilities in relation to data governance.
- To constantly examine new ways of working to improve the customer experience as well as deliver services more efficiently and effectively

Safeguarding:

- The postholder will ensure the safety of vulnerable people in line with the North Yorkshire Multi Agency Safeguarding Adults Procedures, and Health and Adults Services operational guidance.

Person specification:

Essential

Knowledge and Experience

- Welfare benefit rules and procedures
- Extensive knowledge and understanding of the Care Act 2014 for both residential and community based services and forthcoming changes in relation to implementation of Welfare Benefit Reforms
- Extensive knowledge of CRAG and Fairer Charging/Contribution Policy
- Extensive knowledge of the rules governing welfare benefits awards
- Extensive knowledge of the rules governing clients who are supported through the Office of Public Guardianship (the Court of Protection team)
- Extensive experience of managing financial assessments
- Responsibility for managing budgets
- Extensive experience of using and developing payment, charging and client billing systems
- Local Government experience
- Significant inter agency collaboration
- Working across boundaries and corporately within a large complex organisation
- Contract management

Occupational Skills

- Ability to develop and implement Council strategies in pursuit of agreed goals.
- Ability to work sensitively within a political environment and to develop relationships with all stakeholders that command respect, trust and confidence.
- An ability to provide clear, appropriate, balanced and unambiguous advice.
- High level of Customer focus.
- Highly developed partnership working with other Directorate staff and External Organisations.
- Ability to co-ordinate, monitor and review the use of financial resources
- Able to monitor and manage contracts to ensure effective service delivery

Desirable

- NYC Charging Policies and Procedures

- Exercise professional judgement to make key decisions which have far and wide reaching implications
- Possess high level persuasion, influencing and negotiation skills to achieve strategic objectives
- The knowledge and ability to manage projects
- Resilience to work productively within and deliver against deadlines and recover quickly from setbacks
- Leading and managing staff teams over a large geographical area
- Organisational review and change management skills
- Supervisory skills including target setting, performance appraisal and quality standards
- Able to present complex information (written and oral) in an assessable format suitable for a varied audience and ability to review effectiveness of approach
- The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.

Behaviours

- [link](#)

Professional Qualifications

- Degree level qualification or equivalent demonstrable work based experience, including evidence of literacy and numeracy skills
- Evidence of further professional development, preferably in a related field

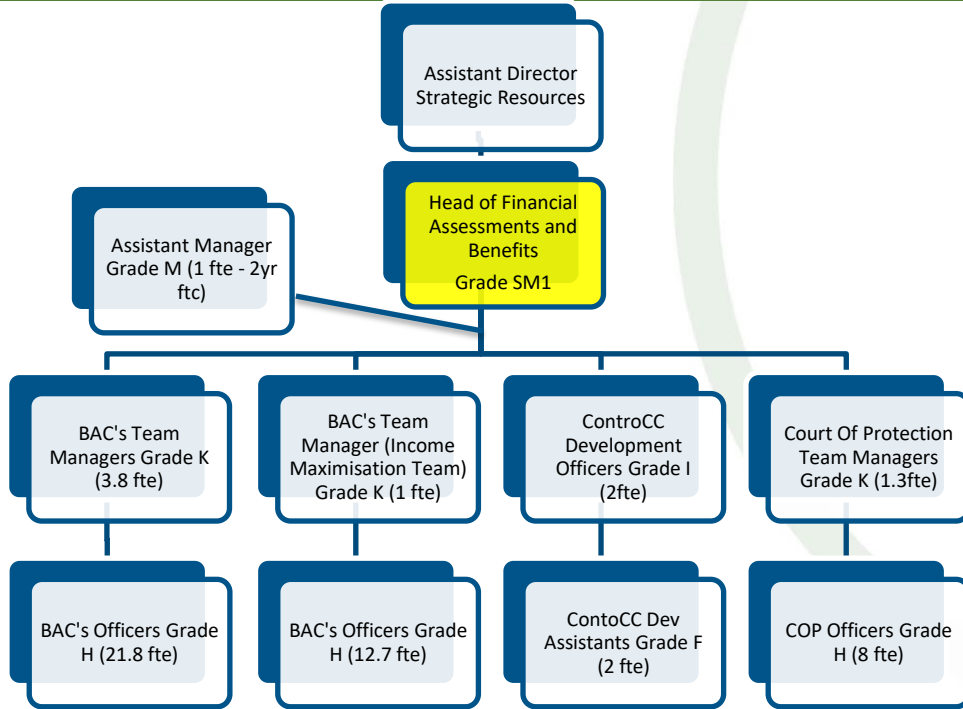
Other Requirements

- Ability to travel for work purposes
- Willing to work with others in a team environment
- Good interpersonal skills
- Ability to work without close supervision

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Engagement and Governance
Grade:	SM2
Responsible to:	Director of Public Health
Staff managed:	Manages a team of specialist professionals
Directorate:	HAS
Service:	Public Health, Engagement and Governance
Job family:	SM - Senior Management
Date of issue:	August 2023

Job context

Reporting to the Director of Public Health, this post will lead and manage a team of specialist professionals and will be responsible for:

- The implementation and monitoring of Engagement and Governance Frameworks for Health and Adult Services;
- Governance of Safeguarding within the Directorate, and of the multi-agency statutory Safeguarding Adults Board;
- Management of the statutory complaints function for adult social care;
- Management of consultation and engagement within the Directorate.;
- Management of the preparation for CQC Assurance Framework

Job Specifics

- The postholder will ensure that effective governance arrangements are in place for decision making to support HAS Managers in carrying out their duties
- The post holder will ensure Safeguarding Adult Reviews (SARs) are commissioned on behalf of the North Yorkshire Safeguarding Adults Board (NYSAB).
- The post holder will ensure the effective day to day operation of NYSAB and effective governance linked to safeguarding. The post holder will ensure that the NYSAB and its subsidiaries work well.
- The post holder will operate as a critical friend to provide policy leadership and consistent challenge to safeguarding practice and will have the freedom to manage on safeguarding issues which carry high reputational risk. They will work closely with colleagues from the Children's Safeguarding Partnership and Community Safety Partnership
- The post holder will also ensure compliance with all statutory social care requirements, including the Care Act 2014, Mental Capacity Act and Deprivation of Liberties Safeguards (DoLS)
- The post holder will ensure the effective management of the statutory Adult Social Care complaints function, **Subject Access Requests and Freedom of Information requests in keeping with the relevant legislation**
- The post holder will ensure effective management of the consultation and engagement processes for Health and Adult Services Directorate, ensuring that these follow legal requirements and good practice models and continue to evolve as necessary to meet the Directorate's strategic requirements.
- Working with colleagues from the corporate Communications Team, the postholder will ensure the development of a Communications Strategy and Plan for the Directorate
- The post holder will work with the HAS Leadership Team and other colleagues to provide effective leadership to deliver the implementation of a Programme of work around preparation for CQC Assurance that will contribute to the continuous improvement of the Council.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose:

This post provides strategic leadership to enable the implementation and monitoring of a governance framework across Health and Adult Services. As part of effective governance across the Directorate, the postholder will be responsible for managing an effective statutory complaints function.

The postholder will be responsible for ensuring the efficient management of the multi-agency Safeguarding Board. This Board involves representatives of the most senior officers of statutory and non-statutory partner agencies across North Yorkshire, working together to safeguard and protect vulnerable adults from harm.

The postholder will be responsible for the implementation and monitoring of an engagement framework across Health and Adult Services, ensuring the engagement and involvement in the design and delivery of people who access health and adult service services.

The postholder will play a key role in co-ordinating the Directorate's preparation for CQC Assurance of Adult Social Care

Operational management:

- Lead the Council's adult safeguarding policy, governance, quality and public engagement functions for Adult Social Care, Public Health and the interface with the NHS, Police and other public services, ensuring that they are delivered well to meet financial, quality and performance standards
- Ensure compliance with all statutory social care requirements, including the Care Act, and lead on the Mental Capacity Act and DoLs
- Work with the Safeguarding Adults Board's Independent Chair and the statutory partners to ensure the effective functioning of the statutory Safeguarding Adults Board.
- Work closely with colleagues in the Children's Safeguarding Partnership and Community Safety Partnership
- Lead the development and delivery of public engagement, involvement and consultation in Adult Social Care and Public Health
- Lead the Directorate's work on equality and diversity issues, ensuring compliance with legislation and good practice within the context of a large rural county
- Lead specific countywide programmes as part of the Council's change and transformation programmes
- Support organisational change by ensuring the appropriate systems and resources are in place, and communicating and contributing to change effectively
- Carry specific management responsibilities within Health & Adult Services and be assigned development tasks across Health & Adult Services and the wider Council and its partnerships
- Contribute to the annual programme of collaborative service development.
- The post holder will ensure the safety of vulnerable adults in line with the North Yorkshire Multi Agency Safeguarding Adults Procedures and Health and Adults Services operational guidance.
- Ensure the completion of self-assessments, including collating documentary evidence, and communicating and engaging with the Practice Team to understand and evidence good practice and identify areas for improvement.
- Lead and provide advice, guidance and oversight of commissioning activities.

Resource management:

- The post holder will be responsible as a budget holder within the Council's scheme of Delegation of financial performance of the post holder's unit, ensuring a balanced budget and meeting any efficiency targets agreed.
- Provide leadership, motivation and regular supervision, appraisal and development to those staff for whom the postholder is responsible in line with Directorate's Supervision and Appraisal procedures
- Ensure the effective performance of all members of their team

<p>Partnerships:</p>	<ul style="list-style-type: none"> • Develop and maintain effective working relationships with elected Members, Directorate staff, partners, communities and external agencies • Forge partnerships and work alongside others in the delivery of services that enhance our County and build self-reliance within North Yorkshire’s communities. • Understand the needs of communities, and a commitment to delivering outcomes for citizens, customers and stakeholders. • Represent the Directorate at appropriate Regional and National Groups where added value for NYC can be gained by sharing and working collaboratively with others.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • Effectively implement national legislation, policies and guidance and Council policies • Modernise and develop the workforce alongside the transformation agenda • Improve and modernise business processes • Evaluate transformation which has taken place to ensure lessons are learnt and used to improve further transformation • Contribute to the annual Service Performance Plan • Work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate. • Establish and maintain effective working relationships with strategic partners of Health & Adult Services. • Develop policies, guidance and procedures to ensure consistent working practices, ensure clarity of function and explore opportunity to joint working arrangements with other directorates. • Ensure the achievement of ongoing continuous improvement for the team.
<p>Communications:</p>	<ul style="list-style-type: none"> • Provide information, written and oral, in an extensive range of formats to an extensive range of audiences, including the Corporate Director - Health & Adult Services and Executive Members, senior officers, staff and partner organisations, whilst being sensitive to the nature of the transformation and the audience, ensuring the end goal is achieved effectively • Negotiate and influence others whilst leading on complex transformation projects • Represent the Directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services, their carers and other stakeholders in challenging situations • Respond to media enquiries as requested by the Director of Public Health and Corporate Director Health and Adult Services and appraise them of any matters arising which are particularly sensitive or controversial in nature • Promote the reputation and image of the Council positively when responding to complaints or to media queries. This may include responding to matters of a sensitive or controversial nature.
<p>Systems and information:</p>	<ul style="list-style-type: none"> • Ensure the provision of relevant data for inclusion in reports to Health and Adult Services Leadership and Management Teams, the SAB, its sub-groups and other groups as appropriate, making good use of available information, appraise content and assess what else might be needed • Prepare and present reports to Committees, Health and Adult Services Leadership and Management Teams, the Safeguarding Adults Board and its sub-groups. • In conjunction with other service areas, develop initiatives and proposals to promote the work of the service. • Use systems and information as appropriate to quality assure the work of other staff. • The post holder will be required to provide IT information and statistical reports to illustrate transformational plans and progress • The ability to analyse complex data and information to inform transformational decision making is a key aspect to this role • The post holder must utilise the current business processes in relation to record keeping, financial monitoring and ICT.

- The post holder is expected to be responsible for the use, maintenance and management of IT equipment, software and information required to perform their job role.

Safeguarding:

- In conjunction with the Director of Public Health, lead the governance of safeguarding across Health and Adult Services Directorate as a core part of this role.
- Be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate

Person Specification:

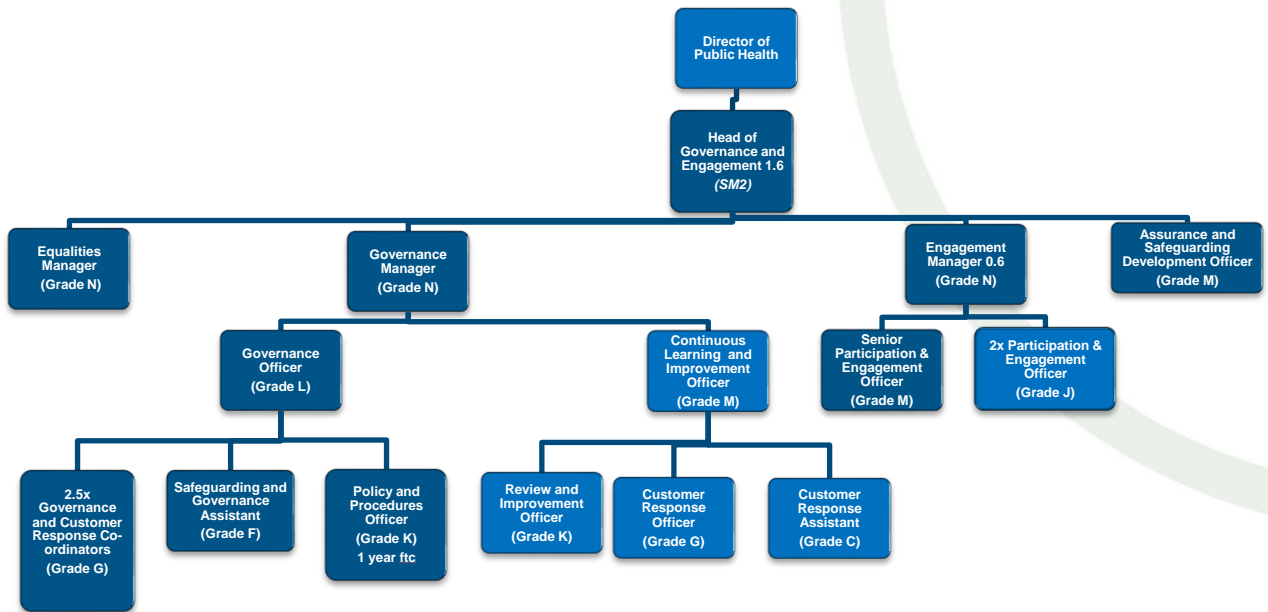
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge of the legal framework applied to the Directorate's relationship to relevant consumer groups. • Significant knowledge/experience of current good practice standards both at local and national level. • Detailed knowledge of the Care Act and the national legislative framework for safeguarding • Knowledge of the requirements of the CQC Assurance Framework for Adult Social Care • Extensive knowledge of current philosophy in adult care • Significant demonstrable knowledge of statutory requirements, including requirements in respect of equality and anti-discrimination legislation, maintaining a safe working environment, data protection and confidentiality across a multi-agency partnership. • Knowledge of Quality Assurance mechanisms • Knowledge of budget and staff management processes. • Extensive post qualifying experience within a relevant professional field • Substantial experience of intra and inter-agency work at senior manager / leadership level. Able to demonstrate examples of making a practical difference. • Experience of developing strategic plans based on needs assessment and delivery of required outcomes. • Experience in commissioning services for vulnerable adults • Experience of developing and implementing new ways of delivering services and innovative working practice. • Wide experience of contact with, and presenting to, Members and Director level staff and senior managers in partner organisations. • Experience of policy and service planning and development • Experience of managing and delivering against performance indicators in a complex operational environment. • Proven, effective and substantial experience of the management of resources in a changing organisational environment, including budget planning, expenditure control, and identifying savings. • Extensive experience of people management including managing recruitment, discipline and grievance processes and performance management 	<ul style="list-style-type: none"> • Experience of responding to media enquiries. • Experience in a local authority, other public sector or independent service industry
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to lead change and to support services during periods of change and development, minimising the impact on staff morale and maximising the positive outcome • Ability to monitor and evaluate services and practices to ensure agreed standards are maintained and intervene constructively where necessary • Exercises professional judgement to make key decisions which have wide reaching implications. • Has insight into strategic strands of Directorate and Safeguarding Adults Board work to make clear business-focused decisions. • Uses high level persuasion, influencing and/or negotiation techniques to achieve strategic objectives of the Council and Safeguarding Adults Board • Scans, anticipates and plans preventative actions for cross-cutting, complex problems at a strategic level. 	

<ul style="list-style-type: none"> • Oversees the delivery of strategic projects, reviewing and making amendments as necessary. • Excellent communication skills, presenting high level, complex information in an accessible format. • Good political skills and ability to operate effectively and promote services for vulnerable adults in a political environment • Ability to plan, develop and implement new ways of working, including integration with other key agencies. • Strategic thinker with proven leadership skills and the ability to promote and gain commitment to the organisation's policy and objectives • Staff management skills including recruitment and selection, performance management & development. • Budget management skills including effective use of resources. • IT skills. • Experience of dealing sensitively with members of the public and with complex / difficult situations 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Educated to degree level or demonstrable equivalent experience • Professional Qualification or post graduate qualification 	<ul style="list-style-type: none"> • Project management qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Locality Head of Care and Support
Grade:	SM2
Responsible to:	Assistant Director Care and Support
Staff managed:	Manages a group of managers
Directorate:	Health and Adult Services
Service:	Care and Support
Job family:	SM - Senior Management
Date of issue:	November 2023

Job context

- Working in a changing environment, the post holder will assist the Directorate in meeting its aim of closer working relationships with Health and other partners to deliver improved outcomes for vulnerable adults in North Yorkshire.
- To ensure compliance with all statutory social care requirements including the Care Act, the Mental Health Act, and the Mental Capacity Act.
- An enhanced DBS clearance is required for this post.

Job Purpose:

The post holder will carry joint responsibility for the performance of the whole of Care & Support Operational Services, as a member of the Senior Operational Leadership Team. The post holder will have personal responsibility for a specific area of the County and will provide leadership and motivation ensuring staff are able to provide flexible, efficient, and high-quality services within a constantly changing environment. This is a pivotal role in the locality and operates as part of the Directorate's senior leadership team in that area, working in partnership with CCG's, districts, and providers. The post holder will also lead specific countywide programmes as part of the County Council's change and transformation programmes.

Operational management:

- In designated locality ensure effective implementation of prevention and diversion strategies and work with local Stronger Communities Delivery Managers
- Manage an effective reablement, assessment and care management service for adults with social care needs, including user access & initial assessment in a designated locality of the County ensuring that the service is delivered well to financial, quality and performance standards.
- To contribute to the operational development and delivery of integrated services with the NHS and other Council and public services in a designated locality, ensuring that the County Council's statutory duties are met and delivered within financial, quality and performance standards.
- To promote independence, wellbeing, and a community assets-based approach to social care practice at all stages in the customer pathway.
- To ensure compliance with all statutory social care requirements in a designated locality, including the Care Act, the Mental Health Act, and the Mental Capacity Act.
- The postholder will ensure the safety of vulnerable adults in line with the North Yorkshire Multi Agency Safeguarding Adults Procedures and Health and Adults Services operational guidance

	<ul style="list-style-type: none"> To lead specific countywide programmes as part of the County Council's change and transformation programmes
Resource management:	<ul style="list-style-type: none"> Ensure the monitoring of allocated budgets, ensuring that they are used appropriately and efficiently and that there are robust and relevant monitoring systems in place The post holder will be responsible as a budget holder within the Council's scheme of Delegation of financial performance of the post holder's unit, ensuring a balanced budget and meeting any efficiency targets agreed. The post holder will provide leadership, motivation and regular supervision, appraisal, and development to those staff for whom they are responsible in line with Directorate's Supervision and Appraisal procedures The post holder will be responsible for ensuring the effective performance of all members of their team The post holder will ensure their behaviours and those of their managers comply with the expectations of the Manager's Pocket book and that their managers and staff all comply with the Council's Behaviour and Skills Framework
Partnerships:	<ul style="list-style-type: none"> The post holder will deputise for the Assistant Director as required and represent the Directorate at policy, organisational, co-ordination and consultation forums with external agencies, other Council Directorates within the Service Area, or wider Directorate The post holder is required to work effectively with senior managers and colleagues within Health and Adult Services and across the wider council and districts Identify and work effectively with all relevant stakeholders within each transformation project
Strategic management:	<p>In conjunction with the Assistant Director:</p> <ul style="list-style-type: none"> Effectively implement national legislation, policies and guidance and Council policies Modernise and develop the workforce alongside the transformation agenda Improve and modernise business processes Evaluate transformation which has taken place to ensure lessons are learnt and used to improve further transformation Contribute to the annual Service Performance Plan
Communications:	<ul style="list-style-type: none"> Ability to provide information, written and oral, in an extensive range of formats to an extensive range of audiences whilst being sensitive to the nature of the transformation and the audience, ensuring the end goal is achieved effectively Ability to negotiate and influence others whilst leading on complex transformation projects Represent the Directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting, and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations Respond to media enquiries as requested by the Assistant Director and Corporate Director Health and Adult Services and appraise them of any matters arising which are particularly sensitive or controversial in nature
Systems and information:	<ul style="list-style-type: none"> The post holder will be required to provide IT information and statistical reports to illustrate transformational plans and progress The ability to analyse of complex data and information to inform transformational decision making is a key aspect to this role The post holder must utilise the current business processes in relation to record keeping, financial monitoring and ICT.
Safeguarding:	<ul style="list-style-type: none"> Be committed to safeguarding and promote the welfare of children, young people, and adults, raising concerns as appropriate. Undertake Safeguarding Adults Investigations, as delegated by the Principal Social Worker in line with procedures

Person Specification:

Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Extensive knowledge and understanding of community-based services for adults with social care needs. • Extensive knowledge of current good practice standards both at local and national level. • Extensive knowledge of user and community engagement. • Extensive knowledge of statutory requirements, including requirements in respect of safeguarding, Mental Capacity Act 2005 carers, equality, and anti-discrimination legislation, maintaining a safe working environment, data protection and confidentiality. • Extensive knowledge and understanding of how Equality & Diversity, Dignity & Respect and Human Rights will apply to this role. • Extensive leadership and managerial experience and the ability to be responsible for the motivation and performance of a group of managers. • Extensive demonstrable experience of adult social care operations, policy development and management in a local authority, major independent service organisation or equivalent. • Extensive experience of health/social care needs assessment and service provision. • Proven and effective extensive demonstrable experience of the management of specific resources in a changing organisational environment, including human and financial resources. • Significant demonstrable experience of developing and implementing organisational change strategies. • Experience of responding to media enquiries. 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership and motivational skills and the ability to promote Directorate and Adult Social Care Operations policy and objectives. • Demonstrable ability to manage a specific operational function to deliver strategic objectives. • Ability to take responsibility for the effective execution of the decisions and instructions of the Corporate Director Health & Adult Services, the Assistant Director Adult Social Care Operations, the County Council, its Executive and other Committees. • Ability to contribute to and implement an annual Service Performance Plan and monitor standards to facilitate continuous improvement. • Staff management skills including recruitment and selection, performance management and development. • Demonstrable planning and project management skills. Can oversee the delivery of strategic projects, reviewing and making amendments as necessary. • Excellent communication and presentation skills. Uses high level persuasion, influencing and/or negotiation techniques in complex situations to achieve strategic objectives. • Effective written communication skills – communicates effectively in writing to produce documents in a range of formats and styles to suit a range of audiences. Presents/records high level information in an accessible format. Reviews and measures the effectiveness of existing communication. 	

<ul style="list-style-type: none"> • Budget management skills and as budget holder in respect of a specific part of the Adult Social Care Operations function, be accountable for the financial performance of their unit. • Decision making skills – can make decisions which may involve difficult choices or considered risks. Needs to have insight into all strategic strands to make clear business focused decisions. • Ability to manage quality and service standards, including those for teams integrated with other organisations. • IT skills 	
<p>Behaviours</p> <p>link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • A professional social care or health qualification. • A management qualification • Professional registration with the appropriate body (HPC, GSCC etc) where applicable. 	
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Healthier Lives, Communities and Economy
Grade:	SM2
Responsible to:	Director of Public Health
Staff managed:	Manages a group of managers
Directorate:	Health and Adult Services
Service:	Public Health
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

- The role is based in the public health function and is a senior manager focused on healthier lives, communities and the economy as part of supporting the Director of Public Health to discharge the statutory duty to protect the health of the people of North Yorkshire.
- In conjunction with Public Health specialists, this role will lead on physical activity and sport and supporting the transformation of the leisure offer through LGR including delivery of the Healthy Weight Healthy Lives strategy
- The role will also work closely with the Assistant Directors for Care and Support, Public Health Consultants and other heads of service across Health and Adult Services, BES, Corporately and with CYPS.
- It will manage a team of managers and officers (ranging from grade L-N).
- Be a member of the Public Health Senior Leadership Team chaired by the Director of Public Health.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.
- This post is a new post and will be an integral part public health and the Health and Adult Services Directorate.

Job purpose

- Head of service to lead on the implementation of programmes of work to encourage healthy lives, communities and the economy.
- This role will lead on physical activity and sport and supporting the transformation of the leisure offer through LGR including delivery of the Healthy Weight Healthy Lives strategy.
- The Healthier Lives and Communities portfolio will lead on:
 - Working with businesses to create healthy workplaces
 - Food
 - Thrive at Work Health Improvement Practitioner
 - Lead joint working to embed public health into regulatory services such as Environmental Health, Trading Standards and Licensing
 - Fuel Poverty and winter warmth
 - Road safety and injuries
 - Stronger Communities
 - Public Health input into localities
 - Coastal health
 - Rurality and rural-proofing
 - Migrant health
 - Licensing applications responses from Public Health

- Poverty
- Gambling
- Military and Veterans health and wellbeing
- Lead for PH in identifying development opportunities working with regulatory services including but not limited to trading standards, environmental health and planning and wider opportunities presented through LGR.
- Operate as part of the Directorate's senior leadership team and work in partnership with a range of partners such as NHS, districts, providers and the community and voluntary sector.
- Lead senior manager for Public Health Engagement and Governance for ensuring robust business continuity plans are in place and tested.
- Work with the new UK Health Security Agency and other regional, national and where appropriate international agencies focused on protecting the health of the population.
- Lead senior manager supporting the Director of Public Health in relation to investment of the circa £22 million public health grant.
- Lead senior manager for ensuring comprehensive service planning and performance management across public health, engagement and governance.

Operational Management:

- Identify, develop and cascade relevant information and policy updates relating to relevant Health & Adult Services Directorate staff and managers.
- Represent the Director of Public Health in their absence, where necessary.
- Keep abreast of developments/research findings to facilitate evidence based practice in relation to health protection. Learning from local, regional, national and international best practice approaches.
- Set strategic objectives and a population health approach
- Support the development of business models and business cases for county wide services
- Support the development of county wide service specifications and procurements and co-ordinate work with the Lead Public Health Consultant
- Ensure commissioning activity supports the Council's statutory and legal obligations including safeguarding.
- To ensure good relationship management is in place with providers.
- To support the Director of Public Health, Head of Engagement and Governance and Public Health Consultants in the strategic planning and delivery of the public health commissioning functions and responsibilities of the local authority, including developing policies, procedures, good practice guidance and service plans.
- To support the implementation of decommissioning of county wide services and mobilisation of newly commissioned services.
- To be part of any Directorate and Council on-call and emergency planning arrangements as required.

Resource management:

- Lead Senior Manager supporting the Director of Public Health in relation to strategic investment of the circa £22 million public health grant.
- Ensure the monitoring of allocated budgets, ensuring that they are used appropriately and efficiently and that there are robust and relevant monitoring systems in place
- The post holder will be responsible as a budget holder within the Council's Scheme of Delegation of financial performance of the post holders unit, ensuring a balanced budget and meeting any efficiency targets agreed.
- To ensure the effective use of resources through identifying, assessing and evaluating different approaches including utilising value for money criteria to demonstrate cost effectiveness.

	<ul style="list-style-type: none"> • The post holder will provide leadership, motivation and regular supervision, appraisal and development to those staff for whom they are responsible in line with Directorate's Supervision and Appraisal procedures • The post holder will ensure their behaviours and those of their managers comply with the expectations of the Manager's Pocket book and that their managers and staff all comply with the Council's Behaviour and Skills Framework
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Establish and maintain effective working relationships with internal and external partners including other Directorates, Health bodies such as CCGs, District Councils, etc. • Establish and maintain effective working relationships with providers of public health and adult services. • Take a lead where required in commissioning initiatives and projects. • Deputise for the Director of Public Health as required and represent the Directorate at policy, organisational, co-ordination and consultation forums with external agencies, other Council Directorates within the Service Area or wider Directorate • Identify and work effectively with all relevant stakeholders within each transformation project. • To work collaboratively with other local authority staff and partner agencies to influence an integrated and co-ordinated approach to achieving key targets, to achieve required health and wellbeing outcomes • To work collaboratively across the HAS Directorate and across all functions of the local authority and CCG's providing specialist input to inform commissioning; policy development; and service planning and redesign in relation to health protection. • To develop and deliver new joint commissioning arrangements with health and other partners • Work with communities and service users to ensure they can influence service development.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate. • Take direction from the Director of Public Health in relation to exceptionally complex or highly politically sensitive issues. • Establish and maintain effective working relationships with strategic partners of the Council. • Evaluate health population strategies ensuring they continue to be relevant and meet assessed population health need as policy and practice moves forward. • Where required develop policies, guidance and procedures to ensure consistent working practices, ensure clarity of function and explore opportunity to joint working arrangements with other directorates. Cascade to the team, NYCC staff, partner organisations and external partners, as appropriate. • Ensure the achievement of ongoing continuous improvement for the team. • To work with all parts of the Directorate, the wider council, external partners, the voluntary and community sector and the independent sector to commission relevant and effective services across the localities ensuring all health protection and address the key themes of safeguarding, quality, integration, personalisation, efficiency, prevention and early intervention. • Ensure that any required budget savings are delivered in line with Directorate objectives and ensure all commissioning on behalf of Health & Adult Services provides value for money. • To contribute by providing evidence on need and advising on evidence based interventions to assist negotiations to secure investment from partners. This should help deliver savings across the whole system and to re-profile commissioned services across the locality and portfolio to achieve greater equity in Health & Well-being outcomes and a common menu of services across the County.

<p>Communications:</p>	<ul style="list-style-type: none"> • Deal professionally with all enquiries via e-mail, telephone or in person. • Oversee the production of written information which is clear and concise, including articles for the website, processes for staff, procedures and guidance documents, etc. • Negotiate with partners (internal and external) individually and collectively to achieve the Directorate's aims and objectives. • Lead engagement and consultation processes to achieve the introduction of new initiatives and change in services • Communicate effectively with staff and senior management in respect of commissioning activity and development. • Negotiate and influence others whilst leading on complex transformation projects • Represent the Directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations. • Respond to media enquiries as requested by the Assistant Directors, Director of Public Health and Corporate Director Health and Adult Services and appraise them of any matters arising which are particularly sensitive or controversial in nature
<p>Systems and information:</p>	<ul style="list-style-type: none"> • Develop and implement systems to assist and underpin and decisions arising from this. • Develop and maintain an overall suite of management information that underpins the Healthier Lives, Community and Economy portfolio • Provide an overview of relevant and complex information to assist senior and strategic managers and officers in their understanding of Healthier Lives, Community and Economy issues across the Council • Present complex and sensitive information to range of different agencies
<p>Safeguarding:</p>	<ul style="list-style-type: none"> • The postholder will ensure the safety of vulnerable people in line with the North Yorkshire Multi Agency Safeguarding Adults Procedures, and Health and Adults Services operational guidance.

Person specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Comprehensive knowledge and understanding of public health, the NHS and different branches of local government including regulatory services, such as Environmental Health, Trading Standards and Licensing • Significant knowledge of current good practice standards both at local and national level. • Detailed specialist knowledge of legislation and policy relating to Environmental Health, Trading Standards and Licensing. • Knowledge of statutory requirements, including: safeguarding, equality and anti-discrimination, maintaining a safe working environment, Data Protection and confidentiality. • Significant knowledge of public health strategies and skills and competences in assessing the needs of the population. • Knowledge of service provision with a thorough understanding of legislation, practice issues and tensions. • Knowledge and understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role. • Significant experience of commissioning services and developing strategies at a senior level. • Managerial accountability for the performance of a group of staff. • Detailed experience of Partnership Working. 	

<ul style="list-style-type: none"> • Detailed experience of policy implementation. • Experience in a local authority, other public sector or independent service industry • Experience of implementing organisational culture change strategies. • Experience of dealing sensitively with complex/difficult situations. • Experience of translating national policy and guidance into local action • Experience of chairing groups or committees • Line management experience • Experience of managing resources 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to set and meet objectives and targets to deliver continuous improvement. • Staff management skills including recruitment and selection, performance management & development. • Ability to programme and monitor workloads and delegate tasks effectively. • Ability to develop and implement effective population health strategies and plans. • Project management and implementation skills. • Experience of liaising and negotiating with external and internal partners. • Communication and presentation skills (written & oral). • Budget management skills including effective use of resources. • IT skills. • Time management skills • Experience of dealing sensitively with members of the public and with complex / difficult situations • Corporate working skills • Innovative • Incisive • Experience of strategic planning and policy formulation and implementation 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Education to degree level or equivalent in related discipline. • Evidence of further professional development 	<ul style="list-style-type: none"> • A post graduate management qualification.
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Availability to work as necessary outside office hours. • Willingness to undertake further professional development to fulfil the requirements of the role. • Committed to equality and diversity. • Willingness to adapt to a changing environment. 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Housing, Technology and Sustainability
Grade:	SM2
Responsible to:	Assistant Director, Prevention and Service Development
Staff managed:	Manages a group of managers
Directorate:	Health and Adult Services
Service:	Prevention and Service Development
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

This post is part of the Commissioning and Contracts service within Health and Adult Social care with a key role in ensuring a sustainable and quality market for adults' social care and support.

The post holder will act as part of the wider leadership team within the Directorate.

Key objectives of the post are to lead on the strategic development and commissioning of new care and support provision, working in partnership with health, providers and districts. To deliver the Extra Care and Supported Accommodation programme working with selected housing and development partners and identifying other innovative options to deliver up to 30 extra care housing schemes, in line with local needs, and to lead work with health and other partners and providers to develop new options for residential and nursing care and for care at home.

To act as lead commissioner for assistive technology solutions and other relevant support services.

To lead on specific programmes as part of the Directorate's change and transformation programme.

The post will be responsible for revenue and capital budgets, up to the value of £9m, and will manage a team of commissioning managers and commissioning officers.

This is a politically restricted post as defined by the Local Government and Housing Act 1989

Job Specifics

- To work with all parts of the Directorate, the wider council, external partners, the voluntary and community sector and the independent sector to commission relevant and effective services, ensuring all services commissioned address the key themes of safeguarding, quality, integration, personalisation, efficiency, prevention and early intervention.
- To develop positive working relationships with current and potential providers to develop new market approaches to meet identified needs
- Ensure that required budget savings are delivered in line with Directorate objectives and ensure all commissioning on behalf of Health & Adult Services provides value for money.
- To secure investment with CCGs to make progress on joint commissioning approaches and to deliver savings across the whole system and to re-profile commissioned services across the locality and portfolio to achieve greater equity in Health & Well-being outcomes and a common menu of services in each locality.
- Facilitate the shift from traditional services to community-based activities.

Job purpose

The core focus of this job is to lead delivery of a portfolio of services to support a range of clients (internal and external through partnerships and/or commercial arrangements). Services to specific clients will be subject to individual requirements reflecting the different needs of different organisations.

Operational Management:

- To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.
- To advise the wider service on relevant changing legislation, professional standards and their implementation.
- Maximise commercialisation of services provided.
- To set out and ensure market developments meet best practice, and provide value for money
- To identify and negotiate opportunities to accelerate the programme and its delivery at senior level
- To develop extra care policy and strategy in line with other strategic commissioning and service development opportunities across H&AS
- To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
- To lead specific programmes as part of the Council's change and transformation programme.

Resource management:

- Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation.
- Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service.
- To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal.
- To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness.
- Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues.
- Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.

Partnerships:

- Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships.
- To develop and monitor the quality and productivity of partnerships within the public and private sector specialists in extra care development and related service delivery
- Identify opportunities for new initiatives, funding options and joined up approaches, to commissioning and service development
- When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required

	<ul style="list-style-type: none"> • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • Lead the service in devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders • Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy. • Lead in the development of new ways of working that maximise efficiency and effectiveness. • Establish and maintain effective working relationships with strategic partners of Health and Adult Services and develop opportunities for joint working, • Evaluate commissioning and market shaping activity to ensure strategic relevance and to keep strategies and relevant to changes in policy practice and demographic need • Identify and maximise the funding available from a range of sources to deliver the strategic programme, ensuring sustainability and affordability of schemes
<p>Communications:</p>	<ul style="list-style-type: none"> • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Lead engagement and consultation processes and communicate with wider public and other audiences • Produce timely and appropriate information for reports and bids for funding • Establishment of relevant liaison groups and communication mechanisms to ensure the timely sign-off of relevant obligations including securing appropriate external specialist advice • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
<p>Systems and information:</p>	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • In conjunction with the Head of Performance, develop and maintain strategies and information to inform commissioning intentions and strategies • Develop and implement systems to assist and underpin the commissioning cycle and decisions arising from this

- Produce written reports as required including evaluation and impact statements for distribution service wide and to partners.
- Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current.
- Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Safeguarding:

- To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person specification:

Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge of current good practice standards both at local and national level in relation to the business of the service. • Knowledge of statutory requirements, including equality standards • Knowledge of effective management of staff, budgets and resources. • Significant knowledge of developing and implementing business or service improvement plans • Knowledge of national and EU public sector procurement legislation and controls • Detailed knowledge of best practice in design, development and management of accommodation and support services • Knowledge and understanding of the requirements of the Care Act • Knowledge of the operational workings of adult social care, housing and planning systems • Knowledge of funding mechanisms available for major capital projects • Extensive experience of strategic planning, policy development and implementation, and performance management • Experience of developing and implementing organisational culture change within a large diverse organisation • Successful management of budgets and staff 	<ul style="list-style-type: none"> • Experience of responding to media enquiries. • Experience of developing or delivering adult social care support services to enable independence • Local government experience
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse operational functions to deliver strategic objectives • Project management and planning of complex multi-agency projects • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	

Professional Qualifications

- Professionally qualified in the specialist area – see context statement for further details.

- Post-graduate specialist qualification/member of professional body
- Project management qualification

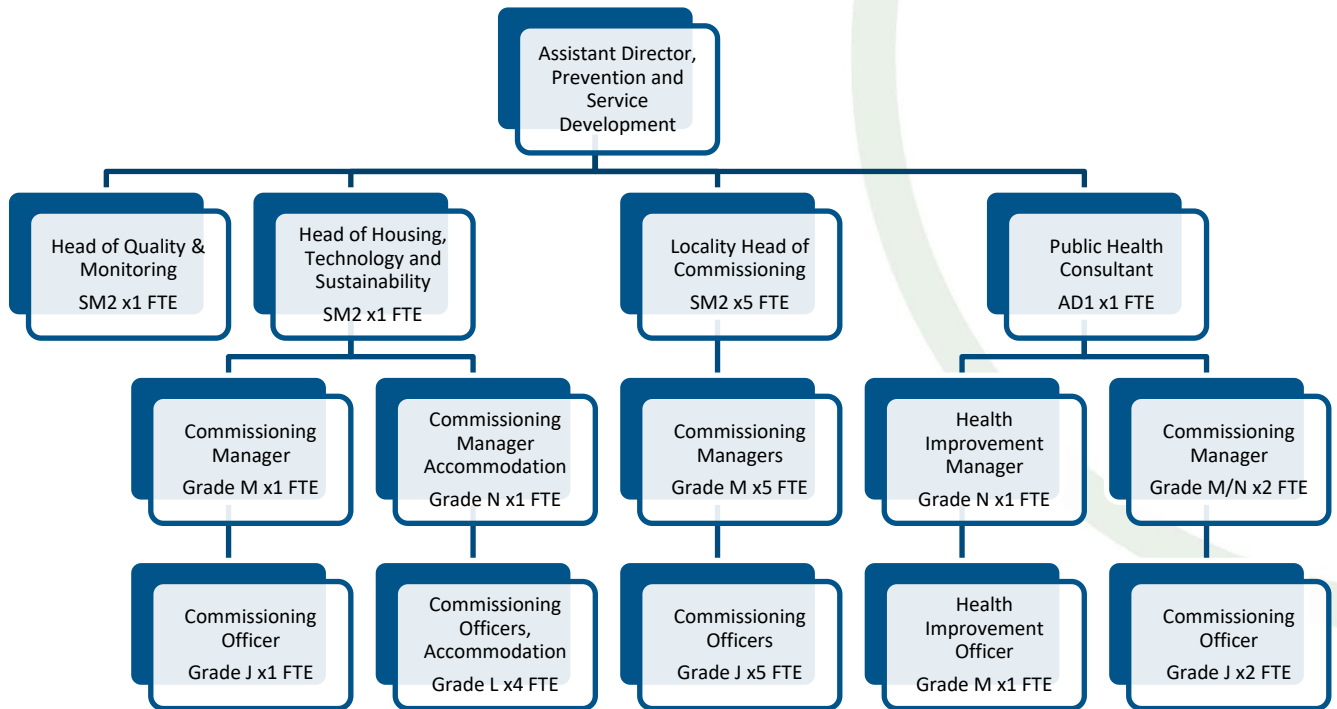
Other Requirements

- Ability to travel across the County
- Ability to attend meetings outside of normal business hours
- Evidence of professional updating and development

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Quality and Market Improvement
Grade:	SM2
Responsible to:	Assistant Director Commissioning and Quality
Staff managed:	Manages a team of specialist professionals
Directorate:	Health and Adult Services
Service:	Commissioning and Quality
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

- This role manages the Contracting, Quality Improvement and Quality Assurance Teams, as well Brokerage Services, within Health & Adult Services.
- This includes both social care and public health services
- The team ensures that contracting, and quality assurance activity is undertaken in line with Council procedures and legislative requirements, within the context of £100m spend on services.
- The role will be a key contributor to delivery of statutory responsibility under the Care Act to ensure a sustainable and diverse market for care and support
- The role is also responsible for ensuring we work with external providers to improve the quality of care and to reduce and respond to any market failures.
- The role requires regular liaison and collaboration with regulators and other commissioning partners, particularly health partners. It is responsible for developing more joint and integrated working with the market and providers
- The brokerage functions are dispersed across the county and requires significant collaborative working with operational staff
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Reporting to the Assistant Director Commissioning and Quality , the post holder will:

- Operate as part of the Directorate's senior leadership team and work in partnership with CCG's, districts and providers.
- Work collaboratively across the Directorate and across all functions of North Yorkshire County Council (NYCC), providing county wide perspective to shape and drive value for money and quality of provision for public health, care and support
- Ensure contracted services support the statutory functions and legal responsibilities of the Council
- Lead the performance management and quality improvement and contract management processes for contracted services
- Lead and direct the Directorate's contract monitoring and quality function and where agreed oversee joint functions and arrangements with health partners
- Ensure sustainable and diverse markets for anyone who needs access to social care support

Job purpose

<p>Operational Management:</p>	<ul style="list-style-type: none"> • Ensure that support packages are brokered and secured in line with best value, legal requirements and identified needs • Identify, interpret, develop and cascade relevant regulatory information, policy updates and monitoring information relating to contracting, to Health & Adult Services Directorate staff, lay assessors and external agencies and providers. • Act as an expert adviser with a comprehensive understanding of legislation, policies and Council procure rules relating to Health & Adult Services Directorate's contracting activities. • To lead programmes as part of the County Council's change and transformation programmes. • Set strategic objectives and approach for ensuring the quality and sustainability of the health and care market • Co-ordinate work with other Heads of Commissioning • Develop policies, procedures, good practice guidance and service plans in respect of contracting activity, quality improvement and market development • To be aware of and disseminate relevant practice developments/research findings to facilitate evidence based practice. • To ensure good relationship management is in place with providers • To undertake market audits to inform the commissioning of adult social care services • Lead, develop and implement a quality assurance management system for internal and external services, including assessment and care management. • Lead, develop and ensure the delivery of a planned schedule of service quality audits and visits, including appropriate follow up action. • Ensure contracting, quality assurance and quality improvement activity supports the Council's statutory obligations in relation to safeguarding. • Work closely with the corporate procurement team to ensure new contracts deliver the Directorate's requirements and the market is sustainable • Identify gaps and opportunities in the market in collaboration with Heads of Commissioning and developing joint programmes to address those gaps
<p>Resource management:</p>	<ul style="list-style-type: none"> • Ensure the monitoring of allocated budgets, ensuring that they are used appropriately and efficiently and that there are robust and relevant monitoring systems in place • The post holder will be responsible as a budget holder within the Council's scheme of Delegation of financial performance of the post holders unit, ensuring a balanced budget and meeting any efficiency targets agreed • The post holder will provide leadership, motivation and regular supervision, appraisal and development to those staff for whom they are responsible in line with Directorate's Supervision and Appraisal procedures • The post holder will ensure their behaviours and those of their managers comply with the expectations of the Manager's Pocket book and that their managers and staff all comply with the Council's Behaviour Framework. • To ensure the effective use of resources through value for money reviews and contract monitoring • The post holder will be responsible for ensuring the effective performance of all members of their team
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Establish and maintain effective working relationships with internal and external partners including other Directorates, CCGs, CQC, voluntary sector providers, independent sector providers, etc. • Establish and maintain effective working relationships with providers of health and adult services. • Lead negotiations with providers to achieve value for money and meet efficiency targets. • Coordinate the Market Development Board

	<ul style="list-style-type: none"> • Deputise for the Assistant Director Commissioning and Quality as required and represent the Directorate at policy, organisational, co-ordination and consultation forums with external agencies, other Council Directorates within the Service Area or wider Directorate • Identify and work effectively with all relevant stakeholders within each transformation project • To work collaboratively with other local authority staff and partner agencies to influence an integrated and co-ordinated approach to achieving key targets, to achieve required health and social care outcomes
<p>Strategic management:</p>	<ul style="list-style-type: none"> • To work with the voluntary and community sector and the independent sector to shape a vibrant care market across North Yorkshire, ensuring all services commissioned address the key themes of safeguarding, quality, personalisation, efficiency, prevention and early intervention. • Take direction from the Assistant Director Commissioning and Quality in relation to exceptionally complex or highly politically sensitive issues. • To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate. • Ensure the achievement of ongoing continuous improvement for the service and team • Ensure that the required budget savings are delivered in line with Directorate objectives and ensure all services procured on behalf of Health & Adult Services provide value for money. • To secure investment with CCGs to make progress on joint commissioning approaches and to deliver savings across the whole system and to re-profile commissioned services across North Yorkshire to achieve greater equity in Health & Well-being outcomes and a common menu of services in each locality. • Facilitate the shift from traditional services to community-based activities and develop social or micro enterprises through Innovation Funds. • Ensure consistent working practices, ensure clarity of function and explore opportunity to joint working arrangements with other directorates. Cascade to the team, NYCC staff, partner organisations and external partners, as appropriate.
<p>Communications:</p>	<ul style="list-style-type: none"> • Deal professionally with all enquiries via e-mail, telephone or in person. • Oversee the ongoing development of relevant communication methods and the production of information which is clear and concise, including Provider Bulletins, articles for the website, processes for staff, procedures and guidance documents, etc. • Negotiate with providers individually and collectively to achieve a satisfactory outcome. • Lead the engagement and consultation with providers when introducing new ways of working and introducing new initiatives and influence change. • Undertake the role of Coordinating Officer in emergency situations, when required, and be the main point of contact for providers and senior management • Communicate effectively with staff and senior management in respect of activity and developments. • Negotiate and influence others whilst leading on complex transformation projects • Represent the Directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, providers and other stakeholders in challenging situations • Respond to media enquiries as requested by the Assistant Director and Corporate Director Health and Adult Services and appraise them of any matters arising which are particularly sensitive or controversial in nature.
<p>Systems and information:</p>	<ul style="list-style-type: none"> • In conjunction with corporate performance and data teams , develop and maintain a Market Position Statement to inform the market of commissioning intentions and provide relevant data to assist the market in responding to the needs identified. • Develop and implement systems to verify the accuracy of duties carried out by Contracting, Quality Assurance and Quality Improvement staff and lay assessors.

- Develop and maintain an accurate and comprehensive database for contracting and procurement activity and quality assurance information as part of the overall suite of management information.
- Manage the collation and production of performance reports, ensuing accurate completion within specified deadlines.
- Provide an overview of relevant information to assist strategic managers and officers in their understanding of financial matters affecting providers of Health & Adult Services.
- To present complex and sensitive information to range of different agencies

Safeguarding:

- The postholder will ensure the safety of vulnerable people in line with the North Yorkshire Multi Agency Safeguarding Adults Procedures, and Health and Adults Services operational guidance.

Person specification:

Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge and understanding of the social care environment • Comprehensive knowledge of current good practice standards in quality assurance, procurement and contracting both at local and national level, including registration • Detailed specialist knowledge of legislation governing procurement including European legislation in this area. • Knowledge of statutory requirements, including: safeguarding, equality and anti-discrimination, maintaining a safe working environment, Data Protection and confidentiality. • Significant knowledge of social care needs assessment and service provision with a thorough understanding of legislation, practice issues and tensions. • Knowledge and understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role. • Significant experience of managing contracting, procurement and quality assurance activity, including liaison with commercial suppliers at all levels. • Managerial accountability for the performance of a group of staff. • Detailed experience of Partnership Working. • Detailed experience of policy development and implementation. • Experience of implementing organisational culture change strategies. • Demonstrable experience of developing and implementing quality assurance frameworks. • Experience of dealing sensitively with complex/difficult situations. 	<ul style="list-style-type: none"> • Experience in a local authority, other public sector or independent service industry • Relevant experience of using electronic information and communication systems at management level.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to take responsibility for the effective execution of decisions and instructions. • Ability to set and meet objectives and targets to deliver continuous improvement. • Staff management skills including recruitment and selection, performance management & development. • Ability to programme and monitor workloads and delegate tasks effectively. • Ability to develop and implement effective contracting frameworks. • Project management and implementation skills. • Experience of liaising and negotiating with external and internal partners. • Communication and presentation skills (written & oral). 	

<ul style="list-style-type: none"> • Budget management skills including effective use of resources. • IT skills. • Time management skills • Committed to customer care • Corporate working skills 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Education to degree level or equivalent in related discipline. • A relevant professional qualification in contracting or procurement. • Evidence of further professional development 	
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Availability to work as necessary outside office hours. • Ability to work without close supervision. • Willingness to undertake further professional development to fulfil the requirements of the role. 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Mental Health, Emergency Duty Team and Deprivation of Liberty Safeguards
Grade:	SM2
Responsible to:	Assistant Director Care & Support
Staff managed:	Manages a group of managers
Directorate:	Health and Adult Services
Service:	Care & Support
Job family:	C&S - Care & Support
Date of issue:	April 2024

Job context

Working in a changing environment, the post holder will assist the Directorate in meeting its aim of closer working relationships with Health and other partners to deliver improved outcomes for vulnerable adults in North Yorkshire. To ensure compliance with all statutory social care requirements including the Care Act, the Mental Health Act and the Mental Capacity Act.

The post holder will carry joint responsibility for the performance of the whole of Care & Support Operational Services as a member of the Care and Support Leadership Team. With personal responsibility for the leadership and management of social care, adult mental health services, emergency duty team and deprivation of liberty safeguards service area.

Due to the nature of the countywide services being managed by this post the post holder must fully understand the potential risks to vulnerable people and to the Council if countywide services are not working effectively both in terms of protection of people and risk and financial risk.

This is a pivotal role in the locality and operates as part of the Directorate's senior leadership team in that area, working in partnership with CCG's, districts and providers. The post holder will also lead specific countywide programmes as part of the Council's change and transformation programmes.

To ensure compliance with all statutory social care requirements including the Care Act, the Mental Health Act and the Mental Capacity Act.

The post holder will work with the Locality Heads of Service to ensure that across the footprint of North Yorkshire adult social care have a fair and equitable offer.

This role involves spoken communications, so a confident use of English language is required.

Health and Adult Services are keen to develop a clear social care mental health pathway, working closely and in a co-ordinated way with our partners across the health and care system, including those people using our services. Prevention and recovery are at the heart of the pathway. The post hold will be responsible for the implementation of the pathway across the county. The role will provide consistent leadership to the development of adult social care pathway for mental health, working with a range of partners to ensure that the provision of NYC's adult social care and other services continue to meet their statutory duties, align with the strategic plans of the Council, Health and Wellbeing Board and other national governance and policy frameworks.

North Yorkshire Council is committed to keeping people safe in North Yorkshire. The post holder will be responsible for managing the Deprivation of Liberty Safeguards service area. The post hold will be required to oversee the

implementation of legislation, demonstrate effective triage and risk management of cases referred to team. As legislation changes the post holder will be required to formulate a response to these changes and lead the work of the multi-agency team to ensure the successful implementation of the Liberty Protection Safeguards across North Yorkshire and the relevant agencies.

The post holder will also have direct line management responsibility for the Emergency Duty Team, which covers services for both children and adults across North Yorkshire and the City of York. The post holder will be required to be part of the duty rota covering the team but will not be expected to be part of the Care and Support Leadership Team rota.

- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job purpose	To deliver an effective adult social care Mental Health Service and Deprivation of Liberty Safeguarding team across the county. Ensure that the teams operate within the relevant legislative frameworks.
Operational Management:	<ul style="list-style-type: none"> • The post holder will be responsible for the overall development, management and performance of specific countywide services for vulnerable people with social care needs across the County and community-based services for adults with social care needs. • To contribute to the operational development, improvement and delivery of mental health and learning disability services with the NHS, mental health trusts and other Council and public services, ensuring that the Council's statutory duties are met and delivered within financial, quality and performance standards. • To promote independence, wellbeing and a community assets-based approach to social care practice at all stages in the customer pathway. • To ensure compliance with all statutory social care requirements including the Care Act, the Mental Health Act and the Mental Capacity Act. • The postholder will ensure the safety of vulnerable adults in line with the North Yorkshire Multi Agency Safeguarding Adults Procedures and Health and Adults Services operational guidance. • To lead specific countywide programmes as part of the Council's change and transformation programmes • Work in partnership with health on Place of Safety
Resource management:	<ul style="list-style-type: none"> • Ensure the monitoring of allocated budgets, ensuring that they are used appropriately and efficiently and that there are robust and relevant monitoring systems in place. • The post holder will be responsible as a budget holder within the Council's scheme of Delegation of financial performance of the post holder's unit, ensuring a balanced budget and meeting any efficiency targets agreed. • The post holder will provide leadership, motivation and regular supervision, appraisal, and development to those staff for whom they are responsible in line with Directorate's Supervision and Appraisal procedures. • The post holder will be responsible for ensuring the effective performance of all members of their team. • The post holder will ensure their behaviours and those of their managers comply with the expectations of the Manager's Pocket book and that their managers and staff all comply with the Council's Behaviour and Skills Framework
Partnerships:	<ul style="list-style-type: none"> • The post holder will deputise for the Assistant Director as required and represent the Directorate at policy, organisational, co-ordination and consultation forums with external agencies, other Council Directorates within the Service Area, or wider Directorate. • The post holder is required to work effectively with senior managers and colleagues within Health and Adult Services and across the wider council and districts.

	<ul style="list-style-type: none"> Identify and work effectively with all relevant stakeholders within each transformation project
Strategic management:	<p>In conjunction with the Assistant Director:</p> <ul style="list-style-type: none"> Effectively implement national legislation, policies and guidance and Council policies Modernise and develop the workforce alongside the transformation agenda. Improve and modernise business processes. Evaluate transformation which has taken place to ensure lessons are learnt and used to improve further transformation. Contribute to the annual Service Performance Plan
Communications:	<ul style="list-style-type: none"> Ability to provide information, written and oral, in an extensive range of formats to an extensive range of audiences whilst being sensitive to the nature of the transformation and the audience, ensuring the end goal is achieved effectively. Ability to negotiate and influence others whilst leading on complex transformation projects. Represent the Directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations. Respond to media enquiries as requested by the Assistant Director and Corporate Director Health and Adult Services and appraise them of any matters arising which are particularly sensitive or controversial in nature
Systems and information:	<ul style="list-style-type: none"> The post holder will be required to provide IT information and statistical reports to illustrate transformational plans and progress. The ability to analyse complex data and information to inform transformational decision making is a key aspect to this role. The post holder must utilise the current business processes in relation to record keeping, financial monitoring and ICT.
Safeguarding:	<ul style="list-style-type: none"> Be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate. Undertake Safeguarding Adults Investigations, as delegated by the Principal Social Worker in line with procedures

Person specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> Extensive knowledge and understanding of community-based services for adults with social care needs. Extensive knowledge of current good practice standards both at local and national level. Extensive knowledge of user and community engagement. Extensive knowledge of statutory requirements, including requirements in respect of Mental Health Act, Mental Capacity Act 2005, carers, equality and anti-discrimination legislation, maintaining a safe working environment, data protection and confidentiality. Extensive knowledge and understanding of how Equality & Diversity, Dignity & Respect and Human Rights will apply to this role. Extensive leadership and managerial experience and the ability to be responsible for the motivation and performance of a group of managers. Extensive demonstrable experience of adult social care operations, policy development and management in a local authority, major independent service organisation or equivalent. 	

- Extensive experience of health/social care needs assessment and service provision.
- Proven and effective extensive demonstrable experience of the management of specific resources in a changing organisational environment, including human and financial resources.
- Significant demonstrable experience of developing and implementing organisational change strategies.
- Experience of responding to media enquiries.

Occupational Skills

- Effective leadership and motivational skills and the ability to promote Directorate and Adult Social Care Operations policy and objectives.
- Demonstrable ability to manage a specific operational function to deliver strategic objectives.
- Ability to take responsibility for the effective execution of the decisions and instructions of the Corporate Director Health & Adult Services, the Assistant Director Adult Social Care Operations, the County Council, its Executive and other Committees.
- Ability to contribute to and implement an annual Service Performance Plan and monitor standards to facilitate continuous improvement.
- Staff management skills including recruitment and selection, performance management and development
- Demonstrable planning and project management skills. Can oversee the delivery of strategic projects, reviewing and making amendments as necessary.
- Excellent communication and presentation skills. Uses high level persuasion, influencing and/or negotiation techniques in complex situations to achieve strategic objectives.
- Effective written communication skills – communicates effectively in writing to produce documents in a range of formats and styles to suit a range of audiences. Presents/records high level information in an accessible format. Reviews and measures the effectiveness of existing communication.
- Budget management skills and as budget holder in respect of a specific part of the Adult Social Care Operations function, be accountable for the financial performance of their unit.
- Decision making skills – can make decisions which may involve difficult choices or considered risks. Needs to have insight into all strategic strands to make clear business focused decisions.
- Ability to manage quality and service standards, including those for teams integrated with other organisations.
- IT skills

Behaviours

- [link](#)

Professional Qualifications

- A professional social care or health qualification
- A management qualification
- Professional registration with the appropriate body (HPC, GSCC etc.) where applicable

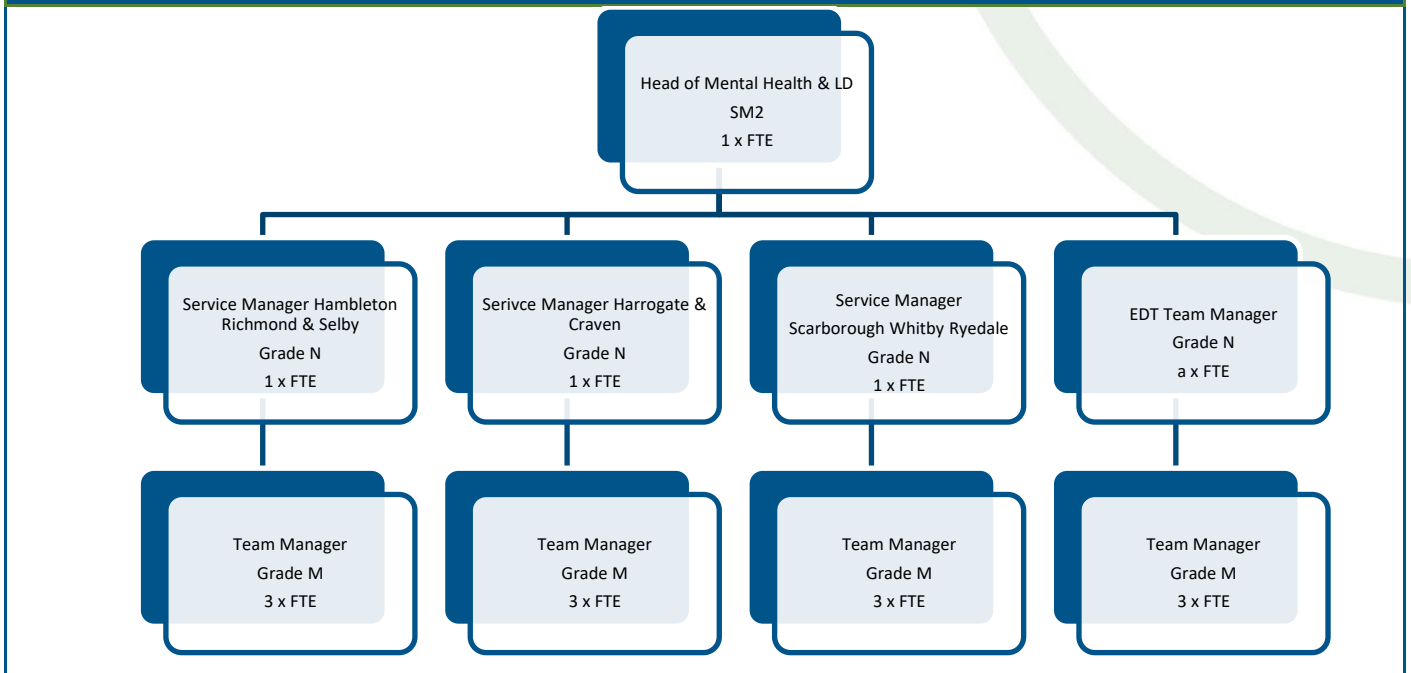
Other Requirements

- Ability to travel across the County.
- Ability to attend meetings outside of normal business hours

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Practice
Grade:	SM2
Responsible to:	Assistant Director Adult Social Care/Chief Social Care Practitioner
Staff managed:	Manages a multidisciplinary team
Directorate:	Health and Adult Services
Service:	Adult Social Care
Job family:	SM - Senior Management
Date of issue:	August 2023

Job context

The Head of Practice is a key role within the Adult Social Care Service which is located within the Council's Health and Adult Services directorate.

Health and Adult Services is responsible for Public Health and Adult Social Care and leads on supported housing and partnerships with the NHS. The Directorate has a net budget of £194m (including a ring-fenced Public Health Grant of circa £23m) in 2022/23 and employs over 1500 full time equivalent people. It also commissions services from over 500 provider, voluntary and business organisations and works with 2 main NHS Integrated Care Boards (plus a small part of the one for Lancashire and South Cumbria) and 7 main NHS Foundation Trusts, as well as multiple GP services.

The Head of Practice role leads the development, delivery and quality assurance of adult social care practice. The strategic direction is to make individual and collective practice more consistent and to ensure that practices are confident and competent in the work that they undertake. Crucially, high quality practice is about good assessment, co-production and meaningful conversations and observations with people who use services and their friends and families and about achieving good outcomes and value for money.

The Head of Practice leads a teams including the Principal Social Worker and Principal Occupational Therapist and their locality Seniors, as well as Business Development, Operational Safeguarding and other leads. As well as leading practice within community teams, the Practice team also supports the work of Social Care Provider Services (and other regulated services).

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

<p>Job purpose</p>	<p>This post holder will lead on Adult Social Care Practice. The post holder will ensure legal compliance for all adult social care practice delivery. The post holder will be part of the Adult Social Care Leadership Team and will work with other Heads of Service (Localities, Provider Services, Mental Health, etc) in a collaborative way to ensure consistency across the County. They will also need to work closely with Prevention, Service Development and Public Health colleagues to ensure practice is embedded at all levels and wherever possible opportunities for joint working are maximised. The post holder will also ensure coordination with our key stakeholders, both internally and externally to promote co-production where key changes are expected in practice both practically and legally.</p>
<p>People Management:</p>	<ul style="list-style-type: none"> • Provide leadership, motivation and regular supervision, appraisal and development to those staff for whom they are responsible in line with Directorate's Supervision and Appraisal procedures • The post holder will be responsible for ensuring the effective performance of all members of their team • The post holder will ensure their behaviours and those of their managers comply with the Council's Role of the Manager' expectations and they and their managers and staff all comply with the Council's Behaviour and Skills Framework expectations
<p>Communications:</p>	<ul style="list-style-type: none"> • Provide information, in a range of formats to a wide range of audience. • Negotiate with and influence others whilst leading on Practice Changes associated with compliance with social care legislation within the wider Health and Social Care landscape. • Represent the Directorate at appropriate national, regional, external and internal meetings about best practice in Health and Social Care. • Liaise, consult and engage with a range of groups including Elected Members, staff within HAS and the Council, other partners, agencies and the community, as well as individuals who need support and their families/carers • Brief the Corporate Director Health and Adult Services and Executive Member of any matters arising in connection with social care practice and changes to legislation and national guidance. which are particularly sensitive in nature or are controversial
<p>Partnerships / Corporate Working:</p>	<ul style="list-style-type: none"> • Work closely with Directorate and corporate colleagues including IT, Finance, Legal, Workforce Development and HR • Develop and maintain relationships with key regional and national organisations including Department of Health and Social Care, Councils Network, ADASS and representing the Directorate as required • Liaise and work closely with appropriate partner agencies including Health, Independent and Voluntary Sector, other Councils and Police to ensure they are able to respond to the requirements of the Care Act within a changing Health and Social Care landscape • Develop and lead on co-production where changes are required to services • Identify and work effectively with all relevant stakeholders within each project area across HAS Programmes
<p>Resources Management:</p>	<ul style="list-style-type: none"> • Work with the Assistant Directors Adult Social Care and Resources to produce plans to deliver the requirements of the Care Act alongside any other changes associated with a changing Health and Social Care landscape. • Fulfil the role of project sponsor in the management of resources where required • Identify the resource requirements that would be affected by practice and legislative change across the directorate. • Identify and implement changes in practice that lead to service efficiency and integrated working. • Effectively manage the budget and resources for the practice team

Systems and information:

- The post holder will work closely with corporate colleagues to ensure any legislative, practice changes and new ways of working are reflected in recording systems
- The post holder will deliver information and reports and ensure performance monitoring systems are in place to demonstrate appropriate governance for Care and Support practice

Strategic Management:

- The post holder will have strategic responsibility for quality Social Work and Occupational Therapy practice within Health and Adult Services, supported by the Principal Social Worker and Principal Occupational Therapy
- Ensure that guidance from the national regulatory bodies and professional leads and other relevant bodies is implemented within the directorate.
- Ensure compliance to national professional registration standards for all relevant social care individuals
- To facilitate the development of clear standards for social care staff to deliver a continuous personal development programme
- Identify the requirements of the directorate for the workforce development unit to commission and specify HAS requirements and ensure clear standards for HAS staff within a continuous improvement programme for practice
- Lead and advise the directorate on the key areas of change, risk in relation to practice and legal challenges, to ensure continuously improving outcomes for people who use support and their carers
- Lead and advise the department on safeguarding practice including developing approaches to working with risk
- Ensure that key stakeholders including people who use care and support, carers, partners, staff and Elected Members will be informed of, and engaged in the changes
- Provide on-going quality assurance to the projects in the programme, providing constructive challenge to sponsors and project managers to ensure delivery and that opportunities for efficiencies and service improvement are maximised
- The post holder will have the strategic lead on personalisation and ensure person centred approaches are delivered in all practice developments.
- The post holder will have strategic lead on safeguarding practice making safeguarding personal
- Represent the Assistant Director Adult Social Care in their absence where appropriate
- Establish and maintain effective working relationships with strategic partners of Health and Adult Services
- Ensure that HAS policies, guidance and procedures are compliant with the requirements of the Care Act and are reviewed against integrated working arrangements as necessary
- Provide leadership at a management level and contribute to the strategic direction of HAS

Person specification:

Essential

Knowledge and Experience

- Extensive knowledge of key legislation/policy guidance within Adult Social Care
- Extensive knowledge and understanding of the Care Act, accompanying Guidance and Regulations
- Extensive knowledge and understanding of key areas of development within Care and Support
- Knowledge of and experience of working within project, programme and change management

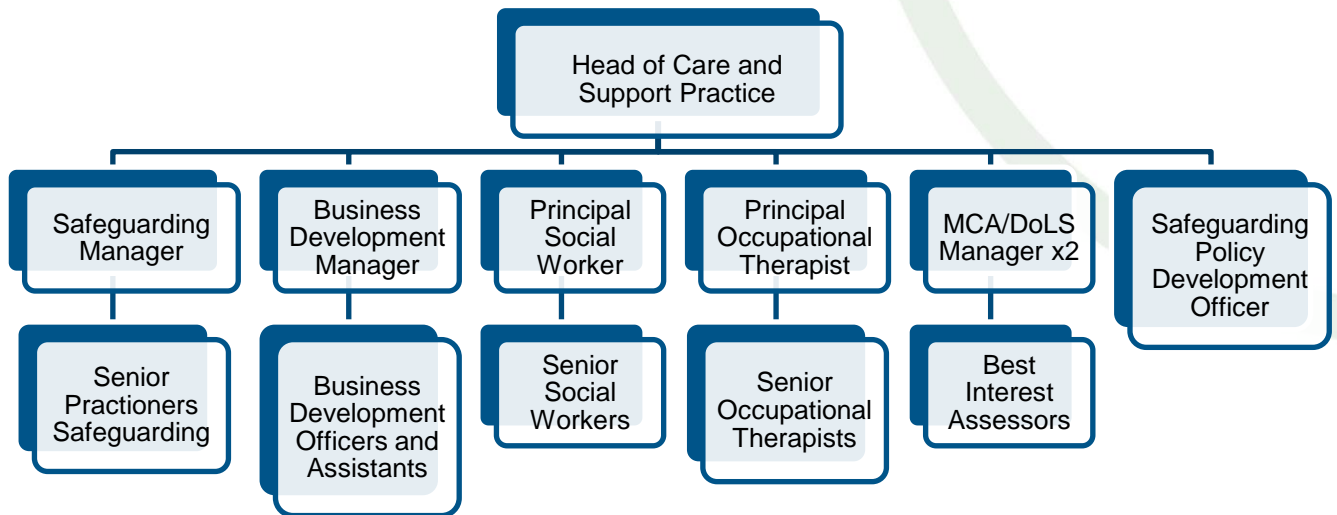
Desirable

<ul style="list-style-type: none"> • Knowledge of engagement techniques and approaches in line with relevant legislation and best practice • Extensive knowledge of social care assessment and support planning processes • Extensive experience of operational issues within health and social care environment, and understanding of policies, processes, legislation and best practice relating to social care practice • Experience of leading a large scale change programme within a complex environment • Experience of working in a Programme Management Model in the public sector • Experience of building trust and managing stakeholder relationships across partner organisations • Experience of planning and managing communications with stakeholders • Experience of identifying and managing risks • Experience of working with Members • Experience of budget/resource management • Experience of line management of those who are also managing others 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • A range of leadership styles with an ability to establish credibility and influence and form positive relationships with staff, partners and corporate colleagues • Excellent communications skills, and the ability to present complex information, verbally and in writing, in a clear and concise manner for a range of audiences • Ability to recognise and manage risks • Ability to work to broad policy guidelines and to use discretion and act on own initiative as required • Ability to plan, develop and implement new ways of working, including integration with other key agencies • High level leadership skills and the ability to promote and gain commitment to the organisation's policy and objectives • Strategic planning and decision making • Good level of IT literacy 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Degree and post graduate qualification or equivalent • Professional qualification • Management Diploma or equivalent experience • Evidence of post qualification personal and professional continued development • Registered with professional body 	<ul style="list-style-type: none"> • Project or Programme Management Qualification • Membership of relevant professional body • Relevant occupational qualification to level 4 or equivalent (Social Worker, Occupational Therapist, Vocational qualification at level 4 in Care)
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the county • Commitment to equal opportunities 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of HAS Planning
Grade:	SM2
Responsible to:	Director of Public Health
Staff managed:	Manages a group of managers
Directorate:	Health and Adult Services
Service:	Public Health
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

- The role is based in the Public Health function and is responsible for leading the development of evidence based population health strategies for targeted groups in the population.
- The role will be line managed by the Director of Public Health but will work closely and take strategic direction from the Assistant Director Prevention and Service Development.
- The role will also work closely with the Head of Service Development, Head of Integration and Head of Targeted Prevention to ensure the delivery of the population health strategies across the County.
- It will manage a team of managers and officers (ranging from grade L-N).
- The role has responsibility to ensure there is a consistent and coherent approach taken to population health strategies across the county area and for developing county wide strategic approach for key groups in the population.
- The role has responsibility for ensuring the development of population health strategies but will also contribute to the practical implementation plans which reflect both the county wide strategic plans and local need.
- The role will be a key contributor to delivery of statutory responsibility under the Health and Care Act 2013 and the Care Act 2014 to ensure the strategies are in line to improve and protect the health of the population and ensure a sustainable and diverse market for care and support.
- The post holder will need to work closely with Head of Housing Market Development, and the Head of Quality and Improvement, Public Health and operational staff to ensure the success of these arrangements.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.
- This post is a new post and will be an integral part of integrating public health and adult social care as part of the Health and Adult Services Directorate.

Job purpose

Reporting to the Director of Public Health the post holder will:
Lead the development of evidence based population health strategies and support the delivery of strategies in relation to key adult population groups including but not limited to:

- mental health and wellbeing
- suicide
- dementia
- learning disabilities
- autism
- people with physical and sensory impairment
- ageing well and older people.

Operate as part of the Directorate’s senior leadership team and work in partnership with a range of partners such as NHS, districts, providers and the community and voluntary sector.

Work collaboratively across the Directorate and across all functions of North Yorkshire Council (NYC), providing input to shape and drive commissioning, policy development, service planning and redesign. Contribute to the development, implementation, performance management and evaluation of commissioning programmes to inform population health strategies.

Work with key senior managers and practitioners to facilitate the delivery of population health strategies.

Manage staff to ensure the development and delivery of innovative services which improve health and wellbeing, improve choice and control and independence for people who access services.

Operational Management:

- Identify, develop and cascade relevant information and policy updates relating to relevant Health & Adult Services Directorate staff and managers.
- Represent the Director of Public Health and Assistant Director of Prevention and Service Development in their absence, where necessary.
- Lead and provide advice, guidance and oversight of county wide population health strategies and commissioning activities, linking with a wide variety of partners to create effective commissioning and disseminating relevant practice developments/research findings to facilitate evidence based practice,
- Set strategic objectives and a population health approach
- Support the development of business models and business cases for county wide services
- To undertake county wide needs assessments to inform specific population health strategies and the commissioning of public health and adult services, co-ordinating input from local teams.
- Support the development of county wide service specifications and procurements and co-ordinate work with other Heads of Service across HAS.
- Ensure commissioning activity supports the Council’s statutory and legal obligations including safeguarding.
- To ensure good relationship management is in place with providers.
- To contribute to the evaluation of local public health and social care services, initiatives and programmes to improve health and wellbeing and improve choice and control and independence
- To support the Director of Public Health and Assistant Director of Prevention and Service Development in the strategic planning and delivery of the population health commissioning functions and responsibilities of the local authority, including developing policies, procedures, good practice guidance and service plans.
- To support the implementation of decommissioning of county wide services and mobilisation of newly commissioned services.
- To be part of any Directorate and Council on-call and emergency planning arrangements

Resource management:

- Ensure the monitoring of allocated budgets, ensuring that they are used appropriately and efficiently and that there are robust and relevant monitoring systems in place
- The post holder will be responsible as a budget holder within the Council’s Scheme of Delegation of financial performance of the post holders unit, ensuring a balanced budget and meeting any efficiency targets agreed.
- To ensure the effective use of resources through identifying, assessing and evaluating different approaches including utilising value for money criteria to demonstrate cost effectiveness.

	<ul style="list-style-type: none"> • The post holder will provide leadership, motivation and regular supervision, appraisal and development to those staff for whom they are responsible in line with Directorate's Supervision and Appraisal procedures • The post holder will ensure their behaviours and those of their managers comply with the expectations of the Manager's Pocket book and that their managers and staff all comply with the Council's Behaviour and Skills Framework
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Establish and maintain effective working relationships with internal and external partners including other Directorates, Health bodies such as CCGs, District Councils, etc. • Establish and maintain effective working relationships with providers of public health and adult services. • Take a lead where required in commissioning initiatives and projects. • Deputise for the Assistant Director Commissioning and Quality as required and represent the Directorate at policy, organisational, co-ordination and consultation forums with external agencies, other Council Directorates within the Service Area or wider Directorate • Identify and work effectively with all relevant stakeholders within each transformation project • To work collaboratively with other local authority staff and partner agencies to influence an integrated and co-ordinated approach to achieving key targets, to achieve required health and social care outcomes • To work collaboratively across the HAS Directorate and across all functions of the local authority and CCG's providing specialist input to inform commissioning; policy development; and service planning and redesign. • To develop and deliver new joint commissioning arrangements with health and other partners • Work with communities and service users to ensure they can influence service development
<p>Strategic management:</p>	<ul style="list-style-type: none"> • To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate. • Take direction from the Director of Public Health and Assistant Director Prevention and Service Development in relation to exceptionally complex or highly politically sensitive issues. • Establish and maintain effective working relationships with strategic partners of Health & Adult Service. • Evaluate population health strategies to ensure they continue to be relevant and meet assessed population health need as policy and practice moves forward. • Where required develop policies, guidance and procedures to ensure consistent working practices, ensure clarity of function and explore opportunity to joint working arrangements with other directorates. Cascade to the team, NYC staff, partner organisations and external partners, as appropriate. • Ensure the achievement of ongoing continuous improvement for the team. • To work with all parts of the Directorate, the wider council, external partners, the voluntary and community sector and the independent sector to commission relevant and effective services across the localities ensuring all services commissioned address the key themes of safeguarding, quality, integration, personalisation, efficiency, prevention and early intervention. • Ensure that any required budget savings are delivered in line with Directorate objectives and ensure all commissioning on behalf of Health & Adult Services provides value for money. • To contribute by providing evidence on need and advising on evidence based interventions to assist negotiations to secure investment from partners. This should help deliver savings across the whole system and to re-profile commissioned services

	<p>across the locality and portfolio to achieve greater equity in Health & Well-being outcomes and a common menu of services across the County.</p> <ul style="list-style-type: none"> Facilitate the shift from traditional services to community-based activities.
Communications:	<ul style="list-style-type: none"> Deal professionally with all enquiries via e-mail, telephone or in person. Oversee the production of written information which is clear and concise, including articles for the website, processes for staff, procedures and guidance documents, etc. Negotiate with partners (internal and external) individually and collectively to achieve the Directorate's aims and objectives. Lead engagement and consultation processes to achieve the introduction of new initiatives and change in services Communicate effectively with staff and senior management in respect of all population health and commissioning activity and development. Negotiate and influence others whilst leading on complex transformation projects Represent the Directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations Respond to media enquiries as requested by the Assistant Directors, Director of Public Health and Corporate Director Health and Adult Services and appraise them of any matters arising which are particularly sensitive or controversial in nature
Systems and information:	<ul style="list-style-type: none"> In conjunction with corporate teams, develop and maintain population health strategies and information to inform commissioning intentions and strategies. Develop and implement systems to assist and underpin the development of population health strategies commissioning cycle and decisions arising from this. Develop and maintain an overall suite of management information that underpins the commissioning and planning function. Provide an overview of relevant and complex information to assist senior and strategic managers and officers in their understanding of commissioning issues within Health & Adult Services and in particular within the specified locality and portfolio Present complex and sensitive information to range of different agencies.
Safeguarding:	<ul style="list-style-type: none"> The postholder will ensure the safety of vulnerable people in line with the North Yorkshire Multi Agency Safeguarding Adults Procedures, and Health and Adults Services operational guidance.

Person specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> Comprehensive knowledge and understanding of the social care and public health environment and the NHS and different branches of local government Significant knowledge of current good practice standards in commissioning both at local and national level. Detailed specialist knowledge of legislation and policy surrounding public health and commissioning. Knowledge of statutory requirements, including: safeguarding, equality and anti-discrimination, maintaining a safe working environment, Data Protection and confidentiality. Significant knowledge of public health, approaches to population health strategies and skills and competences in assessing the needs of the population. Knowledge of service provision with a thorough understanding of legislation, practice issues and tensions. 	<ul style="list-style-type: none"> Experience of social care operations Relevant experience of using electronic information and communication systems at management level.

<ul style="list-style-type: none"> • Knowledge and understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role. • Significant experience of writing population health strategies and commissioning services and developing strategies at a senior level. • Managerial accountability for the performance of a group of staff. • Detailed experience of Partnership Working. • Detailed experience of policy implementation. • Experience in a local authority, other public sector or independent service industry • Experience of implementing organisational culture change strategies. • Experience of dealing sensitively with complex/difficult situations. • Experience of translating national policy and guidance into local action • Experience of chairing groups or committees • Line management experience • Experience of managing resources 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to set and meet objectives and targets to deliver continuous improvement. • Staff management skills including recruitment and selection, performance management & development. • Ability to programme and monitor workloads and delegate tasks effectively. • Ability to develop and implement effective population health strategies and plans. • Project management and implementation skills. • Experience of liaising and negotiating with external and internal partners. • Communication and presentation skills (written & oral). • Budget management skills including effective use of resources. • IT skills. • Time management skills • Experience of dealing sensitively with members of the public and with complex / difficult situations • Corporate working skills • Innovative • Incisive • Experience of strategic planning and policy formulation and implementation 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Education to degree level or equivalent in related discipline. • Evidence of further professional development 	<ul style="list-style-type: none"> • A post graduate management qualification. • Commissioning or procurement qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Availability to work as necessary outside office hours. • Willingness to undertake further professional development to fulfil the requirements of the role. • Committed to equality and diversity. • Willingness to adapt to a changing environment. 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure

Director of
Public Health

Head of HAS
Planning

Managers
and Officers

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Prevention
Grade:	SM2
Responsible to:	Assistant Director Prevention and Service Development
Staff managed:	Manages a group of managers
Directorate:	Health and Adult Services
Service:	Prevention and Service Development
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

This post is the directorate lead in developing and implementing new approaches to prevention and early intervention to support reducing and delaying demand for social care and health services across the County. The post holder will be the County expert in 'Targeted Prevention', working across Public Health and Social Care to integrate innovative approaches to meeting needs at local levels.

The post holder will work with key senior managers and practitioners to lead and facilitate the joint delivery of prevention and early intervention programmes working in particular with Public Health, Stronger Communities, the ICB, PCNs and a range of statutory, non-statutory, voluntary and private sector agencies.

The post holder is the lead for commissioning and service development of community prevention services, specifically prevention and wellbeing, unpaid carers and mental health. They are expected to work in partnership with the corporate Stronger Communities team to ensure best use of resources in developing resilient communities and a thriving VCSE sector.

The post holder will have an excellent understanding of the current health and social care policy agenda and how this is impacting on the development of preventative and early intervention activity. The post holder will be capable of working flexibly, have experience of interagency working and sound project management skills.

As a member of the Care and Support Leadership team the post holder will work collaboratively with other senior leaders in the department to deliver the requirements of the directorate, including transformation and savings programmes. They will lead on the delivery of preventative services within the County, ensure legal compliance and will develop an innovative approach in supporting integration with our health partners.

The post holder will have line management and resource management responsibilities.

- Responsible for prevention and early intervention initiatives throughout the Care and Support pathway and for developing the "strong front door" for HAS, including online initiatives.
- Responsible for the commissioning of community prevention contracts and grants, including Wellbeing and Prevention grants, Unpaid Carers services and Mental Health prevention.
- Management and strategic responsibility for five Countywide services – Living Well, Supported Employment, the Care and Support Team, Living Well Smoke free and Direct Payments
- Ensure stakeholder access channels into Adult Social Care remain responsive and preventative.
- Responsible for a number of HAS 2025 projects with significant savings and transformation targets
- Responsible for ensuring operational HAS teams deliver Public Health initiatives.
- Directorate lead for developing relationships with VCSE and Stronger Communities for ASC

- Directorate lead for unpaid carers, including commissioning, customer pathway design and best practice initiatives.
- The role will be a key contributor to the delivery of prevent, reduce, and delay responsibilities under the Care Act.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

The postholder will be the strategic lead for the transformation of prevention and early intervention services in Health and Adult Services, leading a programme of change and the development and implementation of innovative services.

Job purpose

They will work closely with the Locality Heads of Service, Head of Service Development, Public Health, Stronger Communities and Integration to ensure practice is embedded at all levels and wherever possible opportunities for joint working are maximised. The post holder will ensure that our key stakeholders, both internally and externally are involved and communicated about the direction of travel and key changes in preventative initiatives.

Operational Management:

- To identify key initiatives in targeted prevention and early intervention, consulting with internal and external partners to look at gaps and opportunities to support the care pathway. The post holder will be responsible for ensuring that initiatives are either implemented in-house, commissioned (by HAS or Public Health) or identified to the Stronger Communities Teams from inception to 'go live' across all areas of North Yorkshire.
- To represent the Assistant Director, Prevention and Service Development in their absence where necessary.
- Strategic manager for 5 distinct countywide operational teams
- To develop and maintain an in depth understanding of the range of approaches to Prevention and the evidence base about effectiveness, impact and value for money of such programmes.
- To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.
- To advise the wider service on relevant changing legislation, professional standards and their implementation.
- Maximise commercialisation of services provided.
- To develop, support and promote a strong result driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs.
- To position North Yorkshire as a leading Authority in the development of prevention and community-based interventions in communities.
- To lead a comprehensive and collaborative response to complex issues of managing demand, assessing evidence and developing new services: managing the development, delivery, monitoring, performance management and evaluation of a range of evidence-based prevention strategies and action plans in line with national and local strategies.
- To ensure all action plans and services have comprehensive, clear, time-bound and quantifiable targets which are explicitly linked to the local health and care strategy and objectives.
- To lead specific countywide programmes as part of the Council's change and transformation programmes, including achieving significant savings targets.

Resource management:

- Ensure effective management of allocated budgets, ensuring that they are used appropriately and efficiently and that there are robust and relevant monitoring systems in place.
- The post holder will be responsible as a budget holder within the Council's scheme of Delegation of financial performance of the post holders unit, ensuring a balanced budget and meeting any efficiency targets agreed.
- Generate additional resources by working with stakeholders to develop the prevention offer – bidding to work in partnership with the VCSE on national and local initiatives.
- Identify the resources required to successfully deliver the projects within the Prevention programme, including working closely with finance to forecast the financial and other resource implications.
- Lead the transformation of the prevention agenda in the Care and Support pathway, working closely with the Assistant Director Prevention and Service development to ensure the transformation programme realises savings required and the associated monitoring of this.
- Ensure the preventative approach is embedded as BAU to support ongoing transformation to support transformation and budget realisation.
- Ensure that projects have clear action plans, management approval and governance systems in place.
- Identify and implement changes in practice that lead to service efficiency.

Partnerships:

- The post holder will deputise for the Assistant Director as required and represent the Directorate at policy, organisational, co-ordination and consultation forums with external agencies, other Council Directorates within the Service Area or wider Directorate.
- Lead defined areas of work, develop deliver, monitor and evaluate a range of multi-agency programmes across NHS, Public Health and Social Care in line with national and local policies.
- To support the Public Health Consultants and Assistant Directors of HAS in the strategic planning and delivery of the local authority agenda.
- To work collaboratively with other local authority staff and partner agencies to influence an integrated and co-ordinated approach to achieving key targets, to address health variations, improve health and promote independence and wellbeing.
- Contribute to the development, implementation, performance management and evaluation of prevention and independence programmes as identified and make recommendations for programme changes and future developments.
- To undertake in-depth analysis and interpret complex information (quantitative and qualitative) to influence decision making.
- To build partnerships with relevant bodies in the statutory, non-statutory and private sector to facilitate the joint delivery of the Prevention Agenda. Develop and maintain relationships with key regional and national organisations including Department of Health, Councils Network, ADASS and represent the Directorate at forums.
- Work closely with Directorate and corporate colleagues including IT, Finance, Legal, Workforce Development and HR. to ensure the changes required to implement targeted prevention and early intervention throughout the Assessment Pathway are in place.
- Develop and lead on ensuring appropriate involvement of people who use support throughout the planning and implementation of Prevention and Supported Employment services, ensuring coproduction.
- Work in partnership with Customer Board to develop new initiatives in HAS including online.

Strategic management:

- To work with WDU develop clear standards for frontline prevention staff and a continuous improvement programme for practice.

	<ul style="list-style-type: none"> • The post holder will have strategic responsibility and lead the key programmes of change within prevention, supported employment, the care and support team in the CSC, Smoke free team and Direct Payments Support Service • Ensure the savings associated to HAS transformation projects for which the postholder is sponsor are achieved where possible and provide risk mitigation and options for consideration to senior management. • Ensure that key stakeholders including people who use care and support, carers, partners, staff and Elected Members will be informed of, and engaged in service transformation. • Provide on-going quality assurance to the projects in the programme, providing constructive challenge to sponsors and project managers to ensure delivery and that opportunities for efficiencies and service improvement are maximised. • The post holder is the strategic lead for prevention and early intervention in HAS and will ensure strength based, preventative approaches are delivered in all practice developments. • Identify national policy, initiatives and guidance that could impact on the targeted prevention Programme, and ensure that these are understood, communicated and shared with HAS Leadership Team, stakeholders and Executive Members.
<p>Communications:</p>	<ul style="list-style-type: none"> • Provide information, written and oral, in an extensive range of formats to an extensive range of audiences whilst being sensitive to the nature of the transformation and the audience, ensuring the end goal is achieved effectively. • Negotiate and influence others whilst leading on complex transformation projects. • Represent the Directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations. • Liaise, consult and engage with a range of groups including Elected Members, staff within HAS and the Council, other partners, agencies and the community, as well as individuals who need support and their families/carers. • Respond to media enquiries as requested by the Assistant Director and Corporate Director Health and Adult Services and appraise them of any matters arising which are particularly sensitive or controversial in nature. • Brief the Corporate Director Health and Adult Services and Executive Member of any matters arising in connection with prevention and early intervention. • Explore new initiatives nationally and locally and ensure NY is a leading authority in targeted prevention. • Lead consultation and engagement processes to achieve core objectives of the service area and directorate
<p>Systems and information:</p>	<ul style="list-style-type: none"> • The post holder will be required to provide IT information and statistical reports to illustrate transformational plans and progress. • The postholder will ensure the performance monitoring and recording is accurate and the service dashboard is reflective of practice so that performance can be monitored, including savings targets. • The postholder is the directorate lead and owner of AskSara online tool. • The post holder will work closely with corporate colleagues to ensure system requirements are identified and in line with NYC process and new ways of working are reflected in recording systems
<p>Safeguarding:</p>	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Extensive knowledge of key legislation/policy guidance within Adult Social Care • Extensive knowledge and understanding of the Care Act, accompanying Guidance and Regulations • Extensive knowledge and understanding of key areas of development within Care and Support, particularly prevention and early intervention, Public Health and partner agencies. • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Extensive experience of operational issues within health and social care environment, and understanding of policies, processes, legislation and best practice relating to social care practice • Experience of working in a Programme Management Model in the public sector • Experience of building trust and managing stakeholder relationships across partner organisations • Experience of planning and managing communications with stakeholders • Extensive experience of strategic planning, policy development and implementation, and performance management • Experience of developing and implementing organisational culture change within a large diverse organisation • Experience of budget/resource management • Experience of line management of those who are also managing others 	<ul style="list-style-type: none"> • Some knowledge of relevant health and other statutory legislation (housing) • Some knowledge of Public Health strategic performance • Experience of responding to media enquiries. • Experience of Community development
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. • The ability to analyse of complex data and information to inform transformational decision making is a key aspect to this role. • A range of leadership styles with an ability to establish credibility and influence and form positive relationships with staff, partners and corporate colleagues. • Excellent communications skills, and the ability to present complex information, verbally and in writing, in a clear and concise manner for a range of audiences. • Ability to recognise and manage risks within a Programme Management Model 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Degree and post graduate qualification or equivalent. • Evidence of post qualification personal and professional continued development 	<ul style="list-style-type: none"> • Project or Programme Management Qualification

- Management Diploma or equivalent experience

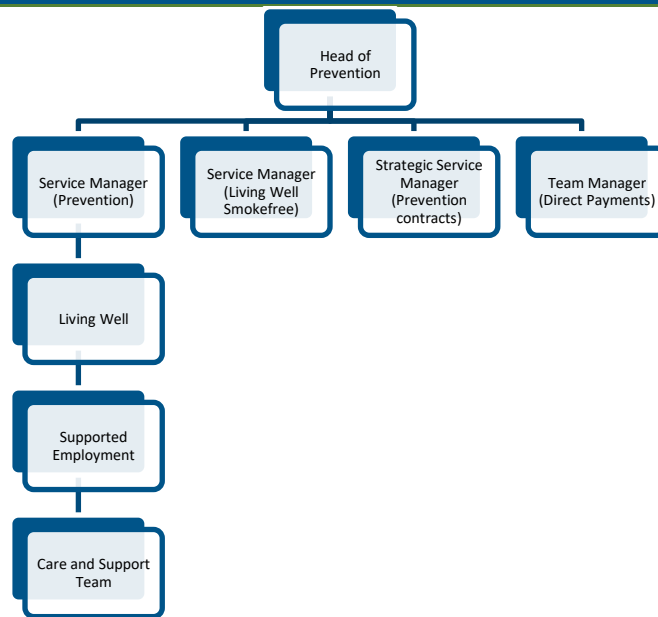
Other Requirements

- Ability to travel across the County
- Ability to attend meetings outside of normal business hours
- Commitment to working out of hours

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Consultant in Public Health
Grade:	SM3
Responsible to:	Director of Public Health
Staff managed:	Manages a team of specialist professionals
Directorate:	Health and Adult Services
Service:	Public Health, Engagement and Governance
Job family:	SM - Senior Management
Date of issue:	September 2023

Job context

Consultants in Public Health with the Director of Public Health are the senior leaders of the public health functions of the Council and are part of the wider leadership team of the Health and Adult Services Directorate.

On behalf of the local authority, the post-holder working with the Director of Public Health and other consultant colleagues will lead on improving the health and wellbeing of the residents which is underpinned by the statutory duty placed on local government to take such steps as it considers appropriate to improve health of its residents.

Each Consultant in Public Health is required to provide expert advice across all domains of public health (health improvement, health protection, healthcare public health and public health intelligence) and is therefore expected to demonstrate the full range of competencies as set by the Faculty of Public Health (see Appendix). This expert advice is delivered across all Council Directorates and functions. There is also a statutory function of the Council to deliver specialist public health advice to the NHS e.g. Integrated Care Boards and Primary Care Networks.

The post-holder will act as a change agent to enable delivery of relevant outcome indicators from the public health, NHS and social care outcome frameworks. The post-holder will be expected to work across organisations, be able to influence budgets held by those organisations as well as advocate for change effectively, to improve population and planetary health. Where appropriate they will hold direct managerial responsibility for services, staff, contracts and budgets which directly contribute to these objectives but are also expected to have substantial strategic responsibilities across the council and other agencies.

Each Consultant will have a specialist focus on leading work to improve health outcomes (i.e. topic and life course), as well as leading work at 'place' (locality) to improve health and reduce inequalities with relevant external partners/stakeholders e.g. Military.

To facilitate integrated working the post will be professionally and managerially accountable to the Director of Public Health but closely collaborate with the relevant Corporate Director for specific topic portfolios and in response to identified needs. In this role they will influence the strategies, priorities, outcomes and investments of these organisations and Directorates in order to achieve public health outcomes.

The Consultant in Public Health is required to be a registered public health specialist (i.e. included in the GMC Specialist Register/GDC Specialist List/Public Health Register (UKPHR) and is a member or fellow Faculty of Public Health Member)

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

This is a pivotal leadership role for delivery of the Council's public health responsibilities and the Consultant will operate as part of the appropriate Council directorate senior leadership teams. The post holder will be a key member of relevant Corporate Directors locality teams, working with local partners in the health and social care system.

The core focus of this job is three-fold:

Job Purpose:

1. To support the Director of Public Health in the delivery of their statutory, professional and managerial roles as a Chief Officer of the County Council. Public Health Consultants are expected to deputise for the DPH where required. Supporting the Director of Public Health to undertake their statutory functions.
2. Provide expert advice and leadership on public health and social care solutions and strategies to improve and protect the health of the population across both the health and social care system.
3. Support other Corporate Directors to work with the NHS to develop and deliver effective and efficient commissioning of services for residents

Operational management:

Line Management and wider staff development

- Full line management for a group of professional staff, which can also include graduate and apprentice level staff and placement supervision
- Responsible for setting and managing SMART objectives through the formal IPM process and ensuring appropriate support is in place to aid delivery
- Develop and deliver training on public health issues to a range of audiences e.g undergraduates, Public Health Practitioner Programme.
- Act as a trained educational supervisor and oversee placements of Specialty Registrars.
- Be an accredited SARD appraiser and undertake the minimum requirement of appraisals per year.

Surveillance and assessment of the population's health and well-being

- To ensure the proper design, development and utilisation of information and intelligence systems to underpin public health improvement and action for the population across disciplines and organisations.
- To receive, interpret, provide and advise on highly complex epidemiological and statistical information about the health of populations to Local Authority, NHS and voluntary organisations.
- To ensure the use of the best available evidence base to support the assessment of health needs, health inequalities, health impact assessment and the identification of areas for action within the local population.
- To write and/or contribute to national and local policy forming reports on the health of the population of North Yorkshire
- To assist the DPH to produce an annual report on the health of the population of North Yorkshire.

Assessing the evidence of effectiveness of health and healthcare interventions, programmes and services

- To provide expert public health advice and leadership to support and inform an evidence-based approach within ethical frameworks for commissioning and to develop high quality equitable services, across primary, secondary and social care, and across sectors including local authorities, voluntary organisations and others, in

potentially contentious and hostile environments where barriers to acceptance may exist.

- To be responsible for leading on service development, evaluation and quality assurance governance in specific areas and for preparing and adjusting action plans in line with changing needs and changing geographical boundaries.
- To provide expert advice to support evidence-based commissioning, prioritisation of services for the population (and in some circumstances for the individual) in order to maximise opportunities for health for everyone.

Policy and strategy development and implementation

- To lead on behalf of North Yorkshire Council on the communication, dissemination and implementation and delivery of national, regional and local policies, developing inter-agency and interdisciplinary strategic plans and programmes, with delegated authority to deliver key public health and social care targets.
- To act in an expert advisory capacity on public health and social care knowledge, standards and practice, across the spectrum of public health at Board or equivalent level.
- To be responsible for the development and implementation of multi-agency long-term public health and social care programmes as required, based on identification of areas of potential health improvement, the diversity of local needs and the reduction of inequalities.
- To ensure proper linkages between the health and social care agenda and strategies related to the wider determinants including for example, community safety, the environment and sustainability.

Leadership and collaborative working for health

- To take the lead role on behalf of North Yorkshire Council in developing inter-agency and interdisciplinary short and long-term strategic plans for securing health improvement both in the general population and in vulnerable groups at high risk of poor health and reduced life expectancy, in partnership with a range of agencies such as those in the statutory, non-statutory, voluntary and private sectors and by taking lead responsibility with a defined local authority. This requires the ability to work cross-directorate and across other agencies and voluntary organisations.
- To work with primary care professionals and community staff to raise awareness of their public health and social care role.
- To lead on the integration of health, social services and voluntary organisations to promote effective joint working to ensure delivery of the wider government targets.
- To influence external agencies in their public health policy decisions by working with complex professional, managerial and population groups and other organisations in the statutory, non-statutory and private sectors.
- From a North Yorkshire Council perspective, to lead the integrated development and delivery of commissioning plans and strategies with the NHS, reflecting public health and social care priorities
- To support the work of countywide integrated commissioning arrangements as a senior officer of relevant boards and committees

Health Improvement

- To be responsible for designated areas of health improvement programmes, public health surveillance, population screening or geographical areas.
- To take an Assistant Director leadership role in specified areas with local communities and vulnerable and hard to reach groups, helping them to take action to tackle longstanding and widening health inequality issues, using community development approaches as appropriate.
- To provide expert knowledge to ensure effective community involvement with regard to all the work of the organisation including commissioning and prioritising high-cost

services and to ensure that policies and strategies are interpreted, developed and implemented at all levels.

- To influence and act on the broad determinants, behaviours and environmental factors influencing health at a system, community and individual level to improve and promote the health of current and future generations.

Health Protection

- To take responsibility for safeguarding the health of the population in relation to communicable disease, infection control and environmental health, including delivery of immunisation and screening targets.
- To take part in local arrangements and contributing to the on call rota for the effective control of communicable disease, environmental hazards to health and emergency planning, as detailed in local health protection agreements.
- To communicate effectively and diplomatically with a wide audience including the media and the public to change practice in highly challenging circumstances such as communicable disease outbreaks, chemical incidents, immunisation and screening.

Health and Care Public Health

- To be able to improve the efficiency, effectiveness, safety, reliability, responsiveness, sustainability and equity of health and care services through applying insights from multiple sources including formal research, health surveillance, needs analysis, service monitoring and evaluation.

Service Improvement

- To provide expert advice to support evidence-based commissioning, prioritisation of health and social care services for the population (and in some circumstances provide highly specialised advice on preferred treatment options or protocols based on the evidence for individual patients) in order to maximise opportunities for health.
- To be responsible for implementation of NICE or equivalent national standards, guidance and frameworks.
- To lead the developments of clinical networks, clinical governance and audit.
- To review evidence and provide highly specialised advice on preferred treatment options or protocols based on the evidence for individual patients.

Public Health Intelligence

- To analyse and evaluate quantitative and qualitative data and research evidence from a range of sources to make recommendations and inform decision making which has long term impacts.
- To compare, analyse and interpret highly complex options for running projects identified as key public health priorities, and communicate this information across organisations and the local community.
- To present, analyse and communicate knowledge in a way that appeals to diverse groups, influences decision-making and supports community engagement.
- To be responsible for the identification and implementation of appropriate health outcome measures, care pathways, protocols and guidelines for service delivery across patient pathways for the local population.
- To work with the information and intelligence departments of OHID and UKHSA and other organisations to strengthen local, regional and national public health intelligence and information capacity.

Academic Public Health / Research and Development

- To undertake and commission literature reviews, evaluative research surveys, audits and other research as required to inform equitable service and reduce health

	<p>inequalities. This may involve taking the lead on R&D public health and related activities.</p> <ul style="list-style-type: none"> • To develop links with local universities to ensure the work of the organisation is based on a sound research and evidence base. • To develop public health capacity through contributing to education and training and development within the Directorate, and within the wider NHS and non-NHS workforce, public facing workforce. • To lead specific countywide programmes as part of the Council's change and transformation programmes.
Resource management:	<ul style="list-style-type: none"> • To influence the NYC public health investment plan of £23 million annual spend. • To manage a public health annual commissioning budget and be responsible for contract management where relevant. • Be responsible as the budget holder for resources in respect of allocated budgets within the Council's Scheme of Delegation of Financial Responsibility. • Account to the Director of Public Health and relevant Corporate Director for financial performance of your area of responsibility, ensuring a balanced budget and meeting any efficiency targets agreed. • The management, performance, development & recruitment of staff (including trainees) including formally setting objectives and appraising performance • Take responsibility for own Continuing Professional Development and maintain a portfolio showing evidence of development in compliance with professional standards. • Manage Specialty Registrars in Public Health where relevant. • The directorate will offer training placements for PH trainees
Partnerships:	<ul style="list-style-type: none"> • To build strong and dynamic relationships and trust with elected Members, partners, stakeholders, communities and external agencies to enhance profile and reputation. • To forge partnerships and work alongside others in the delivery of services that enhance our County and build self-reliance within North Yorkshire's communities. • To understand the needs of communities, and a commitment to delivering outcomes for citizens, customers and stakeholders. • Support Local Resilience Forum in developing comprehensive multi-agency plans for the anticipated threats to public health • To represent the Directorate at appropriate Regional and National Groups where added value for NYC can be gained by sharing and working collaboratively with others. • Deputise for the Director of Public Health and the Corporate Director – Health & Adult Services and represent the Directorate at policy, operational & co-ordination forums with external agencies & other Councils • Deputise for the Director of Public Health, the Assistant Directors and the relevant Corporate Director and represent the Directorate at policy, operational & co-ordination forums with external agencies & other Councils • The post holder will work with existing partnerships and develop partnerships where necessary. • At the request of the DPH the post holder will be the main point of contact for relevant public health issues to the following:- <ul style="list-style-type: none"> • Local NHS bodies including Integrated Care Partnerships/Groups • UKSHA/OHID/Public Health bodies • NHS Commissioning functions • Health and Wellbeing Board • Local Resilience Forum
Strategic management:	<ul style="list-style-type: none"> • Responsibility for developing programmes, leading the commissioning of public health services within the wider health, economic and social care system. • Contribute to the work of senior teams and may be co-opted to be a member of relevant Governing Bodies/Boards. They will work with senior staff in the Council to

support public health developments in localities and have good relationships with local Providers of services both statutory and voluntary.

- Contribute to the formulation of local, national and international legislation, policies and strategies that impact on the health of the population.
- Lead specific countywide/ regional programmes as well as leading on specific pieces of work that contribute to the Council's change and transformation programmes.
- The post-holder will have a lead role in co-ordinating activity to develop key strategies such as the Health and Wellbeing Strategy and plans to deliver the Public Health Outcomes Framework.

Communications:

- Appraise the Director of Public Health, relevant Corporate Directors, Assistant Directors & Executive Members Corporate Director Health & Adult Services, of matters arising which are particularly sensitive in nature or are controversial
- To produce timely briefings and reports to a range of stakeholders including the relevant Corporate Directors, Assistant Directors and Executive Members, senior officers, staff and partner organisations.
- To promote the reputation and image of the Council positively when responding to complaints or to media queries. This may include responding to matters of a sensitive or controversial nature.
- To lead and manage consultation and engagement activities with staff, service users, councillors, Management Board, trade unions, partners and citizens in accordance with Council policy.
- Communicate effectively across the Council on corporate changes of policy.
- Develop and maintain good working relations with key internal and external partners
- Negotiate public health service contracts, provide public health advice and guidance, and promote achievement of public health outcomes across North Yorkshire.
- Produce high level needs assessments, strategies and reports including the JSNA, Health and Wellbeing Strategy and an independent annual report on the health of the local population
- Communicate with key local, regional and national groups including the Faculty of Public Health, UKHSA/OHID and the ICS where appropriate.
- Provide expert advice to local authority elected members including providing report directly to the Executive and Overview and Scrutiny Committees, Health & Wellbeing Board, Local Area Constituency Committees and Local Health Place Boards.
- Plus, support the Director of Public Health in discharging their statutory function in relation to the following:
 - Produce an independent annual report on the health of the population, progress on improving health and reducing inequalities and making recommendations.
 - Advise the Health and Wellbeing Board in developing a Health and Wellbeing Strategy based on the assessed needs of the population and proven interventions to improve health.
 - Provide specialist public health advice to commissioners on priorities for health and social care spending and the appropriate configuration of services within and between local authorities.

Systems and information:

- Develop and utilise information and intelligence systems to underpin public health action across disciplines and organisations, leading collation and interpretation of relevant data.
- The post holder will be required to provide IT information and statistical reports to illustrate transformational plans and progress
- The ability to analyse of complex data and information to inform transformational decision making is a key aspect to this role
- The post holder must utilise the current business processes in relation to record keeping, financial monitoring and ICT.

- The post holder is expected to be responsible for the use, maintenance and management of IT equipment, software and information required to perform their job role.
- Ensure strategic use is made of both national and local data to inform evidence base decision making to improve population health e.g. suicide data.
- Ensure compliance with information governance given the confidentiality of data and the need to share data on an interagency basis

Person Specification:

Essential

Knowledge

- High level of understanding of epidemiology and statistics, public health practice, health promotion, health protection, health economics and health care public health.
- Understanding of NHS and local government cultures, structures and policies
- Knowledge of methods of developing quality assurance, quality improvement and evidence based clinical and/or public health practice
- Understanding of different social and political environments
- In depth understanding of the health and care system and the relationships with local and national government
- In depth knowledge of methods of developing quality assurance, quality improvement and evidence based clinical and/or public health practice
- Strong and demonstrable understanding of interfaces between health, social care and key partners (dealing with wider determinants of health)
- Understanding of and commitment to delivery of improved health through mainstream local government and NHS activities
- Knowledge of commissioning principles and techniques

Experience

- Leading complex multiagency projects/programmes
- Staff management, training and mentoring
- Leading policy and strategy development, implementation and evaluation
- Experience of using complex information to explain public health issues to a range of audiences
- Delivery of successful change management programmes across organisational boundaries
- Experience of collaborative working in complex political and social environments
- Leading evidence-based commissioning, prioritisation of health and social care services for the population in order to maximise opportunities for health

This role also requires the Consultant in Public Health to satisfy the Faculty of Health Knowledge and Skills Framework (PHSKF) as part of their ongoing registration and should be used in conjunction with this JD.

It is available here: [Public Health Skills and Knowledge Framework 2016 \(publishing.service.gov.uk\)](http://publishing.service.gov.uk)

Desirable

- Educational supervisor
- Trained SARD appraiser
- Contribution to training programmes
- Scientific publications.
- Media experience demonstrating delivery of effective health behaviour or health promotion messages

Occupational Skills

- Strategic thinker with proven leadership skills
- Excellent oral and written communication skills (including presentations and dealing with the media)
- Effective interpersonal, motivational, negotiating and influencing skills
- Ability to lead and manage a public health response in unplanned and unforeseen circumstances
- A skilled negotiator with practical expectation of what can be achieved
- Substantially numerate, with highly developed analytical skills using qualitative and quantitative data
- Budget management skills
- Able to influence senior members within the local authority and external partners (e.g. including Directors and CEOs)
- Able to influence partner organisations to contribute and invest in activities/services to improve the public's health and wellbeing
- Able to both lead teams and to be able to contribute effectively in teams led by other colleagues
- Commitment to work within a political system irrespective of personal political affiliations
- Excellent staff management and development skills
- Strong commitment to public health values.
- Able to prioritise work, and work well against a background of change and uncertainty
- Adaptable to situations, able to handle people of all capabilities and attitudes
- Commitment to team-working, and respect and consideration for the skills of others
- Self-motivated, pro-active, and innovative
- High standards of professional probity

Behaviours

[link](#)

Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role:

- This role is subject to [The National Health Service \(Appointment of Consultants\) Regulations 1996 \(legislation.gov.uk\)](#)
- In line with legislation, inclusion in the GMC Full and Specialist Register with a license to practice/GDC Specialist List (or be eligible for registration within six months of interview) or Inclusion in the UK Public Health Register (UKPHR) for Public Health Specialists (or be eligible for registration within six months of interview)
- If included in the GMC Specialist Register/GDC Specialist List in a specialty other than public health medicine/dental public health, candidates must have equivalent training and/or appropriate experience of public health medicine practice
- Applicants must meet minimum CPD requirements (i.e. be up to date) in accordance with Faculty of Public Health requirements or other recognised body
- If an applicant is UK trained in Public Health, they must ALSO be a holder of a Certificate of Completion of Training (CCT) or be within six months of award of CCT by date of interview. If an applicant is non-UK trained, they will be required to show evidence of equivalence to the UK CCT
- MFPH by examination, by exemption or by assessment

Masters in Public Health or equivalent

Other Requirements

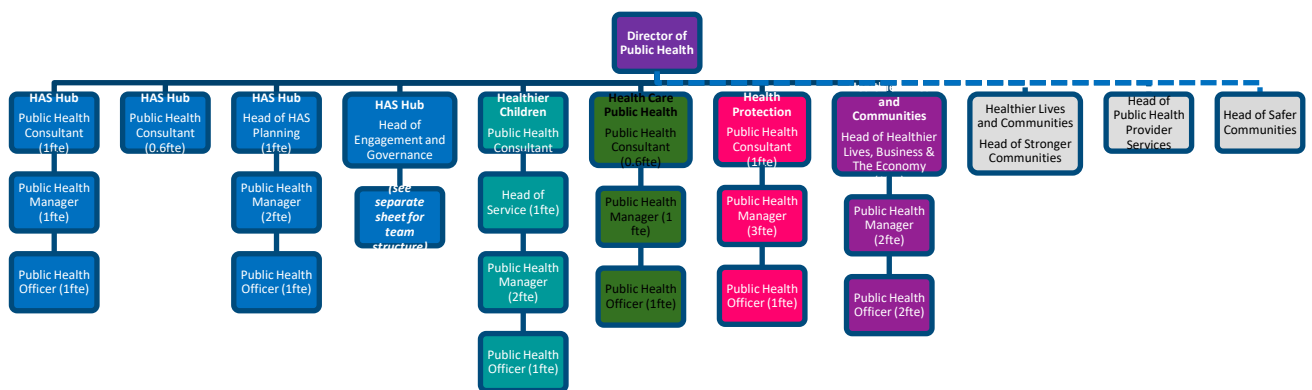
The post holder will be expected to be on call for health protection and public health and to participate in the communicable disease and environmental hazards control and emergency planning arrangements for North Yorkshire. Suitable training will be provided for those who need it in discussion with the UKHSA.

As the post holder will only be indemnified for duties undertaken on behalf of their employer the post holder is strongly advised to ensure that he/she has appropriate professional defence organisation cover for duties outside the scope of their employer and for private activity.

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure





NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Service Development
Grade:	SM2
Responsible to:	Assistant Director, Prevention and Service Development
Staff managed:	Manages a group of managers
Directorate:	Health and Adult Services
Service:	Prevention and Service Development
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

- The role manages the commissioning function within the Directorate.
- It will manage a team of commissioning managers and officers, including one or more locality teams based within localities. There may be joint appointments with health commissioners within teams.
- The role has responsibility to ensure there is a consistent and coherent approach taken to commissioning across the county area and for developing county wide strategic approach for key customer groups.
- The role has responsibility for all commissioning within localities and to develop robust local strategies and practical implementation plans which reflect both the county wide strategic commissioning plans and local need.
- It will also have a key role in relationship management for county wide providers and contracts.
- The role will be a key contributor to delivery of statutory responsibility under the Care Act to ensure a sustainable and diverse market for care and support.
- The post holder will need to work closely with Head of Housing Market Development, and the Head of Quality and Improvement, Public Health and operational staff to ensure the success of these arrangements.
- This is likely to encompass joint responsibility for the commissioning budget in excess of £100m, which will increase as integrated arrangements come into operation.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989. The postholder will have a basket of portfolios agreed with the Assistant Director, Prevention and Service Development

Job purpose

Reporting to the Assistant Director, Prevention and Service Development, the post holder will:

- Lead and direct the Directorate's commissioning function, and where agreed oversee joint commissioning functions and arrangements
- Operate as part of the Directorate's senior leadership team and work in partnership with CCG's, districts and providers
- Work collaboratively across the Directorate and across all functions of North Yorkshire Council (NYC), providing input to shape and drive commissioning; policy development, service planning and redesign
- Lead the development, implementation, performance management and evaluation of commissioning programmes
- Ensure sustainable and diverse markets for anyone who needs access to social care support
- Work with key senior managers and practitioners to facilitate the delivery of joint commissioning

	<ul style="list-style-type: none"> • Manage commissioning staff to ensure the development and delivery of innovative services which improve health and wellbeing, improve choice and control and independence for social care service users
<p>Operational Management:</p>	<ul style="list-style-type: none"> • Identify, develop and cascade relevant information and policy updates relating to commissioning to relevant Health & Adult Services Directorate staff and managers • Represent the Assistant Director, Prevention and Service Development in their absence, where necessary. • To lead programmes as part of the Council's change and transformation programmes • Lead, develop and ensure the planning and delivery of the overall work programme in localities. This will include significant work to co-ordinate with other Heads of Commissioning and Head of Contracts and Markets. • Lead and provide advice, guidance and oversight of county wide commissioning activities, linking with a wide variety of partners to create effective commissioning and disseminating relevant practice developments/research findings to facilitate evidence based practice • Set strategic objectives and approach • Lead the development of business models and business cases for county wide services • To undertake county wide needs assessments and market audits to inform the commissioning of adult social care services, co-ordinating input from local teams • Lead on county wide service specifications and procurements and co-ordinate work with Head of Quality and Market Improvement • Ensure commissioning activity supports the Council's statutory and legal obligations including safeguarding. • To ensure good relationship management is in place with providers. • To contribute to the evaluation of local health and social care services, initiatives and programmes to improve health and wellbeing and improve choice and control and independence • To support the Assistant Director, Prevention and Service Development in the strategic planning and delivery of the commissioning functions and responsibilities of the local authority, including developing policies, procedures, good practice guidance and service plans in respect of commissioning. • To oversee the implementation of decommissioning of county wide services and mobilisation of new commissioned services • To ensure sustainable and diverse markets are supported across the county • To be part of any Directorate and Council on-call and emergency planning arrangements
<p>Resource management:</p>	<ul style="list-style-type: none"> • Ensure the monitoring of allocated budgets, ensuring that they are used appropriately and efficiently and that there are robust and relevant monitoring systems in place • The post holder will be responsible as a budget holder within the Council's Scheme of Delegation of financial performance of the post holders unit, ensuring a balanced budget and meeting any efficiency targets agreed. • To ensure the effective use of resources through identifying, assessing and evaluating different approaches including utilising value for money criteria to demonstrate cost effectiveness. • The post holder will provide leadership, motivation and regular supervision, appraisal and development to those staff for whom they are responsible in line with Directorate's Supervision and Appraisal procedures • The post holder will ensure their behaviours and those of their managers comply with the expectations of the Manager's Pocket book and that their managers and staff all comply with the Council's Behaviour and Skills Framework
<p>Partnerships:</p>	<ul style="list-style-type: none"> • To work collaboratively across the HAS Directorate and across all functions of the local authority and CCG's providing specialist input to inform commissioning; policy development; and service planning and redesign.

	<ul style="list-style-type: none"> • To develop and deliver new joint commissioning arrangements with health and other partners • Work with communities and service users to ensure they can influence service development
<p>Strategic management:</p>	<ul style="list-style-type: none"> • To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate. • Take direction from the Assistant Director, Prevention and Service Development in relation to exceptionally complex or highly politically sensitive issues. • Establish and maintain effective working relationships with strategic partners of Health & Adult Services and to lead on the development of joint commissioning at a locality level • Evaluate commissioning activity at a strategic level to ensure the continued relevance of strategies as policy and practice moves forward. • Develop policies, guidance and procedures to ensure consistent working practices, ensure clarity of function and explore opportunity to joint working arrangements with other directorates. Cascade to the team, NYC staff, partner organisations and external partners, as appropriate. • Ensure the achievement of ongoing continuous improvement for the team. • To work with all parts of the Directorate, the wider council, external partners, the voluntary and community sector and the independent sector to commission relevant and effective services across the localities ensuring all services commissioned address the key themes of safeguarding, quality, integration, personalisation, efficiency, prevention and early intervention. • Ensure that the required budget savings are delivered in line with Directorate objectives and ensure all commissioning on behalf of Health & Adult Services provides value for money. • To secure investment with CCGs to make progress on joint commissioning approaches and to deliver savings across the whole system and to re-profile commissioned services across the locality and portfolio to achieve greater equity in Health & Well-being outcomes and a common menu of services in each locality. • Facilitate the shift from traditional services to community-based activities.
<p>Communications:</p>	<ul style="list-style-type: none"> • Deal professionally with all enquiries via e-mail, telephone or in person. • Oversee the production of written information which is clear and concise, including articles for the website, processes for staff, procedures and guidance documents, etc. • Negotiate with partners (internal and external) individually and collectively to achieve the Directorate's and commissioning partners' aims and objectives. • Lead engagement and consultation processes to achieve the introduction of new initiatives and change in their locality • Communicate effectively with staff and senior management in respect of all commissioning activity and development. • Negotiate and influence others whilst leading on complex transformation projects • Represent the Directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations • Respond to media enquiries as requested by the Assistant Director and Corporate Director Health and Adult Services and appraise them of any matters arising which are particularly sensitive or controversial in nature
<p>Systems and information:</p>	<ul style="list-style-type: none"> • In conjunction with corporate teams, develop and maintain strategies and information to inform commissioning intentions and strategies. • Develop and implement systems to assist and underpin the commissioning cycle and decisions arising from this. • Develop and maintain an overall suite of management information that underpins the commissioning and planning function.

	<ul style="list-style-type: none"> • Provide an overview of relevant and complex information to assist senior and strategic managers and officers in their understanding of commissioning issues within Health & Adult Services and in particular within the specified locality and portfolio • Present complex and sensitive information to range of different agencies.
Safeguarding:	<ul style="list-style-type: none"> • The postholder will ensure the safety of vulnerable people in line with the North Yorkshire Multi Agency Safeguarding Adults Procedures, and Health and Adults Services operational guidance.

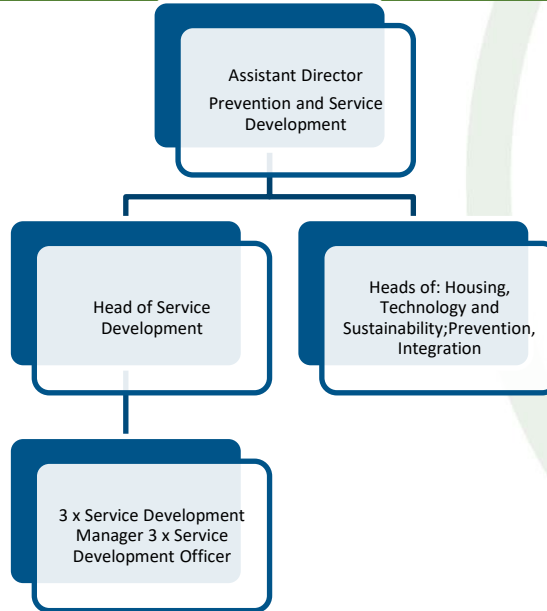
Person specification:	
Essential	Desirable
<p>Knowledge</p> <ul style="list-style-type: none"> • Comprehensive knowledge and understanding of the social care and public health environment and the NHS and different branches of local government • Significant knowledge of current good practice standards in commissioning both at local and national level. • Detailed specialist knowledge of legislation and policy surrounding commissioning. • Knowledge of statutory requirements, including: safeguarding, equality and anti-discrimination, maintaining a safe working environment, Data Protection and confidentiality. • Significant knowledge of social care needs assessment and service provision with a thorough understanding of legislation, practice issues and tensions. • Knowledge and understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role. <p>Experience</p> <ul style="list-style-type: none"> • Significant experience of commissioning services and developing strategies at a senior level. • Managerial accountability for the performance of a group of staff. • Detailed experience of Partnership Working. • Detailed experience of policy implementation. • Experience in a local authority, other public sector or independent service industry • Experience of implementing organisational culture change strategies. • Experience of dealing sensitively with complex/difficult situations. • Experience of translating national policy and guidance into local action • Experience of chairing groups or committees • Line management experience • Experience of managing resources 	<ul style="list-style-type: none"> • Experience of social care operations • Relevant experience of using electronic information and communication systems at management level.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to set and meet objectives and targets to deliver continuous improvement. • Staff management skills including recruitment and selection, performance management & development. • Ability to programme and monitor workloads and delegate tasks effectively. • Ability to develop and implement effective commissioning frameworks. • Project management and implementation skills. • Experience of liaising and negotiating with external and internal partners. • Communication and presentation skills (written & oral). • Budget management skills including effective use of resources. • IT skills. 	

<ul style="list-style-type: none"> • Time management skills • Experience of dealing sensitively with members of the public and with complex / difficult situations • Corporate working skills • Innovative • Incisive • Experience of strategic planning and policy formulation and implementation 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Education to degree level or equivalent in related discipline. • Evidence of further professional development 	<ul style="list-style-type: none"> • A post graduate management qualification. • Commissioning or procurement qualification.
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Availability to work as necessary outside office hours. • Willingness to undertake further professional development to fulfil the requirements of the role. • Committed to equality and diversity. • Willingness to adapt to a changing environment. 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Development Management
Grade:	SM2
Responsible to:	Assistant Director
Staff managed:	Manages a group of managers
Directorate:	Community Development
Service:	Planning
Job family:	SM - Senior Management
Date of issue:	April 2023

Job context

- The council's Planning Service plays a fundamental role in managing the natural and built environment ensuring that any future development needs of North Yorkshire can be accommodated to make it a better place in which to live and work.
- As the Head of Development Management you will act as the Council's lead officer in respect of overseeing an efficient, effective and customer focussed Development Management function, including pre application advice, the processing of planning applications for all types of development (including Minerals and Waste) and a robust approach to Enforcement.
- The post holder will ensure that statutory requirements are met and take a lead role in enabling the delivery of sustainable, high quality homes and jobs whilst respecting our natural and built environment.
- Providing the Council with strategic advice and ensuring that appropriate strategies, plans and projects are proactively developed and implemented.
- In undertaking the afore-mentioned duties, the post-holder has extensive and regular contact with Senior Officers across the Council, including the Assistant Director for Planning, Director of Community Development and the Chief Executive. As well as developing close working relationships with colleagues within other Directorates.
- The post-holder also has direct regular contact with elected Members of the Council and especially Area Planning Committee Members and Strategic Planning Committee Members, Government Departments and Statutory agencies. In addition, the post-holder also deals with MPs on matters as and when they arise
- To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.
- **This is a politically restricted post as defined by the Local Government and Housing Act 1989.**

Job Purpose:

- **Ensure that Development Management processes are efficient, effective and customer focussed and that decisions are managed and made in line with statutory and constitutional requirements.**
- **Work proactively with others across the Planning and Building Control Function to maintain strong performance and consistent approaches.**
- **Provide professional and strategic advice and recommendations to the Assistant Director for Planning, Director of Community Development, Chief Executive and Elected Members and MPs.**

- Keep abreast of any legislative changes, recommending and implementing changes as and when required.
- Respond to relevant national and regional consultations to ensure the councils interests are represented
- Contribute to the overall operational efficiency of the wider planning service
- Play a strategic role on the Planning Service Leadership team acting as a proactive leader for change & continuous improvement in line with a shared 'one team' vision

Operational management:

- Ensure that the Development Management workstream operates with a 'one team' ethos with consistency in approach through an effective programme of Member briefings, Member and officer training, and use of technology and systems.
- Take a proactive approach to maintaining a pipeline of applications, managing performance and resource and overcoming obstacles to prevent a backlog of applications.
- Oversee the efficient and effective running of Area Planning Committees and the Strategic Planning Committee in line with the constitution and scheme of delegation, including oversight and support at Committee Meetings.
- Oversee the provision of a quality pre application service for customers.
- Ensure a strong focus on the delivery of major sites and projects, working closely/directly with the Delivery and Infrastructure workstream.
- Ensure a strong enforcement resource to enable compliance with local and national planning policies and legislation.
- Ensure that decisions are positively made, timely and consistent with national and local policy
- Proactively drive the effective and efficient discharge of conditions to facilitate the timely implementation of planning permissions on the ground.
- Authorise enforcement action for Development Management, in line with the Council's Constitution/Scheme of Delegation
- Commission external, specialist advice and capacity where necessary to ensure timely delivery of Development Management work/decisions.
- Deputise for and represent the Assistant Director as and when required on working groups, meetings etc.
- Undertake any other duties commensurate with the post/grade as directed by Assistant Director

Resource management:

- Support the achievement of a high performing 'one team' culture, driving the delivery of excellent service performance, planned outcomes, targets and objectives and continuous improvement.
- Lead by example; setting clear expectations around priorities and performance, customer service, team culture and staff behaviour.
- Working closely with the rest of the Planning and Building Control Function to maintain a strong focus on gathering intelligence, performance monitoring and monitoring of planning policies to ensure an efficiently run service and effective policies to deliver the place-shaping ambitions of the council.
- Working with the Planning Information, Plans Processing & Improvement workstream to continually review and identify improvements that can be made to the planning function to achieve a first class planning service.
- Working closely and flexibly across other planning workstreams and all other relevant council functions to support plan making, development management, delivery and priority projects.

- Proactively consider opportunities for commercial activity within the service, in line with the Council's Strategy for Success
- Make and implement recommendations to deliver continuous improvement, including minor restructures and team/service reviews. Lead improvement initiatives in own service area and at a corporate level
- Plan, direct and oversee the work of staff within your area of the service ensuring alignment with the single service vision and agreed service priorities. Ensure that 1-2-1's and staff appraisals are undertaken on a regular basis.
- Ensure that all areas of staff management are undertaken in line with corporate policies including but not limited to recruitment and selection, appraisal, training and development, absence management, disciplinary and grievance.
- Prepare and manage budgets for the relevant area of the service, ensuring that income and expenditure targets are realistic. Work with Accountancy to proactively monitor budgets, report exceptions where they occur and take corrective action where required.
- Set clear and appropriate performance targets for your area of the service, monitoring and reporting variances where they occur and taking corrective action where required.
- Ensure appropriate training & development for any officers and members involved in determining applications, to ensure consistent and transparent decision making that is in line with national and local planning policies, corporate plans and strategies
- Ensure that decisions are taken in line with corporate policies and guidelines, including but not limited to the Council's Constitution & Standing Orders, Contract Procedure Rules, Budget and Policy Framework, Financial Regulations.

Partnerships:

- Cultivate positive working relationships to proactively shape viable development proposals, help unlock barriers to growth, ensure timely delivery and influence investment decisions. Including (but not limited to) within the service, the Council and with politicians; with house builders, investors, developers & land agents; with partners, stakeholders & funding bodies.
- Ensure close working relationships with senior colleagues across relevant council disciplines including within the planning and building control function, transport, economic development, housing, education, health, legal (and others as relevant) to ensure that corporate plans, strategies and policies are consistently applied to Development Management decision making.
- Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships.
- When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required
- Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
- Develop proactive relationships with members; ensuring efficient and effective arrangements are in place for relevant committees, member training, member briefing sessions etc.

Strategic management:

- Work alongside the Assistant Director and other members of the Planning Leadership Team; supporting each other to shape, drive and deliver priority corporate work streams and act as proactive leaders for cultural change & service improvement in line with a shared 'one team' vision.
- Ensure that strategies, plans and projects are effectively and efficiently managed and implemented, using clear objectives and meaningful performance data to measure and report on progress and impacts
- Lead in the development of new ways of working that maximises efficiency and effectiveness

- Advise and represent the Council on matters relating to the Development Management Function
- Ensure the timely implementation of planning permissions that will positively impact on the delivery of housing and the Council's 5-year land supply. Work closely with the Head of Delivery & Infrastructure to drive/co-ordinate the proactive development of strategic sites/schemes that enable 'on the ground' delivery of objectives within the Council's strategic planning documents e.g. Local Plan, settlement and site based masterplans.
- Deputise in the absence of the Assistant Director and to undertake any other roles as directed by the team.

Communications:

- Represent the Council at external meetings and events on matters relating to strategic planning/planning policy to ensure that the Council's priorities are well communicated and understood
- Lead liaison/communication with relevant Executive Members and Division Members, to ensure proactive and effective communication and decision-making.
- Work together to ensure excellent cross-service communication, shared understanding and alignment of strategic priorities and allocation of capacity and resources.
- Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively
- Promote the Council's priorities, policies and Council Plan and positively promote the service with local and national media.
- Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance.
- Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and other stakeholders in challenging situations
- Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature.
- Deliver presentations in order to develop effective service delivery and good stakeholder relationships.
- Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
- Ensure that proactive two-way communication is at the heart of everything we do. Develop and deliver clear and consistent messages about the Development Management functions. Promote key messages, milestones and progress, good news stories, case studies and relevant updates in a positive and proactive way to staff, colleagues, members, stakeholders and customers.
- Promote key messages, milestones and progress, good news stories, case studies and relevant updates in a positive and proactive way to staff, colleagues, members, stakeholders and customers
- Ensure that customer and client feedback is collected regularly and used to inform and shape future service improvement and delivery

Systems and information:

- Ensure that systems and processes to support the service are consistent with the Council standards and procedures.
- Produce written reports as required including evaluation and impact statements for distribution service wide and to partners.
- Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current.
- Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Person Specification:

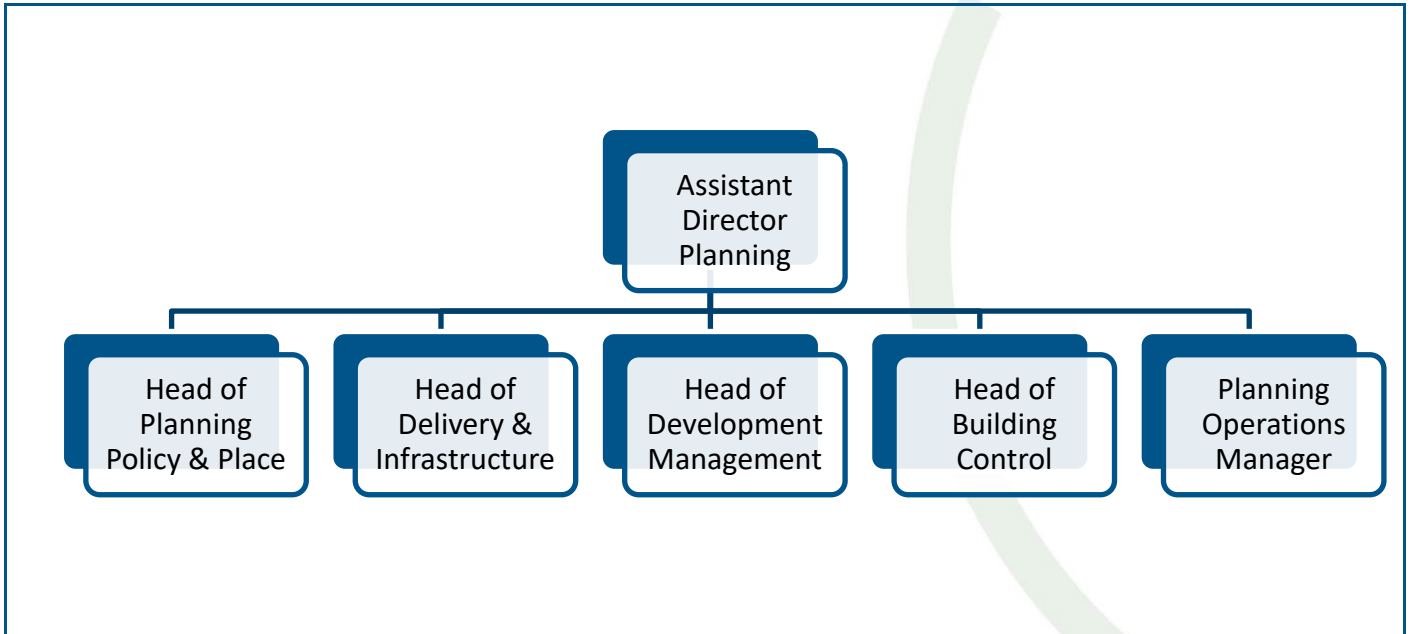
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge of current good practice standards both at local and national level in relation to the business of the service. • Extensive experience of strategic planning linked to development management • Experience of developing and implementing organisational culture change within a large diverse organisation • Successful management of budgets and staff and resources • Good understanding of political processes and structures, and experience of working with elected members • Sound knowledge and practical understanding of planning and housing related legislation • Understanding of the social, political and economic environment and their wider impact in housing and strategic development • Financially and commercially aware with strong analytical skills • Establishing and leading a strong performance culture to proactively drive up standards, customer service and delivery • Managing and delivering efficient and effective front line services in a customer facing environment • Proactively leading and delivering significant change and business improvement initiatives • Working across organisational boundaries in partnership in order to deliver corporate projects and objectives • Identifying and delivering efficiencies whilst improving services • Managing customer relationships and delivering improvement through performance management. • Successful track record of achievement at senior level in developing corporate strategies/policies and delivering an efficient and effective planning, development or related service • Building proactive and successful relationships between the public and private sector • Ability to build effective partnerships 	<ul style="list-style-type: none"> • Knowledge and understanding of the application of workplace Health and Safety Legislation • Working within a local authority
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. • Use high level communication skills with people at all levels, including public speaking and presentations 	

<ul style="list-style-type: none"> • Use Professional judgements to make key decisions which have wide reaching implications. • Development and delivery of successful business cases to secure external funding/investment that support housing delivery or strategic site development • Effective customer care skills, including how to understand, deliver and manage customer expectations • A strong and effective leader, who leads by example and proactively demonstrates the Council's standards of behaviour • An effective communicator who is determined, positive and approachable • Highly self-motivated and driven to achieve challenging objectives; able to use own initiative under minimal supervision • Ability to use a range of ICT including word, excel, PowerPoint and teams 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role</p> <ul style="list-style-type: none"> • Degree and/or Post-graduate Diploma in Town and Country Planning or other relevant subject recognised by the Royal Town Planning Institute (RTPI) • Chartered Membership of the RTPI 	<ul style="list-style-type: none"> • A recognised management and leadership qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • Access to transport to enable travel across the County • Ability to attend meetings outside of normal business hours • Evidence of continuing professional development • To deputise in the absence of the Assistant Director and to undertake any other roles as directed by the tem. • Full Drivers Licence 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Training and Learning
Grade:	SM2
Responsible to:	Assistant Chief Executive Support Services
Staff managed:	Manages a team of specialist professionals
Directorate:	Central Services
Service:	Support Services – Human Resources
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

The Training and Learning function is a key part of the HR and strategic workforce planning agenda for the Council. The key priority is to provide the workforce of the council; and its partners with a range of high quality training, learning and development interventions, linked to the council priorities, realising a culture of learning throughout the organisation. With responsibility for the organisation's plan and overall management of projects and initiatives within it, this includes procurement and effective delivery.

The service works with key partners, officers, contracted organisations and external agencies to develop, plan and ensure delivery of the learning infrastructure, approach, processes and methods to contribute to key Directorate and Corporate service needs.

The key accountabilities include: -

- Overall responsibility for the training and learning service, through a senior team of operation managers
- Overall responsibility for the Council's Apprenticeship programme
- Lead, manage and develop the training and learning service function to all directorates and services within NYC and trading Partners to meet current and future workforce needs.
- To contribute as part of the HR senior management team, to the development and delivery of the wider workforce planning strategy and its implementation.
- To grow and further develop Training and Learning Services' commercial offer, market presence and associated income generation.
- Forge strategic partnerships internally and externally to strengthen collaborative working, innovative approaches to the training, learning and development challenges and to increase trading opportunities as a centre of excellence.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job purpose

The core focus of this job is to lead, manage and develop the Council's training and learning delivery function, ensuring delivery of cost effective and efficient solutions to meet both Directorate specific and the whole workforce needs.

Operational Management:

- Develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
- Review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery.

	<ul style="list-style-type: none"> • Develop, plan, ensure delivery of the learning infrastructure, approach , processes and methods to contribute to key Directorate and Corporate service needs • Plan for and ensure solutions are in place for development of leadership and management capacity and capability within the organisation • Maximise commercialisation of services provided.
<p>Resource management:</p>	<ul style="list-style-type: none"> • Responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation. • Responsible for the Council's Apprenticeship Levy (circa £2.0m) • To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • To support strategic change through promoting and enabling a continuous improvement culture. This will be achieved by monitoring and reviewing quality standards to ensure service improvement opportunities are considered and where appropriate implemented; • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development. • Responsible for risk management within Service Area. • Ensures compliance with Health and Safety procedures and promotes best practice
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Engage, consult and work with key partners, external agencies and colleagues to create and deliver learning solutions • Work with key partners and contracted organisations, District partners etc to identify and deliver joint training and development initiatives • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • Lead the service in devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service • To contribute to determining strategy, setting objectives and targets and to the development and implementation of policies across the operational remit of the service and the Directorate • Responsible for the organisation's training plan and overall management of training projects and initiatives within it • Lead and contribute to specific projects as required • Lead in the development of new ways of working that maximise efficiency and effectiveness • To contribute to Corporate Directorate and cross Directorate strategic developments through actively promoting and developing the Service's contribution to both County and Directorate level priorities and objectives as set out in the Corporate Plan and Service Plan. • To ensure the County's role in external agencies is delivered. To work with other local authorities and major organisations to achieve this, and represent the Council on strategic level forums, groups and meetings. • Keep up to date with local and national agenda and policy drivers and implement changes as appropriate.

Communications:	<ul style="list-style-type: none"> • Work jointly with the Heads of HR and Head of Workforce Development to ensure the Service meets the needs as determined by all of the Directorates Workforce Development plans • Develop multi-agency approaches to the delivery of training with partner organisations and the private, voluntary and independent sectors – to improve delivery and maximise the use and effectiveness of resources • Represent the service and the organisation through positive contribution at meetings both internally and externally (in local, regional and national forum) • Ensure the wider workforce needs are understood and effectively delivered
Systems and information:	<ul style="list-style-type: none"> • Develop and maintain a thorough understanding of emerging learning technologies, standards and applications • Responsible for the Learning Zone, Training Admin System and associated e-products and systems. Ensure development, maintenance, monitoring and evaluation of relevant systems and procedures to capture development needs
Contract Management:	<ul style="list-style-type: none"> • Responsible for effective procurement and contract management of all training, learning and development interventions including the Council's Apprenticeship Programme • Responsible for ensuring thaSt relevant procurements are carried out in line with Contract Procurement Rules and other legislative/EU requirements

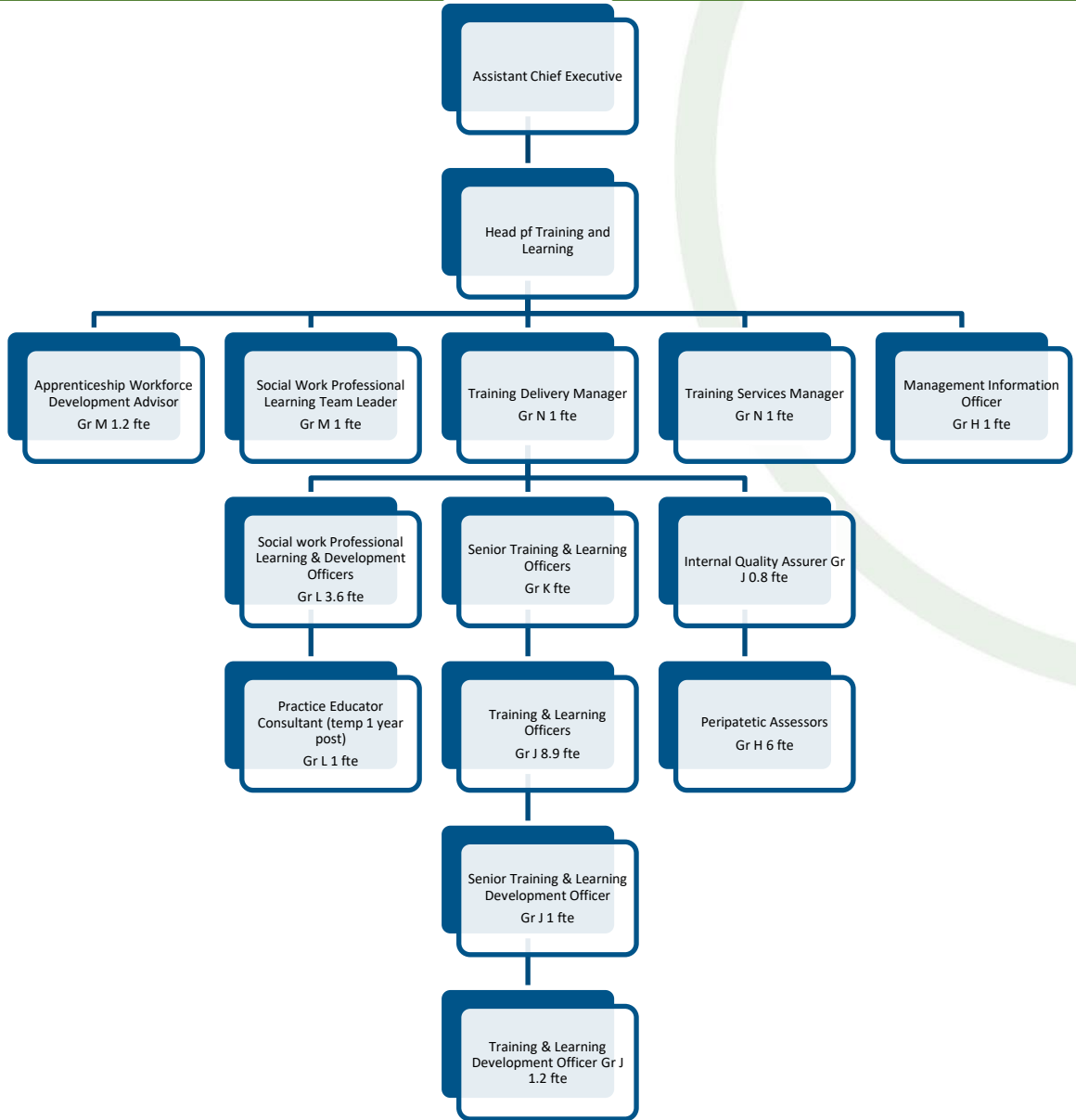
Person specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • In depth knowledge of diverse nature of training needs within the Council • In depth knowledge of statutory requirements, including requirements in respect of training • In depth knowledge of best practice, training interventions and emerging learning technologies • Managing large scale or complex public sector training provision • Experience of delivering supervisory, management and leadership programmes and products • Experience in managing budgets and procuring professional services on behalf of an organisation. • Successful experience of working in large and complex organisation • Budget/resource management • Project management • Experience of managing competing and complex priorities • Experience of working with Learning Management Systems • Coaching/mentoring • Procurement of services • Contract management 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Leadership skills • People Management skills • Exercises professional judgment to make key decisions which have wide reaching implications • Ability to plan, implement and review the acquisition, allocation and management of financial resources • Uses high level persuasion, influencing and negotiating techniques in complex situations to achieve strategic objectives 	<ul style="list-style-type: none"> • Analysis and interpretation skills of high level information to influence strategic decisions

<ul style="list-style-type: none"> • Scans, anticipates and plans preventative actions for cross-cutting, complex problems at a strategic level • Ability to oversee the delivery of strategic projects, reviewing and making amendments as necessary • Effectively copes with conflicting and complex demands • Able to achieve objectives despite complex setbacks and challenges • Able to effectively monitor and manage contracts to ensure the service delivered complies with those contracts • Ability to present/record difficult information in an accessible format suitable for a varied audience • Reviews and measures the effectiveness of existing communication • Able to lead meetings in order to achieve their objectives • Able to create, implement, monitor and review a service plan • Able to listen and understand a person speaking using questioning and appropriate reactions • Intermediate ICT skills in relevant NYCC packages 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Degree or degree capability • Recognised Leadership/Management qualification • Evidence of CPD in a related subject area 	<ul style="list-style-type: none"> • Recognised qualification/experience for eligibility to CIPD (L&D)
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Business Support Directorate Services
Grade:	SM3
Responsible to:	Assistant Chief Executive
Staff managed:	Manages a group of managers
Directorate:	Central Services
Service:	Business Support
Job family:	SM - Senior Management
Date of issue:	September 2023

Job context

Business Support Service delivers business support to meet the requirements of all Directorates, other organisations and external customers at all locations across the county. The success of the service is dependent upon delivering a high quality service which meets the needs of customers. The service is going through a significant period of change as a result of Local Government reorganisation and will expand as business support services from the legacy councils are integrated into the service.

Management of these areas includes responsibility for business support strategy, policy, budget, service planning and service delivery. The post holder has responsibility for members of staff within the service with a total staff group in excess of 600 (550 FTE). The role will have direct line management of 8 managers. The role will report directly to the Assistant Chief Executive and will be a member of the Business Support Senior Management Team and periodically required to attend Directorate Leadership Team meetings.

The post holder is required to:

- Lead the review of relevant business processes and make a significant contribution to the continuous improvement of business support and future strategies
- Work with Assistant Directors / Heads of Service as their services undergo transformation and new Business Support Teams are established in line with the Council's target operating model for enabling services
- Initiate future reviews to ensure that services provided continue to be efficient, effective and takes account of changing service levels, priorities, policy changes and technological developments.
- Ensure a service performance plan is in place and that performance is regularly reported against key performance indicators
- Ensure that individual team plans and service menus are in place for all teams
- Consider all opportunities for trading and maximising profit in relation to minute taking, translation services, printing and design, school admissions checks, free school meal eligibility checks and child performance licenses,
- Undertake performance monitoring, appraisals and training needs, identification and commissioning for the service
- Undertake strategic budget management for all Business Support teams (approx. £16m)
- Manage client relationships with all services and Directorates
- Liaise with all service managers and senior management teams within all Directorates, other organisations and external customers.
- Service planning and delivery
- Lead operational management ensuring that services are delivered to a high standard in a timely manner
- Periodically required to attend Directorate Leadership Teams, to undertake responsibilities in relation to delivery of Business Support service, risk management and information governance.

The job is based at County Hall. The job involves some travel to visit Business Support teams across North Yorkshire. This is a customer focused role and requires the establishment of strong relationships with service managers, customers and partners.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job purpose	The core focus of this post is to provide strategic leadership, co-ordinate, develop and provide effective management of the Business Support Service across all Directorates within the Council
Operational Management:	<ul style="list-style-type: none"> • Support the various professional services who require business support to deliver their services effectively. • Through attendance at various management teams, assist the Directors and Assistant Directors, in making changes which relate to business support activities in order to ensure those changes are made in a way which improves the delivery of front-line and back office services. • Contribute to the development and delivery of the relevant service plans which incorporates priorities for business support and specify standards and targets for ongoing performance • Act as a key link between a range of corporate working groups for the Assistant Chief Executive. • Lead on staff development opportunities and priorities within Business Support. • Co-ordinate information governance and business continuity within the Directorates. • Influence and liaise with key stakeholders to ensure effective service delivery. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service. • Manage challenging situations effectively and pro-actively to improve the performance of staff by maintaining communication and providing the appropriate support and guidance. • Review and propose changes to structures and working methods that will improve the efficient use of resources and the effectiveness of service delivery. • Maximise commercialisation of services provided. • Lead specific programmes as part of the Council's change and transformation programme. • Work collaboratively with services to deliver a seamless service
Resource management:	<ul style="list-style-type: none"> • Be responsible as the budget holder for allocated business support resources within the Council's scheme of delegation of financial responsibility, ensuring efficient use of resources and value for money • To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation. • Plan and manage workloads to maximise use of resources in line with the service plan. • To lead strategic change through promoting and enabling a continuous improvement culture. This will be achieved by monitoring and reviewing quality standards to ensure service improvement opportunities are considered and where appropriate implemented. • Ensure business support resources are regularly reviewed and are sufficiently flexible and responsive to meet changing Directorate demands.

	<ul style="list-style-type: none"> • Ensure that effective systems are in place to manage, develop, monitor, evaluate and review performance against key performance indicators, service and team plans. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
Partnerships:	<ul style="list-style-type: none"> • Work with colleagues across Directorates to ensure the delivery of effective business support arrangements and respond flexibly with a 'can do attitude' to challenges. • Build effective relationships with stakeholders and, where appropriate, develop and support shared arrangements for business support services and systems. • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates
Strategic management:	<ul style="list-style-type: none"> • Develop and deliver a Business Support Service Plan which incorporates service provision, developments and specific standards and targets for managing performance • Ensure team members deliver the targets set down in service and team plans, monitoring and addressing under performance • To lead and contribute to specific strategic initiatives and projects, working with service managers, partners and stakeholders as appropriate to achieve aims • Lead and be responsible for policy, strategy and operational performance. • Lead, develop and manage business support services across all its individual service teams ensuring that effective support is available to all professional staff. • Lead in the development of new ways of working that maximise efficiency and effectiveness. • Work with Directorate Management Teams and senior managers to make decisions on appropriate levels of business support. • Lead on planning and delivery of specific Business Support efficiency savings • Co-ordinate and effectively implement changes required in relevant business support systems, policies, procedures and staffing to respond to changes in national legislation and regulation, locally changing service needs, corporate changes in policies and procedures and other corporate initiatives
Systems and information:	<ul style="list-style-type: none"> • Lead on governance arrangements for all services in line with internal and external standards, controls and KPI's • Lead on procurement and contract arrangements for products and services to support business support processes and systems. • Ensure the provision of management information from Business Support systems to the organisation. • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Review business support systems and procedures to respond to changing service needs, changes in national and corporate policies and developments in new technology.

Person specification:

Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge and understanding of the theories and principles of business support policies and processes. • Knowledge and understanding of business process design and how systems can support this. 	<ul style="list-style-type: none"> • Knowledge and understanding of local and national conditions of service

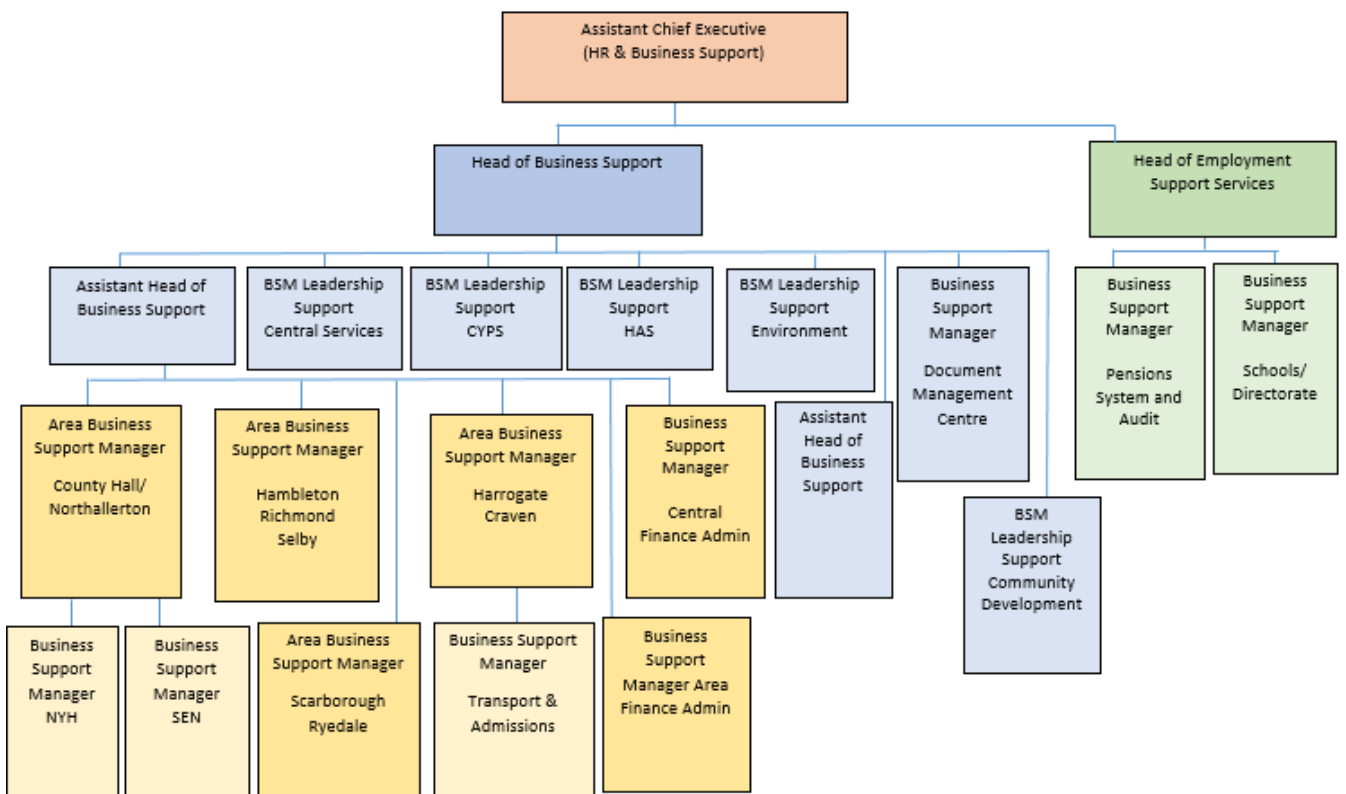
<ul style="list-style-type: none"> • Excellent knowledge of NYC policies and procedures • Knowledge and understanding of Directorate and Council's priorities. • An understanding of the complexity and diversity of the organisations transformation agenda. • Demonstrable knowledge of all elements of the change management process • Extensive experience of operating at a senior level delivering an operational service to both internal and external customers. • Demonstrable evidence of achievement at a senior management level in a large complex organisation. • Significant experience of people management and staff development. • Extensive experience in coordinating, analysing and reporting of complex management information. • Experience of successful implementation of change through the development of services and projects. • Proven track record of managing resources and budgets • Extensive experience of strategic planning, policy development and implementation, and performance management. • Demonstrable experience of successful change through organisational development. 	<ul style="list-style-type: none"> • Local Government or similar experience • Strategic project management
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Commitment to the performance management culture with the ability to set high standards, deliver objectives and challenge managers appropriately. • Ability to oversee the delivery of strategic projects, reviewing and making amendments as necessary. • Ability to confidently use persuasion, influencing and/or negotiation techniques to influence others in difficult situations. • Ability to use creativity and innovation to generate solutions for difficult issues. • Ability to identify possible causes of problems and implement solutions to minimise future occurrence. • Ability to highlight key information from large amounts of complex data to influence well-reasoned conclusions. • Ability to thrive on ambiguity, complexity and uncertainty. • Ability to negotiate and influence at a senior level with council chief officers and senior management teams to ensure that strategic planning and implementation of business support is carried out consistently and effectively. • Ability to make effective decisions, sound professional judgements and be accountable for those decisions and judgements. • Ability to co-ordinate, monitor and review the use of financial resources. • Ability to develop and maintain effective partnerships both within and outside the Directorate. 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Recognised management qualification. • Degree or graduate capability. • Evidence of ongoing commitment to CPD. 	
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County. • Ability to attend meetings outside of normal business hours. 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure

BUSINESS SUPPORT STRUCTURE CHART



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by



identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Bronze Commander
Grade:	SM1
Responsible to:	Head of Resilience and Emergencies
Staff managed:	Manages staff on a project/matrix basis (not direct line management)
Directorate:	Local Engagement
Service:	Emergency Planning
Job family:	P&T - Professional & Technical
Date of issue:	March 2023

Job context

The Resilience & Emergencies Unit (REU) is responsible for:

- Ensuring the Council has resilience of service through supported, effective business continuity management.
- Working together with multi-agency partners to support resilient communities and to respond effectively to significant incidents.
- Assessing risk, promoting civil protection and provision of emergency and contingency planning.
- Provision of an emergency planning/business continuity service under a collaboration agreement to City of York Council to support and advise them in arrangements compliant with the Civil Contingencies Act.
- Policy and secretariat support to the North Yorkshire Local Resilience Forum.
- Development of initiatives and work-streams to identify best practice and enhance community resilience.
- Income generation for NYC via relevant service provision to other businesses and agencies.

Job Purpose:

Provide leadership in an emergency response at an operational level. Work with multiagency partners and organisations to assess and identify what resources are needed and deploy resources effectively.

Operational management:

- Lead and co-ordinate the operational response of the Council to emergencies and major incident.
- Have delegated leadership responsibilities over operational staff and resources.
- Make initial assessments of situations and report to other responders in accordance with established procedures.
- Prepare and implement initial action plans in accordance with organisational requirements.
- Check actions are carried out, taking into account impacts on individuals, communities and the environment in accordance with organisational requirements.
- Conduct on-going risk assessments and management in response to the dynamic nature of emergencies in accordance with organisational requirements.

	<ul style="list-style-type: none"> • Monitor and protect the health, safety, and welfare of individuals during responses in line with organisational and legislative requirements. • Identify where circumstances warrant a tactical (silver) level of management and engage with the tactical level in accordance with organisational requirements. • Implement the tactical (silver) plan, within geographical areas or functional areas of responsibility in accordance with organisational requirements.
Resource management:	<ul style="list-style-type: none"> • Confirm availability and location of relevant services and facilities in accordance with organisational requirements. • Identify resources required and deploy them to meet the demands of responses in accordance with organisational requirements. • Communicate resource constraints to relevant persons or find suitable alternatives in accordance with organisational requirements.
Partnerships:	<ul style="list-style-type: none"> • Work in co-operation and communicate effectively with other responders in accordance with organisational requirements.
Communications:	<ul style="list-style-type: none"> • Deal with individuals in a manner which is supportive and sensitive to their needs in accordance with organisational requirements. • Liaise with relevant organisations as required for effective responses in accordance with organisational requirements. • Confirm that individuals under your area of authority are fully briefed and debriefed in accordance with organisational requirements. • Fully record decisions, actions, options, and rationale in accordance with current information, policy and legislation.
Safeguarding:	<ul style="list-style-type: none"> • Carry out duties with full regard to the council's equal opportunities policy and information governance. • Comply with the council's health and safety policy and take such steps as are reasonably practicable for own health and safety and that of colleagues at work and those affected by work. • Maintain personal responsibility for the safe and secure movement of data within, into and out of the authority. • Adhere to all the council's safeguarding policy and procedures. • Adhere to confidentiality and work within professional boundaries unless there is a safeguarding or public safety issue

Person Specification:

Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Current, relevant legislation, policies, procedures, codes of practice • Guidelines in relation to emergency responses • Current, relevant legislation and organisational requirements in relation to health, safety, and welfare • Relevant emergency plans and arrangements • Principles of effective response and recovery • Principles of command, control and co-ordination and potential flexibility between levels of response 	

<ul style="list-style-type: none"> • Potential impact of emergencies on individuals, communities, and the environment • How to make and apply decisions based on assessment of risks, roles, responsibilities, and information needs of organisations involved in response • How to communicate with individuals affected by emergencies in a manner which promotes understanding • Types of facilities which may be established to meet the needs of individuals affected by emergencies. • The Councils policy for dealing with the media. • Actions to take where there are limitations on the availability and use of resources. • Correct procedures for handing over responsibility. • How to conduct briefings and de-briefings • The purpose of recording information and the types of records that must be kept. 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Excellent communications skills with ability to communicate effectively to a wide variety of people and organisations. • Partnership working skills, able to liaise and represent the Council with partners and external organisations. • Ability to prioritise work, balance conflicting demands and use judgment to manage deadlines. • Ability to analyse situations and develop solutions to problems with multiple resource implications. • Ability to analyse and interpret situations and information to make informed decisions in a high-pressure environment. • Confidence and ability to prepare briefings and deliver high quality presentations to a variety of internal, partner or regional audiences. • Ability to build and maintain effective professional relationships with internal and external colleagues using sensitivity and direction when dealing with politically and socially sensitive issues. • Ability to influence others and have well developed motivational, advocacy and negotiation skills. 	
<p>Behaviours Link</p>	
<p>Other Requirements</p> <ul style="list-style-type: none"> • The post is based at County Hall, Northallerton and requires regular travel across North Yorkshire and occasionally beyond. • Ability and willingness to regularly travel across the county and occasionally beyond, at times and to places where access to public transport is limited. • Ability and willingness to work outside of normal office hours and if required to work weekends, evenings, and public holidays. • Much of the work out of normal office hours can be undertaken remotely (e.g., via telephone and email) but from time to time it is necessary to travel and work across North Yorkshire and occasionally 	<ul style="list-style-type: none"> • Preference that role holder will have full clean UK driving licence (or equivalent) and access to vehicle for business use

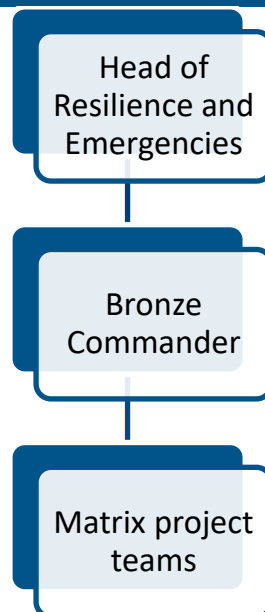
beyond. The time required and the timing are unpredictable but can be very significant and last several days during major incidents.

- Confident use of English language is required.
- Ability and willingness to work flexibly as part of several teams

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Migrant Programmes Manager
Grade:	SM1
Responsible to:	Head of Localities
Staff managed:	Manages a team of specialist professionals
Directorate:	Central Services - Local Engagement
Service:	Localities
Job family:	SM - Senior Management
Date of issue:	December 2023

Job context

Local Government Reorganisation brought together the eight councils of North Yorkshire into a single unitary North Yorkshire Council (NYC) on 1 April 2023. This will provide the platform for improving the efficiency and effectiveness, maximising opportunities of scale across a rural council whilst improving outcomes for residents and businesses. It will place communities at the heart of the council with the aim of being the most local, large council in England whilst ensuring we are in a strong position to manage the challenges ahead including rising costs and increased demand for services.

Whilst locality working will be part of a whole council approach, as part of the structure for the new North Yorkshire Council a central corporate localities team has been established. The Localities team will have two core aims that will be delivered through collaboration, connection and engagement:

1. Prevention and community resilience
 - Supporting communities to contribute to the Council and public health prevention priority to reduce, prevent or delay the point at which people need to access statutory health and social care services
 - Supporting people to live longer, healthier and independent lives within their community and contributing to broader public health priority to reduce health inequalities
 - Supporting communities to become more resilient to respond to local challenges
2. Social Regeneration
 - Ensuring that the places where people live, now and in the future, create new opportunities, promote well-being and reduce inequalities so that people have better lives, in stronger communities and achieve their potential.

The new Localities Team comprises of three service teams: Communities, Parish Liaison and Local Devolution, and Migrant Programmes. Together they will maintain and build on a range of programmes already established to ensure that the places where people live, now and in the future, create new opportunities, promote well-being and reduce inequalities so that people have better lives, in stronger communities and achieve their potential; develop new programmes that deliver the Council's ambitions in relation to locality working; and will also focus on the development of a number of key new policy priorities and strategic themes including parish liaison, devolution of services to parish councils and communities and migrant support programmes.

In September 2015 the Prime Minister announced that the UK will accept up to 20,000 Syrian refugees from refugee camps in countries neighbouring Syria. Since that time, a number of other programmes have been established. This role will work across all the national resettlement routes including:

- UK Resettlement Scheme (UKRS)
- Community Sponsorship
- Mandate Scheme
- Family Reunion
- Afghan Citizens Resettlement Scheme (ACRS)
- Afghan Relocations and Assistance Policy (ARAP)

- Hong Kong British Nationals (Overseas)
- Homes for Ukraine, Ukraine Extension Scheme and Ukraine Family Scheme
- Asylum Seekers
- Unaccompanied Children.

Funding is provided from central government for the resettlement and hosting of asylum seekers and refugees.

The Council works with the Home Office, Dept for Levelling Up and Communities and Migration Yorkshire (a partnership of the 22 local authorities in the region, hosted by Leeds City Council) who manage the selection and transport of the refugees and where needed some specialist support services.

The Council is legally responsible for a range of resettlement services including:

- Provision or sourcing of appropriate furnished housing or, as is the case with the Homes for Ukraine programme, ensuring that the accommodation provided by host families is of an acceptable standard.
- Provision or sourcing access to schools.
- English language provision for adults.
- Provision or sourcing of wraparound resettlement, well-being and welfare support services in order to provide cultural orientation, life skills, language assistance, signpost to existing support services and social connections/activities
- Supporting and working alongside other public sector organisations (including Integrated Care Boards, Primary Care Networks, Dept for Works & Pensions and North Yorkshire Police) to provide access to relevant health and public services.
- Supporting migrant populations to fully participate in civic society and to have a voice, through working alongside and developing local community groups, peer support groups, voluntary organisations and faith groups.

The role of the Migrant Programmes Manager is to lead on the planning and implementation of all live migration, refugee and asylum programmes and ensure that they are legally compliant and successfully delivered on time and within budget. In particular, this will involve:

- Chairing and providing strategic leadership for a number of internal and multi-agency Programme Boards that include internal cross-service project teams, Migration Yorkshire, The Refugee Council, central government, senior service area managers (both inside and outside the Council), and external contractors to plan and oversee the successful delivery of the service.
- To lead on the planning and implementation of a number of less used migration routes and ensure that they are successfully delivered on time and within budget.
- Managing and recommending to Home Office and the Council the overall North Yorkshire migrant programmes strategy including numerical caps.
- Developing, establishing and delivering participative programmes that involve, engage and enable migrants, refugees and asylum seekers to successfully settle and integrate in the UK.

The post is classified as suitable for hybrid working with an office base at one of the local Council Offices or County Hall, Northallerton. It requires travel across North Yorkshire and occasionally beyond.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose:

The core focus of this job is to provide overall strategic leadership as 'programme and project sponsor' for a new integrated Migrant Programmes service. Designing, shaping and delivering a range of services, projects and programmes that ensure that the Council exercises its legal duties to effectively resettle migrants arriving in North Yorkshire through all active 'safe and legal routes'. This will involve close and ongoing liaison with partners, central government representatives and senior management team officers from within the Council. The role will lead and manage the core service team and set the strategic direction for a number of dedicated cross-directorate teams.

Operational management:

- To provide overall strategic leadership for a new integrated Migrant Programmes service articulating a clear vision and the series of actions needed to ensure success.
- As a Senior Manager, contributing to the actions which support cultural and transformational change at county-wide and local level, contributing to developing new approaches to customer care and public engagement and developing the future workforce.
- To ensure that elected members and key stakeholders are fully appraised of and involved in the work of the Migrant Programmes service.
- Be responsible for the overall direction, control and completion of all relevant live national migration programmes ensuring strategic alignment with corporate priorities and standards.
- Be responsible and accountable for ensuring that all live programmes are delivered to requisite Legal and Council standards.
- Be responsible and accountable for ensuring that the less used programmes they directly manager, and all work-streams within it are delivered to requisite Legal and Council standards.
- To ensure local communities working with refugees and asylum seekers can access the support provided by or funded by the Council, both developmental support and ongoing support from Council services, taking all of the operational and resource implications into consideration.
- To work with the Executive Member and other Councillors and Committees to ensure that they are informed, engaged and enabled to carry out their roles.
- To provide proactive advice on the delivery and development of programmes and associated matters to the Head of Localities and Assistant Chief Executive (Local Engagement).
- To contribute to and lead as required specific programmes as part of the Council's transformation programme.
- Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders.
- Responsible for the Wellbeing, Health and Safety of Staff in line with the Health and Safety Policies and practices.
- To carry out roles identified within the resilience, emergencies, and business continuity policies. Take a lead where required on single and/or multi agency response to emergencies both in and out of hours.

Resource management:

- Be responsible as a senior budget manager for resources in respect of all relevant allocated budgets within the Council's scheme of delegation of financial responsibility, including specific grants and any external funding programmes.
- Prioritise and allocate staffing to support the team in discharging their responsibilities for meeting the needs of the service.
- Motivate, develop and empower staff who are not directly line managed to optimise their skills and output and to promote effective working relationships to ensure that project objectives and targets are appropriately met.

	<ul style="list-style-type: none"> • To give leadership, management and direction to staff in the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • Ensure the achievement of ongoing continuous improvement for staff in their teams. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of the council's values and delivering innovative solutions to service delivery and development.
Partnerships:	<ul style="list-style-type: none"> • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative and productive relationships. • Work with range of external partners including health, police and voluntary sector to deliver the programmes. • Work with senior managers and colleagues in Housing, Children and Young People Services, Health and Adult Services, Public Health, HR, ICT, Finance, Communications, Legal Services, Strategy and Performance and other functions where required. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in Transformation, CYPS, HAS including Public Health, Community Development, Environment, HR, Technology, Finance, Communications, Legal Services and other functions where required. • Represent NYC at policy, operational and co-ordination forums with external agencies and other Council services.
Strategic management:	<ul style="list-style-type: none"> • Set the vision and strategic direction for the service. • To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate. • Take direction from the Head of Localities in relation to exceptionally complex or highly politically sensitive issues. • Establish and maintain effective working relationships with strategic partners of the Council. • Lead the development, management and evaluation of any commissioning activity in relation to migrant programmes at a strategic level to ensure the continued relevance of strategies as policy and practice moves forward. • Determine policies, guidance and procedures to ensure consistent working practices, ensure clarity of function and explore opportunities for joint working arrangements with other directorates and cascade to the team, NYC staff, partner organisations and external partners, as appropriate. • Constructively challenge existing perspectives/working practices at a strategic level and be capable of building a robust, evidence-based case for change.
Communications:	<ul style="list-style-type: none"> • To develop communications plans as needed for initiatives and programmes, which incorporate internal and external communications. • Deal professionally with all enquiries via e-mail, telephone or in person. • Oversee the production of written information, which is clear and concise, including articles for the website, processes for staff, procedures and guidance documents, committee reports and briefing papers etc. • Negotiate with partners (internal and external) individually and collectively to achieve the Council's aims and objectives. • Lead engagement and consultation processes to achieve the introduction of new initiatives and change in their areas of service.

	<ul style="list-style-type: none"> • Communicate effectively with staff and senior management in respect of all programme development and delivery. • Successfully build strong working relationships at a strategic level to inspire confidence and support, demonstrating political awareness and sensitivity to the needs of key stakeholders. • Manage conflict situations effectively and pro-actively seek to be creative in developing solutions in order to deliver win-win. • Build strong working relationships with principal stakeholders such as service area managers, and lead in promoting the work of the project across the organisation.
Systems and information:	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.
Safeguarding:	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate. • To ensure that community projects supported by service initiatives and programmes are also committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person Specification:

Essential

Knowledge and Experience

- Knowledge and understanding of how to establish a vision and strategic delivery plan - such as a Theory of Change - and implement this across a wide geographical area with complex partnerships.
- Expert knowledge and understanding of the range of approaches to developing and co-designing services with communities and multi-agency partners.
- Knowledge and understanding of the key issues relevant to communities and public sector organisations developing and providing local support through co-production.
- Expert knowledge and understanding of the issues relating to the resettlement of refugees and asylum seekers in the UK including all relevant government programmes and community integration.
- Expert knowledge of the legal frameworks that govern refugee and asylum seeker programmes.
- Expert knowledge of the issues faced by migrant communities and their needs.
- Good knowledge and understanding of the key issues relevant to communities and public sector organisations in North Yorkshire.
- Specific knowledge of the issues faced by deeply rural communities.
- Knowledge of the current national public sector policy framework and the implications for councils.
- Knowledge of both theoretical and practical aspects of project management
- Knowledge of how to develop communications frameworks for communicating complex legislation to staff and the wider public.
- Understanding of the range of approaches to monitoring and managing performance across multiple projects and programmes.
- Understanding and knowledge of national and local democratic processes.
- Understanding of ICT systems including financial management systems, internet and intranet.
- Significant knowledge and experience of operating in a politically sensitive environment.
- Significant experience of developing new policy frameworks and associated delivery plans.
- Significant experience of planning and delivering large complex projects with a wide range of stakeholders
- Significant experience of managing large complex budgets and government grant funding including financial management, budget control and monitoring
- Significant experience of managing change resulting in measurable service improvements
- Significant experience of leading, managing and inspiring multiple multi-disciplinary teams in a large complex organisation delivering high levels of performance
- Significant experience of leading and managing teams of people, including volunteers, who are not line managed by you.
- Significant experience in the conduct of Local Authority decision making processes at the most senior level.
- Experience of working with community and political leaders to bring about changes based on local needs and priorities.

Desirable

- Understanding of the key drivers for change in local government services and related sectors

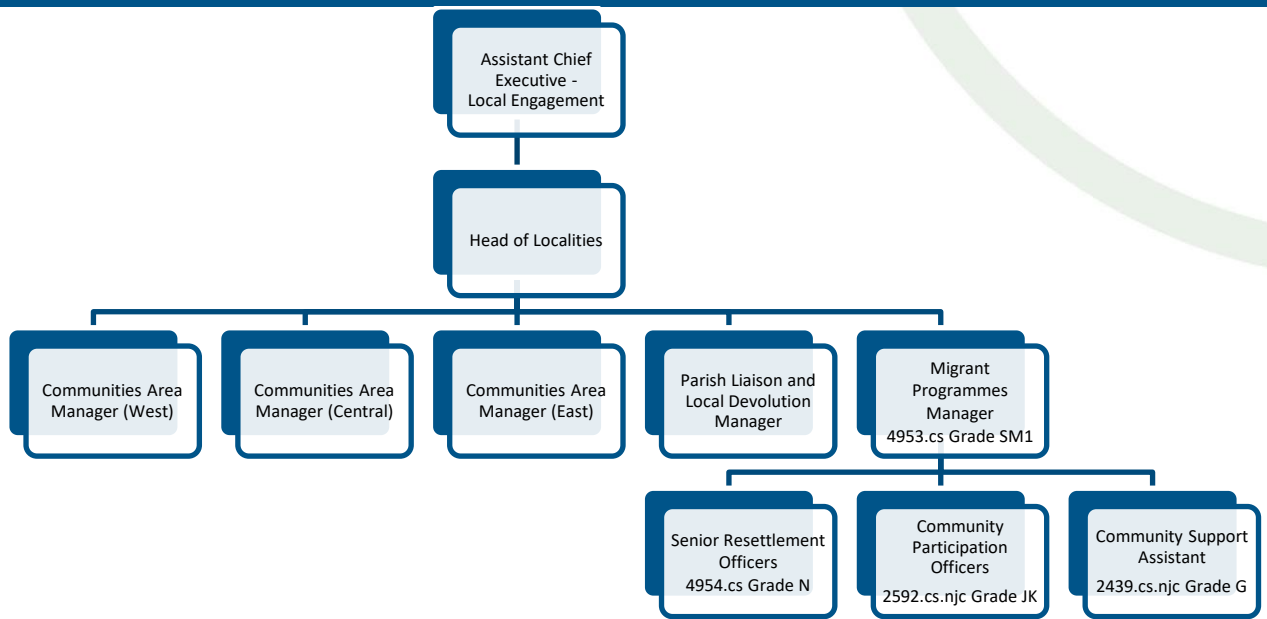
<ul style="list-style-type: none"> • Experience of achieving consensus between different stakeholders who have different perspectives and priorities. • Experience of working with communities to support them to develop and provide local support and services. • Experience of public and service user engagement. • Experience of working in an environment that demands tact and diplomacy • Experience of managing high profile, challenging meetings • Experience of complex data analysis and submission of statutory data returns. 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives. • Ability to lead, inspire, motivate and develop staff, colleagues and communities, building a successful engaged team. • Management of diverse operational functions to deliver strategic objectives. • Ability to plan resources – human and financial - for the service and to understand where specific programmes need to collaborate to drive change. • Ability to manage budgetary and financial systems and to deliver investment programmes within budget and delivering value for money. • Ability to develop business cases including financial, legal, human resources and risk implications. • Strong political awareness and ability to demonstrate sensitivity to different needs of key Council and external stakeholders. • Ability to develop and maintain effective partnerships both within and outside the Council. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. • Tact, diplomacy and assertiveness to establish confidence with Councillors and senior managers and firmly guide the most senior strategic decision takers to ensure the legality of decision making at the Council. • Ability to demonstrate drive and initiative to achieve outcomes. • Flexible approach with the ability to respond effectively to changing circumstances, without losing focus or direction • Resilience and the ability to cope with ambiguity and conflicting and complex demands. • Ability to formulate and secure delivery against targets and plans working through a team and managing and supporting them to do so. • Written communication skills – Presents/records difficult information in an accessible format suitable for a varied audience, reviews and measures the effectiveness of existing communications • Ability to meet strict deadlines. • Good IT skills - Microsoft Office. • A commitment to relationship centred practice and customer care. 	<ul style="list-style-type: none"> • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change.
<p>Behaviours link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Professionally qualified to degree level in a relevant specialism or equivalent. • Evidence of relevant continuing professional development. 	
<p>Other Requirements</p> <ul style="list-style-type: none"> • Committed to the NYC corporate vision, values and objectives. • Highly motivated, resilient and not easily discouraged. 	

- Personal and professional demeanour and credibility which commands the confidence of elected members, senior managers, staff, external partners and other stakeholders.
- A high degree of probity and integrity.
- Ability to travel around the whole of the County and occasionally beyond
- Ability to occasionally attend meetings outside of normal business hours

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	NYES Senior Manager
Grade:	SM1
Responsible to:	Head of HR Commercial and HRSST
Staff managed:	Manages a team of specialist professionals
Directorate:	Central Services
Service:	North Yorkshire Education Services
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

North Yorkshire Education Services (NYES) is the trading arm of North Yorkshire Council. A national leader in the supply of quality services and business solutions to the education sector mainly across the North of England, but also has a significant footprint nationally. Within the NYES portfolio there are over 30 traded services, employing over 2000 people, delivering services to over 1000 schools, with current turnover of over £50 million.

NYC have a clear purpose - to deliver quality services and innovative business solutions that support schools, academies and other educational settings to be outstanding and inspire children and young people to achieve their full potential through improved educational outcomes and life chances.

NYES supply over 30 traded services sourced from all parts of the Local Authority and as such the Senior NYES Manager will build and develop a strong business relationship with many different heads of service and work collaboratively in partnership with them to expand the Council's traded services offering and build business to business relationships.

The post holder will have the necessary record of accomplishment in sales and retention within a complex landscape. They will be able to lead and collaborate with professional specialists across the NYES Group who are involved in customer care sales and service delivery to ensure that a proactive and professional approach to sales and retention is in place. This will involve identifying and employing a range of tactics from building pitches, commissioning marketing materials, building and maintaining relationships, pursuing leads, and any other activity associated with winning and retaining business in new and existing sectors.

The post holder will be able to speak passionately about how high-quality support services can assist educational settings to be outstanding and be motivated by achieving results at pace.

Job Specifics

Key Priorities for the role are:

- Lead and manage the operational NYES teams that form the core hub
 - Ensure effective systems are in place for workload allocation and management, and the management of staff within respective organisational policies and procedures.
 - Work closely with all traded services to ensure that the service is customer based.
 - Develop customer experience streams that improve the quality of service delivery.
 - Working with Traded Services to ensure service delivery is of a high standard, and being proactive in ensuring any improvements and efficiencies required are implemented in order to provide the best possible customer service.

- Accountable for the effective use of resources, managing budgets, workforce, performance and practice.
- Retaining existing business in schools, academies and other educational settings across the North of England.
- Securing new business across the North of England and the UK where traded services have capacity to support growth and sustain new business.
- Ensuring the value of business secured by the NYES Group generates profit that can be reinvested for the common good.
- Championing customer focus across the NYES Group so responsiveness, professionalism and service delivery standards exceed expectations.
- Spearheading customer engagement for the NYES Group, ensuring that services across the NYES Group are fully equipped with the information and intelligence they need to respond to customer need and expectations.
- Embedding agreed values, behaviours and operating principles across the NYES Group through leading initiatives and programmes.

Job purpose	To lead the NYES Hub, providing quality sales, customer relationship management, marketing and business operation functions for the Councils traded service provision.
Operational Management:	<ul style="list-style-type: none"> ● To lead the NYES Hub including retention, new sales, customer satisfaction, marketing and business support functions. ● Provide appropriate support, guidance and direction to the Support Unit and other teams across the NYES Group, ensuring the delivery of efficient, effective and innovative services to customers. ● Lead the Annual Service Review process, including implementation of NYES pricing cycle, ensuring pricing provided across the NYES group is accurate and provided within the set timescales, and information held on SLA Online is accurate, updated regularly and appropriate. ● Contribute to and support bid development for tendering processes. ● Develop, support and promote a collaborative culture across the NYES team, which is strong, results driven and cost effective. ● Responsible for ensuring the Customer Management system, has appropriate functionality, and traded services have the data and information required to support retention and new sales. ● Lead specific programmes as part of the Council's change and transformation programme. ● Attend and contribute to meetings, seminars, training courses, trade shows, networking and customer events as required.
Resource management:	<ul style="list-style-type: none"> ● Responsible as the budget holder for the management of specific allocated budgets within the Council's Scheme of Delegation of Financial Responsibility. Ensuring budgets are used appropriately and efficiently with robust and relevant monitoring. ● Prioritise and allocate staffing to support services in discharging their responsibilities for meeting the needs of business growth. ● To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. ● Carry out people management issues such as recruitment, development, and absence management.

	<ul style="list-style-type: none"> • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Forge partnerships and work alongside other services in the delivery of traded services that continue to maintain co-operative relationships. • Develop relationships with key stakeholders and potential customers in line with the key values of the organisation. • Be a key member of the NYES Group, supporting colleagues across the organisation to deliver objectives relating to business growth. • Maintain proactive, positive contact with customers and colleagues to ensure good long-term relationships and increased revenue. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required
<p>Strategic management:</p>	<ul style="list-style-type: none"> • To demonstrate strong leadership and partnership working to align all partners to the shared purpose and service objectives for NYES. • To lead the development of a shared organisational culture which supports and promotes integrated working practices, and involves colleagues at all levels in shaping the development of the service. • Support the strategic development of a commercial focus, coaching and developing capability at all levels of the organisation within Traded Services.
<p>Communications:</p>	<ul style="list-style-type: none"> • Work closely with traded services and the Marketing Team to identify communications and marketing requirements to support customers and ensure that new products are launched successfully. • Develop and deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Work closely with officers / professional staff in understanding / improving the customer journey across the NYES Group. • Produce timely briefings and reports to a range of stakeholders, including the NYES Strategic Board. • Respond to media enquiries and appraise your manager of any matters arising, which are particularly sensitive or controversial in nature. • Manage challenging situations effectively and pro-actively to improve the performance of staff by maintaining communication with staff and providing the appropriate support and guidance. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media.
<p>Systems and information:</p>	<ul style="list-style-type: none"> • To implement systems and procedures to fulfil the requirements of the delivery of NYES including local management and resolution of complaints. • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current.

- Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Safeguarding:

- To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person specification:

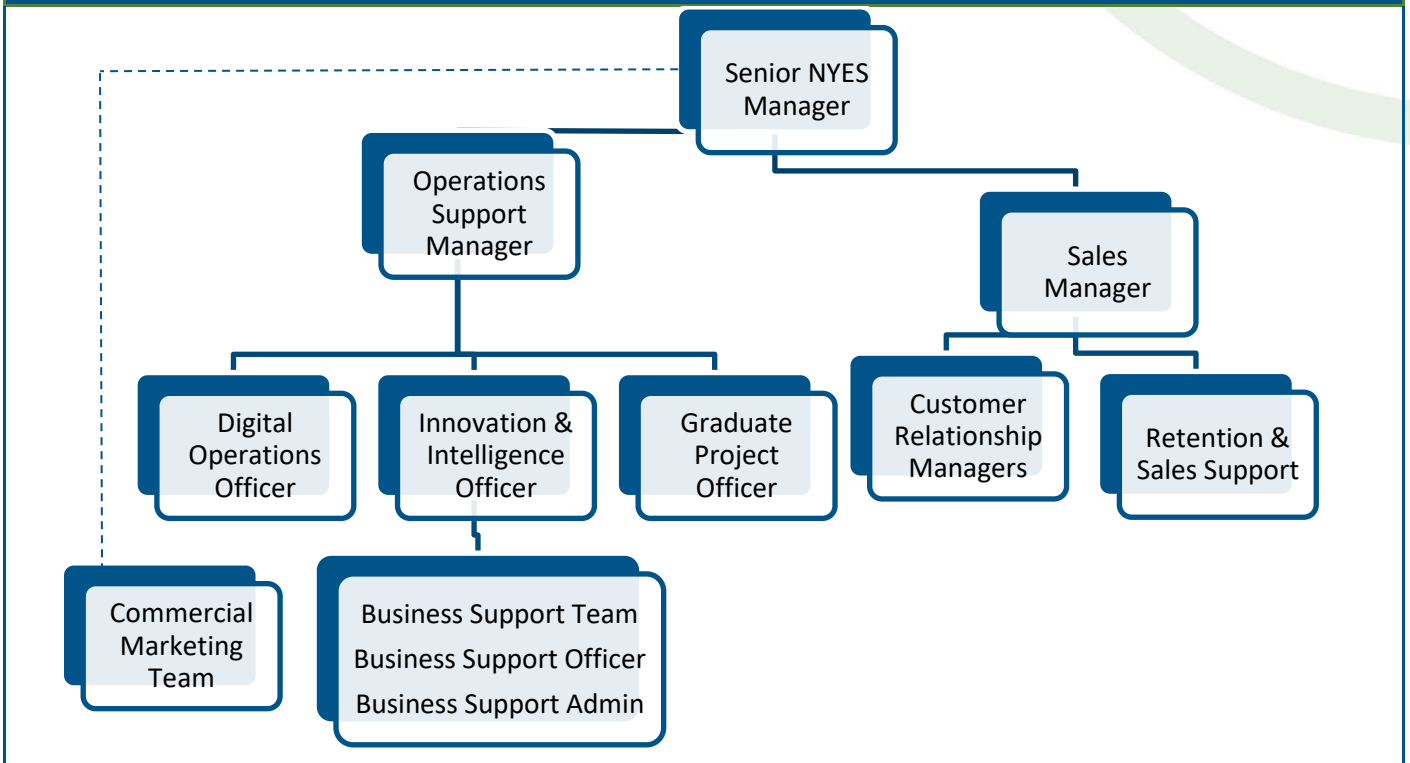
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge of leading marketing and commercial services including sales strategies, techniques and customer relationship management. • Knowledge of challenges faced by delivery of commercial services within the public sector • Knowledge of effective management of staff, budgets and resources. • Significant knowledge of current policy developments, legislation and good practice standards affecting the education sector at local and national level • Proven track record in sales, retention and marketing growth, including significant skills and experience of complex negotiations. • Proven and effective experience of the management of resources in a changing organisational environment, including staff and budgets. • Proven experience in forging business relationships to effect improved delivery of services. • Experience of motivating and inspiring diverse groups of employees. • Experience of working within the public sector to achieve outcomes and wider goals, experienced in working in a political context. • Experience of developing and implementing organisational culture change within a large diverse organisation. 	<ul style="list-style-type: none"> • Recent experience of supporting schools, academies or other educational settings to deliver educational outcomes and wider goals.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Strong political and organisational awareness, working effectively across a range of services. • Inspiring leadership skills within a challenging/demanding environment • Ability to balance operational responsibilities and objectives while leading strategic service development. • Effective decision making with sound professional judgements. • Planning and project management skills. • Management of diverse operational functions to deliver strategic objectives • Proven interpersonal, written and spoken communication skills with the ability to promote organisational policy and objectives. 	<ul style="list-style-type: none"> • Strong ability to navigate a complex educational environment.
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Professionally qualified to degree level in a relevant specialism or equivalent 	<ul style="list-style-type: none"> • A management or post graduate qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County and beyond • Ability to attend meetings outside of normal business hours • Evidence of continuing professional development 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.

As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Communities Area Manager
Grade:	SM1
Responsible to:	Head of Localities
Staff managed:	Manages a group of managers
Directorate:	Local Engagement
Service:	Localities
Job family:	SM - Senior Management
Date of issue:	September 2023

Job context

Local Government Reorganisation brought together the eight councils of North Yorkshire into a single unitary North Yorkshire Council (NYC) on 1 April 2023. This has provided the platform for improving the efficiency and effectiveness, maximising opportunities of scale across a rural council whilst improving outcomes for residents and businesses. It places communities at the heart of the council with the aim of being the most local, large council in England whilst ensuring we are in a strong position to manage the challenges ahead including rising costs and increased demand for services.

Whilst locality working will be part of a whole council approach, as part of the structure for the new North Yorkshire Council a central corporate localities team has been established. The Localities team will have two core aims that will be delivered through collaboration, connection and engagement:

1. Prevention and community resilience
 - Supporting communities to contribute to the Council and public health prevention priority to reduce, prevent or delay the point at which people need to access statutory health and social care services
 - Supporting people to live longer, healthier and independent lives within their community and contributing to broader public health priority to reduce health inequalities
 - Supporting communities to become more resilient to respond to local challenges
2. Social Regeneration
 - Ensuring that the places where people live, now and in the future, create new opportunities, promote well-being and reduce inequalities so that people have better lives, in stronger communities and achieve their potential.

The Communities Area Managers (West, Central and East) will play a critical role in our journey, each bringing together and leading on one of three new locality based teams to support the council's ambition to be the geographically largest but most local council, building upon the work currently undertaken. Each Area Manager will provide the overall programme management for one of the following Localities:

- West (Skipton & Ripon and Richmond area constituencies)
- Central (Harrogate & Knaresborough and Selby & Ainsty area constituencies)
- East (Scarborough & Whitby and Thirsk & Malton area constituencies)

The new Localities Team will both maintain and build on a range of work programmes already established in relation to the two core aims; develop new programmes that deliver the Council's

ambitions in relation to locality working and will focus on a number of key policy priorities. A number of these priorities will be taken forward by the Communities Area Managers who in addition to providing overall programme management for the locality area teams by managing and developing existing work programmes (including Holiday Activity & Food programme, mental health investment programmes, locality-based grants and community development projects and programmes and digital inclusion programmes) will also each lead on a number of new strategic policy themes:

1. Designing and embedding across the Council a comprehensive 'deal' for Voluntary, Community and Social Enterprise (VCSE) sector.
 - a. Engaging with the VCSE sector to develop a framework using the principles of co-design
 - b. Setting out what the new Council's offer is in one place (this can include offers/services from other directorates e.g. Culture, Leisure and Sport)
 - c. Create & publish VCSE investment prospectus – detailing the range of opportunities, harmonising the VCSE grant programmes – including capital grants - and designing single processes/agreements etc. for use by all service teams
 - d. Establishing a single funding application portal
 - e. Design and create support platform for capacity building and organisational development for VCSE organisations
2. Locality Operating Model Development
 - a. Cross-directorate liaison and engagement
 - b. Local engagement and participation
 - c. Area Committee and Member liaison
3. Support services to embed locality working and deliver council savings programmes
 - a. Set out the enabling role of the locality team
 - b. Work with services teams and Assistant Directors on their transformation/savings proposals and identify early priorities (e.g. leisure, outdoor education, adult learning, countryside, family hubs, transport, adult social care)
4. Maximise external Income/funding
 - a. Maximise opportunities for community-based investment through national funding programmes such as MLUHC, NHS, DWP, DFE etc.
 - b. Maximise opportunities to generate investment and value from the Council's procurement activities and policies relating to Corporate Social Responsibility and the generation of Social Value including private sector investment models e.g. Social Impact Bonds, Social Outcomes Contracts
 - c. Maximise investment opportunities for communities arising through the Council's Community Development activities
 - d. Support communities to create investment prospectuses through Community Partnership plans (CIL/UKSPF/Levelling up funding etc)
5. Community Partnerships implementation
 - a. Implement the Council's ambition to establish Community Partnerships through a phased approach
 - b. Develop guidance and toolkits to support the programme
 - c. Undertake place-based community engagement using a range of participation tools in areas with no current partnerships in place
 - d. Development of place-based plans
6. Developing and delivering programmes of work to support the digital inclusion and cost of living/financial inclusion agendas.

The posts are classified as suitable for **hybrid working** with an office base at one of the local Council Offices or County Hall, Northallerton. They require travel across North Yorkshire and occasionally beyond.

The posts are politically restricted under the terms of the Local Government & Housing Act 1989.

Job Purpose:

To provide overall strategic leadership for one of three new locality based teams. Designing, shaping and delivering a range of services, projects and transformational programmes that help to deliver the council's ambitions to be geographically the largest but most local council. To assist the Head of Service to develop and embed the Locality Service Operating Model, develop and deliver transformation and efficiency programmes and support directorates to facilitate implementation of the model.

Operational management:

- To provide overall leadership for one of the three area Communities teams, articulating a clear vision and the series of actions needed to ensure success.
- To be the Localities programme thematic lead on two or more of the following North Yorkshire Council wide strategic priorities:
 - **Prevention** - Supporting communities to contribute to the Council and public health prevention priority to reduce, prevent or delay the point at which people need to access statutory health and social care services and supporting people to live longer, healthier and independent lives within their community and contributing to broader public health priority to reduce health inequalities
 - **Community Resilience** - Supporting communities to become more resilient to respond to local challenges
 - **Social Regeneration** - ensuring that the places where people live, now and in the future, create new opportunities, promote well-being and reduce inequalities so that people have better lives, in stronger communities and achieve their potential through programmes that help to build community wealth
 - **Voluntary & Community Sector** – relationships and investment
 - **External Funding** - maximising opportunities to benefit local communities
 - **Social Inclusion** - including digital inclusion, cost of living and financial inclusion
 - **Community Partnerships** - development and implementation
 - **Locality Operating Model** - supporting services to embed locality working and deliver council savings, cross-directorate liaison and engagement, local engagement, participation and Area Committee & Member liaison
- As a Senior Manager, contributing to the actions which support cultural and transformational change at county-wide and local level, contributing to developing new approaches to customer care and public engagement and developing the future workforce.
- To ensure that elected members and key stakeholders are fully apprised of and involved in the work of their Area Communities team.

- To ensure local communities can access the support provided by or funded by the Council, both developmental support and ongoing support from Council services, taking all of the operational and resource implications into consideration.
- To work with Councillors and Area Constituency Committees to ensure that they are informed, engaged and enabled to carry out their community leadership role.
- To provide proactive advice on the delivery and development of programmes and associated matters to the Head of Localities.
- To contribute to and lead as required specific programmes as part of the Council's transformation programme.
- Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders.
- Responsible for the Wellbeing, Health & Safety of Staff in line with the Health & Safety Policies and practices.
- To carry out roles identified within the resilience, emergencies, and business continuity policies. Take a lead where required on single and/or multi agency response to emergencies both in and out of hours.
- Maximise commercialisation of services provided.

Resource management:

- Be responsible as the budget holder for resources in respect of allocated budgets, including allocated Public Health Grant, within the Council's scheme of delegation of financial responsibility, including specific grants and external funding programmes. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation.
- Prioritise and allocate staffing to support the team in discharging their responsibilities for meeting the needs of the service.
- To give leadership, management and direction to staff in their service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal.
- To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness.
- Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues.
- Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of the council's values and delivering innovative solutions to service delivery and development.

Partnerships:

- Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative and productive relationships.
- When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in Transformation, CYPS, HAS including Public Health, Community Development, Environment, HR, Technology, Finance, Communications, Legal Services and other functions where required.

	<ul style="list-style-type: none"> • Represent NYC at policy, operational and co-ordination forums with external agencies and other Council services.
Strategic management:	<ul style="list-style-type: none"> • To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate. • Take direction from the Head of Localities in relation to exceptionally complex or highly politically sensitive issues. • Establish and maintain effective working relationships with strategic partners of the Council. • Lead the development, management and evaluation of commissioning activity in relation to communities' programmes at a strategic level to ensure the continued relevance of strategies as policy and practice moves forward. • Support the development of policies, guidance and procedures to ensure consistent working practices, ensure clarity of function and explore opportunities for joint working arrangements with other directorates. • Cascade to the team, NYC staff, partner organisations and external partners, as appropriate. • Ensure the achievement of ongoing continuous improvement for staff in their teams.
Communications:	<ul style="list-style-type: none"> • To develop communications plans as needed for initiatives and programmes, which incorporate internal and external communications. • Deal professionally with all enquiries via e-mail, telephone or in person. • Oversee the production of written information, which is clear and concise, including articles for the website, processes for staff, procedures and guidance documents, etc. • Negotiate with partners (internal and external) individually and collectively to achieve the Council's aims and objectives. • Lead engagement and consultation processes to achieve the introduction of new initiatives and change in their locality areas and strategic theme portfolios. • Communicate effectively with staff and senior management in respect of all programme development and delivery.
Systems and information:	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.
Safeguarding:	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate. • To ensure that community projects supported by service initiatives and programmes are also committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person Specification:

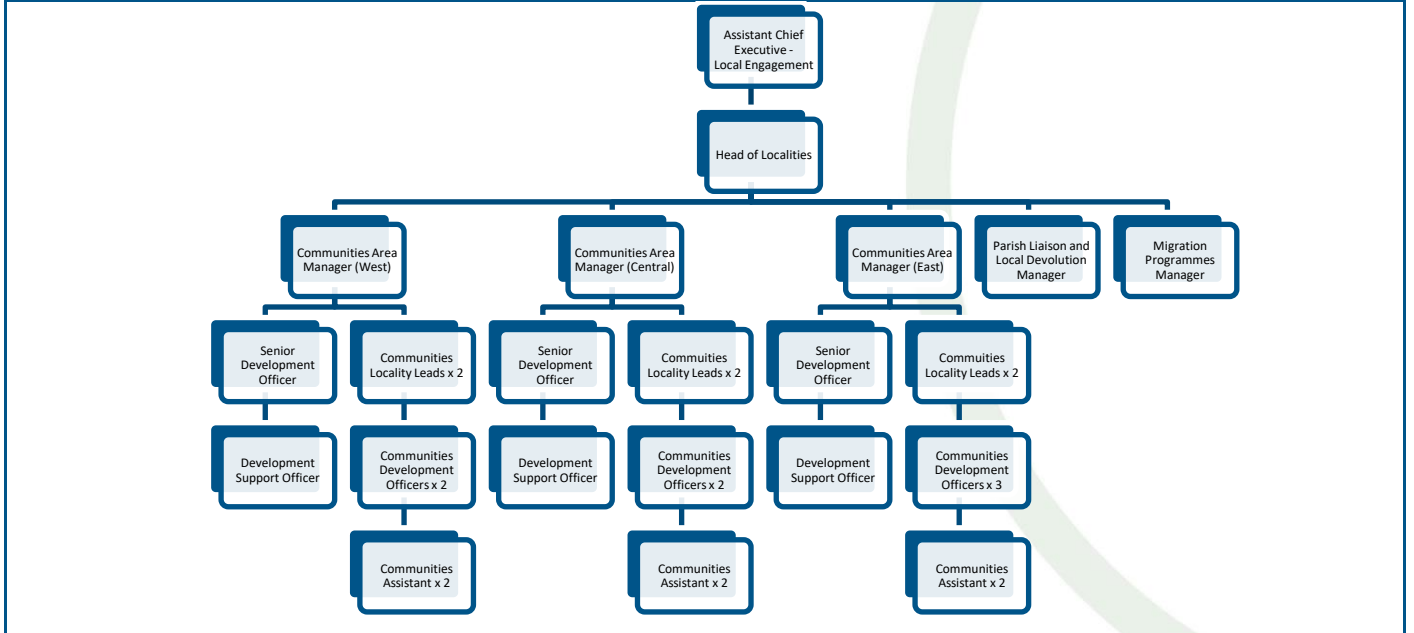
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Knowledge and understanding of how to establish a vision and strategic delivery plan - such as a Theory of Change - and implement this across a wide geographical area with complex partnerships. • Expert knowledge and understanding of the range of approaches to developing and co-designing services with communities and multi-agency partners. • Knowledge and understanding of the key issues relevant to communities and public sector organisations developing and providing local support through co-production. • Knowledge of the current national public sector policy framework and the implications for councils. • Specific knowledge of the issues faced by deeply rural communities. • Knowledge and understanding of the key issues facing communities, public sector organisations and VCSE organisations in North Yorkshire. • Knowledge of how to develop communications frameworks for communicating complex changes to staff and the wider public. • Understanding of the range of approaches to monitoring and managing performance across multiple projects and programmes. • Managerial experience in a local authority or other public sector organisation or a voluntary or community organisation. • Significant experience of managing change programmes aimed at improving outcomes while reducing costs. • Significant experience of developing new policy frameworks and associated delivery plans. • Significant experience of leading multi-disciplinary teams in a large complex organisation. • Experience of delivery of targets and priorities on behalf of people who are not your line manager and of the dynamics of such relationships. • Experience of working with community leaders to bring about changes based on local needs and priorities. • Experience of achieving consensus between different stakeholders who have different perspectives and priorities. • Experience of working with communities to support them to develop and provide local support and services. • Significant experience of leading and managing multiple teams, in particular teams of people, including volunteers, who are not line managed by you. • Leadership experience in a multi-agency environment. 	<ul style="list-style-type: none"> • Knowledge of public health and population health priorities and programmes and experience of delivering universal and targeted programmes that contribute to reducing health inequalities.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives. • Management of diverse operational functions to deliver strategic objectives. 	<ul style="list-style-type: none"> • Enterprise skills including ability to develop and sustain effective income generation, drive

<ul style="list-style-type: none"> • Ability to lead, inspire, motivate and develop staff, colleagues and communities, building a successful engaged team. • Ability to demonstrate drive and initiative to achieve outcomes. • Ability to contribute to the planning of resources – human and financial - for the directorate and to understand where specific programmes need to collaborate to drive change. • Ability to manage budgetary and financial systems and to deliver investment programmes within budget and delivering value for money. • Ability to formulate and secure delivery against targets and plans working through a team and managing and supporting them to do so. • Ability to develop and maintain effective partnerships both within and outside the Council. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. 	<p>business cases and create viable business models for public benefit.</p> <ul style="list-style-type: none"> • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change.
<p>Behaviours link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Professionally qualified to degree level in a relevant specialism or equivalent. • Evidence of relevant continuing professional development. 	
<p>Other Requirements</p> <ul style="list-style-type: none"> • Committed to the NYC corporate vision, values and objectives. • Ability to travel around the whole of the County and occasionally beyond. • Highly motivated, resilient and not easily discouraged. • Personal and professional demeanour and credibility which commands the confidence of elected members, senior managers, staff, external partners and other stakeholders. • A high degree of probity and integrity. 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Resourcing Solutions
Grade:	SM2
Responsible to:	Assistant Chief Executive
Staff managed:	Manages a team of specialist professionals
Directorate:	Central Services
Service:	Human Resources
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

- Lead, manage and develop the resourcing solutions service function to all directorates and services within NYC and trading Partners to plan and meet current and future workforce needs. Deliver strategic resourcing solutions to resolve complex and varied staff resourcing issues.
- The service delivers a variety of professional resourcing services:
 - professional recruitment consultancy services for hard to fill, volume, professional and senior/executive campaigns,
 - advice regarding strategic resourcing approaches and solving resourcing issues
 - qualified professional assessment services,
 - young persons recruitment (apprenticeships, graduate, internships and work experience),
 - outplacement/career transition services (redeployment, supporting staff, careers advice and guidance),
 - refugee resettlement transition into employment,
 - volunteers strategy, recruitment, engagement and advisory services,
 - education recruitment consultancy service,
 - careers advisory and employability services,
 - care sector recruitment consultancy services,
 - Headteacher recruitment service,
 - Resourcing improvement projects/programmes (HAS Heatmap, HAS Resourcing, Facilities Management Resourcing, Improving Recruitment in Education Consultancy),
 - Interim, Consultant & Agency Services including IR35 Assessments/Contractual services.
- The post holder specifically leads on executive appointments supporting Management Board, Executive Members and Executive Leaders of our Commercial Partners. Headhunting, engaging target leaders and propositioning the role to persuade executives to apply. Personally assessing senior leaders to make recommendations for appointment and develop bespoke assessment approaches to aid appointment decisions. Develop talent resource for future requirements.
- The labour market is highly competitive with almost zero unemployment and significant skill shortages, making resourcing the most significant workforce challenge in NYC and our commercial partners. This challenge requires continual development of workforce resourcing strategies, innovative multi-channel resourcing approaches and a positioning strategy for the organisation that promotes the County Council/Trading Partners as an employer of choice.
- Professionally challenge and influence the organisation's leadership to manage, develop and evaluate workforce resourcing performance, providing solutions to complex resourcing issues, provision of resourcing strategies, identify priorities for improvement and plan effective change.

- Part of the HR senior management team, to the lead, develop and deliver the Resourcing aspects of the County's wider workforce planning strategy and its implementation.
- To deliver redeployment services and resourcing initiatives as part of the organisations continued change programme and for trading partners.
- To develop and have responsibility for centralised resourcing contracts and supplier services, and commercial partnerships.
- To lead the authority's strategy and delivery in respect of safer recruitment policy, procedure and approach.
- To grow and further develop Resourcing Solutions commercial offer, market presence and associated income generation. Creating and developing relationships and building reputation to aid other service trading, as a result of influencing executive level appointments.
- Forge strategic partnerships internally and externally to strengthen collaborative working, innovative strategies and approaches to the resourcing challenges and to increase trading opportunities as a centre of excellence.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job purpose

The core focus of this job is to lead and develop resourcing strategies, deliver resourcing services to support a range of clients (internal/external partnerships/commercial arrangements). Deliver resourcing solutions to solve complex and varied resourcing challenges.

Operational Management:

- To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery.
- To advise across the organisation on relevant changing legislation, professional resourcing standards and their implementation.
- Maximise commercialisation of services provided.
- To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
- To lead specific programmes as part of the Council's change and transformation programme.
- Procurement and contract management of resourcing service suppliers
- To lead resourcing strategies and provide a flexible approach to resourcing to meet Organisations needs within corporate frameworks.
- Provide accurate and timely support and advice on resourcing issues
- Lead and be accountable for the resourcing aspects of the Council's workforce plan and HR/OD service plan.

Resource management:

- Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation.
- Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service.
- To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal.

	<ul style="list-style-type: none"> • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
Partnerships:	<ul style="list-style-type: none"> • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required • Represent the service on behalf of the Organisation at policy, operational and co-ordination forums with external agencies and across Directorates when required.
Strategic management:	<ul style="list-style-type: none"> • Lead the service in devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders • Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • Determining strategy, setting objectives and targets and to the development of policies across the organisation and trading partners, and to be accountable for service strategy. • Lead in the development of new ways of working that maximise efficiency and effectiveness. • Lead the organisations strategic approach to resource planning and recruitment, and influence service leaders to adopt modern, agile approaches.
Communications:	<ul style="list-style-type: none"> • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service across multi-channel platforms/media. • Lead the customer focussed aspects of resourcing - Work closely with officers / professional staff in understanding / improving the customer and candidate journey across a range of NYC/Partner services, setting the strategic direction. • Manage challenging situations effectively and pro-actively to improve the performance of staff by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations • Respond to enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature.

	<ul style="list-style-type: none"> • Deliver presentations and reports in order to develop effective strategy, service delivery, good stakeholder relationships and continued performance improvement. • Inform and analyse national and local policy change to determine resourcing strategies and communicate implications to members, leaders, senior operational managers and frontline staff as appropriate. • Lead and co-ordinate senior recruitment campaigns activity. Influencing senior/executive management to utilise robust attraction and assessment activity and feedback to candidates regarding assessment performance. • Provide information and trend analysis for resourcing activity to set resourcing strategies and support business decisions. • Contribute to national and regional initiatives including taking a lead as appropriate on resourcing related initiatives. • Provision of advice, guidance and information to key stakeholders, senior managers and service users on specialist resourcing issues.
<p>Systems and information:</p>	<ul style="list-style-type: none"> • Develop, implement and embed resourcing innovations, systems and approaches across the organisation. • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Constantly develop, review and use innovative resourcing technologies to good effect, and maximise productivity through self-serve and maximising effectiveness of approaches. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.
<p>Safeguarding:</p>	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

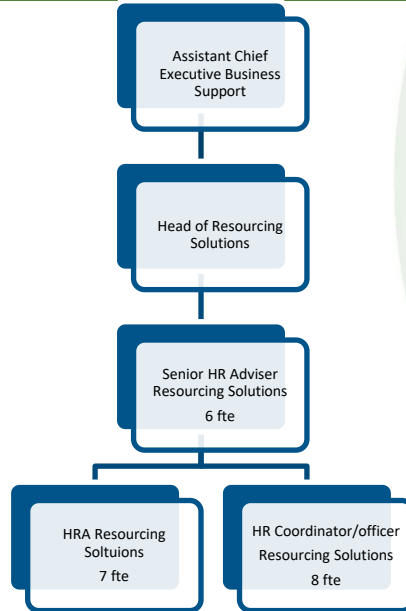
Person specification:	
Essential	Desirable
<p>Knowledge</p> <ul style="list-style-type: none"> • Significant knowledge of current good practice standards both at local and national level in professional resourcing services. • Knowledge of statutory requirements, including employment law and equality standards • Knowledge of effective management of staff, budgets and resources. • Expert knowledge of a variety of resourcing approaches, in a variety of contexts, at scale. <p>Experience</p> <ul style="list-style-type: none"> • Extensive experience of strategic leadership, planning, policy development and implementation, and performance management • Experience of developing and implementing organisational culture change within a large diverse organisation 	

<ul style="list-style-type: none"> • Successful management of budgets, staff and wider resources • Working in large and complex organisation/s • Successful delivery of commercial services in a variety of sectors and disciplines • Collaboration, partnerships and influencing key stakeholders • Extensive experience of delivering successful, complex resourcing solutions and related HR services in a variety of contexts, disciplines and sectors. • Extensive experience of recruitment technologies and multi-channel attraction methods. 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective strategic leadership skills and the ability to promote organisational policy and objectives • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers, senior politicians and commercial partners leaders. • Personal resilience, ability to work under pressure 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Degree qualified or equivalent. • CIPD qualified or equivalent demonstrable experience • Continued Professional development in HR/Recruitment 	<ul style="list-style-type: none"> • Masters in Human Resource Management • Chartered CIPD
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours • Evidence of professional updating and development 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Democratic Services and Scrutiny
Grade:	SM1
Responsible to:	Assistant Chief Executive (Legal and Democratic Services)
Staff managed:	Manages a team of specialist professionals
Directorate:	Central Services
Service:	Legal and Democratic Services
Job family:	SM - Senior Management
Date of issue:	July 2023

Job context

Democratic Services Team is managed by the Head of Democratic Services and Scrutiny.

Legal and Democratic Services support the provision of comprehensive and efficient legal and democratic services to the Council's Directorates, Members, external clients and members of the public. This includes:

- the development and management of the service to meet corporate strategic objectives, in particular ensuring the proper and efficient conduct of the Council's decision making process, supporting Councillors and the communities of North Yorkshire through the provision of extensive committee support
- being responsible for delivering democratic support to the committee meetings, including those which, for legal, political or other reason, are of a particularly onerous nature
- ensuring that effective overview and scrutiny is in place which acts as a check and balance, supports policy and strategy development and provides a mechanism for the review of decisions made by the Executive
- the development and management of the Schools Admissions Appeals Team and oversight of this statutory service, in line with the Department of Education School Admissions Appeals code
- the contract management of two commissioned, statutory services: HealthWatch North Yorkshire; and the Independent Health Complaints and Advocacy Service
- encouraging and enabling public engagement with the democratic process through direct contact with the public of North Yorkshire
- supporting Councillors in their work in the Electoral Division and promoting democratic mechanisms by which the Council can be both locally accountable and responsive.

The budget of Legal and Democratic Services is increasingly dependent on income from external sources and the post holder must ensure excellent client care to protect, promote and optimise income generation opportunities.

The provision of effective overview and scrutiny is a key aspect of the work of Democratic Services. There are currently 6 thematic overview and scrutiny committees, the Police Fire and Crime Panel and the Looked After Children Group.

Overview and scrutiny: enables Councillors to become directly involved in the development of policy and strategy and the performance management of the Council; acts as a critical friend and providing Executive Members and senior officers with a non-partisan forum; provides a structure, through the call-in process, for scrutinising specific decisions of the Executive.

This role requires the highest levels of political awareness, communication skills, tact and diplomacy. The post holder will be at the forefront supporting and advising the Council's elected Members, senior officers, stakeholders and members of the public regarding the democratic process and overview and scrutiny.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose:

To be responsible to the Assistant Chief Executive (Legal and Democratic Services) for the effective and efficient direction, control, motivation and overall management of Democratic Services, School Admissions Appeals and Overview and Scrutiny.

Operational management:

- To line manage employees within the service effectively, including undertaking regular 121s, appraisals and performance reviews, personal development and workload management
- To line manage employees in a number of different teams at a number of different locations, ensuring that work is carried out to a common standard throughout
- To participate in the preparation of the Legal and Democratic Services Service Plan and to participate in monitoring the successful ongoing achievement of the Plan
- To lead on the development and implementation of the democratic services business continuity plan
- To identify the training and development needs of employees in the Democratic Services and Scrutiny team and oversee succession planning.
- To lead on the preparation and delivery of training sessions, with support from the Training and Learning team, for Officers and Members.

Resource management:

- Budget manager responsibility for contracts relating to Democratic Services, School Admission Appeals, Overview and Scrutiny, Healthwatch North Yorkshire and the Independent Health Complaints and Advocacy Service, ensuring its proper administration and control, including involvement in the annual budget preparation, monitoring and control of income and expenditure, and monitoring the achievement of savings against targets. (Budget of approximately £925,000 : £638,000 Democratic Services and £285,000 Healthwatch North Yorkshire and the Independent Health Complaints and Advisory Service.)
- With the Assistant Chief Executive (Legal and Democratic Services) review the provision, delivery and expenditure of the service to ensure that customer needs are being met within financial constraints and that value for money is being achieved
- To lead on the development and implementation of opportunities for income generation by providing democratic and school admission appeals services to other local authorities

Partnerships:

- Develop and maintain productive and co-operative working relationships with all relevant parties including Council Members, Senior Officers, Directorates and external partners.
- Liaise with MPs, Government, outside agencies and partners at the highest level on issues relating to the democratic process and overview and scrutiny.
- Represent the Council at external meetings in respect of the Council's overview and scrutiny function.
- Support and manage joint scrutiny reviews with neighbouring authorities in Yorkshire and Humber and the North East
- Lead on the development and management of sub-regional peer networks for overview and scrutiny and democratic services

Strategic management:

- To ensure the proper and effective running of the Council's decision making process, including overview and scrutiny functions, in accordance with the Council's Constitution, legislation and other requirements.
- To ensure the proper and effective running of the School Admission Appeals service in line with the statutory Department of Education School Admissions Appeals code
- To ensure the proper and effective running of HealthWatch North Yorkshire and the Independent Health Complaints and Advocacy Service in line with the contracts for those statutory services
- To develop and promote local democracy, accountability and community leadership in line with new and emerging initiatives with a particular focus upon being locally accountable and responsive in the new North Yorkshire Council.
- To continuously review and develop democratic and constitutional policy and procedure as a consequence of keeping abreast of service strategies, frameworks and new/emerging legislation.
- Identify the skills, knowledge and talent needed for the future delivery of an effective and resilient service in light of growing commercialisation, and the changing landscape of public engagement as a consequence of social media.
- To act as the Single Point of Contact for the Council's Petitions Scheme and advise members, officers and the public on its operation
- Fulfil the responsibilities of the Lead Officer for the Police Fire and Crime Panel with regard to complaints
- Fulfil the responsibilities of the designated Scrutiny Officer (Local Government Act 2000) to promote the role of and provide support for overview and scrutiny committees & the North Yorkshire Police and Crime Panel.

Communications:

- Represent the Assistant Chief Executive (Legal and Democratic Services) at senior officer and Member meetings.
- Liaise regularly with Councillors, senior officers and colleagues to ensure that democratic process, overview and scrutiny requirements are clearly understood, providing professional advice as necessary to ensure compliance with the Constitution.
- To act as a single point of contact for Councillors and to assist them with queries arising from their work in their Electoral Division, particularly following elections and by-elections
- To act as a single point of contact for community/interest groups, stakeholders, Parish and Town Councils and the public on issues relating to their involvement in the democratic process and overview and scrutiny.

- Represent Democratic Services and Overview and Scrutiny on internal and external working groups, providing advice and guidance as appropriate.
- Ensure regular communications within the democratic services teams across a number of sites and across the Council to share and implement best practice and appropriate processes and solutions.
- To lead on the implementation of the recording and broadcasting of committee meetings across a range of sites and venues
- Ensure that concise, accurate and timely agendas, papers, minutes and briefings to support the democratic process for the Council's overview and scrutiny committees are produced and published.
- Research and write reports for Committees, Members, Management Board, and Directorate leadership teams as required.
- Provide briefings for committee chairs, members and senior officers on committee papers, related governance issues and matters relating to overview and scrutiny
- Draft press releases on behalf of committee chairs
- Lead on the response to press enquiries submitted for Democratic Services
- Lead on the response to complaints submitted for Democratic Services
- Lead on the response to Freedom of Information requests for Democratic Services
- Lead on the response to data protection related issues for Democratic Services

Systems and information:

- Prime instigator/user of the committee management software - lead and champion for the on-going development, via an external host, for the Council's on-line presence covering committees and councillor information.
- Lead and champion of e-democracy for councillors, senior officers, managers and colleagues to facilitate paper light working to achieve savings.
- Budget management role conducted on-line via Oracle.
- Data owner for: committee on-line including records from 2000 to date, published Councillor details
- Prime user of Council Chamber integrated sound and e voting system.

Person Specification:

Essential

Knowledge and Experience

- Understanding of the key drivers for change in local government services and related sectors
- Extensive knowledge of the complexities of the democratic process within Local Government, Local Government Constitutional legal frameworks and the law relating to local authority meetings
- Knowledge of the Local Government Ethical Framework
- Understanding of best practice elsewhere in relation to overview and scrutiny
- Significant knowledge of operating in a politically sensitive environment
- Understanding and knowledge of national and local democratic processes
- Understanding the impact of social media on democratic processes
- Commercial awareness, business focussed approach

Desirable

- Understanding of the use of social media in relation to Democratic Services
- Understanding of the planning, provision and operation of health services in particular the role of user, patient and public involvement in service development and commissioning
- Experience of organising, conducting and supporting Council and Executive meetings

<ul style="list-style-type: none"> • Understanding of ICT systems including research tools and committee management software. • Recent and significant experience in the conduct of Local Authority decision making processes at a senior level • Experience of advising Members about the Code of Conduct • Experience of managing a team of staff and the associated budget • Experience of service development, performance management and organisational change • Experience of developing, implementing and updating business continuity plans • Experience of promoting and managing public engagement in local authority or similar meetings • Experience of responding to Freedom of Information requests • Experience of investigation data breaches and complaints and responding to them • Experience of drafting press releases and responding to press enquiries 	<ul style="list-style-type: none"> • Experience of devising, organising, and/or delivering training for councillors • Experience of managing high profile challenging meetings • Experience of working with external business partners and clients • Experience of income generation • Experience of tactfully handling difficult political situations • Experience of liaising with highly vexatious customers
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Line Management skills • Time management skills • Clear, concise and logical verbal and written communication skills • The ability to speak with authority in public • An ability to interact positively with colleagues, clients and elected members • Influencing and negotiation skills • Good interpersonal skills • Ability to assimilate new initiatives, technology and software and interpret information • Ability to effectively determine requirements in accordance with service / client needs • Analytical skills – effectively researches new and existing initiatives, critically analysing diverse information presented in a variety of formats • Tact, diplomacy and assertiveness to firmly guide the most senior strategic decision takers – Members and officers - to ensure the legality of decision making • Problem solving skills - uses creativity and innovation • Decision making skills – Makes decisions which may involve difficult choices or considered risks • Resilience – effectively copes with ambiguity and conflicting and complex demands <p>Intermediate IT skills.</p>	<ul style="list-style-type: none"> • Managing high profile and/or difficult public meetings • Entrepreneurial skills – identifies an opportunity for new business and brings this to fruition to achieve additional income
<p>Behaviours link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Degree, or equivalent, in a relevant professional area; or demonstrable equivalent experience. 	<ul style="list-style-type: none"> • ICSA qualification, or equivalent.
<p>Other Requirements</p> <ul style="list-style-type: none"> • Flexible approach to working practices and times 	<ul style="list-style-type: none"> • Ability to travel across the County.

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure

Assistant Director
Legal Services

Head of
Democratic
Services and
Scrutiny

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Electoral Services
Grade:	SM1
Responsible to:	Assistant Director Legal
Staff managed:	Manages a team of specialist professionals
Directorate:	Legal & Democratic
Service:	Elections
Job family:	SM - Senior Management
Date of issue:	September 2023

Job context

Local Government Reorganisation brings together the eight councils of North Yorkshire into a single unitary North Yorkshire Council on 1 April 2023. This will provide the platform for improving the efficiency and effectiveness of the existing electoral services teams and maximising opportunities of scale across a rural council whilst delivering on the Council's aim of being the most local, large council in England.

In so far as the scale of the service then within North Yorkshire there are 478,793 registered electors; 6 Parliamentary Constituencies (soon to be 7 when the Boundary Commission changes are implemented); 89 County Divisions (with 90 seats); and 434 parishes (with 2864 seats.) Of the 478,793 registered electors 93,195 are permanent postal voters. North Yorkshire Council will therefore have the third largest electorate following Birmingham and Leeds whilst operating across an expansive geography thereby bringing a myriad of challenges and opportunities.

The Head of Electoral Services will play a critical role in ensuring the provision of an effective and efficient electoral service, ensuring the continuous improvement of the service, and will be required to work with colleagues, elected members, candidates, agents, the public and external stakeholders, and partners.

The role is being created at a time of significant change to the law governing the UK electoral system. More specifically the Election Act 2022 contains measures that affect elections and the way individual's vote, the way candidate's campaign and the rules on campaign spending and funding. The changes in the Act apply to UK Parliament elections, Police and Crime Commissioner elections, Mayoral elections, and local elections in England. It is of paramount importance that the implementation of the complex changes that the Act introduces, including the requirement for voter identification at all polling stations, are well planned and executed to ensure the Council when running elections can deliver the measures as intended and the Returning Officer meets his statutory duties.

The key objectives for the Head of Electoral Services are therefore:

Electoral Registration

- to take the lead role in project planning, budgeting, and overseeing all aspects of Electoral Registration, ensuring the delivery of the service is in accordance with legislative requirements relating to the completion of the revised electoral register for the North Yorkshire area, including the annual canvass.
- to provide specialist technical advice as required to managers, staff, and internal/external customers on the service specialisms.
- through the canvass and rolling registration process to compile and maintain accurate registers of all eligible electors in the area, implementing statutory procedures surrounding the registration of electors and absent voters.

- to administer complex and specialist processes including determination of electoral applications and best practise for registration of special category voters and absent voters (proxy, postal; postal proxy; and emergency proxy)
- to have a clear understanding of all data and implications of accuracy to minimise risk to council
- to integrate and harmonise the electoral registration processes from all predecessor authorities and ensure all staff are trained and supervised on new processes

Elections

- to take the lead role in project planning, budgeting, and administering all elections including UK Parliamentary elections, the Combined Authority Mayoral Election, all Council and Parish elections.
- to be the main contact during elections for candidates and their agents.
- to comply with data protection and all other legal requirements when receiving and holding inspection election expense return forms, marked registers, marked postal vote registers, and related records and having responsibility for the confidential disposal of such at the appointed times.

Registration & elections

- to keep abreast of developments with the government's electoral integrity programme including the Elections Act 2022 and regulations thereunder and to interpret and implement the Representation of the People Acts, Electoral Administration, Political Parties and Elections Acts, other relevant legislation and statutory provisions as required
- to set up and oversee project teams to plan and implement the delivery of all the requirements of the Elections Act 2022
- to oversee all Polling District Reviews starting in Autumn 2023 and the review of all polling places across the new authority taking the opportunity to consider any changes to areas and polling stations to enable them to be more accessible as required by the Election Act 2022. To also re-code Polling Districts to be unique across whole authority

The Head of Electoral Services will be responsible for managing the performance of permanent staff within its responsibility.

The post is politically restricted under the terms of the Local Government and Housing Act 1989.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required

Job Purpose:

To be responsible for the effective delivery of the elections service. To ensure that elections and registration work is organised and managed in accordance with statutory regulations, within budget, and that deadlines and performance targets are met.

Operational management:

- To co-ordinate activities and priorities which impact on agreed outcomes for the elections service.
- To lead the operational development and delivery of the elections service with partners, other council and public services whilst ensuring that the Council's statutory duties are met and delivered within financial, legal, quality and performance standards.
- To ensure that complaints within each of the service's functions are dealt with efficiently and positively.
- To advise the Assistant Director Legal Services in relation to relevant service issues.

	<ul style="list-style-type: none"> • To ensure that all relevant information is communicated effectively in the area, including regular meetings with Team Leaders, the Assistant Director Legal Services, the Returning Officer and Electoral Registration Officer. • To ensure all procedures and practices are kept up to date to reflect new legislation and good practice • To review procedures and practices, together with the implementation of changes, to ensure continuous service improvements. • To represent the Council on boundary review consultations and to lead on the implementation of any electoral boundary changes following statutory reviews. • To ensure the continuous improvement of the Elections Office, its performance, working practices and systems, in order to improve efficiency and cost effectiveness, by developing, implementing, and monitoring work activity and outputs. • To be responsible for overseeing the annual canvass. • To keep under constant review polling stations, polling places and polling district boundaries and liaise with the Boundary Commissions regarding ward, parliamentary and borough boundaries when necessary. • To liaise with all outside bodies on electoral registration and election matters including the Association of Electoral Administrators (AEA), Electoral Commission and other Government Departments
<p>Resource management:</p>	<ul style="list-style-type: none"> • Be responsible as the budget holder for resources in respect of allocated budgets for elections. Account to the Assistant Director Legal Services for financial performance of the service, ensuring a balanced budget and efficiency targets are met. • Take control and stewardship of assets and resources used in the provision of services ensuring compliance with all governance, legal and regulatory requirements, taking into account changing service requirements, fluctuating demands and priorities. • To prepare and complete, in readiness for formal submission, all statutory accounts including any Parliamentary, or Local Elections and Referenda and be responsible for handling cash or bankers draft for election deposits. • Lead and manage staff ensuring that they are consulted, supported, motivated, appraised and developed to enable them to fulfil their roles effectively, to the highest standards possible and meet current and future service needs. • Ensure the health and safety of all persons working on elections are in accordance with the provisions of Health and Safety legislation.
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Develop partnership arrangements across the council and beyond in order to maximise electoral registration and turnout at elections • Build relationships and trust with candidates, agents, partners, stakeholders, communities, and external agencies to enhance profile, relationships, and reputation. • Understand the needs of communities, and a commitment to ensuring registration and the ability to vote at all elections are available and accessible for all eligible citizens
<p>Strategic management:</p>	<ul style="list-style-type: none"> • With guidance from the Assistant Director when required to identify the needs of the service, produce, and implement a future-focused business and performance plan, set challenging goals that focus on step change improvements and ensure that its objectives are achieved. To report on the business and performance plan and achievements against objectives. • Lead the development of, and delivery of, appropriate initiatives to deliver strategies for the delivery of electoral registration and running of elections. • Providing the highest level of accurate advice and guidance to the Returning Officer, Electoral Registration Officer, Candidates and agents, Members as well Officers of the Council in respect of Electoral Services • Ensure the Councils' values and behaviours are embedded across the service • Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders.

	<ul style="list-style-type: none"> Responsible for the Wellbeing, Health & Safety of Staff in line with the Health & Safety Policies and practices
Communications:	<ul style="list-style-type: none"> Communicate and engage with staff a clear and consistent vision of the service's targets and activities, identify, and incorporate best practice. Consult with the Assistant Director Legal Services on service proposals which have financial or political implications for the Council. To promote the reputation and image of the Council positively when responding to complaints from members of the public, candidates, agents, or political parties. To be able to respond accurately and positively to media queries. This may include responding to matters of a sensitive or controversial nature. To lead on public communications regarding changes to processes including the introduction of voter identification at polling stations and accessibility of polling stations. To deliver training to senior Council officers including Directors involved at elections time in the process. To ensure the Council's customer team are provided with information and training as to how to respond to queries relating to electoral registration and elections. In particular to devise pro-active communication plans and strategies to manage the increased volume of enquiries during an election period/
Systems and information:	<ul style="list-style-type: none"> Provide information and statistical reports to external bodies where required and also to the Assistant Director Legal services to illustrate transformational plans and progress. Use of specialist elections software and other council software for data matching purposes to enable the proper registration of electors and the running of elections Use the current business processes in relation to record keeping, financial monitoring and ICT. Sponsor the development of technology, other communication, and data management processes to ensure the service remains effective, efficient, and modern including looking at digitalising canvass operations where appropriate Ensure all service systems are operated in accordance with policy and procedure.
Safeguarding:	<ul style="list-style-type: none"> To be committed to safeguarding and promote the welfare of children, young people, and adults, raising concerns as appropriate.

Person Specification:

Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> A thorough working knowledge of the law and practice of elections and electoral registration work with experience of problem solving as well as having up to date knowledge of electoral management software. To have knowledge of project management including business planning To have experience of managing at a senior level, and managing or supervising staff, particularly in the allocating and monitoring of work, giving direction on matters of performance, quality, policy and procedure, discipline, and grievance. To have experience of managing at a senior level in an elections context with a team that is significantly increased in overall numbers through the engagement of casual staff. To have experience of working with elected members, contractors and other external organisations including the Electoral Commission, AEA and Government departments. To have a thorough understanding of political sensitivity & impartiality. 	

- To have experience of managing large scale change management.

Occupational Skills

- Ability to keep abreast of a rapidly changing legislative framework governing the delivery of registration and elections
- Ability to keep abreast of IT developments which are fundamental to the delivery of a modern electoral service and which themselves change rapidly because of legislative drivers
- Ability to demonstrate collaborative working with other departments both internal and external and to be able to communicate effectively at all levels either verbally or in writing.
- Ability to work accurately under pressure to tight deadlines for prolonged periods, i.e., during registration and election periods.
- Ability to manage multiple and changing priorities
- Ability to motivate a team of staff and to maintain a good team spirit coupled with the ability to recognise, value, and develop the strengths of people to achieve service goals and improvements.
- Ability to deliver an excellent customer service experience to all internal/external customers.
- Ability to deliver training.
- Ability to lead a team including planning and prioritising for the team
- Ability to manage a budget and to co-ordinate, monitor and review financial resources, evaluating competing priorities and establish effective performance measures.
- Able to develop practical and creative solutions to the management of election related issues, resolve problems creatively, pragmatically, and flexibly.
- Able to demonstrate political awareness and capacity for partnership working

Behaviours

[link](#)

Professional Qualifications

- Membership of AEA and either AEA (Cert.) or AEA (Dip).
- Demonstrable track record of professional training specific to the electoral field and ongoing professional development
- Educated to Degree standard or equivalent, preferably in a relevant field

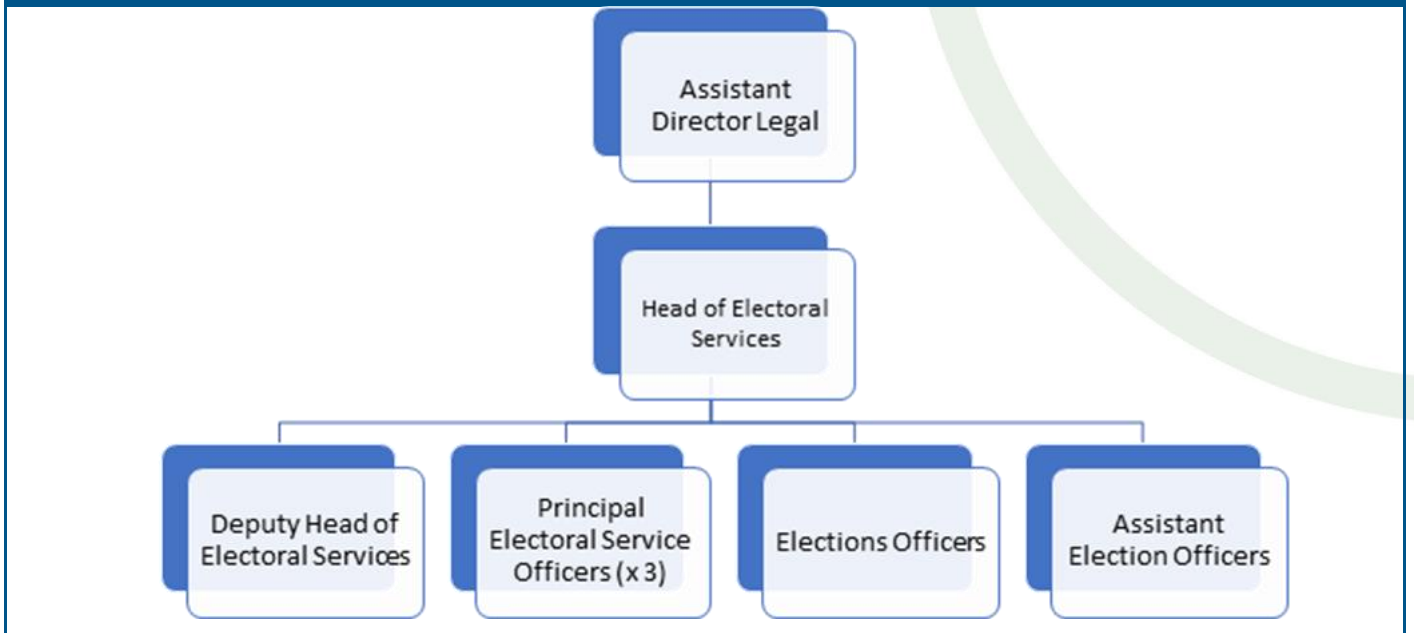
Other Requirements

- Committed to the Council's corporate vision and objectives.
- Highly motivated and not easily discouraged.
- Personal and professional demeanour and credibility which commands the confidence of members, senior managers, staff, the Returning Officer, candidates and agents, the public, external partners, and other stakeholders.
- A high degree of probity and integrity.
- Able to work flexibly to meet the demands of the job including some out of hours working at evenings and weekends and able to accept restrictions on taking time off/holiday during certain periods.
- A commitment to learning and achievement.
- Able to travel for business purposes

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Financial Consultancy for Schools
Grade:	SM1
Responsible to:	Assistant Director Strategic Resources (CYPS, Schools and Property)
Staff managed:	Manages a team of specialist professionals
Directorate:	Central Services
Service:	Strategic Resources
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

- This post will be a key role supporting the Assistant Director with the provision of financial services to schools. The post will lead and manage the Financial Management Services to Schools (FMS) team which is a service which provides financial support services to nearly 500 schools and academies on a traded basis and has a turnover in excess of £1.2M. The continued success of the service is dependent on delivering a high quality service which meets the needs of customers, delivering on key contracts (including the Schools Resource Management Advisor contract) and developing new business and services.
- The post will report into the Assistant Director and will lead the Senior Management Team of the FMS Team to ensure the development and delivery of high quality financial and business management services. The post holder will also have lead responsibility for identifying and implementing new service developments. This is a customer facing role and requires the establishment of strong relationships with customers. This is a politically restricted post as defined by the Local Government and Housing Act 1989.
- The job is based at County Hall with some potential for home working. The job involves some travel to visit schools in the council's strategic role. The job involves some evening work with attendance at governor meetings, training sessions and Local Authority convened meetings.

Job purpose

The core focus of this job is to lead delivery of a portfolio of services to support a range of clients (internal and external through partnerships and/or commercial arrangements). Services to specific clients will be subject to individual requirements reflecting the different needs of different organisations. The role will manage the traded Financial Management Service for Schools (FMS) including service and business developments for both LA maintained and academy sectors.

Core products:

- Commercial services to existing LA maintained schools and academies
- New business development and identification of growth opportunities, new products/ services

Operational Management:

- Lead on the delivery of financial services to schools and academies including being responsible for quality assurance and customer satisfaction
- Lead on the design, delivery and evaluation of financial management training, networking and conference opportunities for school and academy sectors
- Establish effective methods to gather customer feedback and identify market opportunities
- Lead on planning, development, operation and performance of the FMS Team

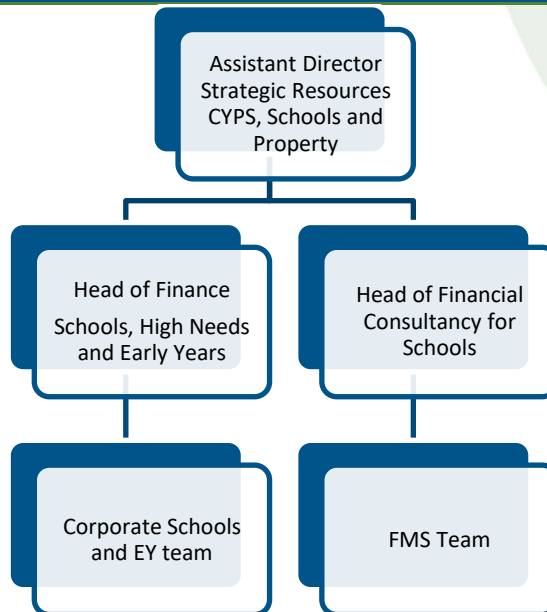
	<ul style="list-style-type: none"> • Ensure the operational efficiency of the FMS Team in meeting contractual demands • Lead on budget management of the FMS Team including tracking and analysing income, expenditure and profit • Lead on the management and deployment of resources to meet existing customer demands and develop new services/ products, keeping services under review and propose changes to ways of working that will improve the efficient use of resources and the effectiveness of service delivery to schools • Ensure the delivery of key contracts including Schools Resource Management Advice contract • Deputise for Assistant Director, Strategic Resources as and when required, attending meetings requested by elected members and schools, attending CYPLT or other senior management meetings. • Deputise for Corporate Director, Strategic Resources as and when required.
Resource management:	<ul style="list-style-type: none"> • Line manage those staff assigned to the post and to lead, motivate and manage the performance of staff in the FMS Team
Partnerships:	<ul style="list-style-type: none"> • Liaise with North Yorkshire Education Services to understand market drivers, ensure products/ services are targeted to the relevant markets. • Liaise with, and support, Governing Bodies, Headteachers, Academy and Multi-Academy CEOs and School Business Managers to ensure effective delivery of financial support services. • Support and liaise with Lead Business Partners and Heads of Finance, as required, to ensure that financial support is carried out consistently and effectively.
Strategic management:	<ul style="list-style-type: none"> • Support NYCC's s151 Officer with strategic financial planning • Lead on accounting standards and Financial Procedure Rules and advise s151 officers accordingly. • Lead on legislative changes and guidance from government that impact upon client finances
Systems and information:	<ul style="list-style-type: none"> • Oversee the financial management systems (RM Finance) (including disaster recovery arrangements) and data transparency for the finance function.

Person specification:	
Essential	Desirable
Knowledge and Experience <ul style="list-style-type: none"> • text 	<ul style="list-style-type: none"> • Text here
Occupational Skills <ul style="list-style-type: none"> • text 	<ul style="list-style-type: none"> • Text here
Behaviours <ul style="list-style-type: none"> • link 	
Professional Qualifications <ul style="list-style-type: none"> • text 	<ul style="list-style-type: none"> • Text here
Other Requirements <ul style="list-style-type: none"> • text 	<ul style="list-style-type: none"> • Text here

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of HR
Grade:	SM2
Responsible to:	Assistant Chief Executive (HR and Business Support)
Staff managed:	Manages a team of specialist professionals
Directorate:	Central Service
Service:	Human Resources
Job family:	P&T - Professional & Technical
Date of issue:	30 June 2023

Job context

This role provides the strategic and operational HR services and support to the Directorate, relevant Brierley Group companies and partners working as part of the Directorate leadership team, acting as the lead HR Advisor. The post holder will be responsible with Directorate Leadership team for delivery of strategic HR and OD agenda for the Directorate to meet service needs and plans. Deliver, influence and manage change in support of the Directorate service delivery agenda

The post holder will be a member of the Human Resources Leadership Team and will carry shared responsibility with other senior team colleagues for the performance of the whole of Human Resources and Organisational Development. Contributing to ensuring the effective strategic management of the Council as a whole.

To directly manage a team of professional HR Business Partners supporting the Directorate, enabling workforce planning to deliver the services required. Contributing to the development and local delivery of quality standards for HR & OD service.

The post holder will contribute to the development and maintenance of operational best practice in the service areas and beyond, working with the corporate HR Teams to develop and deliver effective workforce planning and development within the Directorate and across partners to develop an integrated Workforce.

Contribute and support Directorate Leadership team in the delivery of transformed and improved services through workforce changes such as remodelling and new ways of working. Leading the workforce elements of the transformation plan across the Directorate to deliver the savings required and improve services.

As a member of the Directorate Leadership team and HR Senior Leadership team the post will be expected to lead and contribute to specific projects as allocated.

The post holder will represent the Directorate and the HR & OD service in collaborative/partnership working, this may be within a multi-disciplinary environment where we are progressing integrated services agenda, or through working with external organisations on priorities for the council.

Work successfully with key stakeholders to support service provision

To lead and work with trade unions to ensure good employee relations are maintained.

Responsible for budgets as allocated, ensuring compliance with financial procedures.

Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose:

The core focus of this post is to provide strategic leadership and professional HR & OD advice and guidance to the Directorate to ensure effective service delivery within NYC and with external partners.

Develop and contribute to the council's strategic HR & OD agenda as part of the corporate HR senior leadership team.

Operational management:

- Manage a team of professional HR staff and associated resources to provide an effective and efficient HR service to the directorate and through SLA's to Brierley group companies.
- Work with the corporate HR Teams to develop and deliver effective workforce planning and development within the Directorates
- Act as lead HR Advisor to the Directorate Leadership Teams.
- Contribute to and support the Leadership Teams in the delivery of transformed and improved services as part of the Directorate and Council plans through workforce planning and development, effective people management and workforce changes such as remodelling and new ways of working
- Lead and manage a range of projects and oversee complex casework, using appropriate delegation to ensure aims are achieved
- Lead the service to ensure compliance with statutory and legislative standards
- Contribute to the development and delivery of the relevant service plans which incorporates priorities for HR & OD services and specifies standards and targets for ongoing performance
- Act as a key link between a range of corporate working groups for the Assistant Chief Executive.
- Manage challenging situations effectively and pro-actively to improve the performance of staff by maintaining communication and providing the appropriate support and guidance.
- Work collaboratively with services to deliver a seamless service.

Resource management:

- Be responsible as the budget holder for allocated budgets admin resources within the Council's Scheme of delegation of financial responsibility, ensuring efficient use of resources and value for money.
- Plan and manage workloads to maximise use of resources in line with the service plan.
- To lead strategic change through promoting and enabling a continuous improvement culture. This will be achieved by monitoring and reviewing quality standards to ensure service improvement opportunities are considered and where appropriate implemented.

	<ul style="list-style-type: none"> • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development. • Responsible for the provision of professional guidance and supervision to HRBP's on all casework and workforce development activity within the service area, some of which will be complex. • Monitor and report on the performance through the provision of reports to key stakeholders • Manage the deployment of HRBP's across the Directorate to ensure provision of services within agreed key performance indicators
Partnerships:	<ul style="list-style-type: none"> • Liaise with colleagues from a range of services across the Council and external parties, to implement new initiatives and change existing practices • Build effective relationships with partner organisations and, where appropriate, develop and support shared arrangements for services and systems. • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, Technology, Transformation, Finance, Communications, Legal Services and other functions where required.
Strategic management:	<ul style="list-style-type: none"> • Responsible with Senior Leadership Team for delivery of strategic HR and OD agenda at a directorate level to meet service needs and plans • To lead and contribute to specific strategic initiatives and projects, working with partners, customers and stakeholders, including regional and national government office, as appropriate to achieve aims; • Responsible for interpretation of new guidelines and legislation ensuring effective communication to HR colleagues and stakeholders. • Contribute to policy development, consultation and implementation processes. • Develop and deliver a Service Plan which incorporates service provision, developments and specific standards and targets for managing performance. • Ensure through team members the delivery of the targets set down in service and team plans, monitoring and addressing under performance. • To lead and contribute to specific strategic initiatives and projects, working with partners, customers and stakeholders as appropriate to achieve aims • Contribute to traded services and corporate objectives, lead on transformation staffing issues as appropriate, working with the team to achieve service improvements and efficiencies. • Co-ordinate and effectively implement changes required in relevant systems, policies, procedures and staffing to respond to changes in national legislation and regulation, locally changing service needs, corporate changes in policies and procedures and other corporate initiatives.
Communications:	<ul style="list-style-type: none"> • Responsible for developing and maintaining effective relationships with colleagues, customers, partners and stakeholders; • Influence and liaise with key stakeholders as required to ensure effective service delivery • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Represent the service at appropriate external meetings. • Promoting, liaising, consulting and engaging with stakeholders, managers, staff and customers who use the service • Lead the service in analysing national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate. • Communicate effectively with HR & OD colleagues outside of Directorate service area.

Systems and information:

- Lead on procurement and contract arrangements for products and services to support processes and systems as required.
- Ensure the provision of management information from HR systems to the Directorate
- Support with the delivery of HR systems developments at scoping, testing and implementation stages
- Support with the delivery of HR systems developments for services across the Directorate.
- Oversee and report on agreed KPIs and governance targets

Person Specification:

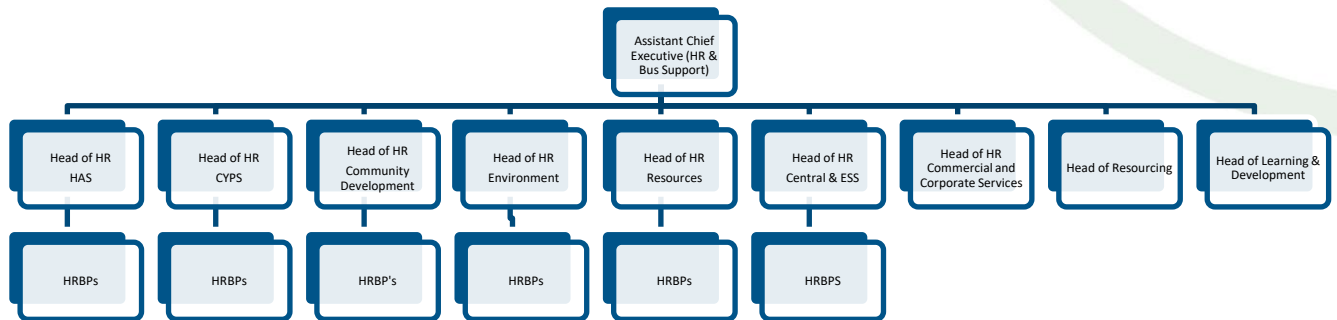
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • In depth employment legislation and professional development • National and local conditions of service • Equality and Diversity issues and legislation • Demonstrable knowledge of all elements of the change management process • Proven and effective generalist HR experience and complex HR casework • Proven and effective management experience • Proven and effective experience of supporting change management and commercial development programmes • Proven and effective management of leading teams through change • Proven experience of engagement and communicating with partnership working, including volunteers 	<ul style="list-style-type: none"> • Working in a corporate and political context within a unionised environment • Strategic project management • Experience of developing a traded HR service • Proven experience of allegations against staff case work
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Strategic/project planning • Ability to operate strategically responding to changing circumstances whilst maintaining a clear view of priorities • Policy formulation/implementation skills • Commitment to the performance management culture with the ability to set high standards, deliver objectives and challenge managers appropriately • Commitment to continuous improvement • Coaching / mentoring • Change management • Ability to thrive on ambiguity, complexity and uncertainty • IT skills • Communication, presentation and interpersonal skills • Problem solving and the ability to find innovative solutions • Data analysis and interpretation • Risk management and assessment • Influencing and negotiating • Time management / prioritisation 	<ul style="list-style-type: none"> • Budget Management skills
<p>Behaviours</p> <p>link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Degree or graduate capability • Membership of CIPD or eligibility with equivalent experience • Evidence of CPD 	
<p>Other Requirements</p> <ul style="list-style-type: none"> • Customer focused • Self-motivated 	

- Team worker / collaborative working
- Ability to travel around the County

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



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Post title:	Head of HR Commercial HRSST
Grade:	SM1
Responsible to:	
Staff managed:	Manages a team of specialist professionals
Directorate:	Central Services
Service:	Support Services - HR and Organisational Development
Job family:	P&T - Professional & Technical
Date of issue:	April 2024

Job context

This post is required to lead a coherent and responsive range of traded services within Central Services. The services to be covered include:-

1. Corporate HR
2. Schools HR Team
3. ESS Payroll
4. Health and Wellbeing
5. Legal Services
6. Resourcing Solutions
7. Training and Learning

The role will need to exercise judgement as to when experts are used in the sales process and in managing relations who will provide technical expertise for their specific service.

The role will work with support from this range of traded services in a spirit of positive partnership recognising that this role is empowered by the NYES Board to lead in these areas to achieve commercial objectives. Moving from a non-commercial mindset to a commercial mindset, getting services ready to meet new requirements operationally. Organisational development requirement within each of the areas including coaching, mentoring and training staff to be more profit and delivery focused.

In addition to the commercial lead role, this post will operate as the Head of HR for Selby District Council and will be jointly responsible for the effective management and development of the CYPS Senior HR Team. The team provides HR advice and guidance across all NY Schools and Academies and other settings, who buy the traded HR service, the Council in liaison with other HR colleagues based in Directorates, HRSST and other corporate HR functions. The team support the key objectives identified in the HR/OD service plan. Specific objectives for the CYPS HR team are defined in the team plans. The post manages and monitors performance against these objectives and Traded Service Key Performance Indicator's including budget management.

The role is results-driven and customer-focused, and will proactively pursue new opportunities to extend our customer base, build external partnerships and maximise income generation.

This is a politically restricted post as defined by the Local Government and Housing Act 1989. This role involves spoken communications so a confident use of English language is required.

Job Specifics

- To provide a single point of contact for a range of traded services as part of a move to expand the selling of services to the education market in the main.

- To determine, report on, and jointly with the head of the relevant service be responsible for driving a range of performance measures for the traded services including customer satisfaction, quality, timeliness and financial reporting
- To ensure the range of traded services are kept up to speed with developments and decisions made at Schools Commercial Board
- To present plans to the Schools Commercial Board on increasing sales revenue
- To work in partnership with the Council's central traded hub, NYES, to ensure they are representing the group of services as required.
- To articulate the requirements from the commercial hub as part of the drive to increase sales (marketing; finance; business development etc)
- To drive services to produce mobilisation plans and provide quality assurance for delivery of services upon successful sale
- To liaise with other traded services as required where clients require broader range of services
- To ensure compliance with the agreed operating model across the range of traded services.
- To provide strategic and operational advice to Selby District Council on human resource services.

To manage the effective achievement and delivery of traded activity across a range of functions with a focus on HR, Employment Support, Legal.

Provide the strategic and operational HR services and support to the Directorate, schools and partners working as part of its management team.

Job purpose

Develop and contribute to the County-wide strategic HR & OD agenda as part of the corporate HR Management team.

Lead the development and delivery of Traded HR strategic plans across schools and wider partners such as Early Year settings. To contribute to and lead on NYCC corporate initiatives as appropriate. To contribute and support strategic change management initiatives, projects and that plans are available to customers.

Operational Management:

- Manage the HR Shared Service Team and associated resources to provide an effective and efficient local HR service to internal and external clients
- Work with the corporate HR Teams to develop and deliver effective workforce planning and development within the Directorates
- Act as lead HR Advisor to the Directorate Management Teams.
- Contribute to and support the Leadership Teams in the delivery of transformed and improved services as part of the Directorate and Council plans through workforce planning and development, effective people management and workforce changes such as remodelling and new ways of working
- Lead the strategic HR delivery to Selby District Council, ensuring the workforce strategy is developed and delivered.

Resource management:

- Responsible for monitoring the Traded services/ Directorate HR budget/HRSST Budget
- To support strategic change through promoting and enabling a continuous improvement culture. This will be achieved by monitoring and reviewing quality standards to ensure service improvement opportunities are considered and where appropriate implemented;
- Responsible for the provision of professional guidance and supervision to Senior HR Advisers/HRBP's on all casework and workforce development activity within the service area, some of which will be complex.
- Monitor and report on the performance of the CYPS HR Team through the provision of reports to key stakeholders
- Manage the deployment of Senior HR Advisers and the HRSST across service areas to ensure provision of services within agreed key performance indicators

Partnerships:	<ul style="list-style-type: none"> • Lead and develop a HR offer, plus a range of traded services within Central Services to other educational settings such as early year’s providers. • Liaise with other Heads of Traded Services to achieve commercial objectives. • Liaise with colleagues from a range of services across the Council and external parties, including schools, governors and Academies, to implement new initiatives and change existing practices • Liaise and consult with Professional Associations on individual operational HR cases, HR policies and as part of the LA Teachers Association Consultative Panel.
Strategic management:	<ul style="list-style-type: none"> • Responsible with Senior Management Team for delivery of strategic HR and OD agenda at a local level to meet service needs and plans • To lead and contribute to specific strategic initiatives and projects, working with partners, customers and stakeholders, including regional and national government office, as appropriate to achieve aims; • Contribute to Traded services and Corporate objectives, lead on transformation staffing issues as appropriate, working with senior managers to achieve service improvements and efficiencies; • Support the strategic development of a more commercial focus, coaching and developing capability within the traded central services. • Responsible for interpretation of new guidelines and legislation ensuring effective communication to HR colleagues and stakeholders, including NY schools, academies and early years settings • Contribute to Policy development, consultation and implementation processes; • Identify and recommend appropriate action to senior management, head teachers and governors, and develop and implement guidance and action plans to enable and facilitate the delivery of key initiatives and national changes to legislation.
Communications:	<ul style="list-style-type: none"> • Responsible for developing and maintaining effective relationships with all HR colleagues, customers, partners and stakeholders; • Represent the service and the organisation through positive contribution at meetings and hearings and other internal and external forums, including employment tribunals; • As appropriate, attend as Head of HR at Corporate / Strategic groups, and represent the Service at Senior Management Level. • Communicate effectively with HR colleagues, outside of the CYPS Directorate/Schools HR team.
Systems and information:	<ul style="list-style-type: none"> • Support with the delivery of HR systems developments at scoping, testing and implementation stages • Support with the delivery of HR systems developments for schools and Academies • Oversee and report on agreed KPIs and governance targets

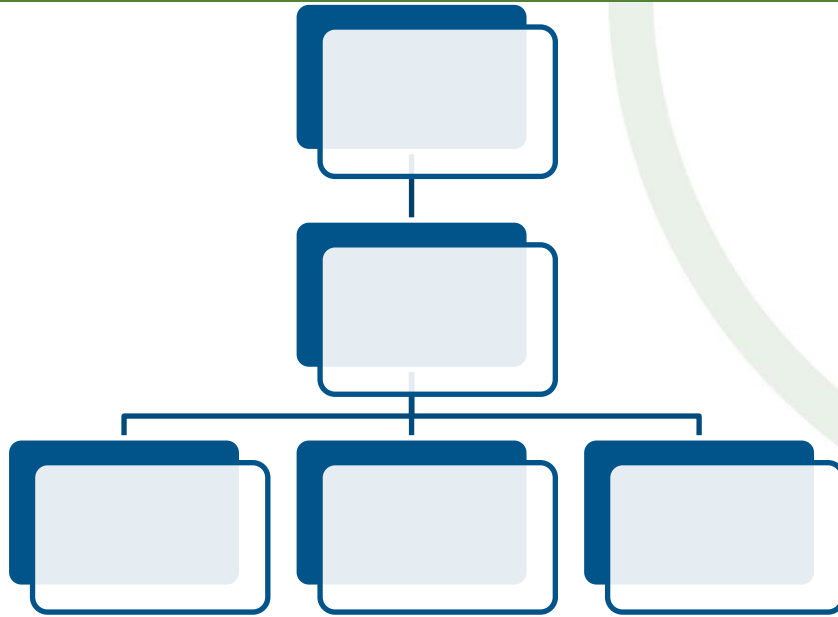
Person specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • In depth employment legislation and professional development • National and local conditions of service • Equality and Diversity issues and legislation • Demonstrable knowledge of all elements of the change management process • Proven and effective generalist HR experience • Proven and effective management experience • Experience of developing a traded HR service • Proven and effective experience of supporting change management and commercial development programmes 	<ul style="list-style-type: none"> • Working in a corporate and political context within a unionised environment • Strategic Project Management

<ul style="list-style-type: none"> • Proven and effective management of leading teams through change • Ability to thrive on ambiguity, complexity and uncertainty • Proven experience of engagement and communicating with partnership working, including volunteers • Proven experience of complex HR casework • Proven experience of allegations against staff case work 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Strategic/project planning • Ability to operate strategically responding to changing circumstances whilst maintaining a clear view of priorities • Policy formulation/implementation skills • Commitment to the performance management culture with the ability to set high standards, deliver objectives and challenge managers appropriately • Commitment to continuous improvement • Coaching / mentoring • Change management • Ability to thrive on ambiguity, complexity and uncertainty • IT skills • Communication, presentation and interpersonal skills • Problem solving and the ability to find innovative solutions • Data analysis and interpretation • Risk management and assessment • Influencing and negotiating • Time management / prioritisation 	<ul style="list-style-type: none"> • Budget Management skills
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Degree or graduate capability • Membership of CIPD or eligibility with equivalent experience • Evidence of CPD 	
<p>Other Requirements</p> <ul style="list-style-type: none"> • Customer focused • Self-motivated • Team worker / collaborative working • Ability to travel around the County 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Legal (Property, Planning & Environment)
Grade:	SM2
Responsible to:	Assistant Chief Executive (Legal and Democratic Services) (ACE LDS)
Staff managed:	Manages a team of specialist professionals
Directorate:	Central Services
Service:	Legal Services
Job family:	P&T - Professional & Technical
Date of issue:	September 2023

Job context

The Legal Service is part of Legal and Democratic Services (LDS) within the Chief Executive's Group. NYCC provides a range of services to the North Yorkshire area, and the role of the Legal Service is to support the provision by providing a comprehensive and efficient legal service to the Directorates, the Council's Executive, full Council, Committees and Members, and external clients. The nature of the work requires a flexible and versatile approach as it will change from time to time in response to the changing needs of the Council, and its developing initiatives. The post is required to work with colleagues and Members at every level within the organisation, with external clients and partners, and to manage the performance of staff within its responsibility. The budget of the service is in part dependent on income from external sources and the post must play its part in ensuring successful income generation including support for First North Law when required, and in ensuring compliance with Law Society Professional Standards, and the achievement of Lexcel accreditation.

- Qualified lawyers must have a practising certificate.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

The core focus is to provide and ensure the provision of a comprehensive legal service to the Council, Directorates, Committees and Members including legal advice and representation:

Job Purpose:

- in relation to planning, property, highways, environment, common land and village green processes, and all related litigation and prosecutions together with other local government law areas as required
- under contract to the Legal and Democratic Services' external clients

Operational management:

- To manage and supervise the Legal Property, Planning & Environment Services Team and plan the workload. The Team comprises the staff set out above. The post is responsible for:
 - Supervision
 - Performance appraisal.
 - Recruitment.
 - Development and Training.
 - Induction.
- The post is also expected to participate in the people management aspects of LDS as a whole as part of the Senior Management Team.
- To contribute to the development and management of LDS by:
 - Representing the ACE (LDS) at Senior Officer and Member meetings.
 - Participation in team and management meetings including Senior Management Team, as required.
 - Attendance at training courses.
 - Preparation and delivery of training sessions relating to People Services and any other relevant topics.
 - Participation in staff development process.
 - Contribution to LDS Service Plan.
 - Preparation and contribution to briefing papers and newsletters prepared for LDS, NYCC Members and other LDS clients.
 - Contribution to the development of LDS Practice Manual.
 - Responsible for performance management within the areas covered by the Corporate Services Team.
 - Ensuring compliance in relation to the Corporate Services Team with Council policies including:
 - health and safety
 - equality and diversity
 - and all other relevant Council policies

Partnerships:

- To play an active part in ensuring that NYLDS provides a quality service to clients. This responsibility includes:
- Compliance with:
 - Law Society Practice Management Standards and other professional requirements including the Law Society Professional Conduct Rules.
 - Lexcel standards.
 - Investors in People standards.
 - NYLDS quality standards.
- Participation in quality standard audits.
- Compliance with and operation of NYLDS Risk Management Policy. This obligation applies to postholder's duties generally but with particular relevance to risk assessment being undertaken on each item of casework

Strategic management:

- Responsible for:
- The provision of a comprehensive, efficient and effective legal service to the Council, and external clients, and the management and supervision of the Corporate Services Team in providing that service.
- A comprehensive legal service includes the following:
 - The development of the legal service provided in the above areas to the Council and all clients in accordance with the requirements of the Service Plan.
 - The preparation and presentation of cases in courts, tribunals and inquiries.
 - The instruction of Counsel and attendance with Counsel.
 - The interviewing of witnesses and preparation of statements of evidence.
 - Attendance and advice at meetings.
 - Joining project teams for the delivery of significant Council projects.
 - Undertaking research and providing written or verbal advice.
 - Attending Officer and Member meetings, or meetings of external client organisations to give legal advice as necessary.
 - Drafting and/or advising on Council, Committees and Executive reports and minutes.
 - The preparation and presentation of appropriate training.
 - Monitoring legislation and case law developments and advising the Council and Directorates and clients accordingly.
- Note that Legal and Democratic Services is a flexible unit and although the primary duties of the post are set out above it is foreseeable that the postholder will be required to work within different teams in the office as the demands of NYLDS dictate and postholders must demonstrate such flexibility and the ability to undertake a diversity of legal work within the overall framework of the post.

Communications:

- Assist the ACE (LDS) in ensuring the legality of the Council's operations.
- Assist the ACE(LDS) with the planning and development of the Legal Service in accordance with Council and Service objectives, and to achieve the most efficient and effective ways of working.
- Contribute to the development of effective mechanisms to measure the Service's performance, and of policies and procedures necessary for the proper functioning of the Legal Service in accordance with Law Society requirements and for the securing of accreditation
- Manage, co-ordinate and prioritise the work of the Corporate Services Team
- Participate in corporate groups such as the Corporate Procurement Group and Tactical Property Group as necessary

Systems and information:

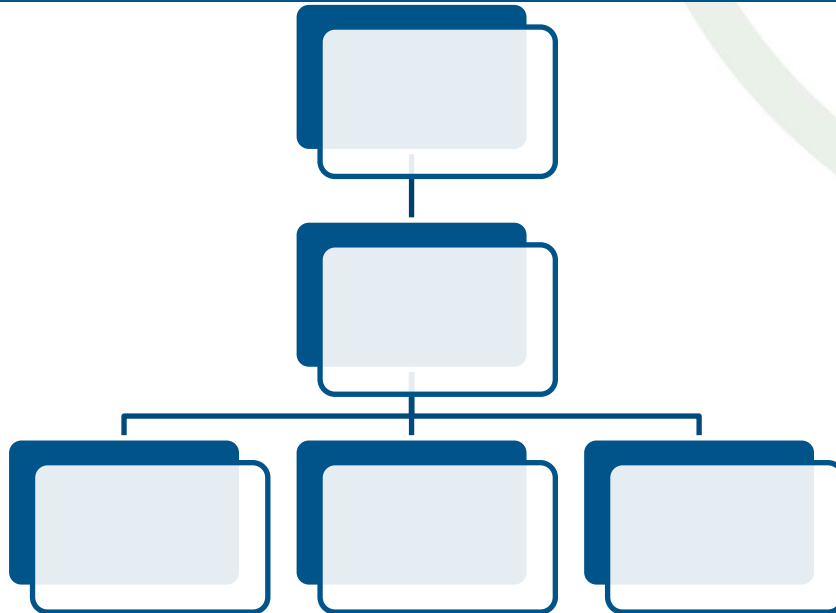
- To assist NYLDS in the achievement of all e-Government policies and practices and, in particular, is required to use ICT systems including:
 - NYLDS time costing system.
 - GroupWise.
 - Internet.
 - Intranet.
 - Legal research tools e.g. Butterworths.
- Developing and maintaining information held on the Council's Internet and Intranet sites.

Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Knowledge of Local Government law areas. • Expertise in law in some of the main subject areas of responsibility e.g. planning and highways, environment, property, and associated litigation • Knowledge of local government and administrative structures • Extensive post qualification experience of providing legal advice support and representation in a local government context • Experience of managing a team of staff. • Substantial advocacy experience in courts, tribunals or inquiries. • Working in a corporate and political context. • Attendance at committees to report and advise. 	<ul style="list-style-type: none"> • Familiarity with ICT systems including research tools, internet and time costing systems.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Clear, concise and logical verbal and written communication skills. • An ability to interact positively with colleagues, clients and elected Members. • Good presentation and interpersonal skills. • To critically analyse diverse information presented in a variety of formats. • To make decisions which may involve difficult choices or considered risks and is able to make decisions based on relevant information. • To use creative and innovative solutions for difficult issues, to identify possible causes of problems and implement solutions to minimise future occurrence. • To work productively under pressure to achieve deadlines and targets, and help others to do so, and effectively cope with conflicting, complex demands and achieve objectives despite setbacks and challenges. • Risk management • To confidently use persuasion, influencing and/or negotiation techniques to influence others in difficult situations. • Team leadership and strong people management ability as well as being able to work successfully as part of a team. • Familiarity with ICT systems including research tools, internet and intranet. • Political sensitivity and ability to interact with Council members • Self-motivated, flexible and decisive. • Budgetary, and commercial/business awareness and the management of resources. 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Educated to degree standard or equivalent • Solicitor or barrister or equivalent qualification 	
<p>Other Requirements</p>	<ul style="list-style-type: none"> • Flexible approach to working practices and times. • Understanding of and commitment to public sector values. • Driving licence

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Legal (Regulatory Services)
Grade:	SM1
Responsible to:	Assistant Chief Executive (Legal and Democratic Services) (ACE(LDS))
Staff managed:	Manages a team of specialist professionals
Directorate:	Central
Service:	Legal and Democratic Services
Job family:	SM - Senior Management
Date of issue:	June 2023

Job context

- The Legal Service is part of Legal and Democratic Services (LDS) within the Chief Executive's Group.
- NYC provides a range of services to the North Yorkshire area, and the role of the Legal Service is to support the provision by providing a comprehensive and efficient legal service to the Directorates, the Council's Executive, full Council, Committees and Members, and external clients.
- The nature of the work requires a flexible and versatile approach as it will change from time to time in response to the changing needs of the Council, and its developing initiatives.
- The post is required to work with colleagues and Members at every level within the organisation, with external clients and partners, and to manage the performance of staff within its responsibility.
- The budget of the service is in part dependent on income from external sources and the post must play its part in ensuring successful income generation including support for First North Law when required, and in ensuring compliance with Law Society Professional Standards, and the achievement of Lexcel accreditation.
- Qualified lawyers must have a practising certificate.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

<p>Job Purpose</p>	<p>The core focus is to provide and ensure the provision of a comprehensive legal service to the Council, Directorates, Committees and Members including legal advice and representation in relation to.</p> <ul style="list-style-type: none"> • Anti-social behaviour & community safety • Assets of Community Value • Building control. • Food safety and environment (save waste) • Health and safety. • Housing. • Information Governance • Licensing - alcohol and entertainment licences, taxis, street trading & establishments. • Revenues and benefits. <p>and criminal prosecutions relating to all of the above as well and other local government law areas as required by Legal and Democratic Services' external clients.</p>
<p>Operational Management:</p>	<ul style="list-style-type: none"> • To manage and supervise the Legal Regulatory Services Team and plan the workload. The Team comprises the staff set out above. The post is responsible for: <ul style="list-style-type: none"> ➢ Supervision ➢ Performance appraisal. ➢ Recruitment. ➢ Development and Training. ➢ Induction. • The post is also expected to participate in the people management aspects of LDS as a whole as part of the Senior Management Team.
<p>Resource management:</p>	<p>To contribute to the development and management of LDS by:</p> <ul style="list-style-type: none"> • Representing the ACE (LDS) at Senior Officer and Member meetings. • Participation in team and management meetings including Senior Management Team, as required. • Attendance at training courses. • Preparation and delivery of training sessions relating to People Services and any other relevant topics. • Participation in staff development process. • Contribution to LDS Service Plan. • Preparation and contribution to briefing papers and newsletters prepared for LDS, NYC Members and other LDS clients. • Contribution to the development of LDS Practice Manual. • Responsible for performance management within the areas covered by the Corporate Services Team. • Ensuring compliance in relation to the Corporate Services Team with Council policies including: <ul style="list-style-type: none"> ➢ health and safety ➢ equality and diversity ➢ and all other relevant Council policies.
<p>Quality Control and Customer Care:</p>	<p>To play an active part in ensuring that NY LDS provides a quality service to clients. This responsibility includes:</p> <ul style="list-style-type: none"> • Compliance with: <ul style="list-style-type: none"> ➢ Law Society Practice Management Standards and other professional requirements including the Law Society Professional Conduct Rules.

	<ul style="list-style-type: none"> ➤ Lexcel standards. ➤ Investors in People standards. ➤ NY LDS quality standards. • Participation in quality standard audits. • Compliance with and operation of NY LDS Risk Management Policy. This obligation applies to postholder's duties generally but with particular relevance to risk assessment being undertaken on each item of casework
<p>Strategic management:</p>	<ul style="list-style-type: none"> • Assist the ACE (LDS) in ensuring the legality of the Council's operations. • Assist the ACE(LDS) with the planning and development of the Legal Service in accordance with Council and Service objectives, and to achieve the most efficient and effective ways of working. • Contribute to the development of effective mechanisms to measure the Service's performance, and of policies and procedures necessary for the proper functioning of the Legal Service in accordance with Law Society requirements and for the securing of accreditation • Manage, co-ordinate and prioritise the work of the Regulatory Services Team • Participate in corporate groups as necessary
<p>Professional Duties:</p>	<p>Responsible for:</p> <ul style="list-style-type: none"> • The provision of a comprehensive, efficient and effective legal service to the Council, and external clients, and the management and supervision of the Corporate Services Team in providing that service. <p>A comprehensive legal service includes the following:</p> <ul style="list-style-type: none"> • The development of the legal service provided in the above areas to the Council and all clients in accordance with the requirements of the Service Plan. • The preparation and presentation of cases in courts, tribunals and inquiries. • The instruction of Counsel and attendance with Counsel. • The interviewing of witnesses and preparation of statements of evidence. • Attendance and advice at meetings. • Joining project teams for the delivery of significant Council projects. • Undertaking research and providing written or verbal advice. • Attending Officer and Member meetings, or meetings of external client organisations to give legal advice as necessary. • Drafting and/or advising on Council, Committees and Executive reports and minutes. • The preparation and presentation of appropriate training. • Monitoring legislation and case law developments and advising the Council and Directorates and clients accordingly. <p>Note that Legal and Democratic Services is a flexible unit and although the primary duties of the post are set out above it is foreseeable that the postholder will be required to work within different teams in the office as the demands of NY LDS dictate and postholders must demonstrate such flexibility and the ability to undertake a diversity of legal work within the overall framework of the post.</p>
<p>Systems and information:</p>	<p>To assist NY LDS in the achievement of all e-Government policies and practices and, in particular, is required to use ICT systems including:</p> <ul style="list-style-type: none"> • NY LDS time costing system. • GroupWise. • Internet. • Intranet. • Legal research tools e.g. Butterworths. • Developing and maintaining information held on the Council's Internet and Intranet sites.

- Other Duties:**
- The postholder will be required to carry out such other duties which are consistent with the grading of the post and which fall within the general nature of its duties as required by the ACE (LDS).

Person Specification:

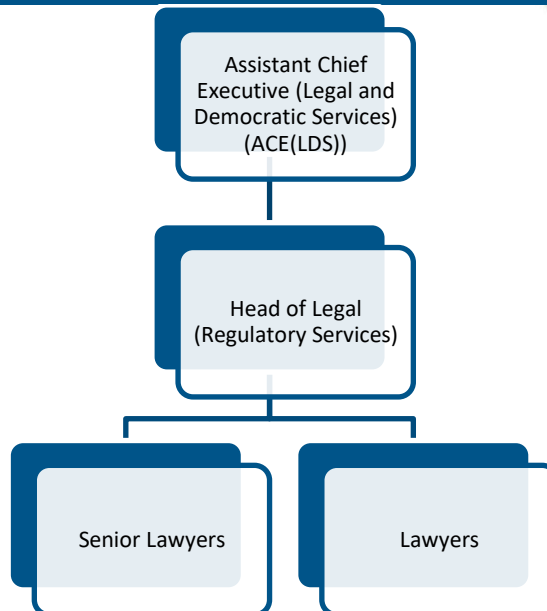
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> Knowledge of Local Government law areas. Expertise in law in some of the main subject areas of responsibility e.g. housing, licensing, community safety and associated litigation Knowledge of local government and administrative structures Extensive post qualification experience of providing legal advice support and representation in a local government context Experience of managing a team of staff. Substantial advocacy experience in courts, tribunals or inquiries. Working in a corporate and political context. Attendance at committees to report and advise. 	<ul style="list-style-type: none"> Familiarity with ICT systems including research tools, internet and time costing systems.
<p>Occupational Skills</p> <ul style="list-style-type: none"> Clear, concise and logical verbal and written communication skills. An ability to interact positively with colleagues, clients and elected Members. Good presentation and interpersonal skills. To critically analyse diverse information presented in a variety of formats. To make decisions which may involve difficult choices or considered risks and is able to make decisions based on relevant information. To use creative and innovative solutions for difficult issues, to identify possible causes of problems and implement solutions to minimise future occurrence. To work productively under pressure to achieve deadlines and targets, and help others to do so, and effectively cope with conflicting, complex demands and achieve objectives despite setbacks and challenges. Risk management To confidently use persuasion, influencing and/or negotiation techniques to influence others in difficult situations. Team leadership and strong people management ability as well as being able to work successfully as part of a team. Familiarity with ICT systems including research tools, internet and intranet. Political sensitivity and ability to interact with Council members Self-motivated, flexible and decisive. Budgetary, and commercial/business awareness and the management of resources. 	<ul style="list-style-type: none"> Time management skills.
<p>Behaviours</p> <p>link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> Educated to degree standard or equivalent Solicitor or barrister or equivalent qualification 	
<p>Other Requirements</p> <ul style="list-style-type: none"> Professional appearance and manner. 	<ul style="list-style-type: none"> Flexible approach to working practices and times.

- Understanding of and commitment to public sector values.
- Driving licence.

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Legal (Major Projects)
Grade:	SM1
Responsible to:	Assistant Director Legal
Staff managed:	Manages a team of specialist professionals
Directorate:	Central Services
Service:	Legal and Democratic Services
Job family:	SM - Senior Management
Date of issue:	June 2023

Job context

The Legal Service is part of Legal and Democratic Services (LDS) within the Chief Executive's Group. NYC provides a range of services to the North Yorkshire area, and the role of the Legal Service is to support the provision by providing a comprehensive and efficient legal service to the Directorates, the Council's Executive, full Council, Committees and Members, and external clients. The nature of the work requires a flexible and versatile approach as it will change from time to time in response to the changing needs of the Council, and its developing initiatives. The post is required to work with colleagues and Members at every level within the organisation, with external clients and partners, and to manage the performance of staff within its responsibility. The budget of the service is in part dependent on income from external sources and the post must play its part in ensuring successful income generation, and in ensuring compliance with Law Society Professional Standards, and the achievement of Lexcel accreditation.

Qualified lawyers must have a practicing certificate.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose

The core focus is to lead on and be primarily responsible for the provision of a comprehensive legal and governance service to the Council, Directorates, Committees and Members including legal advice, strategic direction, risk management and representation in order to facilitate and guide Council decision-making:

- In relation to the Council's high profile, politically sensitive and high value capital and corporate projects (including construction and regeneration) including dealing with complex and technical procurements, large scale commercial property, infrastructure/property development, joint ventures and other commercial transactions;
- Company law advice in relation to all of the Council owned companies and other corporate delivery/partnership models including in relation to their establishment.
- Legal and governance advice in relation to the Council's status as a statutory harbour authority for Scarborough, Whitby and Filey ensuring the Council meets its statutory obligations and is mindful of best practice in this area; combined authority governance and projects; other local authority governance and regulation matters as required;
- The role will be required to be part of and provide strategic direction to multi-disciplinary teams involving internal as well as external partners as part of the Council's project governance and risk management processes, under contract to the Legal and Democratic Services' external clients.

Operational Management:

- To manage and supervise the Legal Major Projects & Governance Team and plan the workload. The post is responsible for:
 - Supervision
 - Performance appraisal.
 - Recruitment.
 - Development and Training.
 - Induction.

The post is also expected to participate in the people management aspects of LDS as a whole as part of the Senior Management Team.

Responsible for:

- The provision of a comprehensive, efficient and effective legal service to the Council, and external clients, and the management and supervision of the Corporate Services Team in providing that service.

A comprehensive legal service includes the following:

- The development of the legal service provided in the above areas to the Council and all clients in accordance with the requirements of the Service Plan.
- The preparation and presentation of cases in courts, tribunals and inquiries.
- The instruction of Counsel and attendance with Counsel.
- The interviewing of witnesses and preparation of statements of evidence.
- Attendance and advice at meetings.
- Joining project teams for the delivery of significant Council projects.

	<ul style="list-style-type: none"> • Undertaking research and providing written or verbal advice. • Attending Officer and Member meetings, or meetings of external client organisations to give legal advice as necessary. • Drafting and/or advising on Council, Committees and Executive reports and minutes. • The preparation and presentation of appropriate training. • Monitoring legislation and case law developments and advising the Council and Directorates and clients accordingly. <p>Note that Legal and Democratic Services is a flexible unit and although the primary duties of the post are set out above it is foreseeable that the postholder will be required to work within different teams in the office as the demands of NY LDS dictate and postholders must demonstrate such flexibility and the ability to undertake a diversity of legal work within the overall framework of the post.</p>
<p>Legal Services management</p>	<p>To contribute to the development and management of LDS by:</p> <ul style="list-style-type: none"> • Representing the ACE (LDS) at Senior Officer and Member meetings. • Participation in team and management meetings including Senior Management Team, as required. • Attendance at training courses. • Preparation and delivery of training sessions relating to Major Services and any other relevant topics. • Participation in staff development process. • Contribution to LDS Service Plan. • Preparation and contribution to briefing papers and newsletters prepared for LDS, NYC Members and other LDS clients. • Contribution to the development of LDS Practice Manual. • Responsible for performance management within the areas covered by the Corporate Services Team. • Ensuring compliance in relation to the Corporate Services Team with Council policies including: <ul style="list-style-type: none"> ○ health and safety ○ equality and diversity and all other relevant Council policies.
<p>Partnerships:</p>	<p>To play an active part in ensuring that NY LDS provides a quality service to clients. This responsibility includes:</p> <ul style="list-style-type: none"> • Compliance with: <ul style="list-style-type: none"> ○ Law Society Practice Management Standards and other professional requirements including the Law Society Professional Conduct Rules. ○ Lexcel standards. ○ Investors in People standards. ○ NY LDS quality standards. ▪ Participation in quality standard audits. • Compliance with and operation of NY LDS Risk Management Policy. This obligation applies to postholder's duties generally but with particular relevance to risk assessment being undertaken on each item of casework
<p>Strategic management</p>	<ul style="list-style-type: none"> • Assist the ACE (LDS) in ensuring the legality of the Council's operations. • Assist the ACE(LDS) with the planning and development of the Legal Service in accordance with Council and Service objectives, and to achieve the most efficient and effective ways of working. • Contribute to the development of effective mechanisms to measure the Service's performance, and of policies and procedures necessary for the proper functioning of the Legal Service in accordance with Law Society

	<p>requirements and for the securing of accreditation</p> <ul style="list-style-type: none"> • Manage, co-ordinate and prioritise the work of the Major Projects Team Participate in corporate groups as necessary
Communications:	
Systems and information:	<p>To assist NY LDS in the achievement of all e-Government policies and practices and, in particular, is required to use ICT systems including:</p> <ul style="list-style-type: none"> • NY LDS time costing system. • GroupWise. • Internet. • Intranet. • Legal research tools e.g. Butterworths. • Developing and maintaining information held on the Council's Internet and Intranet sites.
Safeguarding:	<ul style="list-style-type: none"> • The postholder will be required to carry out such other duties which are consistent with the grading of the post and which fall within the general nature of its duties as required by the ACE (LDS).

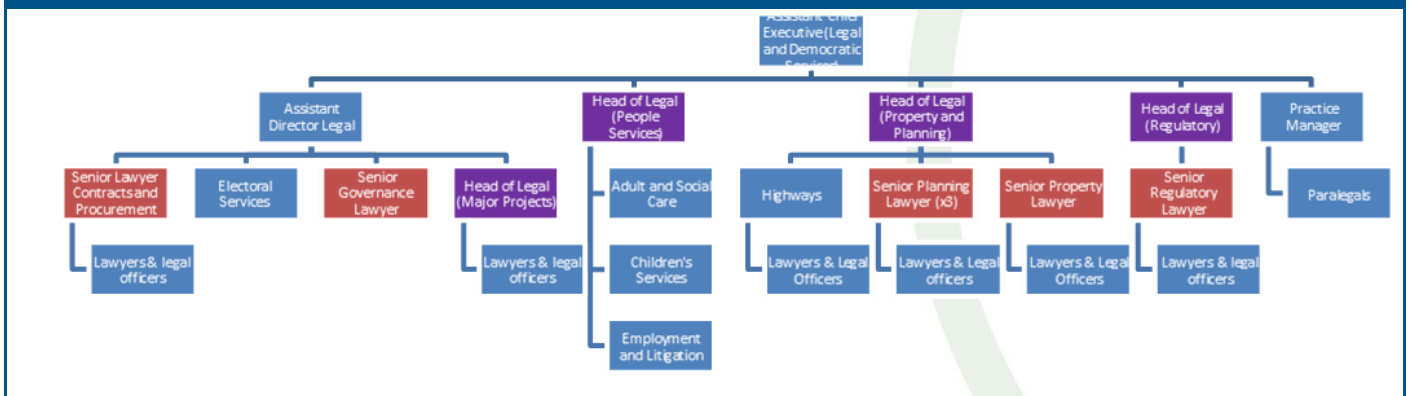
Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Knowledge of Local Government law areas. • Expertise in law in some of the main subject areas of responsibility e.g., regeneration projects, large scale infrastructure development, construction projects, joint ventures/partnerships and other commercial transactions and associated litigation • Knowledge of local government and administrative structures • Extensive post qualification experience of providing legal advice support and representation in a local government context • Experience of managing a team of staff. • Substantial advocacy experience in courts, tribunals or inquiries. • Working in a corporate and political context. • Attendance at committees to report and advise. 	<ul style="list-style-type: none"> • Familiarity with ICT systems including research tools, internet and time costing systems.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Clear, concise and logical verbal and written communication skills. • An ability to interact positively with colleagues, clients and elected Members. • Good presentation and interpersonal skills. • To critically analyse diverse information presented in a variety of formats. • To make decisions which may involve difficult choices or considered risks and is able to make decisions based on relevant information. • To use creative and innovative solutions for difficult issues, to identify possible causes of problems and implement solutions to minimise future occurrence. • To work productively under pressure to achieve deadlines and targets, and help others to do so, and effectively cope with conflicting, complex demands and achieve objectives despite setbacks and challenges. 	<ul style="list-style-type: none"> • Time management skills.

<ul style="list-style-type: none"> • Risk management • To confidently use persuasion, influencing and/or negotiation techniques to influence others in difficult situations. • Team leadership and strong people management ability as well as being able to work successfully as part of a team. • Familiarity with ICT systems including research tools, internet and intranet. • Political sensitivity and ability to interact with Council members • Self-motivated, flexible and decisive. • Budgetary, and commercial/business awareness and the management of resources. 	
<p>Behaviours</p> <p>Link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Educated to degree standard or equivalent • Solicitor or barrister or equivalent qualification 	
<p>Other Requirements</p> <ul style="list-style-type: none"> • Professional appearance and manner. 	<ul style="list-style-type: none"> • Flexible approach to working practices and times. • Understanding of and commitment to public sector values. • Driving licence.

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Resilience and Emergencies
Grade:	SM2
Responsible to:	Assistant Chief Executive – Local Engagement
Staff managed:	Manages a group of managers
Directorate:	Local Engagement
Service:	Resilience and Emergencies
Job family:	SM - Senior Management
Date of issue:	February 2023

Job context

Local Government Reorganisation brings together the eight councils of North Yorkshire into a single unitary North Yorkshire Council on 1 April 2023. This will provide the platform for improving the efficiency and effectiveness, maximising opportunities of scale across a rural council whilst improving outcomes for residents and businesses. It will place communities at the heart of the council with the aim of being the most local, large council in England whilst ensuring we are in a strong position to manage the challenges ahead including rising costs and increased demand for services.

The Head of Resilience and Emergencies will play a critical role in our journey, bringing together and leading the resilience and emergencies team to ensure that North Yorkshire Council is prepared and able to respond effectively to emergencies and major incidents and to assist affected communities, both directly and in support of partner organisations supporting whole society resilience; and is in compliance with the Civil Contingencies Act 2004, National Resilience Standards and Framework and other relevant legislation. In addition the team supports all North Yorkshire Council services to have effective and tested business continuity management arrangements in place that supports organisational resilience across the council.

In addition the team provide under service level agreements:

- Collaboration agreement with City of York Council providing annual emergency planning and business continuity work plan, duty system and major incident response team.
- Policy, coordination and secretariat support to the North Yorkshire Local Resilience Forum including 24/7 response.

The post holder is required to work out of normal office hours, particularly:

- Out of hours incident response and recovery for NYC, CYC and LRF. Supporting Command Structure as required.
- Performing designated roles in the implementation of the North Yorkshire Council's (and includes City of York plans) emergency plans and/or the Local Resilience Forum's Response to Major and Critical Incidents.

Much of the work out of normal office house can be undertaken remotely (e.g. teams, phone and email) but from time to time it is necessary to travel and work across North Yorkshire and occasionally beyond. The time required and the timing are unpredictable, but can be significant and last several days during major incidents.

North Yorkshire is England's largest county covering 3,103 square miles. In such a large and sparsely populated county there are significant challenges to providing an effective resilience and emergencies response capability. North Yorkshire Council resources, and those of our partners, are thinly spread and deployment of these can involve significant travel during bad weather. North Yorkshire has been subject to severe flooding, storms in recent years as well as significant transport accidents, environmental pollution and human and animal health incidents including Covid pandemic and Avian bird flu.

The post is based at County Hall, Northallerton (hybrid working) and requires some travel across North Yorkshire and occasionally beyond.

The post is also required to develop and deliver existing and new income generation and funding opportunities, such as the provision of services to other councils and the Local Resilience Forum. This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose:

To ensure the effective delivery and provide professional leadership, in accordance with the Civil Contingencies Act 2004 and statutory guidance, of:

- **Resilience, emergencies and business continuity management capability across North Yorkshire Council to ensure the safety of residents and that the council is resilient to deliver its day to day activities in the event of an emergency or major incident**
- **Collaboration agreement with City of York Council providing annual emergency planning and business continuity work plan, duty system and major incident response team**
- **Advice, coordination and support to the North Yorkshire Local Resilience Forum**

Operational management:

- Ensure the North Yorkshire Council 24 hours/365 days resilience and emergencies duty officer service is provided.
- Provide management advice and direction out of normal office hours to the 24 hours/365 days resilience and emergencies duty officer at all times other than when on leave or agreed with line manager as set out in the Resilience and Emergencies stand by policy.
- Ensure the development, preparation, maintenance, training, exercising and reviewing of the plans required to deliver effective integrated North Yorkshire Council (NYC) and multi-agency emergency planning and management across North Yorkshire.
- Ensure the effective delivery of emergency planning and business continuity management capability to City of York Council as specified in the Collaboration Agreement.
- Ensure for the provision of policy, coordination and secretariat support to the Local Resilience Forum and its sub-groups.
- Ensure the effective delivery of practical and emotional support through the Major Incident Response Team (MIRT) including Ready for Anything.

- Ensure the provision of proactive tactical and strategic support and advice to the NYC Gold and Silver Commanders and their deputies, and to those in leadership positions within the Local Resilience Forum, Strategic Coordinating Groups and Tactical Coordinating Groups 24/7 365 days per year.
- Ensure effective and efficient arrangements are in place for 24 hours/365 days for the implementation of the NYC's Major Incident Plan and other plans, and the Council's participation in the Local Resilience Forum's Response to Major and Critical Incidents (RMCI).
- Perform designated roles when required in the implementation of the Council's Major Incident Plan, the Council's participation in the Local Resilience Forum's RMCI, and the management of the recovery phase following an emergency or major incident.
- Keep up to date with best practice elsewhere in relation to resilience, emergencies and business continuity management and ensure or encourage the implementation of good practice locally.
- Provide proactive advice on all relevant matters to the Assistant Chief Executive – Local Engagement.
- Promote diversity and inclusion throughout the Council and through partnership and relationship with other stakeholders.
- Responsible for the Wellbeing, Health & Safety of staff in line with the Health & Safety Policies and practices.
- To carry out roles identified within the resilience and emergencies and business continuity policies. Take a lead where required on single and/or multi agency response to emergencies both in and out of hours.
- Maximise commercialisation of services provided.

Resource management:

- Line manager responsibility for the staff assigned to the Team including setting and monitoring of targets, performance appraisal, development and training, induction and planning staff cover.
- Manage the budgets assigned to the Team and the Local Resilience Forum.
- Develop and deliver existing and new income generation opportunities including the provision of resilience, emergencies and business continuity services to City of York Council and policy and secretariat support to the Local Resilience Forum.
- Develop an annual plan, performance management framework and operational work plans that support the Team's work.
- Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of the Council's values and delivering innovative solutions to service delivery and development.
- Ensure clear accountability for delivery and impact through good planning, active performance management, challenge and support.

Partnerships:

- Develop and maintain productive and co-operative working relationships with senior managers and colleagues across NYC to ensure the effective delivery of a high quality strategic and professional resilience, emergencies and business continuity management capability.
- Develop and maintain productive and co-operative working relationships with senior managers and colleagues in City of York Council to ensure the effective provision of service as detailed within the Collaboration Agreement.
- Develop and maintain productive and co-operative working relationships with senior managers and colleagues in category 1 and 2 responders to ensure the effective provision of policy and secretariat support to the Local Resilience Forum, including working at a regional and national level as appropriate.
- Ensure that interoperability with and between partners is integral to all work in particular the Council's Major Incident Plan and other plans and the Local Resilience Forum's RMCI.

	<ul style="list-style-type: none"> • Liaise with and develop effective collaborative relationships with other agencies including sub-regional, regional and national resilience arrangements where benefits to delivery can be achieved. • Represent the Directorate, NYC and the Local Resilience Forum at relevant forums and partnerships locally, regionally and nationally. • Promote and support the joint ownership of Local Resilience Forum matters across North Yorkshire and York. • Reflect and promote the values and skills needed for good inter-agency working with statutory bodies and other partners.
Strategic management:	<ul style="list-style-type: none"> • Lead the service in devising and implementing of strategies and service plans to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders • Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy. • Lead in the development of new ways of working that maximise efficiency and effectiveness.
Communications:	<ul style="list-style-type: none"> • Ensure that proactive briefings are provided to senior managers in the Council, City of York Council, and other agencies involved in the Local Resilience Forum, and to NYC Councillors. • Ensure proactive communications in the management of emergencies and major incidents.
Systems and information:	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.
Safeguarding:	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person Specification:

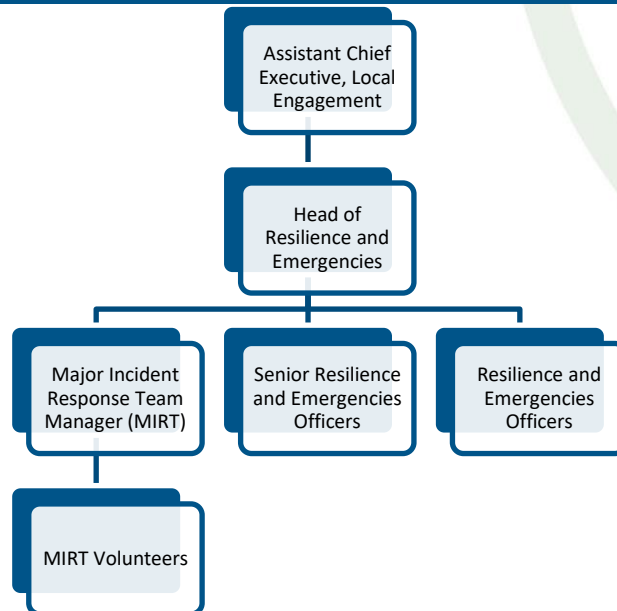
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge and understanding of the key issues, statutory requirements and good practice standards relevant to the Civil Contingencies Act 2004 and emergency planning • Significant knowledge and understanding of the key issues, statutory requirements and good practice standards relevant to business continuity • Significant knowledge of effective management of staff, budgets and resources • Significant experience of leading and managing teams • Significant experience of being an effective team member • Significant experience of preparing and presenting complex reports to senior managers and others • Significant experience of briefing and advising senior managers and others on complex issues • Significant experience of working in a multi-agency or multi-disciplinary environment 	<ul style="list-style-type: none"> • Experience of working in a local authority or other public sector organisation • Experience of budget management • Experience of responding to media enquiries

<ul style="list-style-type: none"> • Significant experience of dealing with challenging and unplanned demands • Significant experience of effective planning and organising resources, including managing multiple projects • Significant experience of delivering organisational change and improving performance 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Ability to develop and maintain effective partnerships both within and outside the Council • Ability to negotiate and influence at a senior level with council chief officers and senior politicians and similar post holders in partner organisations • Ability to demonstrate drive and initiative to achieve outcomes • Significant ability to analyse and provide solutions for complex problems with multiple resource implications • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change • Ability to communicate effectively at all levels of an organisation, both in writing and verbally • Ability to prioritise own work, manage own time effectively and work to non-negotiable deadlines • Ability to formulate and secure delivery against targets and service plans • Ability to manage change in an effective and inclusive way • Ability to use Microsoft (or equivalent) software for communication and report writing purposes 	<ul style="list-style-type: none"> • Ability to provide specialist training for internal and external colleagues
<p>Behaviours Link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Degree or graduate capability • Evidence of continuing professional development 	<ul style="list-style-type: none"> • A relevant professional qualification and/or a management qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> • Committed to the NYC corporate vision, values and objectives • Ability and willingness to work flexibly to meet the demands of the job including outside of normal office hours including weekends, evenings and public holidays to provide management advice and direction to the duty officer and perform designated roles in the implementation of the County Council's Major Incident Plan and/or the Local Resilience Forum's RMCI • Travel around the whole of the County and occasionally beyond • Highly motivated, resilient and not easily discouraged • Personal and professional demeanour and credibility which commands the confidence of elected members, senior managers, staff, external partners and other stakeholders • A high degree of probity and integrity • Evidence of professional development 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Strategy and Performance
Grade:	SM3
Responsible to:	Assistant Chief Executive – Local Engagement
Staff managed:	Manages a group of managers
Directorate:	Local Engagement
Service:	Strategy and Performance
Job family:	SM - Senior Management
Date of issue:	January 2023

Job context

Local Government Reorganisation brings together the eight councils of North Yorkshire into a single unitary North Yorkshire Council on 1 April 2023. This will provide the platform for improving the efficiency and effectiveness, maximising opportunities of scale across a rural council whilst improving outcomes for residents and businesses. It will place communities at the heart of the council with the aim of being the most local, large council in England whilst ensuring we are in a strong position to manage the challenges ahead including rising costs and increased demand for services.

The Head of Strategy and Performance will play a critical role in our journey, bringing together and leading the strategic support function that will cover:

- Policy & Strategy
- Performance
- Service planning
- Complaints
- Equalities
- Public Health Intelligence
- Partnerships

The Strategy and Performance team will provide an integrated and effective service that supports the council to have a strategy driven approach, to analyse its performance, and then to use this to become better at what it does. In support of this mission, it will:

- Partner with and support directorates in developing strategy, policy, performance improvement, statutory returns, inspections and access to intelligence
- Inform, stimulate, challenge and help strategic leads and partners to develop effective strategies
- Inform, stimulate, challenge and help service leads to analyse, understand and improve performance
- Understand the external environment through horizon scanning
- Provide technical leadership in the effective use of information and data to develop strategy, policy and performance improvement
- Lead on the development of an effective corporate complaints process, ensuring that complaints are managed appropriately and are used to support continuous improvement
- Demonstrate technical and operational excellence through a commitment to professionalism and continuous improvement.

Staff providing strategic support will provide an integrated service across the council, with those providing strategy, policy, performance functions managed by the Assistant Chief Executive – Local Engagement, and those providing data and intelligence functions managed by the Director of Transformation.

- The Head of Strategy and Performance will report to the Assistant Chief Executive – Local Engagement and manage staff providing the strategy and performance functions as detailed above.
- The Head of Strategy and Performance will determine a new structure, in line with the North Yorkshire Council's operating model that will bring together the combined capacity of the eight councils to support the organisation moving forward.
- The Head of Strategy and Performance will manage a number of team Leaders that in some instances will be outposted to each Directorate and each will have responsibility for delivery of support to the relevant directorate as well as lead responsibility for one or more corporate functions across the council (e.g. equality, consultation and engagement, performance, partnerships).

The key objectives for the Head of Strategy and Performance are:

- To shape the transformation of the strategy and performance functions across the council including engaging and influencing staff at all levels across the Council
- To lead and manage the change process including the bringing together of staff undertaking strategy and performance functions across the council into the new structure
- To lead and manage the Strategy and Performance Team, ensuring clear oversight, understanding and joined up working for strategy and performance across the council
- To understand the breadth and needs of customers of the strategy and performance functions across the council
- To ensure the delivery of the strategy and performance functions across the council, in particular ensuring that all delivery is to a high standard, effective, efficient and within budget, and that staff morale is maintained and improved in the new structure
- To lead the scoping, design and delivery of continuous improvement
- To work alongside senior colleagues in other strategic support services to shape and ensure that strategic support is an integrated service across the council
- To demonstrate proactivity, resilience and ambition to achieve the desired outcomes

The post is based at County Hall, Northallerton (hybrid working) and requires some travel across North Yorkshire and occasionally beyond.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose:

To lead the Strategy and Performance services to support and deliver the strategic objectives of North Yorkshire Council, supporting a range of clients (internal and external through partnerships and/or commercial arrangements) and drive continuous improvement.

Operational management:

- To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.
- To advise the wider service on relevant changing legislation, professional standards and their implementation.
- To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
- To contribute to and lead as required specific programmes as part of the Council's transformation programme.
- Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders.

OFFICIAL - SENSITIVE

OFFICIAL - SENSITIVE

	<ul style="list-style-type: none"> -Responsible for the Wellbeing, Health & Safety of Staff in line with the Health & Safety Policies and practices - To carry out roles identified within the resilience and emergencies and business continuity policies. Take a lead where required on single and/or multi agency response to emergencies both in and out of hours. -Maximise commercialisation of services provided.
<p>Resource management:</p>	<ul style="list-style-type: none"> - Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation. - Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. - To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. - To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. - Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. - Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of the council's values and delivering innovative solutions to service delivery and development.
<p>Partnerships:</p>	<ul style="list-style-type: none"> - Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative and productive relationships. - When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in Transformation, HR, Technology, Finance, Communications, Legal Services and other functions where required. - Represent the service at policy, operational and co-ordination forums with external agencies and other Council services.
<p>Strategic management:</p>	<ul style="list-style-type: none"> - Lead the service in devising and implementing of strategies and service plans to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders - Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. - To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy. - Lead in the development of new ways of working that maximise efficiency and effectiveness.
<p>Communications:</p>	<ul style="list-style-type: none"> - Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. - Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. - Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services. - Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. - Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations - Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature.

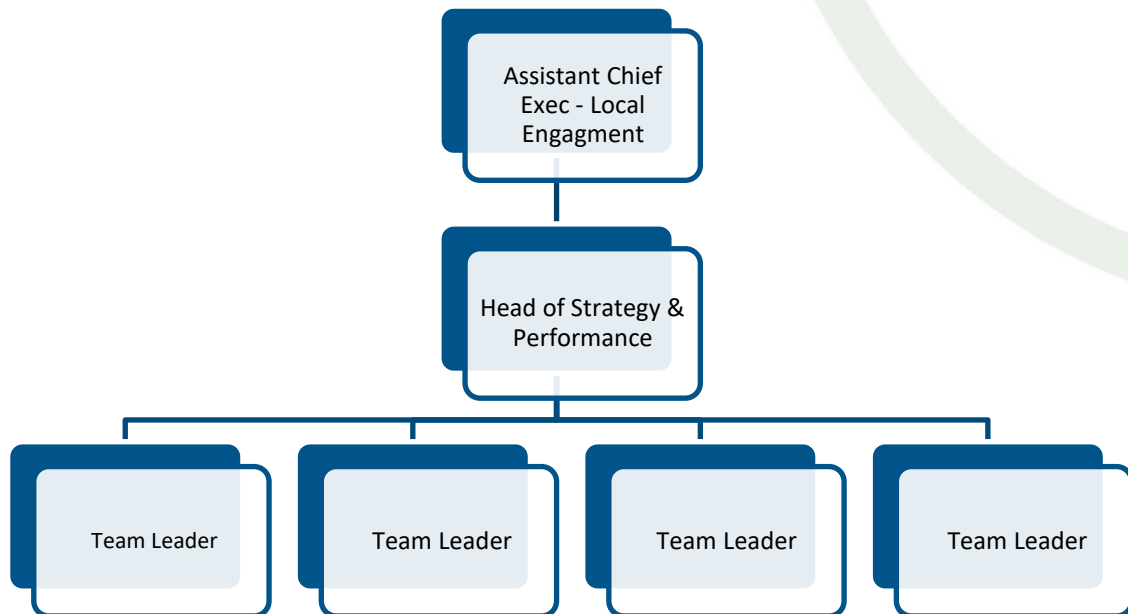
	<ul style="list-style-type: none"> - Deliver presentations in order to develop effective service delivery and good stakeholder relationships. - Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
Systems and information:	<ul style="list-style-type: none"> - Ensure that systems and processes to support the service are consistent with the Council standards and procedures. - Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. - Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. - Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.
Safeguarding:	<ul style="list-style-type: none"> - To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge of current policy developments, legislation and good practice standards both at local and national level in relation to one or more key areas of the council's work • Significant knowledge of performance management, evaluation tools and methodologies • Significant knowledge of statutory requirements and good practice standards regarding strategy development, equality, complaints, partnership, Assets of Community Value and consultation and engagement • Significant knowledge of effective management of staff, budgets and resources • Extensive experience of strategic planning, policy development and implementation, and performance management • Experience of developing and implementing organisational culture change within a large diverse organisation • Successful management of budgets and staff • Experience of responding to media enquiries. 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change • Ability to develop and maintain effective partnerships both within and outside the council • Ability to negotiate and influence at a senior level with council chief officers and senior politicians • Ability to demonstrate drive and initiative to achieve outcomes 	
<p>Behaviours</p> <p>Link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Professionally qualified to degree level in a relevant specialism or equivalent 	A management or post graduate qualification

Other Requirements

- Ability to work flexibly to meet the demands of the job including some out of hours working
- Committed to the NYC corporate vision, values and objectives
- Ability to travel around the whole of the County and occasionally beyond
- Highly motivated, resilient and not easily discouraged
- Personal and professional demeanour and credibility which commands the confidence of elected members, senior managers, staff, external partners and other stakeholders
- A high degree of probity and integrity
- Evidence of professional development

Structure



Note – North Yorkshire Council will replace the eight current councils providing services within North Yorkshire on 1 April 2023. Structure beneath Head of Strategy & Performance to be developed post 1 April 2023.

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Director of First North Law and Head of Legal (People)
Grade:	SM2
Responsible to:	Assistant Chief Executive Legal and Democratic Services (ACE LDS)
Staff managed:	Manages a team of specialist professionals
Directorate:	Legal and Democratic
Service:	Legal Services
Job family:	SM - Senior Management
Date of issue:	September 2023

Job context

- First North Law (FNL) is a team of North Yorkshire legal specialists, providing legal services nationwide. First North Law is dedicated to providing professional, client-centred services to a range of public, private and third sector organisations and the Director of the company will be responsible for delivering pragmatic and cost effective solutions to address our growing customers' legal challenges. The post holder will assist the Board to develop an innovative business plans and support in implementation.
- To be a Director on the Board of First North Law.
- To develop and grow the business of First North Law.
- To provide management support to the legal team within the Council.

The role will include:

- The provision of a comprehensive, efficient and effective legal service to the Council, and external clients, and the management and supervision of the FNL team and other Council legal teams as directed in providing that service.

A comprehensive legal service includes the following:

- The development of the legal service provided in the above areas to all clients of FNL and to the Council in accordance with the requirements of the FNL Business Plan and Council's Service Plan.
- The preparation and presentation of cases in courts, tribunals and inquiries.
- The instruction of Counsel and attendance with Counsel.
- The interviewing of witnesses and preparation of statements of evidence.
- Attendance and advice at meetings.
- Joining project teams for the delivery of significant projects.
- Undertaking research and providing written or verbal advice.
- Attending Officer and Member meetings, or meetings of external client organisations to give legal advice as necessary.
- Drafting and/or advising on Council, Committees and Executive reports and minutes.
- The preparation and presentation of appropriate training.
- Monitoring legislation and case law developments and advising the Council and Directorates and clients accordingly.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Note that First North Law is a flexible unit and although the primary duties of the post are set out above it is foreseeable that the postholder will be required to work within different teams in the office as the demands of FNL and the Council dictate and post holders must demonstrate such flexibility and the ability to undertake a diversity of legal work within the overall framework of the post.

Job Purpose:

This role will provide directorship for First North Law and provide operational support for the Council as a member of the Legal and Democratic Services Senior Management Team. The post holder will be responsible for leading and implementing the Business Plan for First North Law. The post holder will be responsible for marketing and management of the law firm. It will ensure the profitability and growth of the company through finance and business planning and ensure compliance with the appropriate Solicitors Regulation Authority.

The role is also to provide and ensure the provision of a comprehensive legal service to the Council, Directorates, Committees and Members including legal advice and representation in relation to the people related services including children's and adult social services, education, employment, debt recovery, all related litigation and other local government law areas as required.

Operational management:

To manage and supervise the First North Law team and other Council internal legal teams as directed and plan the workload.

The post is responsible for:

- Supervision for legal staff.
- Performance appraisal.
- Recruitment.
- Development and Training.
- Induction.

This will involve managing relevant staff within the team and contributing to the SMT discussions on the strategic and operational direction of both the internal and external service provided.

As a Director of First North Law the post holder will provide strategic management of the company. This will involve identifying existing and new areas to grow the FNL customer base and ensuring that appropriate resources are available to deliver such services.

To provide a key role in the provision of the strategic direction of the company and being responsible for delivering that strategy.

Assist the ACE(LDS) in ensuring the legality of the Council's operations.

Assist the ACE(LDS) with the planning and development of the Legal Service in accordance with Council and Service objectives, and to achieve the most efficient and effective ways of working.

Contribute to the development of effective mechanisms to measure the Service's performance, and of policies and procedures necessary for the proper functioning of the Legal Service in accordance with Law Society requirements and for the securing of accreditation.

Resource management:

To contribute to the development and management of First North Law and LDS by:

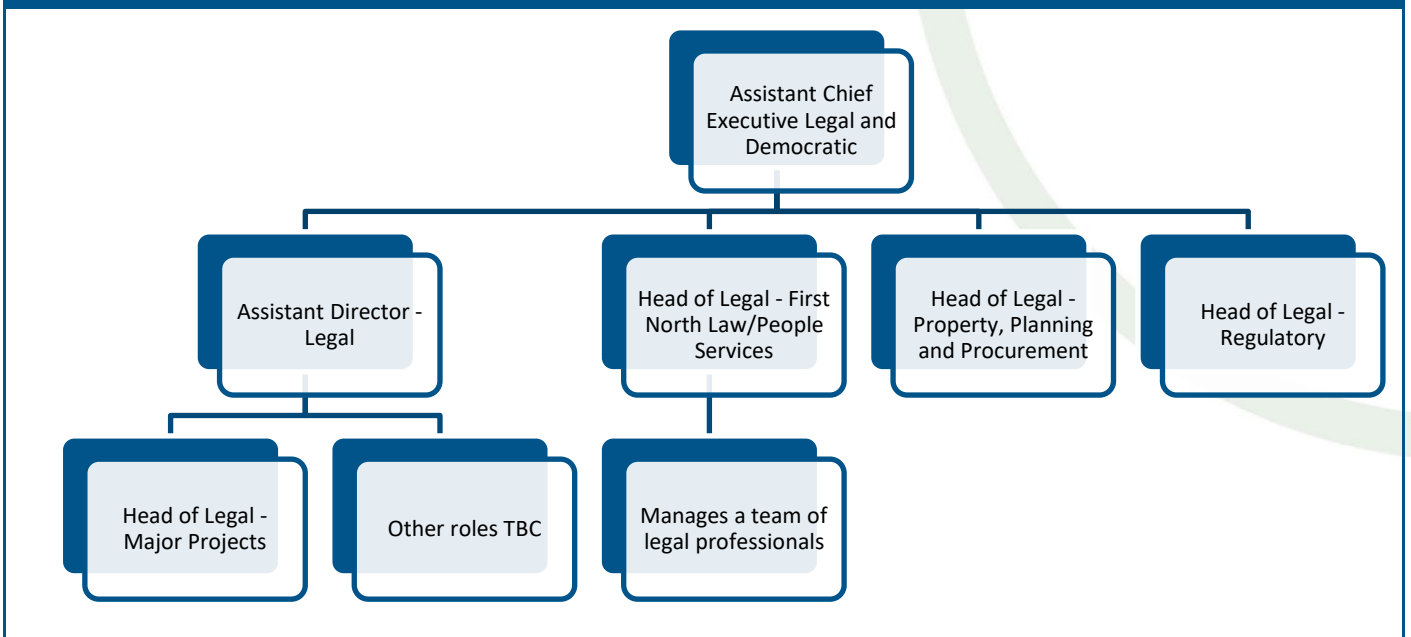
	<ul style="list-style-type: none"> ◆ Managing the staffing and budgets of First North Law. ◆ Contribution to LDS Service Plan and leading FNL Business Plan. ◆ Representing the ACE(LDS) at Senior Officer and Member meetings. ◆ Contribution to the development of LDS Practice Manual and leading FNL Practice Manual. ◆ Participation in team and management meetings of FNL. ◆ Preparation and contribution to briefing papers and newsletters. ◆ Responsible for performance management within. <p>Ensuring compliance in relation to FNL and FNL policies</p>
Partnerships:	<ul style="list-style-type: none"> • The post holder will work with a wide range of partners either through the Council or through FNL as there is a desire to expand our legal services provision and this role will be key to interacting and engaging with existing and future partners in ensuring that client's expectations are met in the delivery of legal services to those organisations. • The role will be a Director in a wholly owned company of the Council and a member of the Senior Management Team for Legal and Democratic Services within the Council with the ability to work in partnership and trade with a number of organisations.
Strategic management:	<ul style="list-style-type: none"> • Ensuring that the Company has the appropriate strategic Management at a board and directorship level to promote and operate the business to be a successful venture. • Providing strategic management to LDS to ensure it operates as a good internal legal service
Communications:	<p>The post holder will liaise with a wide range of clients and market the business to new clients. The post holder will actively ensure that LDS and FNL provides a quality service to clients. This responsibility includes:</p> <ul style="list-style-type: none"> • Compliance with: <ul style="list-style-type: none"> ◆ Law Society Practice Management Standards and other professional requirements including the Law Society Professional Conduct Rules. ◆ Lexcel standards. ◆ LDS quality standards. ◆ Solicitors Regulation Authority Rules. • Conducting and participating in quality standard audits. Being responsible for implementing any learning from such audits in FNL • Compliance with and operation of FNL and LDS Risk Management Policy. This obligation applies to post holder's duties generally but with particular relevance to risk assessment being undertaken on each item of casework.
Systems and information:	<p>To ensure that First North Law meet all statutory and operational requirements through use of computer software systems including case management and finance systems.</p> <p>To assist LDS and FNL meeting statutory requirements in relation to security, protection, accessibility and practices for the information that is held. In particular, to ensure efficient and lawful use of ICT systems including:</p> <ul style="list-style-type: none"> • LDS time costing system. • Legal research tools e.g. Butterworths. • Developing and maintaining information held on the Council's Internet and Intranet sites.
Safeguarding:	<p>The Council and First North Law have the ability to provide legal advice to vulnerable children and adults and therefore the post holder will have to demonstrate an appreciation of appropriate safeguarding considerations</p>

Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Expertise in an appropriate area of law. • Knowledge of the relevant SRA Rules with regards to running a private law firm. This will require a knowledge and ability to ensure that FNL can keep its professional registration and complies with the relevant rules regarding professional standards, ethics and accountancy. • Ability to grow the business and work within the SRA Rules • Extensive post qualification experience of providing legal advice support and representation. • Experience of managing a team of staff. • Successful experience of marketing and business development 	<p>Knowledge of marketing and business growth</p>
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Clear, concise and logical verbal and written communication skills. • An ability to interact positively with clients and colleagues. • Excellent presentation and interpersonal skills. • To critically analyse diverse information presented in a variety of formats. • To make decisions which may involve difficult choices or considered risks and is able to make decisions based on relevant information. • To use creative and innovative solutions for difficult issues, to identify possible causes of problems and implement solutions to minimise future occurrence. • To work productively under pressure to achieve deadlines and targets, and help others to do so, and effectively cope with conflicting, complex demands and achieve objectives despite setbacks and challenges. • Risk management • To confidently use persuasion, influencing and/or negotiation techniques to influence others in difficult situations. • Team leadership and strong people management ability as well as being able to work successfully as part of a team. • Familiarity with ICT systems including research tools, internet and intranet. • Self-motivated, flexible and decisive. • Budgetary, and commercial/business awareness and the management of resources. 	
<p>Behaviours link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Educated to degree standard or equivalent. • Solicitor or barrister or equivalent qualification. 	
<p>Other Requirements</p> <ul style="list-style-type: none"> • Flexible approach to working practices and times. 	<ul style="list-style-type: none"> • Understanding of and commitment to public sector values. • Ability to travel around UK

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Localities
Grade:	SM2
Responsible to:	Assistant Chief Executive – Local Engagement
Staff managed:	Manages a group of managers
Directorate:	Local Engagement
Service:	Localities
Job family:	SM - Senior Management
Date of issue:	April 2023

Job context

Local Government Reorganisation brought together the eight councils of North Yorkshire into a single unitary North Yorkshire Council (NYC) on 1 April 2023. This will provide the platform for improving the efficiency and effectiveness, maximising opportunities of scale across a rural council whilst improving outcomes for residents and businesses. It will place communities at the heart of the council with the aim of being the most local, large council in England whilst ensuring we are in a strong position to manage the challenges ahead including rising costs and increased demand for services.

Whilst locality working will be part of a whole council approach, as part of the structure for the new North Yorkshire Council a central corporate localities team will be established. The Localities team will have two core aims that will be delivered through collaboration, connection and engagement:

1. Prevention and community resilience
 - Supporting communities to contribute to the Council and public health prevention priority to reduce, prevent or delay the point at which people need to access statutory health and social care services
 - Supporting people to live longer, healthier and independent lives within their community and contributing to broader public health priority to reduce health inequalities
 - Supporting communities to become more resilient to respond to local challenges
2. Social Regeneration
 - Ensuring that the places where people live, now and in the future, create new opportunities, promote wellbeing and reduce inequalities so that people have better lives, in stronger communities and achieve their potential.

The Head of Localities will play a critical role in our journey, bringing together and leading a new team to support the council's ambition to be the geographically largest but most local council, building upon the work currently undertaken with a focus on a number of key priorities:

1. Designing and embedding across the Council a comprehensive 'deal' for VCSE sector. This is likely to include:
 - a. Engaging with the VCSE sector to develop a framework using the principles of co-design
 - b. Setting out what the new Council's offer is in one place (this can include offers/services from other directorates e.g., Culture, Leisure and Sport)
 - c. Create and publish VCSE investment prospectus – detailing the range of opportunities, harmonising the VCSE grant programmes – including capital grants - and designing single processes/agreements etc. for use by all service teams
 - d. Establishing a single funding application portal

- e. Design and create support platform for capacity building and organisational development for VCSE organisations
2. Support services to embed locality working and deliver council savings programme
 - a. Set out the enabling role of the locality team
 - b. Work with services teams and Assistant Directors on their transformation/savings proposals and identify early priorities (e.g., leisure, outdoor education, adult learning, countryside, family hubs, transport, adult social care)
3. Maximise external Income/funding
 - a. Maximise opportunities for community-based investment through national funding programmes such as MLUHC, NHS, DWP, DFE etc.
 - b. Maximise opportunities to generate investment and value from the Council's procurement activities and policies relating to Corporate Social Responsibility and the generation of Social Value including private sector investment models e.g., Social Impact Bonds, Social Outcomes Contracts
 - c. Maximise investment opportunities for communities arising through the Council's Community Development activities
 - d. Support communities to create investment prospectuses through Community Partnership plans (CIL/UKSPF/Levelling up funding etc.)
4. Community Partnerships implementation
 - a. Implement the Council's ambition to establish Community Partnerships through a phased approach
 - b. Develop guidance and toolkits to support the programme
 - c. Undertake place-based community engagement using a range of participation tools in areas with no current partnerships in place
 - d. Development of place-based plans
5. Work with Town and Parish Councils and parish meetings
 - a. Development and implementation of the Parish Charter
 - b. Parish consultation and liaison, information exchange, and relevant communications
 - c. Providing 'front' door interface for town and parish councils
6. Support the devolution of council assets and services to town and parish councils and community groups
7. Delivering programmes of work to support asylum seekers and refugees.
8. Delivering programmes of work to support the digital inclusion and cost of living/financial inclusion agendas.

The post is based at County Hall, Northallerton (hybrid working) and requires some travel across North Yorkshire and occasionally beyond.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose

To provide overall leadership for county-wide Locality team, articulating a clear vision and the series of actions needed to ensure success.

Operational management:

- To lead for NYC on:
 - Voluntary and Community Sector
 - Community Partnerships
 - Supporting services to embed locality working and deliver council savings
 - Maximising external funding/income to benefit local communities
 - Town and Parish Councils
 - Devolution of council assets and services
 - Assets of Community Value
 - Asylum and refugees
 - Digital inclusion
 - Cost of living/financial inclusion.

	<ul style="list-style-type: none"> • As a Senior Manager, contributing to the actions which support cultural change at county-wide and local level, contributing to developing new approaches to customer care and public engagement and developing the future workforce. • To ensure that elected members and key stakeholders are fully apprised of and involved in the work of the Localities team. • To ensure local communities are able to access the support provided by or funded by the Council, both developmental support and ongoing support from Council services, taking all of the operational and resource implications into consideration. • To work with Councillors and Area Constituency Committees to ensure that they are informed, engaged and enabled to carry out their community leadership role. • To provide proactive advice on the delivery and development of programmes and associated matters to the Assistant Chief Executive – Local Engagement. • To contribute to and lead as required specific programmes as part of the Council's transformation programme. • Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders. • Responsible for the Wellbeing, Health and Safety of Staff in line with the Health and Safety Policies and practices. • To carry out roles identified within the resilience, emergencies, and business continuity policies. Take a lead where required on single and/or multi agency response to emergencies both in and out of hours. • Maximise commercialisation of services provided.
<p>Resource management:</p>	<ul style="list-style-type: none"> • Be responsible as the budget holder for resources in respect of allocated budgets, including allocated Public Health Grant, within the Council's scheme of delegation of financial responsibility, including specific grants and external funding programmes. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation. • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of the council's values and delivering innovative solutions to service delivery and development.
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative and productive relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in Transformation, CYPS, HAS including Public Health, Community Development, Environment, HR, Technology, Finance, Communications, Legal Services and other functions where required. • Represent NYC at policy, operational and co-ordination forums with external agencies and other Council services.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate. • Take direction from the Assistant Chief Executive in relation to exceptionally complex or highly politically sensitive issues.

	<ul style="list-style-type: none"> • Establish and maintain effective working relationships with strategic partners of the Council. • Support development, management and evaluation of commissioning activity in relation to locality programmes at a strategic level to ensure the continued relevance of strategies as policy and practice moves forward. • Support development of policies, guidance and procedures to ensure consistent working practices, ensure clarity of function and explore opportunity to joint working arrangements with other directorates. Cascade to the team, NYC staff, partner organisations and external partners, as appropriate. • Ensure the achievement of ongoing continuous improvement for staff.
Communications:	<ul style="list-style-type: none"> • To develop communications plans as needed for initiatives and programmes, which incorporate internal and external communications. • Deal professionally with all enquiries via e-mail, telephone or in person. • Oversee the production of written information, which is clear and concise, including articles for the website, processes for staff, procedures and guidance documents, etc. • Negotiate with partners (internal and external) individually and collectively to achieve the Council's aims and objectives. • Lead engagement and consultation processes to achieve the introduction of new initiatives and change in their portfolio. • Communicate effectively with staff and senior management in respect of all commissioning activity and development.
Systems and information:	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.
Safeguarding:	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate. • To ensure that community projects supported by service initiatives and programmes are also committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person Specification:

Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Knowledge and understanding of how to establish a vision and implement this across a wide geographical area with complex partnerships. • Expert knowledge and understanding of the range of approaches to developing and codesigning services with communities and multi-agency partners. • Knowledge and understanding of the key issues relevant to communities and public sector organisations developing and providing local support through co-production. • Knowledge of the current national public sector policy framework and the implications for councils. • Knowledge of public health and population health priorities and programmes and experience of delivering universal and targeted programmes that contribute to reducing health inequalities 	<ul style="list-style-type: none"> • Specific knowledge of the issues faced by deeply rural communities.

- Knowledge of how to develop communications frameworks for communicating complex changes to staff and the wider public.
- Understanding of the range of approaches to monitoring and managing performance across multiple projects and programmes.
- Knowledge and understanding of the key issues facing communities and public sector organisations in North Yorkshire.
- Managerial experience in a local authority or other public sector organisation or a voluntary or community organisation.
- Extensive experience of managing change programmes aimed at improving outcomes while reducing costs.
- Experience of leading cross-departmental/teamwork in a large complex organisation.
- Experience of delivery of targets and priorities on behalf of people who are not your line manager and of the dynamics of such relationships.
- Experience of working with community leaders to bring about changes based on local needs and priorities.
- Experience of achieving consensus between different stakeholders who have different perspectives and priorities.
- Experience of working with communities to support them to develop and provide local support and services.
- Significant experience of leading and managing multiple teams, in particular teams of people who are not line managed by you.
- Leadership experience in a multi-agency environment.

Occupational Skills

- Effective leadership skills and the ability to promote organisational policy and objectives.
- Management of diverse operational functions to deliver strategic objectives.
- Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit.
- Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change.
- Ability to develop and maintain effective partnerships both within and outside the Council.
- Ability to negotiate and influence at a senior level with council chief officers and senior politicians.
- Ability to demonstrate drive and initiative to achieve outcomes.

Behaviours

- [link](#)

Professional Qualifications

- Professionally qualified to degree level in a relevant specialism or equivalent.
- Evidence of relevant continuing professional development.

Other Requirements

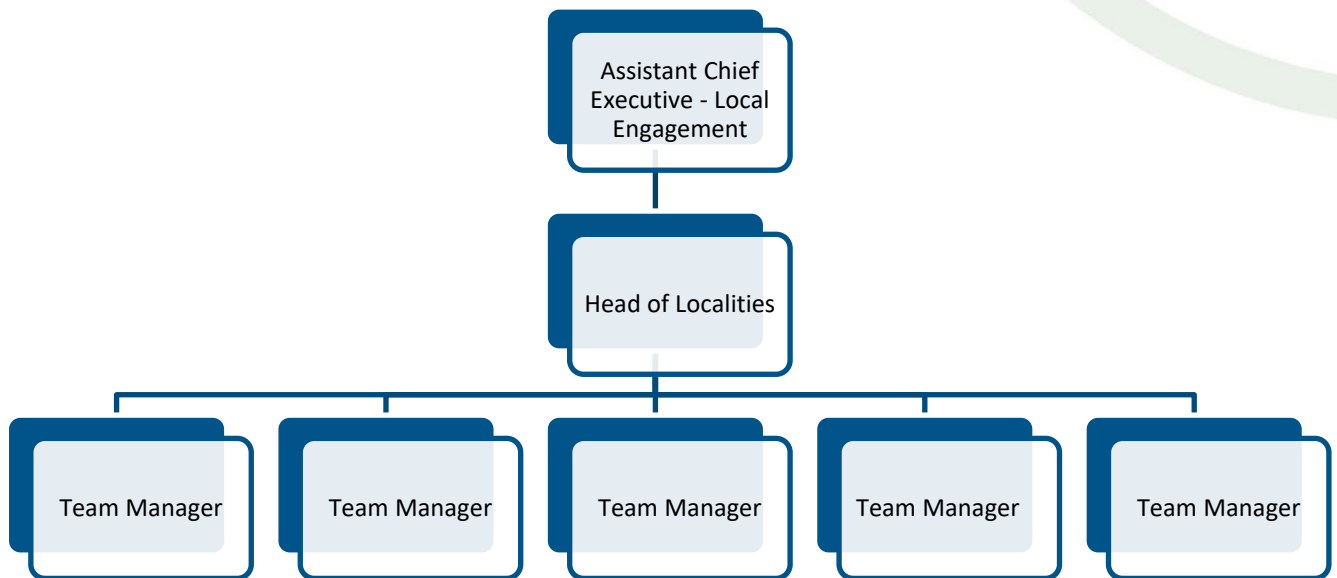
- Committed to the NYC corporate vision, values and objectives.
- Ability to travel around the whole of the County and occasionally beyond.
- Highly motivated, resilient and not easily discouraged.
- Personal and professional demeanour and credibility which commands the confidence of elected members, senior managers, staff, external partners and other stakeholders.
- A high degree of probity and integrity.



Career progression:

- At NYC, we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Engineering and Coastal Projects Manager
Grade:	SM1
Responsible to:	Head of Major Projects and Infrastructure
Staff managed:	Manages a multidisciplinary team
Directorate:	Environment
Service:	Highways and Transportation
Job family:	SM - Senior Management
Date of issue:	November 2023

Job context

- The Major Projects and Infrastructure Team has responsibility for Major Projects which are defined as infrastructure and engineering works generally above £500,000 and in contract.
- Team responsibilities include submissions to DEFRA/EA, attendance at regional and national forums liaison with the team responsible for Local Lead Flood Authority, comment and input on Planning Applications in relation to the Authorities permissive powers under the Coast Protection Act 1949 and the Land Drainage Act 1991
- Reporting to the Head of Major Projects and Infrastructure, the post holder will be responsible for the development, delivery and implementation of Major Projects incorporating coastal protection measures, planning and managing the design of new structures and the maintenance of existing structures through an asset management based approach.
- Delivery of the service is reliant on effective management of team members, consultants, contractors and developers.
- Flexible hybrid work base, the post holder must have the ability to travel across the county.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.
- Some out of hours work is necessary such as attending evening meetings and providing emergency response

Job Purpose: The core focus of this job is to lead the development of major projects and coastal projects and to ensure the effective delivery of the major projects and coastal asset.

- Operational management:**
- To review and propose changes to team structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.
 - To advise the wider service on relevant changing legislation, professional standards and their implementation.
 - Maximise commercialisation of services provided, ensuring best value on contracts, tenders and frameworks
 - Oversee and ensure comment and input on Planning Applications in relation to the Authorities permissive powers under the Coast Protection Act 1949 and the Land Drainage Act 1991
 - To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs.
 - To lead specific programmes as part of the Council's change and transformation programme.

	<ul style="list-style-type: none"> • Develop and mentor the team in the skills required to carry out the work efficiently • Lead on Health and Safety for the team and provide advice to others.
Resource management:	<ul style="list-style-type: none"> • Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation. • Prioritise and allocate staffing to support team members in discharging their responsibilities for meeting the needs of the service. • To give leadership, mentoring, management and direction to the team through the establishment and promotion of team and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development
Partnerships:	<ul style="list-style-type: none"> • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. Agencies include Local Lead Flood Authority. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services, Procurement, and other functions where required • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required. • Ensure the service is represented and Regional and National Coastal meetings and forums • Preparation of evidence, attendance at Court, public enquiries and public meetings.
Strategic management:	<ul style="list-style-type: none"> • Responsible for the development and delivery of the major and coastal projects and devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. • Develop the Coastal Management Plan in conjunction with the Head of Major Projects and Infrastructure, team members and Directorate Leadership • Ensures the promotion of the coastal management plan to all stakeholders. • Personally and through team members, deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy. • Lead in the development of new ways of working that maximise efficiency and effectiveness.
Communications:	<ul style="list-style-type: none"> • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans are effectively delivered. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media.

- Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services.
- Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance.
- Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations
- Respond to media enquiries as requested and appraise your manager of any matters arising, which are particularly sensitive or controversial in nature.
- Deliver presentations in order to develop effective service delivery and good stakeholder relationships.
- Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.

Systems and information:

- Ensure that systems and processes to support the service are consistent with the Council standards and procedures.
- Produce written reports as required including evaluation and impact statements for distribution service wide and to partners.
- Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current.
- Ensure government guidance and legislation is incorporated and in a manner consistent with good practice.

Person Specification:

Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • In depth knowledge of current guidance and legislation with respect to bridge design, inspection and maintenance. • Substantial working knowledge of current guidance and legislation with respect to contract procedures rules. • Substantial working knowledge of current guidance and legislation with respect to procurement procedures rules. • In depth knowledge of statutory requirements, including requirements in respect of health and safety and the Construction, Design and Management Regulations • Substantial knowledge of statutory requirements, including equality standards • Working knowledge of effective management of staff, budgets and resources • Extensive experience of strategic planning, policy development and implementation, and performance management especially in relation to bridges and structures change to major projects and coastal • Experience of developing and implementing organisational culture change within a large diverse organisation • Successful management of budgets and staff • Have extensive Construction Experience allied to coastal design and maintenance of highway construction. 	<ul style="list-style-type: none"> • Knowledge and understanding of the principles of partnering contracts. • Knowledge and understanding of road works and coastal design and construction. • Knowledge and understanding of statutory procedures for both County and Trunk roads projects. • Understand the principles of the requirements need to be the Principal Designer for works carried out by the Count Council. • Working knowledge of all matters affecting Health and Safety in Construction and Maintenance. • Experience of responding to media enquiries. • Experience of managing a team of individuals with differing levels of skill to achieve the councils needs and ambitions.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	

Professional Qualifications

Consider if mandatory for the post or if there is a level of qualification attainment requirement (be clear what the alternative/equivalent is)

- Professionally qualified in the specialist area – see context statement for further details. Degree level or equivalent demonstrable experience

It would be desirable for the post holder to have membership of a professional engineering body

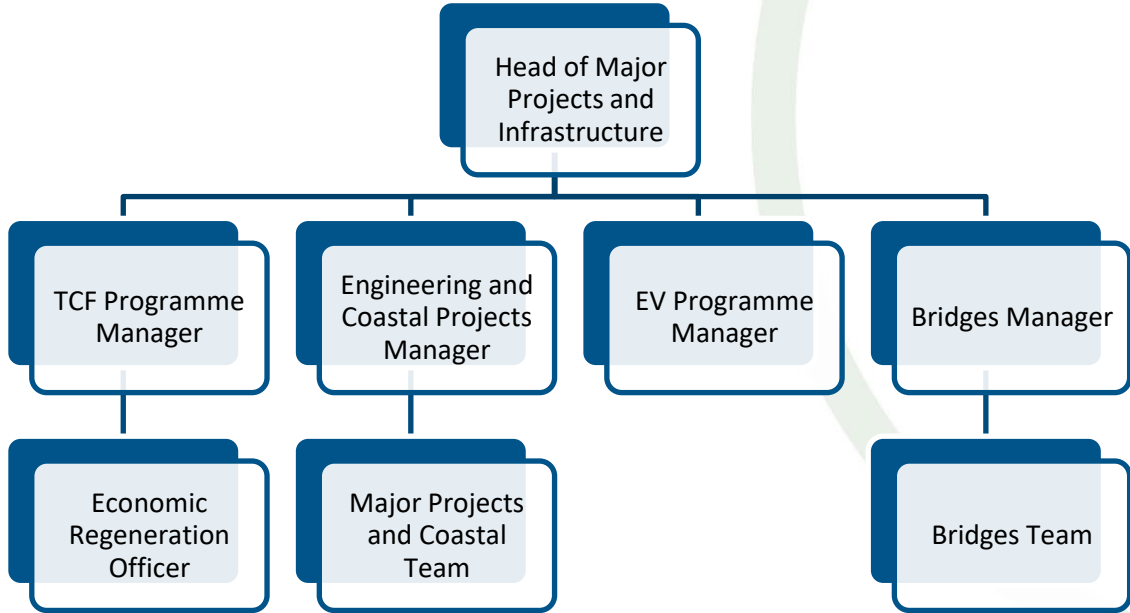
Other Requirements

- Ability to travel across the County
- Ability to attend meetings outside of normal business hours
- Evidence of professional updating and development

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Community Safety & CCTV
Grade:	SM2
Responsible to:	Assistant Chief Executive – Local Engagement
Staff managed:	Manages a group of managers
Directorate:	Local Engagement
Service:	Community Safety & CCTV
Job family:	SM - Senior Management
Date of issue:	April 2023

Job context

Local Government Reorganisation brought together the eight councils of North Yorkshire into a single unitary North Yorkshire Council (NYC) on 1 April 2023. This will provide the platform for improving the efficiency and effectiveness, maximising opportunities of scale across a rural council whilst improving outcomes for residents and businesses. It will place communities at the heart of the council with the aim of being the most local, large council in England whilst ensuring we are in a strong position to manage the challenges ahead including rising costs and increased demand for services.

The Head of Community Safety & CCTV will play a critical role in our journey, bringing together and leading the service that will cover:

- Community Safety
- CCTV

Supporting the work of the Statutory North Yorkshire Community Safety Partnership and statutory functions with core aim of protecting public health and safety and reducing crime and disorder.

The Head of Community Safety & CCTV will also be a member of the Public Health Team as well as a Head of Service within the Local Engagement directorate, working across directorates to ensure the maximisation of public health programmes across NYC to deliver public health outcomes for the people of North Yorkshire.

The postholder will:

- Provide overall programme leadership for county wide community safety initiatives, including:
 - Community Safety Hubs
 - Domestic Abuse/Violence against Women and girls
 - Community cohesion
 - Early Intervention and prevention
 - CCTV
 - Counter Terrorism
 - Domestic Homicide Reviews
- Develop a consistent community safety offer across North Yorkshire building on the work of the community safety hubs.

- Have responsibility for CCTV services that are in place across North Yorkshire, ensuring compliance with national regulations and development of a CCTV strategy for North Yorkshire.
- Support the development of public health programmes across all Council directorates to ensure that each directorate maximises their potential to deliver public health outcomes for the people of North Yorkshire.
- Articulate a clear vision and the series of actions needed to ensure success and maximise the health, cohesion and resilience of communities, resulting in a changed landscape of local services with new and innovative models being implemented.
- Support the health protection assurance role of the Council working closely with the Director of Public Health, Localities service, Emergency Planning Unit and key external partners.
- The postholder will work collaboratively across all Council Directorates and functions as well as with Health partners, North Yorkshire Police, the office of the Police, Fire & Crime Commissioner, as well as a range of statutory, non-statutory, voluntary and private sector agencies.
- In addition to the specific services, a key element of this role is leading new approaches to bringing services together at local level, leveraging efficiencies and improvements and increasing the ability to generate income.
- The post holder will also play a key role in supporting the delivery of significant savings for NYC while minimising the impact on communities.

The post is based at County Hall, Northallerton (hybrid working) and requires some travel across North Yorkshire and occasionally beyond.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job Purpose	To provide overall programme leadership for county-wide Community Safety initiatives, articulating a clear vision and the series of actions needed to ensure success.
Operational management:	<ul style="list-style-type: none"> • To lead for NYC on: <ul style="list-style-type: none"> – Community Safety Hubs – Domestic abuse/Violence against women and girls – Community cohesion – Early intervention and prevention – CCTV – Counter terrorism – Domestic homicide reviews • To support the Public Health Team in Health & Adult Services to develop, implement and monitor public health programmes. • To support the development of public health programmes across all directorates to ensure that each directorate maximises their potential to deliver public health outcomes for the people of North Yorkshire. • To support teams in all directorates to deliver financial and service targets in relation to Community Safety initiatives and public health programmes and ensure actions are embedded in directorate transformation programmes.

- To ensure there are clear programme plans for Community Safety, CCTV and public health and managing the programmes to deliver all targets and milestones in a timely manner.
 - To work with the Director of Public Health and Head of Emergency Planning Unit to manage the health protection assurance role of the Council.
 - To support the development and implementation of a performance framework for community safety initiatives and public health programmes which also captures learning and best practice.
 - Supporting the Director of Public Health and the Assistant Chief Executive to ensure that Community Safety initiatives and public health programmes contribute to agreed savings targets.
 - To work with the Independent Chairs of the Children’s & Adults Safeguarding Boards, the North Yorkshire Community Safety Partnership and the relevant Corporate Directors and NYC Safeguarding Senior Managers to ensure appropriate mechanisms are in place to undertake Domestic Homicide Reviews and to implement actions arising from them.
 - As a Senior Manager, contributing the actions which support cultural change at county-wide and local level, contributing to developing new approaches to customer care and public engagement and developing the future workforce.
 - To ensure that elected members and key stakeholders are fully appraised of and involved Community Safety initiatives and public health programmes.
 - To build relationships and deliver joint initiatives with partners to include Town and Parish Councils, ICS, NHS Trusts, Community, Voluntary and Faith Sectors, local businesses, Chambers of Commerce and traders groups, organisations with an interest in rural matters such as Rural Action Yorkshire, NFU, etc.
 - To ensure local communities are able to access the support provided by or funded by the Council, both developmental support and ongoing support from Council services, taking all of the operational and resource implications into consideration.
 - To work with Councillors and Area Constituency Committees to ensure that they are informed, engaged and enabled to carry out their community leadership role with regard to relevant programme.
 - To provide proactive advice on the delivery and development of programmes and associated matters to the Director of Public Health and the Assistant Chief Executive – Local Engagement.
 - To contribute to and lead as required specific programmes as part of the Council’s transformation programme.
 - Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders.
 - Responsible for the Wellbeing, Health & Safety of Staff in line with the Health & Safety Policies and practices.
 - To carry out roles identified within the resilience, emergencies, and business continuity policies. Take a lead where required on single and/or multi agency response to emergencies both in and out of hours.
 - Maximise commercialisation of services provided.
- Resource management:**
- Be responsible as the budget holder for resources in respect of allocated budgets within the Council’s scheme of delegation of financial responsibility, including specific grants. To oversee the service in such a way as to protect

	<p>its financial and operational viability by maintaining current levels and securing additional business to maximise income generation.</p> <ul style="list-style-type: none"> • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of the council's values and delivering innovative solutions to service delivery and development.
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative and productive relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in Transformation, CYPS, HAS, HR, Technology, Finance, Communications, Legal Services and other functions where required. • Represent NYC at policy, operational and co-ordination forums with external agencies and other Council services.
<p>Strategic management:</p>	<ul style="list-style-type: none"> • To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate. • Take direction from the Director of Public Health and the Assistant Chief Executive in relation to exceptionally complex or highly politically sensitive issues. • Establish and maintain effective working relationships with strategic partners of the Council. • Support development, management and evaluation of commissioning activity in relation to safer and healthier communities at a strategic level to ensure the continued relevance of strategies as policy and practice moves forward. • Support development of policies, guidance and procedures to ensure consistent working practices, ensure clarity of function and explore opportunity to joint working arrangements with other directorates. Cascade to the team, NYC staff, partner organisations and external partners, as appropriate. • Ensure compliance of CCTV operations. • Ensure the achievement of ongoing continuous improvement for staff.
<p>Communications:</p>	<ul style="list-style-type: none"> • To develop communications plans as needed for community safety initiatives and public health programmes, which incorporates internal and external communications. • Deal professionally with all enquiries via e-mail, telephone or in person. • Oversee the production of written information which is clear and concise, including articles for the website, processes for staff, procedures and guidance documents, etc.

	<ul style="list-style-type: none"> • Negotiate with partners (internal and external) individually and collectively to achieve the Council's aims and objectives. • Lead engagement and consultation processes to achieve the introduction of new initiatives and change in their portfolio. • Communicate effectively with staff and senior management in respect of all commissioning activity and development.
Systems and information:	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.
Safeguarding:	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate. • To develop, co-ordinate and support appropriate corporate safeguarding policy and ensure effective linkages with the children's and adults partnerships. • To ensure that community projects supported by community safety initiatives and public health programmes are also committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Knowledge and understanding of how to establish a vision and implement this across a wide geographical area with complex partnerships. • Expert knowledge and understanding of the range of approaches to developing and code signing services with communities and multi-agency partners. • Knowledge and understanding of the key issues relevant to communities and public sector organisations developing and providing local support through co-production. • Knowledge of the current national public sector policy framework and the implications for councils. • Expert knowledge of how to develop communications frameworks for communicating complex changes to staff and the wider public. • Understanding of the range of approaches to monitoring and managing performance across multiple projects and programmes. • Knowledge and understanding of the key issues facing communities and public sector organisations in North Yorkshire. • Knowledge of community safety issues such as Domestic Abuse, Domestic Homicide Reviews, Multi-Agency Public Protection and Prevention of Violent Extremism. • Knowledge of CCTV and statutory compliance. 	<ul style="list-style-type: none"> • Specific knowledge of the issues faced by deeply rural communities. • Knowledge of emergency planning or health protection arrangements in England.

- Knowledge of public health programmes.
- Managerial experience in a local authority or other public sector organisation or a voluntary or community organisation.
- Extensive experience of managing change programmes aimed at increasing outcomes while reducing costs.
- Experience of leading cross-departmental/teamwork in a large complex organisation.
- Experience of delivery of targets and priorities on behalf of people who are not your line manager and of the dynamics of such relationships.
- Experience of working with community leaders to bring about changes based on local needs and priorities.
- Experience of achieving consensus between different stakeholders who have different perspectives and priorities.
- Experience of working with communities to support them to develop and provide local support and services.
- Significant experience of leading and managing multiple teams, in particular teams of people not line managed by you.
- Leadership experience in a multi-agency environment.

Occupational Skills

- Effective leadership skills and the ability to promote organisational policy and objectives.
- Management of diverse operational functions to deliver strategic objectives.
- Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit.
- Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change.
- Ability to develop and maintain effective partnerships both within and outside the Council.
- Ability to negotiate and influence at a senior level with council chief officers and senior politicians.
- Ability to demonstrate drive and initiative to achieve outcomes.

Behaviours

- [Link](#)

Professional Qualifications

- Professionally qualified to degree level in a relevant specialism or equivalent.
- Evidence of relevant continuing professional development.

Other Requirements

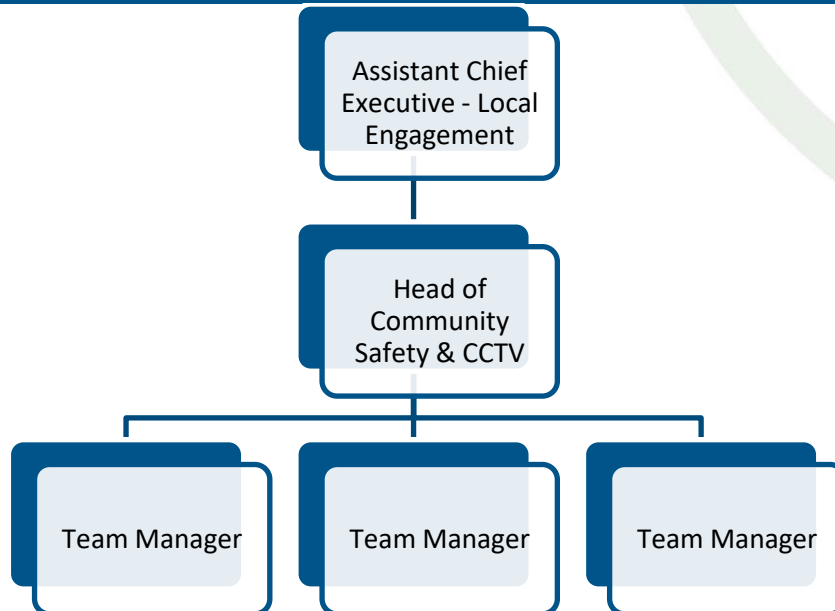
- Committed to the NYC corporate vision, values and objectives.
- Ability to travel around the whole of the County and occasionally beyond.
- Highly motivated, resilient and not easily discouraged.
- Personal and professional demeanour and credibility which commands the confidence of elected members, senior managers, staff, external partners and other stakeholders.

- A high degree of probity and integrity.

Career progression:

- At NYC, we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Shared Head of Health and Safety (North Yorkshire Council and City of York Council)
Grade:	SM2
Responsible to:	Assistant Director – Strategic Resources
Staff managed:	Manages a group of managers
Directorate:	Central Services
Service:	Strategic Resources – Property Service
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

The job is based in Property Services, which is part of Strategic Resources in NYC, however it will jointly line manage the two separate teams (in NYC and CYC)

The post holder will also have links with other colleagues across the two Councils,

The post contributes to the operational management of Strategic Resources in NYC and Customers and Business Support Services in CYC

It is based jointly in County Hall, Northallerton and CYC Offices, York, and the post holder will be expected to work across both sites.

- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job purpose

To lead and manage

- A professional health and safety advice, guidance and support service across the two Councils
- The NYC Health and Safety Risk Management Team
- The CYC Health and Safety Team
- Through the Head of Traded Service, the current traded HandS service for schools in North Yorkshire
- To line manage the Asset Manager and Facilities Manager, as well as the Investments and Delivery Team

Operational Management:

- To design, develop, implement, manage and deliver the health and safety strategies of the two Councils
- To lead and manage the NYC and CYC team of H&S managers and advisors
- To be the principal advisor on all H&S matters to elected members and senior management within NYC and CYC
- Ensure that there are effective H&S monitoring and information systems in place aimed at identifying and communicating areas of potential risk to the two Councils at an early stage
- To work with managers to develop appropriate H&S courses and learning packages and advise of specifications for all levels of management and staff to retain competent, well-motivated staff
- To work with (Corporate) Directors and other staff to develop and ensure the consistent implementation of strong corporate guidance and practice to the service directorates and schools

	<ul style="list-style-type: none"> • To seek ways of sharing best practice across the Councils and with other bodies (such as schools and other public organisations) • To manage the Head of Traded Service (HandS) in NYC and actively develop business opportunities within the SmartSolutions portfolio • To ensure the two teams provide an effective response to all internal H&S enquiries from staff and trade unions • To build and maintain professional relationships with the Health and Safety Executive and be the first point of contact with the regulator for routine matters
Resource management:	<ul style="list-style-type: none"> • Staff Management – To provide leadership, management and direction to staff within the NYC Health and Safety Team, CYC (6 posts) ensuring they have clear expectations of their roles and responsibilities and are kept informed of their performance, are appraised, motivated, consulted supported and are enabled to develop appropriate skills and knowledge • Resource Management – responsibility for the relevant Team budgets in both Councils. • Performance Management - to determine standards and Key Performance Indicators (KPIs) for all sections of the teams and to ensure that staff are aware of the required standards, to embed these standards and KPIs in the service performance planning process and to manage and monitor staff performance to ensure that standards and KPIs are met.
Strategic management:	<ul style="list-style-type: none"> • To manage and direct staff in the two Councils as directed • Determine and implement staff development, staff appraisal and training within the team. • Contribute to Service Planning and the development of actions plans and Performance Indicators. • Ensure that key events and targets relevant to these functions and responsibilities are agreed, established and monitored to ensure that they are achieved. • To support senior managers in the two Councils in ensuring that the teams contribute to corporate objectives; functions within the corporate rules and regulations; implements corporate policies and procedures. • To deputise for the Assistant Director/Head of HR/OD, in her/his absence, as relevant
Communications:	<ul style="list-style-type: none"> • Actively contribute to relevant management teams within each Council. • To prepare reports and advise the NYC Executive and CYC Cabinet, any Committees or Member Working Groups of the Councils, as appropriate, on policy and performance within the remit of this post and such other matters as directed by the Assistant Director – SR (NYC) in conjunction with Head of HR/OD and Assistant Director – CBSS in CYC • To liaise effectively with external agencies, health and safety professionals and colleagues in both Councils to share knowledge, ensure good professional practice and to achieve consistency of approach • To support the efficient and effective communication of strategies to ensure up to date, timely dissemination of information and legislative requirements
Systems and information:	<ul style="list-style-type: none"> • To comply with the two Councils’ policies and supporting documentation in relation to Data Protection, Information Security and Confidentiality.

Person specification:

Essential	Desirable
<p>Knowledge</p> <ul style="list-style-type: none"> • Extensive knowledge of Health and Safety management and practice in a large organisation • In-depth knowledge of Budget Processes including Preparation, Management and Monitoring; and commercial practices, risk assessments • Information Systems and Needs Analysis • Extensive understanding of relevant legislative requirements relating to Health and Safety issues. • Well-developed and practically-applied knowledge of leadership skills that encourage commitment from others and promote a positive and motivated organisational culture. <p>Experience</p> <ul style="list-style-type: none"> • Experience of health and safety management in a large complex organisation. • Demonstrable commercial experience • Extensive experience of all aspects of financial, resource and staff management, including successful management of a significant budget and effective performance management of staff. • Extensive experience of successfully working with contractors and consultants. • Extensive experience of successful communication with a wide range of stakeholders. 	<ul style="list-style-type: none"> • Knowledge of Health and Safety issues impacting on schools • In-depth understanding of the current challenges facing the council and the public sector and knowledge of practical examples of good practice from that sector in addressing them. • Detailed knowledge of Local Authority Policy and Administration Procedures. • Detailed knowledge of Contractual Law, Policies and Procedures. • Local Government Experience Experience of working in a unionised environment
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to develop and implement Council strategies in pursuit of agreed goals. • Ability to work sensitively within a political environment and to develop relationships with all stakeholders that command respect, trust and confidence. • Ability to make difficult decisions in a challenging environment and to manage conflict and resistance positively. • Excellent communication and negotiation skills and an ability to influence outcomes through tact, diplomacy and effective reasoning and persuasion, together with an ability to write and present topics on complex issues. • Leadership Skills/Promotion of Organisation Policy Objectives. • Ability to present complex reports to the public, Executive Members and partners. • Strong People Management Skills, Target Setting, Performance Appraisal and Quality Standards, Staff Development and Motivation. • High level of Customer focus. • Ability to work within a system of matrix line management. • Corporate Working Skills. • Communication and Presentation Skills (written and oral). 	

<ul style="list-style-type: none"> • Good drafting skills and the ability to prepare Written Reports. • Service Performance Planning. • Highly developed partnership working with other Directorate Staff and External Organisations. • Ability to work in a Corporate Context. 	
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • NEBOSH Diploma Part 2 Level or equivalent • Member of IOH/Other recognised health and safety professional body • Evidence of Further Professional Development with particular regard to keeping up to date with changes in legislative requirements 	
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel around the county and work between two sites. 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Business Change Service Manager
Grade:	SM1
Responsible to:	Head of Delivery: Digital and Transformation
Staff managed:	Manages a group of managers
Directorate:	Central Services
Service:	Technology and change
Job family:	P&T - Professional & Technical
Date of issue:	April 2024

Job context

The Business Change Team is part of the change function within Technology and Change.

The team work closely with all directorates and other experts as required to identify options for change to achieve service improvements and deliver savings. This includes changes to organisational structures, business processes, digital, technology, culture and ways of working for both back office and frontline staff. Changes will have significant budget implications, and will have an impact on hundreds of staff across the council as well as customers/service users and partner organisations.

The post holder has line management responsibility of the Business Change team and must provide leadership and direction to the team ensuring the competence of all staff is maintained to deliver a professional services to all stakeholders.

The post holder will also undertake business analysis, requirements definition, organisational design and business process improvement activities for large, complex initiatives working closely with other staff across the Technology and Change service and service experts across the council.

The post holder will manage the delivery of key business change initiatives which will require strong clear leadership and an ability to resolve challenging issues working with a wide range of stakeholders.

The post holder will work closely with the Business Architect in the Architecture and Solutions team to ensure alignment between business architecture principles and practices and the work of the business change team.

The post is based at County Hall, Northallerton.

Job purpose

The core focus of this job is to lead the large and complex business change service for the organisation, ensuring that services provided meet the needs of the organisation. Much of this work will be about challenging existing working practices and procedures using best practice change methodologies and tools with the potential to have significant impact on services provided to customers/service users.

The post holder will work closely with a wide range of internal and external stakeholders, including directors, senior managers and staff across the organisation.

The post holder will continually develop and enhance the standard NYC change methodologies and provide mentoring and leadership for teams working on change definition projects and advise on change management issues.

- To act as lead officer for the business change service and provide leadership and direction to a team of staff
- To ensure that the business change service delivered meets organisational requirements
- Act as deputy for the Head of Service when required in relation to all business change, business analysis and benefits management responsibilities.

Business analysis (SFIA Level 6)

- Take full responsibility for business analysis within a significant segment of the organisation where the advice given and decisions made will have a measurable impact on the efficiency and effectiveness of the organisation.
- Establish the contribution that technology can make to business objectives, defining strategies, validating and justifying business needs, conducting feasibility studies, producing high-level and detailed business models, preparing business cases, overseeing development and implementation of solutions, taking into account the implications of change on the organisation and all stakeholders.
- Guide/influence senior management towards accepting change brought about through process and organisational change.

Benefits management (SFIA Level 6)

- Works with operational managers to ensure maximum improvements are made as groups of projects deliver their products into operational use.
- Communicates the change programme vision to staff at all levels of the business and keeps a focus on business objectives.
- Maintains the business case for funding the programme and confirms continuing business viability of the programme at regular intervals.

Organisation design and implementation (SFIA Level 7)

- Establishes and communicates the need and rationale for organisational structure and culture change.
- Secures organisational commitment and resources needed for organisational and culture change.
- Leads organisational change by removing obstacles, advocating and lobbying for change at the highest levels.
- Puts in place mechanisms to reinforce and embed organisational and culture change. Acts as a role model for desired behaviours and sets consistent standards and expectations.

Requirements definition and management (SFIA Level 6)

- Champions the importance and value of requirements management principles and selecting effective requirements management life cycle models.
- Develops organisational policies, standards, and guidelines for requirements definition and management.
- Plans and leads scoping, requirements definition and priority setting for complex, strategic programmes.
- Drives adoption of, and adherence to, policies and standards. Develops new methods and organisational capabilities for requirements management.

Business process improvement (SFIA Level 7)

- Directs the identification, evaluation and adoption of new or existing technologies to improve business processes.

Operational Management:

	<ul style="list-style-type: none"> • Aligns business strategies, enterprise transformation, and technology strategies. • Embeds strategic business process improvement into the governance and leadership of the organisation. • Directs the creation and review of a cross-functional, enterprise-wide approach and culture for embracing business process management.
Resource management:	<ul style="list-style-type: none"> • Provide leadership and management for resources assigned to business change activity including resources from Technology and Change, other corporate services and operational services, • Be responsible for the management and development of line managed staff including monitoring workloads, coaching/ mentoring and undertaking appropriate supervisions and appraisals. • To manage budgets as delegated ensuring that expenditure is kept within existing allocations • Resource management to ensure adequate resources are available to deliver projects in the council's change programme • Develop and enhance NYC change methodologies, standards and approaches • Provide mentoring and support for others involved in business change activity.
Partnerships:	<ul style="list-style-type: none"> • Work with senior managers and staff in operational and corporate services to identify opportunities for changes which will improve services, improve the customer experience or increase efficiency. • Work with directors, heads of service, senior managers and staff in partner organisations to design new models of service delivery and ways of working. • Develops and communicates tailored change management plans for senior stakeholder groups. Provides guidance and makes suggestions to support change sponsors.
Strategic management:	<ul style="list-style-type: none"> • Lead in the development and implementation of business change programmes • Lead in the development of new ways of working that maximise efficiency and effectiveness. • Coordinate and participate in the activities of steering groups to ensure that implementation meets with required objectives and desired outcomes. • Coordinate all aspects of planning in relation to individual business change work and combine to form a coherent and coordinated business change programme • Develop, own and maintain business analysis plans and other associated documentation • Produce consolidated progress reports for the boards, steering groups and senior stakeholders as and when required • Produce reports on specific topics relevant to the work being undertaken as and when required. • Manage relationships with key stakeholders and suppliers • Monitor quality of deliverables, acceptance and sign-off processes
Communications:	<ul style="list-style-type: none"> • To ensure good working relationships and communications with colleagues, customers and senior managers, being open, honest and inviting involvement and participation. • To facilitate structured and unstructured meetings, workshops and other change events for a range of audiences including senior managers, service managers and their teams, internal and external stakeholders and customer/ community representatives. • To present findings from business change activity and other associated work to the relevant groups as required. • To prepare and present reports to senior managers relating to business change activities as required. • To provide clear leadership to the team of staff to ensure unambiguous direction and performance management

Systems and information:

- Use appropriate ICT tools including Microsoft Office, Visio, Sharepoint and other specialist tools such as Project Vision.
- Identify functional and non-functional requirements for technical solutions to support business change.
- Work with T&C business partners and technical teams to identify how technology could be used to support new business processes and ways of working.

Person specification:

Essential

Knowledge and Experience

- Excellent understanding of business change methodologies including process mapping, Lean, Human-centred design and BPR
- Excellent knowledge and understanding of requirements elicitation and UX analysis techniques, e.g. user stories, customer journey mapping
- Good understanding of programme and project management methodologies
- Excellent understanding of change management theory
- Knowledge and understanding of HR policies and procedures relating to organisational change
- Excellent knowledge and understanding of Organisational Development
- Knowledge and understanding of how operational budgets are constructed
- Good functional understanding of key technologies to support transformation, e.g. business intelligence, CRM, mobile computing, digital services)
- Significant experience at a senior level in a Business Change function
- Effective management/leadership experience in managing staff and performance
- Experience of leading business analysis activities following a methodology where potential savings or efficiencies are in excess of £1m pa.
- Experience of operating at a senior level to identify cross-service and cross-partner change opportunities.
- Experience of working with senior management teams to objectively challenge established ways of working, supported by relevant budget and performance data.
- Experience of working with a wide range of customers, service users and/or community representatives
- Experience of writing and presenting proposals to senior staff including directors.
- Experience of analysing complex and varied data to identify and quantify issues.
- Experience of change recommendations being successfully implemented.
- Experience of running large-scale change workshops with senior stakeholders including from partner organisation.
- Experience of negotiating with senior stakeholders to agree content of proposals.
- Experience of preparing business cases for significant change proposals (e.g. savings over £1m pa) including supporting financial and performance data.
- Experience in providing customer facing presentations to diverse stakeholders.
- Evidence of working with senior management teams and other stakeholders, including customer and community representatives, to devise creative solutions to service based issues.

Desirable

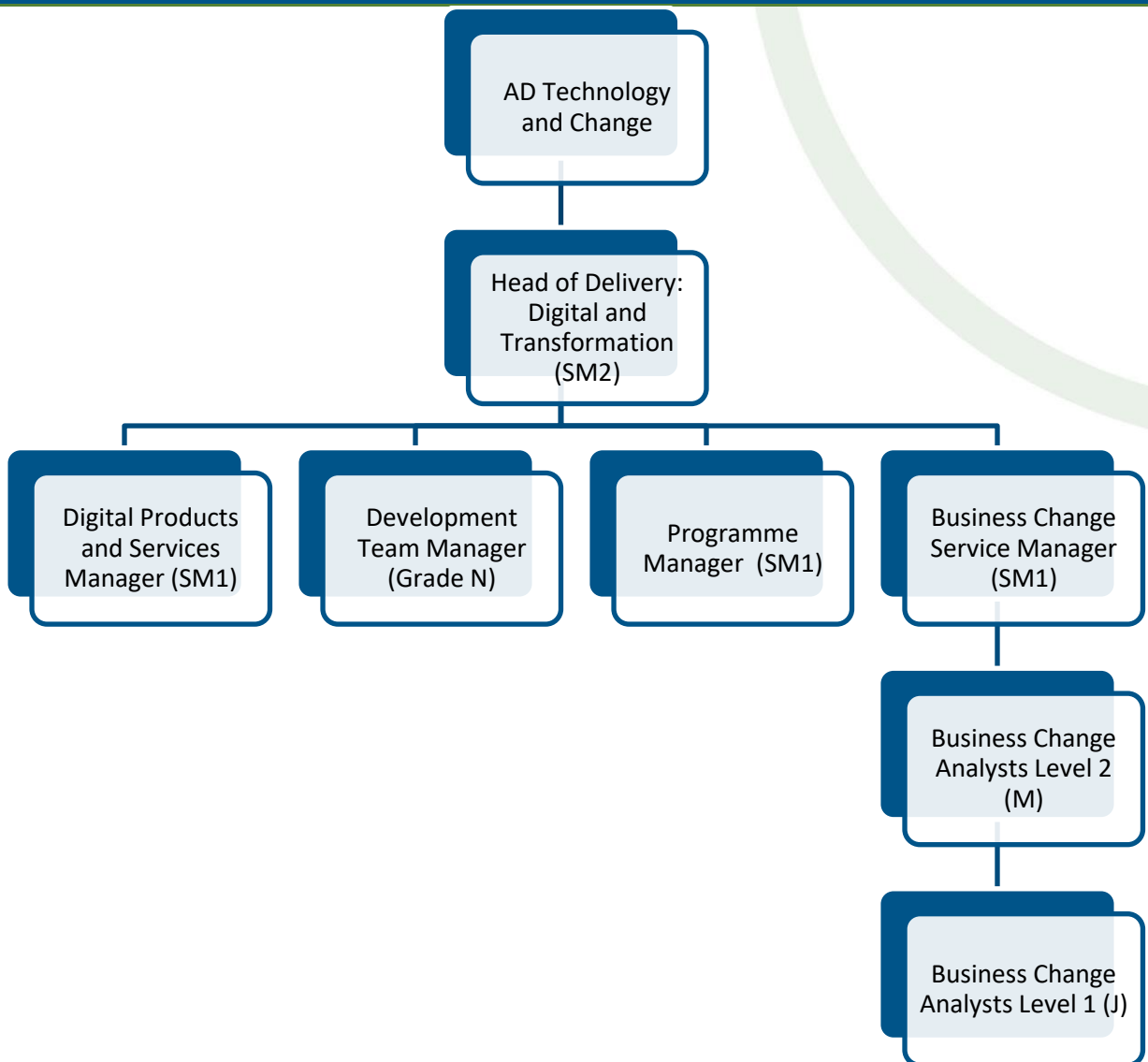
- Awareness of local authority policies, procedures and relevant legislation.
- Coaching/mentoring experience
- An awareness of ITIL
- Local government experience
- Experience of successful partnership working

<ul style="list-style-type: none"> • Significant experience as a business analyst / change analyst / change manager role in a customer/client facing environment. 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to plan, manage and report on work required to undertake complex business change work. • Ability to confidently use persuasion, influencing and/or negotiation techniques to influence others in difficult situations. • Demonstrably strong interpersonal skills. • Ability to work at all levels of the organisation including directors and members • Ability to work with senior stakeholders to generate creative and innovative solutions for difficult issues. • Ability to identify possible causes of problems and recommend solutions to minimise future occurrence. • Ability to break information into component parts to identify trends and projections, and to pinpoint key information from large amounts of complex data to influence well-reasoned conclusions. • Ability to use tools from standard methodologies to conduct analysis. • Ability to make and be accountable for effective recommendations and sound professional judgements • Ability to make recommendations which may involve difficult conversations. • Ability to analyse and use financial and performance data to inform complex business cases. • Ability to act calmly during difficult circumstances and recover quickly from setbacks • Ability to present high level, complex information in an appropriate format. 	<ul style="list-style-type: none"> • Text here
<p>Behaviours</p> <ul style="list-style-type: none"> • link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Educated to degree level or equivalent experience at a level commensurate with this role. • Evidence of on-going commitment to CPD • Relevant advanced qualification, e.g. BCS business analysis advanced diploma or equivalent experience 	<ul style="list-style-type: none"> • Programme or project management qualification (MSP, PRINCE2 or similar) • Relevant business change methodology accreditation such as Lean, BPR, Six Sigma.
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel for work purposes. 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Enterprise Architect
Grade:	SM1
Responsible to:	Head of Technology Architecture and Infrastructure
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Technology
Job family:	P&T - Professional & Technical
Date of issue:	December 2023

Job context

North Yorkshire Council (NYC) Technology Services provides effective ICT services across the North Yorkshire region, supporting 10,500 staff and 625,000 citizens. We enable the organisation and its partners to achieve their operational outcomes, driving innovation and efficiency to continually improve ICT services both within the council, and externally to businesses, communities, volunteers, and providing a commercial offering to public and private sector customers. With NYC's transformation from eight separate local government organisations into one unitary authority in 2023, Technology Services provides a critical role to consolidate, improve and develop our networks, infrastructure and systems.

The Technology Architecture, Infrastructure and Service Management Team is the effective design, delivery, and governance engine room for Technology Services. The team has accountability for the organisation's enterprise architecture, designing a future focussed consolidated and well-functioning and supported set of infrastructure and secure networks. Critical to its success is the governance, assurance, and successful customer relationships. Service Manager manage an average budget of £750,000.

Occasional out of hours working may be required.

Whilst operating a hybrid working model, work may require the post holder to occasionally travel for work purposes across the North Yorkshire County. If your base location is a locality hub you will be expected to be a part of the on-site presence in that location on a regular basis.

As a member of our Technology team and in line with our customer centric ethos, you should guide and advise users who may need help and support while you are at your locality hub.

The core focus of this job is to lead and manage the development, governance and monitoring of Enterprise Architecture for the Technology Service in order to meet the business requirements of the organisation. You will lead the formal EA program, managing a team of architects (business, information, solution, technical and other).

You will provide Enterprise Architecture expertise to the organisation to ensure maximum benefit from their ICT investment. As an Enterprise Architect you will have expertise in analysing and developing architectures at the Enterprise level and will have an understanding of the technologies and operational processes required to achieve this. You will be supported by the EA team providing, and may also find yourself providing, high-value strategy, business analysis, technology and procurement support to ensure any solution aligns with the organisation's objectives across the capability requirement.

The role will require you to lead projects, often responsible for managing teams, ensuring the overall success of the objectives. The role involves producing high quality, formal deliverables and reviewing formal deliverables developed by others. This role requires significant stakeholder engagement, dealing directly with the client,

including in resolving day-to-day issues involved in assignment delivery and developing further opportunities that would benefit the organisation.

You are responsible for defining the EA process and architecture review and advisory process, and for leading the integration of those processes with related business and IT processes. You will lead, prioritize and develop the overall enterprise architecture approach for the organization, and communicate architectural direction

You have line management responsibility of the Enterprise Architecture team and must provide leadership and direction to the Enterprise Architecture team ensuring that the technical competence of all staff is maintained to deliver a professional service to all stakeholders.

Job Purpose:

The core focus of this job is to lead and manage the development, governance and performance of Enterprise Architecture (EA) service for the organisation. Provide EA expertise to the organisation to ensure maximum benefit from their investment through developing and maintaining the EA strategy. This involves setting direction, guiding the planning process to develop the vision and establishing the overall approach to EA. As a premier advocate of EA, the Enterprise Architect will work with multiple business services and effectively manage their expectations and establish priorities.

Operational management:

- Lead the Enterprise Architecture service for the organisation to help mature the organisation's architecture governance and develop best practice.
- Define and implement Architecture principles, standards and governance.
- Develop an Architecture Framework, define architecture vision and set SMART objectives.
- Lead appropriate Enterprise Architecture programmes and initiatives that support the delivery of change necessary to achieve business objectives, improvements and service transformation.
- Analyse enterprise business context (trends and business strategy (Service Orientated Architecture (SOA)), as well as change requirements in other domains, to derive the enterprise's application systems and Service Orientated Architecture) services desired futures state architecture and guide technology decisions for the enterprise.
- Lead the analysis of the current application systems and (SOA) services environment to detect critical deficiencies and recommend solutions for improvement.
- Define high-level transition and migration plans to address the gaps between current and desired future states, ensuring alignment with budgetary, capital planning processes.
- Oversee on technology implementation and modification activities (e.g. programmes and projects) to ensure adoption of the enterprise's desired future state application systems and (SOA) services architecture.
- Consult on application or infrastructure development projects to harmonise application systems and (SOA) services with the enterprise's overarching technical architecture and to identify when it may be necessary to modify the application systems and (SOA) services desired future state architecture to accommodate immediate or future programme and/or project needs.
- Define metric to measure and demonstrate architectural value.
- Develop and review strategies and target architectures to support future delivery of Technology services to meet the organisations business needs.
- Develop and review baseline and transition architectures to support the organisations migration planning within the overall business change programme.

- Develop architecture views to describe all aspects of the organisation including its Business, Information, Data and Technology.
- Matrix management of technical teams required for Enterprise Architecture projects and implementation.
- To inspire and motivate others to achieve, providing support to improve performance to achieve objectives and goals
- Match resources and skills to projects.
- Continuously improve performance measurement.
- Align planning processes and Information Technology with the Authority's goals
- Work with all teams within Technology Services to promote shared applications and infrastructure to reduce costs.
- - Strategy and Planning
 - Strategic Planning – Level 6
 - Information Systems Co-ordination – Level 7
 - Enterprise and Business Architecture – Level 6
 - Solution Architecture – Level 6
 - Emerging Technology Monitoring – Level 6
 - Research – Level 6
 - Advice and Guidance
 - Specialist Advice – Level 6
 - Consultancy – Level 6
 - Methods and Tools – Level 6

Resource management:

- To be responsible for staffing and associated budgets.
- To take responsibility for the performance of the team and manage the overall work of the team, taking responsibility for decision making of escalated issues.
- To ensure staff in the Enterprise Architecture service are clear about what is expected of them, are kept informed about their performance and enabled to develop the necessary skills and knowledge through supervision, appraisal and development opportunities.
- Manage budgets as delegated ensuring that expenditure is kept within existing allocations, advising line manager of additional resource requirements and assist with the preparation of an annual budget.
- Resource Management to ensure adequate resources are available to deliver Enterprise Architecture projects.
- Forecast and manage the demand for Enterprise Architecture services
- Responsible for the management of multi-skilled Project Teams
-
- To be proactive in the promotion of continuous personal development of all staff allocated to the team, including self. Reviewing staff skills matrix on a regular basis.
- To lead, manage and promote a culture of exceptional customer care

Partnerships:

- Liaise as required with partner organisations on Enterprise Architecture projects and issues as appropriate.
- To represent the Authority, Technology Service as necessary at Member and officer working parties and any other internal or external meetings on Enterprise Architecture matters.
- Use Enterprise Architecture effectively to support the planning and developing of services with other agencies.
- Record, summarise, share and feedback information to ensure all partners are appropriately informed.
- Work in a team context and forging and sustaining relationships across agencies and respecting the contribution of others working with customers.

Strategic management:

- To contribute to the development of a business plan for the service area in line with key performance objectives, priorities and quality assurance principles.
- To contribute to Corporate Directorate and cross Directorate strategic developments through actively promoting and developing the Service's contribution to both County and Directorate level priorities and objectives as set out in the Corporate Plan and Service Plan.
- To provide direction on the production, monitoring and review of the procedures and policies for the service.
- Lead the Enterprise Architecture strategy for the organisation.
- To assist the senior management team in identifying business opportunities to develop and enhance the service to the customers
- To identify process and policy improvements which could be improved and deliver cost reductions to the Technology Services and NYC
- Provide consultancy to the Directorates to ensure that technical proposals are translated into practical deliverables
- To actively consider new and innovative ways of doing things recognising and promoting the positive benefit of change to improve services and achieve goals

Communications:

- Establish respectful, trusting relationships with customers.
- Develop and use effective communication systems appropriate to the audience.
- Negotiate effectively with external agencies to ensure best value for the Council.
- Liaise with internal colleagues and external organisations to deliver and procure services as required.
- To provide clear leadership to the team of staff to ensure unambiguous direction and performance management.

Systems and information:

- To be responsible for identifying, implementing and maintaining relevant Enterprise Architecture tools that are used across the authority to support the implementation and use of Enterprise Architecture.
- Using the relevant enterprise architecture tools to maintain a list of all Enterprise Architecture artefacts enabling several different views to be available (e.g., Customer, business, technology).
- In conjunction with other service areas, develop initiatives and proposals to promote the work of the service.
- Prepare and present reports to Committees, Councillors and the public.
- Use systems and information as appropriate to quality assure the work of other professional and support staff.
- Effectively evidence management oversight of critical decisions and practice.
- Ensure service information is available to customers and the general public as appropriate.

Person Specification:

Essential

Knowledge and Experience

- In depth understanding of the business and technical issues associated with the analysis, design, development and support of information systems.
- In depth understanding of business or systems analysis methods and tools, e.g., BPMN, LEAN, UML.
- Intimate knowledge of change management, risk management, setting up and initiating projects.
- Good understanding of the IT industry's best business practices and procedures

Desirable

- Good understanding of service call management systems and workflow
- Aware of ISO 9002
- Good understanding of ITIL based Change

- An awareness of service management best practices
- Knowledge of Enterprise Architecture (Zachman, TOGAF etc)
- Knowledge of software and systems development methods.
- Knowledge of Public Sector best practice guidance, e.g., ITIL, OGC toolkit.
- Knowledge of staff resource scheduling and work planning.
- Experience of successfully leading on Enterprise Architecture
- Significant experience at a senior technical and management level in an Enterprise Architecture function
- Demonstrable track record of contributing to service improvement, service efficiency and seeking innovation
- Effective management/leadership experience in managing staff and performance.
- Experience of developing positive business relationships at all levels to help achieve business objectives
- Experience of contributing to the development of ICT strategies and project portfolios to help achieve complex business objectives.
- Experience in at least two of the following areas: business intelligence, project management, change management, ITIL service level management
- Experience of gathering and analysing business requirements for business intelligence provision
- Experience of initiating, planning and managing complex ICT projects
- Significant experience of resource management
- Proven and effective experience of the management of resources in a changing organisational environment, including financial resources.

Control process and methodology

- Experience of working in ICT or business change in the public sector
- Experience of change management systems

Occupational Skills

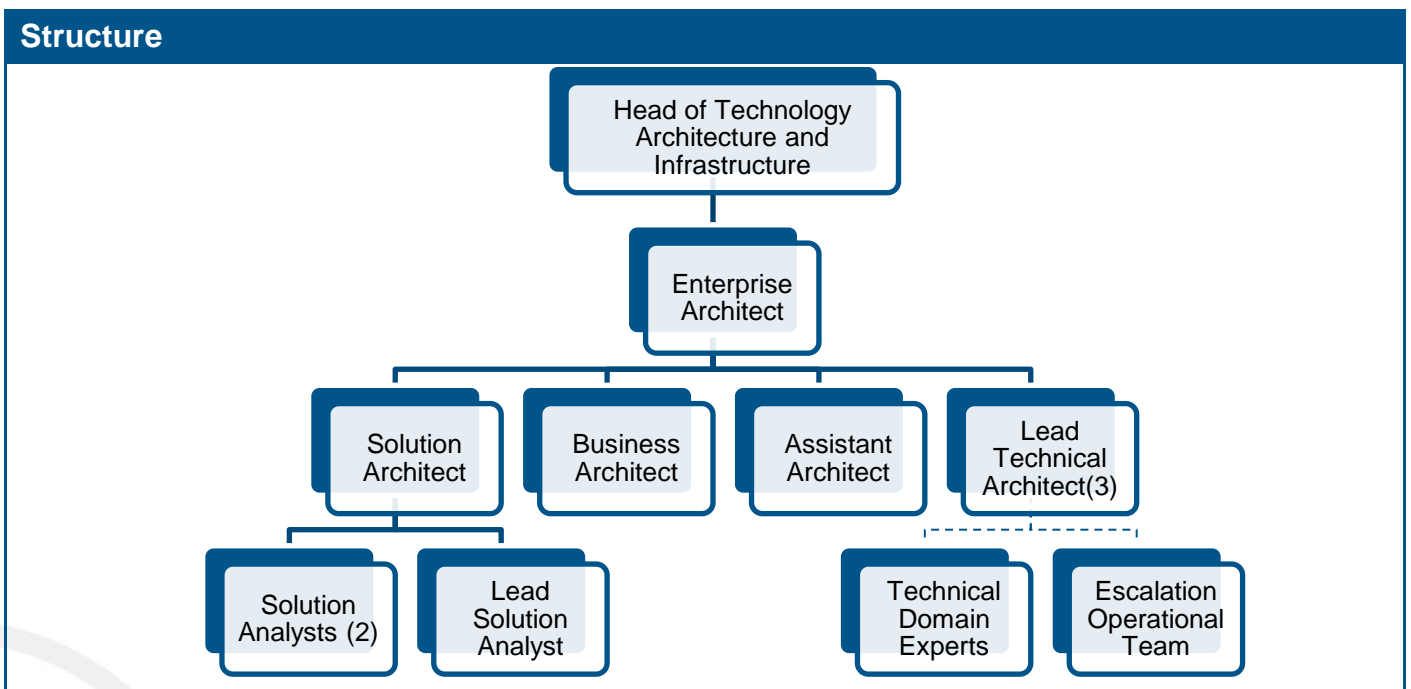
- Analytical skills - analyses and interprets high level information to influence strategic decisions
- Audit skills - Monitors audit legislation, undertakes audit investigations and monitors performance against audit plans
- Decision making skills – makes decisions which may involve difficult choices or considered risks
- Persuading, Influencing and Negotiation Skills
Strong interpersonal, influencing and negotiating skills and have influenced senior stakeholders within and across organisational boundaries. Ability to question and challenge current practice.
- Communication skills – good presentation skills, good written skills, ability to prepare reports on complex issues and the confidence to present them.
- Financial/budget management skills – co-ordinates, monitors and reviews the use of financial resources.
- Project working skills – manages the delivery of projects using appropriate project planning techniques
- ICT skills – Intermediate ICT Skills in Microsoft office applications
- Customer care skills - Ability to put the customer at the centre of service and business solution design, ability to balance the role of customer advocate with a corporate approach.
- Motivation and leadership skills
- Identifies possible causes of problems and implements solutions to minimise future occurrence.
- Ability to act firmly but with tact and understanding
- Ability to take clear decisions
- Ability to work in a pressurised environment, deal with competing demands and determine priorities

Behaviours link	
Professional Qualifications <ul style="list-style-type: none"> Evidence of ongoing commitment to CPD 	<ul style="list-style-type: none"> ITIL V3 foundation certificate Project management qualification
Other Requirements <ul style="list-style-type: none"> Ability to travel across the County Ability to attend meetings outside of normal business hours Professional values and attitudes Ability to work both on own initiative and as part of a team Ability to work to specified deadlines 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Benefits and Welfare
Grade:	SM2
Responsible to:	Assistant Director Customer, Revenue and Benefits
Staff managed:	Manages a group of managers
Directorate:	Resources
Service:	Customer, Revenue and Benefits
Job family:	SM - Senior Management
Date of issue:	June 2023

Job context

As a member of the senior leadership team, to contribute to the overall leadership, direction and management of the relevant service in the context of local and national priorities.

This role is responsible for:

- To provide leadership, operational management and financial control for the Welfare/Benefits administration function of the Revenue and Benefits service area.
- The leadership and line management to a number of operational teams across north Yorkshire locality areas. These teams will provide a range of services.
- To be accountable for the performance of the welfare/benefits function and delivery of high-quality strategic aims
- Drive transformational organisational change in order to achieve excellent member, customer and partner relationships while delivering cost-effective, high-quality services to residents
- To lead and manage the welfare/Benefits function (including council tax administration of associated benefits claims) in order to deliver the Council's strategic and service objectives in relation to welfare/benefits (housing benefit, discretionary housing payments, council tax reduction and any other government schemes).
- Drive the improvement/transformation agenda within the service and develop capacity in key areas to support services in meeting local and corporate objectives
- Be an active member of the Customer, Revenues and Benefits senior leadership team with collective responsibility for the managerial leadership of the Customer, Revenues and Benefits service, encouraging a culture which promotes the values and behaviours of the council and a can-do attitude.
- To lead and manage the welfare/benefits service, resource management capacity actively seeking and applying best practice and innovative methods of service delivery to ensure cost effective and efficient service delivery that meet the demands of the customer.
- Maximise the value of Government subsidy and grants received for the service, ensuring that all funding that is available has been applied for; the appropriate systems are in place to avoid loss of subsidy relating to Housing Benefit error processing to protect the Council from financial risk.
- To maximise the income collected by the Council from customers and other income within the parameters of statute.
- To work with and advise the Assistant Director of Customer, Revenues and Benefits on matters relating to the development and delivery of strategic priorities, changes in legislation and the delivery of transformation plans and objectives, services and performance in relation to Customer, Revenues and Benefits
- The identify and maximise the use of external funding opportunities.
- In this role you will be required to deputise for the Assistant Director Customer, Revenue and Benefits as necessary and to represent the council on a range of regional and national networks.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job purpose

To be responsible for the effective delivery of welfare/benefits services across North Yorkshire. To provide strategic, operational leadership, ensuring effective and efficient operational management and financial control to achieve the council priorities.

Operational Management:

- To lead the operational delivery of welfare/ Benefit services, ensuring that all statutory duties are met and delivered.
- Be the Council's principal technical and procedural advisor on welfare/benefits functions for the Council, providing advice and support to the Director, assistant Director and elected members.
- Management of the Team in terms of the Council's provision of Council Tax administration, Housing Benefit, Council Tax Reduction and Discretionary Housing payment and other associated schemes.
- Assist the AD for customer, revenue and benefits with the management of the Revenues and Benefits budgets.
- Assist the AD for customer, revenue and benefits with the strategic planning of the welfare/benefits service looking forward 3 to 5 years to anticipate what service volumes, resources and skills will be required and what impact proposed legislation changes are likely to have on the service. Responding to national consultation as required to shape national policy.
- Be part of the leadership team delivering the integration of 7 former District Revenues & Benefits teams into a single team.
- Assist the AD for customer, revenue and benefits with the development, delivery and review of policies and practices in connection with the Revenues and Benefits service.
- To instigate and maintain the highest standards of corporate governance and financial control within the Benefits team.
- Ensure the Corporate Debt Policy is maintained, communicated and enforced as necessary
- Make best use of resources, analyse outcomes and welfare/benefits against costs and risks when planning and making decisions.
- Make decisions in a timely manner and take personal responsibility for those decisions.
- Take initiative and clear ownership of issues.
- Manage a budget, delivering against financial responsibilities and adhering to financial regulations.
- Assist the Assistant Director for Customer Revenue and Benefits to Develop and maintain a future-focussed workforce plan. Demonstrate a commercial focus, identifying opportunities to reduce cost and create income generation opportunities.
- Ensure effective performance management systems are in place and checks/balances and demarcation of duty occurs at key points to ensure data integrity and financial security
- To make appropriate returns to the government and other external agencies
- To negotiate contracts and agreements with partners/external suppliers, aimed at securing the councils objectives and best interest at all times, some specific examples being the Revenues and Benefits IT systems contract, general Benefit related contract such as bailiff/trace agencies etc
- Ensure internal and external audit recommendations are implemented or responded to where not practical or cost effective
- Ensure risk to the councils cashflow is minimised by highlighting issues early and the potential for fraud is minimised
- Make recommendations in respect to discretionary powers associated with revenues
- Maintain good working relationships with Heads of Service and coordinate welfare/benefits related issues across the council as required

OFFICIAL - SENSITIVE

OFFICIAL - SENSITIVE

- To ensure the Council's information systems for welfare/ benefits collection and benefit payments are accurate and up to date
- As a Head of Service, to formulate the strategic direction, priorities and plans for the service, making a major contribution to the way the Council delivers its services
- Provide clear, visible and motivational leadership to create a high performance culture that drives continual improvement, efficiency savings and high levels of customer satisfaction.
- Anticipate and manage trends and changes in the operating environment and plan to meet these changes in order to provide best value for service users.
- To ensure that every opportunity to maximise council resource is achieved promote, develop and manage effective partnership working and strategic alliances, with internal and external stakeholders, including, authorities, partner organisations, and agencies in order to achieve continuous improvement in the provision of services and input into policy developments in own area of expertise.
- Build and lead strong teams, communicating the vision and objectives of the service to ensure effective delivery to the agreed service standards and targets.
- Act as a professional advisor to the Council, Cabinet, and Chief Executive, Director and Assistant Director on all issues relating to the welfare/benefits service.

**Resource
management:**

- The Revenues and Benefit Service is responsible for all the major income streams of the council and as such is key to the overall financial wellbeing. It is imperative that systems are maintained and developed to maximise cashflow, databases and overall income levels from all sources external and internal. With the large value of debt handled including cash and cheques, risks need to be minimised and systems in place to ensure misallocation, fraud, theft etc are mitigated.
- To lead on the development and implementation of effective financial, planning, monitoring and management systems within the service to ensure the delivery of value for money, cost efficient and high-quality services.
- In the relevant service area, prepare bids, justification for financial support, agreement of programmes and the execution of all management functions to obtain external funding from Central Government, other appropriate funding sources.
- Be responsible as the budget holder for resources in respect of allocated budgets within the council's scheme of delegation of financial responsibility.
- To ensure the effective use of resources through identifying, assessing and evaluating different approaches including utilising value for money criteria, using resource management tools to ensure we demonstrate cost effectiveness.
- Be Accountable to the Assistant Director of Customer, Revenue and Benefits for financial performance of the service, ensuring that effective monitoring systems are in place and that a balanced budget and efficiency targets are achieved.
- To lead and manage staff ensuring that they are consulted, supported, motivated, appraised and developed to enable them to fulfil their roles effectively, to the highest standards possible and meet current and future service needs
- Ensure the health and safety of all persons and premises under your control are in accordance with the provisions of Health and Safety.
- To respond to internal audit reviews and implement action plans within agreed deadlines.
- To manage risk assessments for the welfare/benefits teams

Partnerships:

- Establish and maintain effective working relationships with internal and external partners including other directorates, statutory and voluntary sector partners and Government bodies.
- Establish and maintain effective working relationships
- Deputise for the Assistant Director of Customer, Revenue and Benefits as required and represent the directorate at policy, organisational, co-ordination and consultation forums with external agencies, other council directorates within the service area or wider directorate.

- Identify and work effectively with all relevant stakeholders to support service development and transformation.
- To work collaboratively with other local authority staff and partner agencies to influence an integrated and co-ordinated approach to achieving key targets and required outcomes.
- Work with communities and service users to ensure they can influence service development

Strategic management:

- Supporting the Assistant Director of Customer, Revenue and Benefits at a management level and be an active member of the management team with collective responsibility for the delivery of the wider council plan and service plans as well as establishing a culture which promotes the values and behaviours of the council.
- As a member of the directorate management team, provide general support on service matters to the Assistant Director of Customer, Revenue and Benefits.
- Through effective planning and resourcing, provide robust strategic leadership and effective management of Revenues services and its staff, ensuring that it is an effective, high performing team capable of delivering Member's priorities.
- Within service area, to lead on all aspects of staff management including recruitment, induction, production of personal objectives, monitoring of staff performance data, delivery of performance appraisals, management of poor performance and learning and development.
- Provide sufficient management guidance and information and embed good people management skills in managers across the service area, making North Yorkshire
- To ensure on-going continuous improvement within teams and to drive transformational change within the service to ensure cost-effective, high-quality services to residents.
- To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate.
- Take direction from the Assistant Director of Customer, Revenue and Benefits in relation to exceptionally complex or highly politically sensitive issues.
- Establish and maintain effective working relationships with strategic partners and to lead on the development of consistent and effective services at a locality level.
- Evaluate activity at a strategic level to ensure the continued relevance of strategies as policy and practice moves forward.
- Develop policies, guidance and procedures to ensure consistent working practices across locality teams.
- Ensure that the required budget savings are delivered in line with objectives and ensure all procurement and commissioning activity related to the service area provides value for money.

Communications:

- Encourage good communication and effective working relationships across services/directorates.
- Communicate and engage with staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice.
- Represent, through the provision of specialist advice, preparation of reports and information, the work of the service to members and senior officers of the council so that they can perform their executive, scrutiny and representational responsibilities. Ensure decisions are appropriately informed and services delivered according to council priorities.
- Oversee the production of written information, which is clear and concise, including articles for the website, processes for staff, procedures and guidance documents, customer journey mapping etc.
- Lead engagement and consultation processes to support the delivery of the Local Taxation and associated policies and initiatives.
- Communicate effectively with staff and senior management in respect of all activity and development.

	<ul style="list-style-type: none"> • Negotiate and influence others whilst taking forward change and transformation projects. • Represent the directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services. • Respond to media enquiries as requested by the Assistant Director of Customer, Revenue and Benefits and the Corporate Director of Resources and appraise them of any matters arising which are particularly sensitive or controversial in nature • Deal with any customer complaints and FOI in accordance with council policy
Systems and information:	<ul style="list-style-type: none"> • Work with the AD customer, Revenues and benefits to ensure the delivery of the transformation plan to upgrade the revenue and benefits system across north Yorkshire. • Ensure that all Policy and procedures are aligned with data collection and performance to ensure they provide information and statistical reports to illustrate transformational plans and progress. • Analyse data and information to inform transformational decision making. • Use the current business processes in relation to record keeping, financial monitoring and ICT. • Support the Assistant Director of Customer, Revenue and Benefits and wider corporate leads on the development of technology, other communication and data management processes to ensure the service remains effective, efficient and modern. • Ensure all service systems are operated in accordance with policy and procedure • Ensure all data protection (GDPR) are followed in accordance with council policy
Safeguarding:	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, ensuring concerns are actioned as appropriate • Promote and safeguard the welfare of vulnerable people, ensuring this principle, culture and practice is embedded throughout all council services, in compliance with national and local procedures and protocols. • Ensure safe and efficient delivery of service by achieving high standards of health and safety and reducing risk.

Person specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Substantial experience of delivering a welfare/benefits function, with expert technical knowledge and experience. • Expert knowledge of Legislation and practice for council tax administration with skills to interpret and apply new Legislation to the Council as required. • Authority and credibility to work effectively in a political environment and build productive relationships and engage successfully with colleagues, partners and customers. • Excellent interpersonal, communication and presentation skills, with proven ability to communicate effectively and persuasively to a wide range of audiences both horizontally and vertically throughout the organisation. • Excellent persuasion and negotiating skills, in order to motivate people and partnerships and influence outcomes critical to the success of the Service. • Able to analyse complex information quickly, reaching and articulating decisions with clarity, to deliver solutions that command support. • Sound financial management and budget Experience. • Applied understanding of the technical issues across the professional service area. 	

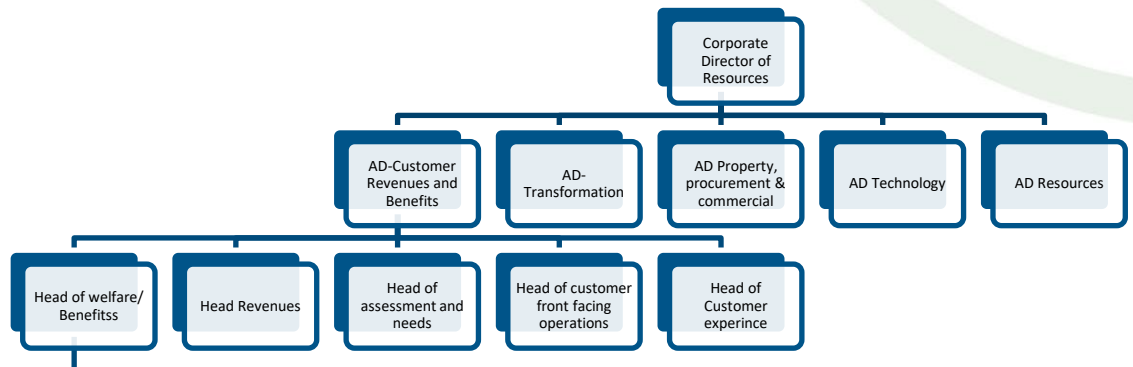
<ul style="list-style-type: none"> • Able to think and act strategically, be proactive, solve problems and make decisions. • Proven business, people and change management experience. • Ability to provide insight and constructive challenge that directly influences decision making and outcomes of the section • A strong knowledge of, safeguarding, equality, GDPR and confidentiality rules. • Knowledge of project management including business planning. • An excellent understanding of policy formulation and implementation. • Proven track record of effective financial and workforce management. • Knowledge/experience of current best practice standards both at local and national level • Knowledge and understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role. Significant experience of commissioning services and developing strategies at a senior level. • Evidence of work-related continuing managerial and professional development 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to set and meet objectives and targets to deliver continuous improvement. • Staff management skills including recruitment and selection, performance management & development. • Ability to programme and monitor workloads and delegate tasks effectively. • Ability to develop and implement effective commissioning frameworks. • Project management and implementation skills. • Experience of liaising and negotiating with external and internal partners. • Communication and presentation skills (written & oral). • Budget management skills including effective use of resources. 	
<p>Behaviours</p> <ul style="list-style-type: none"> • Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends. • Committed to the council's corporate vision and objectives. • Highly motivated and not easily discouraged. • Personal and professional demeanour and credibility which commands the confidence of members, senior managers, staff, external partners and other stakeholders. • A high degree of probity and integrity. • A commitment to learning and achievement. • Able to travel for business purposes. 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Educated to degree level or equivalent standard or service experience 	<ul style="list-style-type: none"> • Membership of relevant professional body
<p>Other Requirements</p> <ul style="list-style-type: none"> • Evidence of work-related continuing managerial and professional development. • Proven track record of senior management success for a Revenues and Benefits service • This job summary is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a 	

broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



Final details of the management structure to support this role need to be finalised, However it is envisaged that the Head of Benefits will have around 5 managers reporting directly to them, covering locality teams xxxxxx

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Commercial Services Technology
Grade:	SM1
Responsible to:	Assistant Director Technology
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Technology
Job family:	SM - Senior Management
Date of issue:	July 2023

Job context

- This post is one of the senior leadership team for North Yorkshire Council (NYC) Technology Services. We provide the ICT services which enable the organisation and its partners to achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire. The current user base includes approximately 10,500 staff and 625,000 citizens of North Yorkshire. Increasingly the council is working in partnership with other organisations, communities, and volunteers to deliver services as well as offering commercial services to other public and private sector customers. Technology services and products therefore need to take account of an increasingly wide and diverse user base.
- Our Technology Vision is to provide effective Technology Services and drive innovation and efficiency across all services to ensure that our organisation and partners can achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire.
 - We want to have a Technology Workforce that:
 - feels valued for the contribution of individuals and teams,
 - works with agility and flexibility across and between our teams,
 - has a spirit of creativity and continuous learning,
 - and the capabilities and skills to deliver a first-class service.
 - Within NYC we want Technology to be a Service that:
 - is a valued partner and trusted advisor for our NYC customers,
 - is knowledgeable about and proactively guiding and supports our customers,
 - seeks innovative solutions to support service transformation,
 - continuously improves our service provision.
 - Across North Yorkshire we want Technology to be a Service that:
 - enables our NYC customers to deliver world class services to our residents,
 - role models the provision of best value to save and invest in NYC services,
 - boldly supports partnership beyond NYC with honesty and integrity,
 - collaborates with our services and partners to ensure maximum value.
- The Technology Head of Service roles are each composed of complimentary elements of responsibility that together total the operational, transformational, commercial, and security needs of NYC, the volume and scale of which determines the seniority level of each individual role. These composable elements are subject to review and are dependent on the current organisational requirements which in 2023 include responsibility for the delivery of foundational network and system consolidation and a level of internal change that is exceptionally complex, high profile and essential to the successful delivery of organisation transformation.

- It is expected that the composition of this structure will be in place for a period of three years after which there will be an opportunity to review and recompose if required. Technology Services requirements for stability, consolidation, transformation, and centralisation dictate the need for five Heads of Service.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

The composed roles for Technology Head of Service are:

1. Architecture, Infrastructure and Service Management SM3

This role has over all accountability for the organisation's enterprise architecture, this is the most senior of technical leadership roles effectively leading multiple functions of highly specialised technical leaders to design a future focussed consolidated and well-functioning design, holding all other services to account for delivering against that design and maintaining a functional part of the organisation's transformation design authority. In addition to this role will also lead on and be accountable for the consolidation design, implementation, and ongoing maintenance of the NYC technology infrastructure to provide the essential foundations for overall organisational transformation. This role profile also has responsibility for the SMO and BRM functions that together form the core governance, assurance, and communication functions for Technology Services.

2. Systems and Applications SM2

This role will lead on the consolidation and convergency of systems and applications, maximising reuse and recycle wherever possible to ensure best value. The other key transformation priority for the Head of TSA will be management of the centralisation of systems (and people) aligning to the NYC Target Operating Model TOM.

3. Support and Digital Workplace SM2

The technology support service will design a new service that brings together the first and second line support from all legacy organisations into one flexible service that balances local face to face support provision and centralised service delivery. The deployment will be demand led and include direct connectivity to specialist teams which will require matrix leadership across the other functional areas.

4. Cyber and Information Security SM1

This role and absolutely essential due to the increased threats we face as a digital organisation and the potential for attack that is exponentially increased during this time of consolidation and change. Leadership of this function will also include management of information governance and security services.

5. Commercial Services SM1

The Technology Commercial Services teams (commercial and schools) will be picking up additional responsibilities due to our convergence into a single organisation however this does not substantially change the role, or functions within that service.

- All Heads of Service roles will have responsibility (within their composed remit) for:
 - Setting strategy, inspiring, and mobilising a wide range of ICT and management responsibilities.
 - Influencing the developments within ICT providers at the highest levels.
 - Developing long-term strategic relationships with customers, partners, industry leaders and government.
 - Leading on the formulation and implementation of the council's ICT strategy and advises on the implications of emerging technologies for the wider business environment.
 - Delivery of complex technical ideas to both technical and non-technical audiences at all levels.
 - Communicates the potential impact of emerging technologies on the council and its services and assesses the risks of using or not using such technologies with ICT colleagues, Senior Management, Members, Customers, suppliers, and partners.
 - Assessment and advise on the impact of legislation and ensure compliance.
 - Ensuring the provision of committed resources to Transformation Services to develop adequate systems, structures, and processes to ensure risk averse transfer of innovative solutions from projects to live production.
 - Preparation of business cases and investment requests for developing and growing all aspects of their area of Technology.
 - NYC has a number of key third party contracts that provide specific technical solutions, the post holder is responsible for the supplier service level management.

5. Commercial Services

- Responsible for implementing IT service management policy and practice relating to commercial service level management, working closely with other senior managers in the T&C service.
- Lead Schools ICT and the non-schools' commercial team - a commercial service providing ICT services to over 500 customer organisations.
- Identifying opportunities to improve efficiency and effectiveness by aligning the activities of Technology commercial services with other functions across Technology.
- Expected to build highly effective relationships with internal and external customers to ensure that services offered by Technology Services meet their needs.
- Responsibility for achieving income generation and profit targets set in commercial strategies.

Job Purpose:

The core focus of this job is to lead delivery of a portfolio of services to support a range of clients (internal and external through partnerships and/or commercial arrangements).

The Technology commercial services teams (commercial and schools) will be picking up additional responsibilities due to our convergence into a single organisation however this does not substantially change the role, or functions within that service.

Operational management:

All

- Lead in the introduction and use of new techniques, methodologies, and tools.
- Provide ICT support and technical consultancy to the business, change functions and associated project teams.
- To advise the Assistant Director on changing legislation and professional standards and their adoption.
- Personally, and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance in collaboration with services.
- Advise the service about relevant market analysis, changing legislation, professional standards, and their implementation.
- Work with other managers in Technology to ensure that all technology related work is effectively planned and delivered.
- Maintain customer contact during and after the sales process to pre-empt any issues and identify further opportunities.
- Work with nominated service managers to ensure that a catalogue of available technology services is created and maintained and that service level agreements are complete and cost effective.
- Work with Service Management Office to ensure that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented.
- Negotiate with relevant parties in respect of disruptions and major amendments to the provision of services.
- Review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities, customers, and targeted groups.
- Develop, support, and promote a strong results-driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs.
- Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.

	<ul style="list-style-type: none"> • Lead specific workstreams, programmes and projects as part of the Council's transformation programme. <p>Commercial</p> <ul style="list-style-type: none"> • Lead the development of commercial products and services to both support other NYC commercial services and for the direct sales and delivery from Technology Services. • Qualify new commercial opportunities from a Technology perspective. • Lead the Technology elements of bid processes for commercial opportunities. • Provide input to the development of contracts from a Technology perspective and work with relevant Technology managers/service owners to ensure that Technology contractual commitments are understood and can be delivered. • Lead on the management of commercial customer accounts including the development and continuous improvement of contract performance management and stakeholder management. • Review commercial service delivery to ensure that agreed targets are met and prepares proposals to meet forecast changes in the level or type of service. • Set strategies for commercial service delivery that support the strategic needs of the client organisation.
<p>Resource management:</p>	<ul style="list-style-type: none"> • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management, and direction to the managers of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal. • As the responsible budget holder plan, direct and monitor the preparation of annual revenue and capital estimates within the budgetary allocation agreed by the Council, account to the Assistant Director for the financial performance of the service. • Give leadership, management, and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal. • Develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency, and effectiveness. • Support the delivery of corporate initiatives in delivering transformational change.
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Work with a range of internal and external partners and agencies, to develop and maintain co-operative relationships and to understand the opportunity and feasibility for service delivery and product development. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place across the Council. • Represent the service at policy, operational and co-ordination forums with external agencies and other Council Directorates when required. • Work with key suppliers to understand the opportunity and feasibility for service delivery and product development.
<p>Strategic management:</p>	<p>All</p> <ul style="list-style-type: none"> • To have a lead role in determining strategy, setting objectives and targets and to the development of policies across the operational remit of the Service and the Directorate, and, working with the Assistant Director, to be accountable for the Council's service strategy. • Lead on the continuing development of the action plans to deliver the strategy, setting out the full part that the service will play in the achievement of the Directorate's plan and the promotion of the plans to all stakeholders. • Leads development and communication of the organisation's policies for corporate governance of information. • Leads on the strategic plans for ICT, which satisfy the current and ongoing needs of the organization's business strategy, and the current and future capabilities of ICT.

	<ul style="list-style-type: none"> • Deputise for the Assistant Director as required and represent the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates as relates to remit and scope of role. • Ensures compliance between business strategies, enterprise transformation activities and technology directions, setting strategies, policies, standards, and practices. • Prepare and communicate the Technical Strategic vision to Senior Management and Directors and prepare and monitor its delivery action plan. <p>Commercial</p> <ul style="list-style-type: none"> • Work with NYES to ensure that Schools ICT sales, marketing and product/service development is aligned to the commercial objectives and strategy of the organisation. • Set operational standards, strategies, and procedures across technical components in the areas of Commercial Service Delivery.
Communications:	<ul style="list-style-type: none"> • Influence and liaise with lead partners in the business as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council’s priorities, policies and Corporate Plan and positively promote the service with local and national media. • Develop professional network relationships with service managers across the Council to gather and communicate the technical vision. • Ensure timely and appropriate communication and engagement with key stakeholders. • Preparation of business cases and investment requests for developing and growing all aspects of own area of Technology.
Systems and information:	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide, customers and to partners. • Use relevant IT systems and tools to support the management, delivery, and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Person Specification:	
Essential	Desirable
<p>Knowledge and Experience All</p> <ul style="list-style-type: none"> • Significant knowledge of current good practice standards at local and national level in relation to the business of the service. • Knowledge and understanding of how technologies and digital technology approaches can enable service transformation. • In depth understanding of the business and technical issues associated with the analysis, design, development, and support of information systems. • Knowledge of statutory requirements, including equality standards. • Knowledge of effective management of staff, budgets, and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management. • Experience of designing and implementing an ICT Strategy. • Extensive experience of the management of resources in a changing organisational environment, including human and financial resources. • Extensive experience of strategic planning, policy development and implementation of performance management. 	<ul style="list-style-type: none"> • Understanding of service management methodologies, tools, and techniques such as ITIL. • Knowledge of Agile Methodologies. • Knowledge of human centred design. • Knowledge of project delivery methodologies. • Recent experience of working in the public sector. • Experience of planning and delivering technology services and leading transformation programmes.

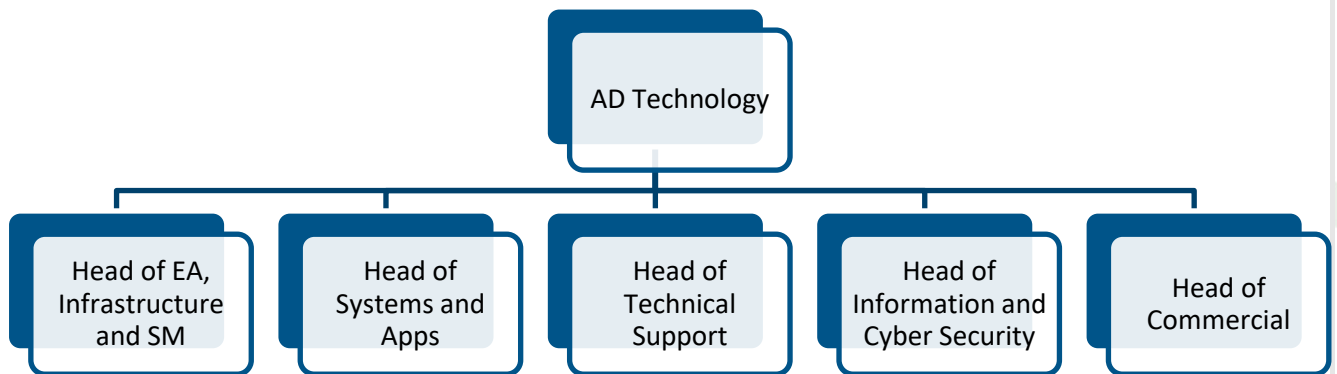
<ul style="list-style-type: none"> • Experience of brokering and establishing new business relationships and partnerships. • Experience of development and implementing commercial strategies. • Experience of managing commercial customer accounts. • Experience of leading bid opportunities for commercial contracts. 	<ul style="list-style-type: none"> •
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to assimilate new initiatives, technology and software and interpret information. • Effective leadership skills and the ability to promote organisational policy and objectives • Effective organisational skills to manage diverse operational functions delivering strategic objectives • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. • Effective change management skills. • Excellent communication skills. • Ability to analyse complex data and to influence well-reasoned conclusions. • Ability to make, and be accountable for, effective decisions and sound professional judgements. • Effective interpersonal, influencing and negotiating skills. • Ability to inspire and influence across the organisation and with partners. • Ability to effectively collaborate, promote and support multi-disciplinary team working. • Ability to innovate and to lead the organisation to deliver innovative ways of working. 	<ul style="list-style-type: none"> •
<p>Behaviours link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Educated to degree level or equivalent experience. • Professionally qualified in a relevant specialism or equivalent experience, e.g. Enterprise Architecture or Cyber Security. • Recognised management qualification or equivalent experience. 	<ul style="list-style-type: none"> • Service management qualification, e.g. ITIL practitioner.
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County and beyond. • Ability to attend meetings outside of normal business hours. • Evidence of professional development. 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.
- This structure is composed of a number of in themselves composable subparts.
 - Architecture
 - Commercial

- Cyber Security
 - Digital Workplace
 - Infrastructure
 - Service Management
 - Technical Support
 - Systems and Applications
- These parts have been logically grouped into five roles to meet the specific needs of the NYC Technology Service post LGR implementation on the 1st of April 2023. It is expected that this composition will remain in place for a period of three years at which point it will be reviewed with the option to recompose if required.
 - Opportunities to gain the skills and experience needed or desired will be available to every incumbent person during this period.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Customer Experience
Grade:	SM1
Responsible to:	Assistant Director Customer, Revenue and Benefits
Staff managed:	Manages a group of managers
Directorate:	Resources
Service:	Customer, Revenue and Benefits
Job family:	SM - Senior Management
Date of issue:	June 2023

Job context

As a member of the senior leadership team, to contribute to the overall leadership, direction and management of the relevant service in the context of local and national priorities.

This role is responsible for:

- To provide strategic and inspirational leadership to the improvement of customer journeys, be responsible for championing customer focus and improving the customer experience to provide “getting it right first time” solutions for North Yorkshire customers.
- Ensure that the customer experience team works in collaboration with all other business functions, consistently delivering great end-to-end customer experience across stages, channels and touchpoints in the customer journey
- Enabling a two-way stream with customer facing teams through – collecting feedback from customer facing teams to derive meaningful insights for improvements and guiding teams to ensure a customer-centric attitude while acquiring new customers or dealing with existing customers
- Build and manage a team of customer insight experience specialists with deep domain expertise in customer experience journeys.
- Encourage problem-solving, strategic thinking and customer-orientation amongst the team
- Liaise with directors or heads of other teams to ensure customer-centricity in their respective departmental work and help them deliver in accordance with the overall customer excellent framework and council target operating model.
- Interact at executive/Directorate and senior management level, proactively advocating for solutions and managing the customer escalation process to provide customer excellence
- Create and implement a customer insight strategy for best-in-class service delivery to provide an intelligence led approach to customer service and ensure customer excellence improvements across the whole council.
- Leverage existing and additional relevant corporate service resource to support better customer journey mapping that link into service transformation plans, that deliver customer excellence.
- Ensure a digital first approach is used, and that customer insight is used to ensure channel shift across the organisation.
- Advocate for changes in other departments’ /Directorate ways of working and cross functionally collaborate with teams to implement a change, if required for the improvement of overall customer experience
- Measure and track delivery TOR on identified transformation opportunities for customer experience along with driving continuous process improvement culture across customer experience
- To make a positive and effective contribution to the overall management of the Directorate and the Council. To provide leadership, operational management and financial control for the customer operational services.
- lead and manage a number of customer service relationship/channel management teams across north Yorkshire locality areas.

- Drive transformational organisational change in order to achieve customer excellence promoting the drive for digital first while delivering cost-effective, high-quality services to residents
- Drive the improvement/transformation agenda within the service and develop capacity in key areas to support services in meeting local and corporate objectives
- To be accountable for the performance of the customer service operations and the delivery of high-quality strategic aims.
- Be an active member of the Customer, Revenues and Benefits senior leadership team with collective responsibility for the managerial leadership of the Customer, Revenues and Benefits service, encouraging a culture which promotes the values and behaviours of the council with a “can-do attitude”.
- To lead and manage the customer operation, resource management capacity actively seeking and applying best practice and innovative methods of service delivery to ensure cost effective and efficient service delivery.
- To develop, lead and contribute to the Customer, Revenues and Benefits service objectives, ensuring the provision of an effective, consistent and high-quality service that is responsive to customer demands.
- To work with and advise the Assistant Director of Customer, Revenues and Benefits on matters relating to the development and delivery of strategic priorities, changes in legislation and the delivery of transformation plans and objectives, services and performance in relation to Customer, Revenues and Benefits
- The maximisation of external funding opportunities.
- In this role you will be required to deputise for the Assistant Director Customer, Revenue and Benefits as necessary and to represent the council on a range of regional and national networks.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job purpose

To be responsible for the effective delivery of customer excellence across North Yorkshire. To provide strategic leadership and direction, operational management and financial control to achieve the council priorities.

Operational Management:

- To lead the operational delivery of customer excellence services, ensuring that all statutory duties are met and delivered.
- Be the Council’s principal technical and procedural advisor on customer excellence functions for the Council, providing advice and support to the Assistant Director.
- To ensure the delivery and coordination of high quality and excellent customer service across the whole council, ensuring robust methods of engagement and monitoring are in place.
- To develop a customer insight strategy that gathers customer insight data that’s helps direct an intelligence led approach to council services to ensure a positive channel shift across the council to meet the corporate priority of delivering a customer excellence approach on “getting it right first time”
- To actively engage with customer to ensure the voice of the customer is heard and implemented to develop customer excellence.
- Leading the transformation agenda for customer excellence framework to be rolled out across the council.
- Assist the AD for customer, revenue and benefits with the management of the customer service budgets.
- Assist the AD for customer, revenue and benefits with the strategic planning of the customer service looking forward 3 to 5 years to anticipate what service volumes, resources and skills will be required and what impact proposed legislation changes are likely to have on the service. Responding to national consultation as required to shape national policy.
- Assist the AD for customer, revenue and benefits with the development, delivery and review of policies and practices in connection with the customer service.
- Make decisions in a timely manner and take personal responsibility for those decisions.

- Take initiative and clear ownership of issues.
- Assist the Assistant Director for Customer Revenue and Benefits to Develop and maintain a future-focussed workforce plan. Demonstrate a commercial focus, identifying opportunities to reduce cost and create income generation opportunities.
- Ensure effective performance management systems are in place and checks/balances and demarcation of duty occurs at key points to ensure data integrity and financial security
- Ensure internal and external audit recommendations are implemented or responded to where not practical or cost effective
- As a Head of Service, to formulate the strategic direction, priorities and plans for the service, making a major contribution to the way the Council delivers its services
- Provide clear, visible and motivational leadership to create a high performance culture that drives continual improvement, efficiency savings and high levels of customer satisfaction.
- Anticipate and manage trends and changes in the operating environment and plan to meet these changes in order to provide best value for service users.
- To ensure that every opportunity to maximise council resource is achieved Promote, develop and manage effective partnership working and strategic alliances, with internal and external stakeholders, including, authorities, partner organisations, and agencies in order to achieve continuous improvement in the provision of services and input into policy developments in own area of expertise.
- Build and lead strong teams, communicating the vision and objectives of the service to ensure effective delivery to the agreed service standards and targets.
- Act as a professional advisor to the Council, Cabinet, and Chief Executive, Director and Assistant Director on all issues relating to the customer service.

Resource management:

- Provide management and professional advice to the senior management Team on all matters of strategy and policy relating to Customer Services.
- Ensure that all relevant strategic plans, policies and statutory requirements are effectively developed, maintained and implemented in accordance with current best practice.
- Ensure the provision of timely and accurate advice and information on the development and review of policies and strategies related to all aspects of the areas of responsibility for Customer Services.
- Determine the most effective utilisation and deployment of resources (Human, Physical and Financial) within Customer Services in order to implement the Council's priorities and statutory responsibilities within allocated budgets in an imaginative and innovative way.
- Ensure the provision of robust mechanisms for establishing and monitoring the standard and effectiveness of Customer Service related strategies, policies and practices
- Actively promote the role of the Council in relation to Customer Services activities policies at local, regional and national level as appropriate.
- Ensure effective joint working and planning with all relevant external agencies, so as to maximise the Council's role, function and influence in relation to all aspects of Customer Services provision.
- As a Member of the Council's Senior Management Team, fully participate in the corporate planning and management of the Services. Ensure full compliance with corporate policies and processes by management and staff within Customer Services and actively promote and encourage the adoption of Council policies and initiatives.
- Promote good relations with all other Departments and Services of the Council with a view to achieving the most effective performance of its functions to achieve a co-ordinated approach to the development and provision of Customer Services.
- Any other duties consistent with the nature, level and grade of the post as may be assigned by the Executive Team.

- To lead on the development and implementation of effective financial, planning, monitoring and management systems within the service to ensure the delivery of value for money, cost efficient and high-quality services.
- Be responsible as the budget holder for resources in respect of allocated budgets within the council's scheme of delegation of financial responsibility.
- To ensure the effective use of resources through identifying, assessing and evaluating different approaches including utilising value for money criteria, using resource management tools to ensure we demonstrate cost effectiveness.
- Be Accountable to the Assistant Director of Customer, Revenue and Benefits for financial performance of the service, ensuring that effective monitoring systems are in place and that a balanced budget and efficiency targets are achieved.
- To lead and manage staff ensuring that they are consulted, supported, motivated, appraised and developed to enable them to fulfil their roles effectively, to the highest standards possible and meet current and future service needs
- Ensure the health and safety of all persons and premises under your control are in accordance with the provisions of Health and Safety.
- To respond to internal audit reviews and implement action plans within agreed deadlines.
- To manage risk assessments for the customer service teams

Partnerships:

- Establish and maintain effective working relationships with internal and external partners including other directorates, statutory and voluntary sector partners and Government bodies.
- Establish and maintain effective working relationships
- Deputise for the Assistant Director of Customer, Revenue and Benefits as required and represent the directorate at policy, organisational, co-ordination and consultation forums with external agencies, other council directorates within the service area or wider directorate.
- Identify and work effectively with all relevant stakeholders to support service development and transformation.
- To work collaboratively with other local authority staff and partner agencies to influence an integrated and co-ordinated approach to achieving key targets and required outcomes.
- Work with communities and service users to ensure they can influence service development

Strategic management:

- Supporting the Assistant Director of Customer, Revenue and Benefits at a management level and be an active member of the management team with collective responsibility for the delivery of the wider council plan and service plans as well as establishing a culture which promotes the values and behaviours of the council.
- As a member of the directorate management team, provide general support on service matters to the Assistant Director of Customer, Revenue and Benefits.
- Through effective planning and resourcing, provide robust strategic leadership and effective management of customer services and its staff, ensuring that it is an effective, high performing team capable of delivering Member's priorities.
- Within service area, to lead on all aspects of staff management including recruitment, induction, production of personal objectives, monitoring of staff performance data, delivery of performance appraisals, management of poor performance and learning and development.
- Provide sufficient management guidance and information and embed good people management skills in managers across the service area, making North Yorkshire
- To ensure on-going continuous improvement within teams and to drive transformational change within the service to ensure cost-effective, high-quality services to residents.
- To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate.

	<ul style="list-style-type: none"> • Take direction from the Assistant Director of Customer, Revenue and Benefits in relation to exceptionally complex or highly politically sensitive issues. • Establish and maintain effective working relationships with strategic partners and to lead on the development of consistent and effective services at a locality level. • Evaluate activity at a strategic level to ensure the continued relevance of strategies as policy and practice moves forward. • Develop policies, guidance and procedures to ensure consistent working practices across locality teams. • Ensure that the required budget savings are delivered in line with objectives and ensure all procurement and commissioning activity related to the service area provides value for money.
<p>Communications:</p>	<ul style="list-style-type: none"> • Encourage good communication and effective working relationships across services/directorates. • Communicate and engage with staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice. • Represent, through the provision of specialist advice, preparation of reports and information, the work of the service to members and senior officers of the council so that they can perform their executive, scrutiny and representational responsibilities. Ensure decisions are appropriately informed and services delivered according to council priorities. • Oversee the production of written information, which is clear and concise, including articles for the website, processes for staff, procedures and guidance documents, customer journey mapping etc. • Lead engagement and consultation processes to support the delivery of the Local Taxation and associated policies and initiatives. • Communicate effectively with staff and senior management in respect of all activity and development. • Negotiate and influence others whilst taking forward change and transformation projects. • Represent the directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services. • Respond to media enquiries as requested by the Assistant Director of Customer, Revenue and Benefits and the Corporate Director of Resources and appraise them of any matters arising which are particularly sensitive or controversial in nature • Deal with any customer complaints and FOI in accordance with council policy
<p>Systems and information:</p>	<ul style="list-style-type: none"> • Work with the AD customer, Revenues and benefits to ensure the delivery of the transformation plan to upgrade the customer service system across north Yorkshire. • Ensure that all Policy and procedures are aligned with data collection and performance to ensure they provide information and statistical reports to illustrate transformational plans and progress. • Analyse data and information to inform transformational decision making. • Use the current business processes in relation to record keeping, financial monitoring and ICT. • Support the Assistant Director of Customer, Revenue and Benefits and wider corporate leads on the development of technology, other communication and data management processes to ensure the service remains effective, efficient and modern. • Ensure all service systems are operated in accordance with policy and procedure • Ensure all data protection (GDPR) are followed in accordance with council policy
<p>Safeguarding:</p>	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, ensuring concerns are actioned as appropriate • Promote and safeguard the welfare of vulnerable people, ensuring this principle, culture and practice is embedded throughout all council services, in compliance with national and local procedures and protocols.

- Ensure safe and efficient delivery of service by achieving high standards of health and safety and reducing risk.

Person specification:

Essential

Desirable

Knowledge and Experience

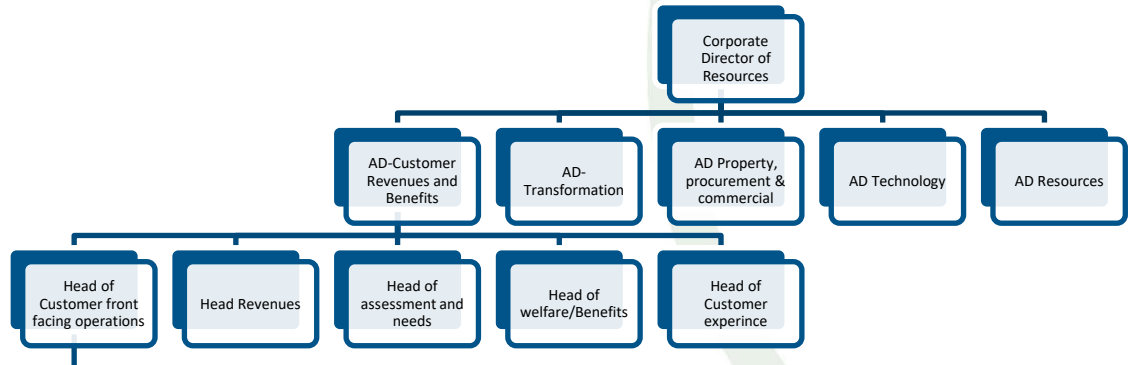
- Thorough knowledge and understanding of relevant service legislation, best practice and contemporary issues.
- Experience of successful strategic management and a proven track record of leading in the formulation and delivery of strategic objectives and policies within a large, multi-disciplined organisation
- A demonstrable track record of leading and managing multi-disciplinary teams and delivering outcomes that require collaborative approaches both within the organisation and with external partners.
- Extensive experience and demonstrable success in the generation and management of organisational and cultural change and of securing the support of others in the process.
- Experience of financial and performance management within a comparable organisation.
- Recent experience and achievement at a senior management level within an organisation of comparable scope and complexity. Knowledge of standards and best practice in relation to Customer Services. Strong analytical skills and an aptitude for developing innovative solutions to complex problems.
- Excellent interpersonal and communication skills to relate effectively to, and command the respect trust and confidence of employees, Council Members, the community and other stakeholders
- Excellent presentation skills, with proven ability to communicate effectively and persuasively to a wide range of audiences both horizontally and vertically throughout the organisation.
- Excellent persuasion and negotiating skills, in order to motivate people and partnerships and influence outcomes critical to the success of the Service.
- Able to analyse complex information quickly, reaching and articulating decisions with clarity, to deliver solutions that command support.
- Sound financial management and budget Experience.
- Applied understanding of the technical issues across the professional service area.
- Able to think and act strategically, be proactive, solve problems and make decisions.
- Proven business, people and change management experience.
- Ability to provide insight and constructive challenge that directly influences decision making and outcomes of the section
- A strong knowledge of, safeguarding, equality, GDPR and confidentiality rules.
- Knowledge of project management including business planning.
- An excellent understanding of policy formulation and implementation.
- Proven track record of effective financial and workforce management.
- Knowledge/experience of current best practice standards both at local and national level

<ul style="list-style-type: none"> • Knowledge and understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role. Significant experience of commissioning services and developing strategies at a senior level. • Evidence of work-related continuing managerial and professional development 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to set and meet objectives and targets to deliver continuous improvement. • Staff management skills including recruitment and selection, performance management & development. • Ability to programme and monitor workloads and delegate tasks effectively. • Ability to develop and implement effective commissioning frameworks. • Project management and implementation skills. • Experience of liaising and negotiating with external and internal partners. • Communication and presentation skills (written & oral). • Budget management skills including effective use of resources. 	
<p>Behaviours</p> <ul style="list-style-type: none"> • Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends. • Committed to the council's corporate vision and objectives. • Highly motivated and not easily discouraged. • Personal and professional demeanour and credibility which commands the confidence of members, senior managers, staff, external partners and other stakeholders. • A high degree of probity and integrity. • A commitment to learning and achievement. • Able to travel for business purposes. 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Educated to degree level or equivalent standard or service experience 	<ul style="list-style-type: none"> • Membership of relevant professional body
<p>Other Requirements</p> <ul style="list-style-type: none"> • Evidence of work-related continuing managerial and professional development. • Proven track record of senior management success for a customer service • This job summary is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager. 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



Final details of the management structure to support this role need to be finalised, However it is envisaged that the Head of customer operations will have around 5 managers reporting directly to them, covering locality teams xxxxxx

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Customer Front Facing- Operational Services
Grade:	SM1
Responsible to:	Assistant Director Customer, Revenue and Benefits
Staff managed:	Manages a group of managers
Directorate:	Resources
Service:	Customer, Revenue and Benefits
Job family:	SM - Senior Management
Date of issue:	June 2023

Job context

As a member of the senior leadership team, to contribute to the overall leadership, direction and management of the relevant service in the context of local and national priorities.

This role is responsible for:

- To provide strategic leadership, professional and technical advice on all Customer Services related issues for North Yorkshire Council.
- To provide effective leadership, co-ordination and management of all front facing Operational Customer Services across North Yorkshire Council.
- To make a positive and effective contribution to the overall management of the Customer, Revenue and Benefits service. To provide leadership, operational management and financial control for the customer operational services.
- lead and manage a number of customer service operational teams across north Yorkshire locality areas providing a corporate one front door approach for customers, seamlessly bringing together eight customer service functions into one.
- Drive transformational organisational change in order to achieve customer excellence promoting the drive for digital first while delivering cost-effective, high-quality services to residents
- Drive the improvement/transformation agenda within the service and develop capacity in key areas to support services in meeting local and corporate objectives
- To be accountable for the performance of the customer service operations and the delivery of high-quality strategic aims.
- Be an active member of the Customer, Revenues and Benefits senior leadership team with collective responsibility for the managerial leadership of the Customer, Revenues and Benefits service, encouraging a culture which promotes the values and behaviours of the council with a “can-do attitude”.
- To lead and manage the customer operation, resource management capacity actively seeking and applying best practice and innovative methods of service delivery to ensure cost effective and efficient service delivery.
- To develop, lead and contribute to the Customer, Revenues and Benefits service objectives, ensuring the provision of an effective, consistent and high-quality service that is responsive to customer demands.
- To work with and advise the Assistant Director of Customer, Revenues and Benefits on matters relating to the development and delivery of strategic priorities, changes in legislation and the delivery of transformation plans and objectives, services and performance in relation to Customer, Revenues and Benefits
- The maximisation of external funding opportunities.
- In this role you will be required to deputise for the Assistant Director Customer, Revenue and Benefits as necessary and to represent the council on a range of regional and national networks.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job purpose

To be responsible for the effective delivery of customer service front facing services across North Yorkshire. To provide strategic leadership and direction, operational management and financial control to achieve the council priorities.

Operational Management:

- To lead the operational delivery of customer services, ensuring that all statutory duties are met and delivered.
- Be the Council's principal technical and procedural advisor on customer operational functions for the Council, providing advice and support to the Assistant Director.
- To be accountable for the operational effectiveness, performance quality and delivery of Customer Services across North Yorkshire Council.
- To ensure the delivery and coordination of high quality and excellent customer service across the whole council, ensuring robust methods of engagement and monitoring are in place.
- Gather and collate all customer service insight data to help inform service deliver and provide customer insight to the AD customer, revenue and benefits and work with the Head of customer experience implementing an intelligence led approach to council directorates to deliver customer excellence.
- To actively develop a one single contact centre function for north Yorkshire providing support and advice to customer at the first point of contact.
- Leading the transformation of the roll out of the new IVA telephone system, chatbot, and other IT systems and ensure the evaluating performance and providing vital customer insight.
- Assist the AD for customer, revenue and benefits with the management of the customer service budgets.
- Assist the AD for customer, revenue and benefits with the strategic planning of the customer service looking forward 3 to 5 years to anticipate what service volumes, resources and skills will be required and what impact proposed legislation changes are likely to have on the service. Responding to national consultation as required to shape national policy.
- Be part of the leadership team delivering the integration of 8 former legacy customer service teams into a single team.
- Assist the AD for customer, revenue and benefits with the development, delivery and review of policies and practices in connection with the customer service.
- Make decisions in a timely manner and take personal responsibility for those decisions.
- Take initiative and clear ownership of issues.
- Assist the Assistant Director for Customer Revenue and Benefits to Develop and maintain a future-focussed workforce plan. Demonstrate a commercial focus, identifying opportunities to reduce cost and create income generation opportunities.
- Ensure effective performance management systems are in place and checks/balances and demarcation of duty occurs at key points to ensure data integrity and financial security
- Ensure internal and external audit recommendations are implemented or responded to where not practical or cost effective
- As a Head of Service, to formulate the strategic direction, priorities and plans for the service, making a major contribution to the way the Council delivers its services
- Provide clear, visible and motivational leadership to create a high performance culture that drives continual improvement, efficiency savings and high levels of customer satisfaction.
- Anticipate and manage trends and changes in the operating environment and plan to meet these changes in order to provide best value for service users.
- To ensure that every opportunity to maximise council resource is achieved Promote, develop and manage effective partnership working and strategic alliances, with internal and external stakeholders, including, authorities, partner organisations, and agencies in order to achieve continuous improvement in the provision of services and input into policy developments in own area of expertise.

- Build and lead strong teams, communicating the vision and objectives of the service to ensure effective delivery to the agreed service standards and targets.
- Act as a professional advisor to the Council, Chief Executive, Director and Assistant Director and elected members on all issues relating to the customer service.

- Provide management and professional advice to the senior management Team on all matters of strategy and policy relating to Customer Services.
- Ensure that all relevant strategic plans, policies and statutory requirements are effectively developed, maintained and implemented in accordance with current best practice.
- Ensure the provision of timely and accurate advice and information on the development and review of policies and strategies related to all aspects of the areas of responsibility for Customer Services.
- Determine the most effective utilisation and deployment of resources (Human, Physical and Financial) within Customer Services in order to implement the Council's priorities and statutory responsibilities within allocated budgets in an imaginative and innovative way.
- Ensure the provision of robust mechanisms for establishing and monitoring the standard and effectiveness of Customer Service related strategies, policies and practices
- Actively promote the role of the Council in relation to Customer Services activities policies at local, regional and national level as appropriate.
- Ensure effective joint working and planning with all relevant external agencies, so as to maximise the Council's role, function and influence in relation to all aspects of Customer Services provision.
- As a Member of the Council's Senior Management Team, fully participate in the corporate planning and management of the Services. Ensure full compliance with corporate policies and processes by management and staff within Customer Services and actively promote and encourage the adoption of Council policies and initiatives.
- Promote good relations with all other Departments and Services of the Council with a view to achieving the most effective performance of its functions to achieve a co-ordinated approach to the development and provision of Customer Services.
- Any other duties consistent with the nature, level and grade of the post as may be assigned by the Executive Team.
- To lead on the development and implementation of effective financial, planning, monitoring and management systems within the service to ensure the delivery of value for money, cost efficient and high-quality services.
- Be responsible as the budget holder for resources in respect of allocated budgets within the council's scheme of delegation of financial responsibility.
- To ensure the effective use of resources through identifying, assessing and evaluating different approaches including utilising value for money criteria, using resource management tools to ensure we demonstrate cost effectiveness.
- Be Accountable to the Assistant Director of Customer, Revenue and Benefits for financial performance of the service, ensuring that effective monitoring systems are in place and that a balanced budget and efficiency targets are achieved.
- To lead and manage staff ensuring that they are consulted, supported, motivated, appraised and developed to enable them to fulfil their roles effectively, to the highest standards possible and meet current and future service needs
- Ensure the health and safety of all persons and premises under your control are in accordance with the provisions of Health and Safety.
- To respond to internal audit reviews and implement action plans within agreed deadlines.
- To manage risk assessments for the Revenues teams

Resource management:

Partnerships:

- Establish and maintain effective working relationships with internal and external partners including other directorates, statutory and voluntary sector partners and Government bodies.
- Establish and maintain effective working relationships
- Deputise for the Assistant Director of Customer, Revenue and Benefits as required and represent the directorate at policy, organisational, co-ordination and consultation forums

with external agencies, other council directorates within the service area or wider directorate.

- Identify and work effectively with all relevant stakeholders to support service development and transformation.
- To work collaboratively with other local authority staff and partner agencies to influence an integrated and co-ordinated approach to achieving key targets and required outcomes.
- Work with communities and service users to ensure they can influence service development

Strategic management:

- Supporting the Assistant Director of Customer, Revenue and Benefits at a management level and be an active member of the management team with collective responsibility for the delivery of the wider council plan and service plans as well as establishing a culture which promotes the values and behaviours of the council.
- As a member of the directorate management team, provide general support on service matters to the Assistant Director of Customer, Revenue and Benefits.
- Through effective planning and resourcing, provide robust strategic leadership and effective management of Revenues services and its staff, ensuring that it is an effective, high performing team capable of delivering Member's priorities.
- Within service area, to lead on all aspects of staff management including recruitment, induction, production of personal objectives, monitoring of staff performance data, delivery of performance appraisals, management of poor performance and learning and development.
- Provide sufficient management guidance and information and embed good people management skills in managers across the service area, making North Yorkshire
- To ensure on-going continuous improvement within teams and to drive transformational change within the service to ensure cost-effective, high-quality services to residents.
- To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate.
- Take direction from the Assistant Director of Customer, Revenue and Benefits in relation to exceptionally complex or highly politically sensitive issues.
- Establish and maintain effective working relationships with strategic partners and to lead on the development of consistent and effective services at a locality level.
- Evaluate activity at a strategic level to ensure the continued relevance of strategies as policy and practice moves forward.
- Develop policies, guidance and procedures to ensure consistent working practices across locality teams.
- Ensure that the required budget savings are delivered in line with objectives and ensure all procurement and commissioning activity related to the service area provides value for money.
-

Communications:

- Encourage good communication and effective working relationships across services/directorates.
- Communicate and engage with staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice.
- Represent, through the provision of specialist advice, preparation of reports and information, the work of the service to members and senior officers of the council so that they can perform their executive, scrutiny and representational responsibilities. Ensure decisions are appropriately informed and services delivered according to council priorities.
- Oversee the production of written information, which is clear and concise, including articles for the website, processes for staff, procedures and guidance documents, customer journey mapping etc.
- Lead engagement and consultation processes to support the delivery of the Local Taxation and associated policies and initiatives.

	<ul style="list-style-type: none"> • Communicate effectively with staff and senior management in respect of all activity and development. • Negotiate and influence others whilst taking forward change and transformation projects. • Represent the directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services. • Respond to media enquiries as requested by the Assistant Director of Customer, Revenue and Benefits and the Corporate Director of Resources and appraise them of any matters arising which are particularly sensitive or controversial in nature • Deal with any customer complaints and FOI in accordance with council policy
<p>Systems and information:</p>	<ul style="list-style-type: none"> • Work with the AD customer, Revenues and benefits to ensure the delivery of the transformation plan to upgrade the customer service system across north Yorkshire. • Ensure that all Policy and procedures are aligned with data collection and performance to ensure they provide information and statistical reports to illustrate transformational plans and progress. • Analyse data and information to inform transformational decision making. • Use the current business processes in relation to record keeping, financial monitoring and ICT. • Support the Assistant Director of Customer, Revenue and Benefits and wider corporate leads on the development of technology, other communication and data management processes to ensure the service remains effective, efficient and modern. • Ensure all service systems are operated in accordance with policy and procedure • Ensure all data protection (GDPR) are followed in accordance with council policy
<p>Safeguarding:</p>	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, ensuring concerns are actioned as appropriate • Promote and safeguard the welfare of vulnerable people, ensuring this principle, culture and practice is embedded throughout all council services, in compliance with national and local procedures and protocols. • Ensure safe and efficient delivery of service by achieving high standards of health and safety and reducing risk.

Person specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Thorough knowledge and understanding of relevant service legislation, best practice and contemporary issues. • Experience of successful strategic management and a proven track record of leading in the formulation and delivery of strategic objectives and policies within a large, multi-disciplined organisation • A demonstrable track record of leading and managing multi-disciplinary teams and delivering outcomes that require collaborative approaches both within the organisation and with external partners. • Extensive experience and demonstrable success in the generation and management of organisational and cultural change and of securing the support of others in the process. • Experience of financial and performance management within a comparable organisation. • Recent experience and achievement at a senior management level within an organisation of comparable scope and complexity. Knowledge of standards and best practice in relation to Customer Services. Strong analytical skills and an aptitude for developing innovative solutions to complex problems. 	

- Excellent interpersonal and communication skills to relate effectively to, and command the respect trust and confidence of employees, Council Members, the community and other stakeholders
- Excellent presentation skills, with proven ability to communicate effectively and persuasively to a wide range of audiences both horizontally and vertically throughout the organisation.
- Excellent persuasion and negotiating skills, in order to motivate people and partnerships and influence outcomes critical to the success of the Service.
- Able to analyse complex information quickly, reaching and articulating decisions with clarity, to deliver solutions that command support.
- Sound financial management and budget Experience.
- Applied understanding of the technical issues across the professional service area.
- Able to think and act strategically, be proactive, solve problems and make decisions.
- Proven business, people and change management experience.
- Ability to provide insight and constructive challenge that directly influences decision making and outcomes of the section
- A strong knowledge of, safeguarding, equality, GDPR and confidentiality rules.
- Knowledge of project management including business planning.
- An excellent understanding of policy formulation and implementation.
- Proven track record of effective financial and workforce management.
- Knowledge/experience of current best practice standards both at local and national level
- Knowledge and understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role. Significant experience of commissioning services and developing strategies at a senior level.
- Evidence of work-related continuing managerial and professional
- development

Occupational Skills

- Ability to set and meet objectives and targets to deliver continuous improvement.
- Staff management skills including recruitment and selection, performance management & development.
- Ability to programme and monitor workloads and delegate tasks effectively.
- Ability to develop and implement effective commissioning frameworks.
- Project management and implementation skills.
- Experience of liaising and negotiating with external and internal partners.
- Communication and presentation skills (written & oral).
- Budget management skills including effective use of resources.

Behaviours

- Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends.
- Committed to the council's corporate vision and objectives.
- Highly motivated and not easily discouraged.
- Personal and professional demeanour and credibility which commands the confidence of members, senior managers, staff, external partners and other stakeholders.
- A high degree of probity and integrity.
- A commitment to learning and achievement.
- Able to travel for business purposes.

Professional Qualifications

- Educated to degree level or equivalent standard or service experience
- Membership of relevant professional body

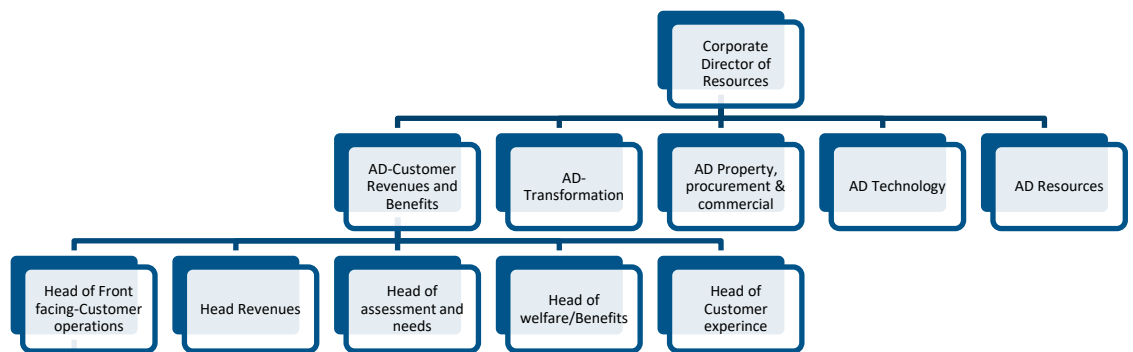
Other Requirements

- Evidence of work-related continuing managerial and professional development.
- Proven track record of senior management success for customer service
- This job summary is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



Final details of the management structure to support this role need to be finalised, However it is envisaged that the Head of customer operations will have around 5 managers reporting directly to them, covering locality teams xxxxxx



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Cyber Information and Security
Grade:	SM1
Responsible to:	Assistant Director Technology
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Technology
Job family:	SM - Senior Management
Date of issue:	July 2023

Job context

- This post is one of the senior leadership team for North Yorkshire Council (NYC) Technology Services. We provide the ICT services which enable the organisation and its partners to achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire. The current user base includes approximately 10,500 staff and 625,000 citizens of North Yorkshire. Increasingly the council is working in partnership with other organisations, communities, and volunteers to deliver services as well as offering commercial services to other public and private sector customers. Technology services and products therefore need to take account of an increasingly wide and diverse user base.
- Our Technology Vision is to provide effective Technology Services and drive innovation and efficiency across all services to ensure that our organisation and partners can achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire.
 - We want to have a Technology Workforce that:
 - feels valued for the contribution of individuals and teams,
 - works with agility and flexibility across and between our teams,
 - has a spirit of creativity and continuous learning,
 - and the capabilities and skills to deliver a first-class service.
 - Within NYC we want Technology to be a Service that:
 - is a valued partner and trusted advisor for our NYC customers,
 - is knowledgeable about and proactively guiding and supports our customers,
 - seeks innovative solutions to support service transformation,
 - continuously improves our service provision.
 - Across North Yorkshire we want Technology to be a Service that:
 - enables our NYC customers to deliver world class services to our residents,
 - role models the provision of best value to save and invest in NYC services,
 - boldly supports partnership beyond NYC with honesty and integrity,
 - collaborates with our services and partners to ensure maximum value.
- The Technology Head of Service roles are each composed of complimentary elements of responsibility that together total the operational, transformational, commercial, and security needs of NYC, the volume and scale of which determines the seniority level of each individual role. These composable elements are subject to review and are dependent on the current organisational requirements which in 2023 include responsibility for the delivery of foundational network and system consolidation and a level of internal change that is exceptionally complex, high profile and essential to the successful delivery of organisation transformation.

- It is expected that the composition of this structure will be in place for a period of three years after which there will be an opportunity to review and recompose if required. Technology Services requirements for stability, consolidation, transformation, and centralisation dictate the need for five Heads of Service.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.
- The composed roles for Technology Head of Service are:
 - 1. Architecture, Infrastructure and Service Management SM3**
This role has over all accountability for the organisation's enterprise architecture, this is the most senior of technical leadership roles effectively leading multiple functions of highly specialised technical leaders to design a future focussed consolidated and well-functioning design, holding all other services to account for delivering against that design and maintaining a functional part of the organisation's transformation design authority. In addition to this role will also lead on and be accountable for the consolidation design, implementation, and ongoing maintenance of the NYC technology infrastructure to provide the essential foundations for overall organisational transformation. This role profile also has responsibility for the SMO and BRM functions that together form the core governance, assurance, and communication functions for Technology Services.
 - 2. Systems and Applications SM2**
This role will lead on the consolidation and convergency of systems and applications, maximising reuse and recycle wherever possible to ensure best value. The other key transformation priority for the Head of TSA will be management of the centralisation of systems (and people) aligning to the NYC Target Operating Model TOM.
 - 3. Support and Digital Workplace SM2**
The technology support service will design a new service that brings together the first and second line support from all legacy organisations into one flexible service that balances local face to face support provision and centralised service delivery. The deployment will be demand led and include direct connectivity to specialist teams which will require matrix leadership across the other functional areas.
 - 4. Cyber and Information Security SM1**
This role and absolutely essential due to the increased threats we face as a digital organisation and the potential for attack that is exponentially increased during this time of consolidation and change. Leadership of this function will also include management of information governance and security services.
 - 5. Commercial Services SM1**
The Technology Commercial Services teams (commercial and schools) will be picking up additional responsibilities due to our convergence into a single organisation however this does not substantially change the role, or functions within that service.
- All Heads of Service roles will have responsibility (within their composed remit) for:
 - Setting strategy, inspiring, and mobilising a wide range of ICT and management responsibilities.
 - Influencing the developments within ICT providers at the highest levels.
 - Developing long-term strategic relationships with customers, partners, industry leaders and government.
 - Leading on the formulation and implementation of the council's ICT strategy and advises on the implications of emerging technologies for the wider business environment.
 - Delivery of complex technical ideas to both technical and non-technical audiences at all levels.
 - Communicates the potential impact of emerging technologies on the council and its services and assesses the risks of using or not using such technologies with ICT colleagues, Senior Management, Members, Customers, suppliers, and partners.
 - Assessment and advise on the impact of legislation and ensure compliance.
 - Ensuring the provision of committed resources to Transformation Services to develop adequate systems, structures, and processes to ensure risk averse transfer of innovative solutions from projects to live production.
 - Preparation of business cases and investment requests for developing and growing all aspects of their area of Technology.

- NYC has a number of key third party contracts that provide specific technical solutions, the post holder is responsible for the supplier service level management.

4. Cyber and Information Security

- Consolidating and building resilient and high performing Information Governance and Information Security teams.
- Defining and leading a new Cyber Security function SOC.
- Designing and implementing a matrix emergency and disaster recovery service for technology.
- Managing the detection and management of cyber risk in existing systems and infrastructure.
- Defining and recommending the mitigation of cyber risk in change, both internally aligned with Service Management and externally with Transformation Teams.
-

Job Purpose:

This role is essential due to the increased threats we face as a digital organisation and the potential for attack that is exponentially increased during this time of consolidation and change. Leadership of this function will also include management of information governance and security services.

Operational management:

All

- Lead in the introduction and use of new techniques, methodologies, and tools.
- Provide ICT support and technical consultancy to the business, change functions and associated project teams.
- To advise the Assistant Director on changing legislation and professional standards and their adoption.
- Personally, and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance in collaboration with services.
- Advise the service about relevant market analysis, changing legislation, professional standards, and their implementation.
- Work with other managers in Technology to ensure that all technology related work is effectively planned and delivered.
- Maintain customer contact during and after the sales process to pre-empt any issues and identify further opportunities.
- Work with nominated service managers to ensure that a catalogue of available technology services is created and maintained and that service level agreements are complete and cost effective.
- Work with Service Management Office to ensure that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented.
- Negotiate with relevant parties in respect of disruptions and major amendments to the provision of services.
- Review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities, customers, and targeted groups.
- Develop, support, and promote a strong results-driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs.
- Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
- Lead specific workstreams, programmes and projects as part of the Council's transformation programme.

Cyber/Information Security

- Ensures that the authority maximises the use of its data, through governance processes and the use of data security products.
- Direct the delivery of adaptive technical solutions required to support the NYC Service continuity and Disaster Recovery plans.
- Design and introduction of a matrix Security Operations Centre SOC
- Management of cyber risk in existing systems and infrastructure.
- Management of mitigation of cyber risk in change, both internally aligned with Service Management and externally with Transformation Teams.

Resource management:

- Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service.
- To give leadership, management, and direction to the managers of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal.
- As the responsible budget holder plan, direct and monitor the preparation of annual revenue and capital estimates within the budgetary allocation agreed by the Council, account to the Assistant Director for the financial performance of the service.
- Give leadership, management, and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal.
- Develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency, and effectiveness.
- Support the delivery of corporate initiatives in delivering transformational change.

Partnerships:

- Work with a range of internal and external partners and agencies, to develop and maintain co-operative relationships and to understand the opportunity and feasibility for service delivery and product development.
- When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place across the Council.
- Represent the service at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
- Work with key suppliers to understand the opportunity and feasibility for service delivery and product development.

Strategic management:

All

- To have a lead role in determining strategy, setting objectives and targets and to the development of policies across the operational remit of the Service and the Directorate, and, working with the Assistant Director, to be accountable for the Council's service strategy.
- Lead on the continuing development of the action plans to deliver the strategy, setting out the full part that the service will play in the achievement of the Directorate's plan and the promotion of the plans to all stakeholders.
- Leads development and communication of the organisation's policies for corporate governance of information.
- Leads on the strategic plans for ICT, which satisfy the current and ongoing needs of the organization's business strategy, and the current and future capabilities of ICT.
- Deputise for the Assistant Director as required and represent the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates as relates to remit and scope of role.
- Ensures compliance between business strategies, enterprise transformation activities and technology directions, setting strategies, policies, standards, and practices.
- Prepare and communicate the Technical Strategic vision to Senior Management and Directors and prepare and monitor its delivery action plan.

Cyber/Information Security

	<ul style="list-style-type: none"> Establishes strategy for addressing cyber risk arising from IT operations and IT-enabled change. Set operational standards, strategies, and procedures across technical components in the areas of Cyber and Information Security.
Communications:	<ul style="list-style-type: none"> Influence and liaise with lead partners in the business as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. Develop professional network relationships with service managers across the Council to gather and communicate the technical vision. Ensure timely and appropriate communication and engagement with key stakeholders. Preparation of business cases and investment requests for developing and growing all aspects of own area of Technology.
Systems and information:	<ul style="list-style-type: none"> Ensure that systems and processes to support the service are consistent with the Council standards and procedures. Produce written reports as required including evaluation and impact statements for distribution service wide, customers and to partners. Use relevant IT systems and tools to support the management, delivery, and development of services, ensuring records are accurate and current. Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.
Safeguarding:	

Person Specification:	
Essential	Desirable
<p>Knowledge and Experience All</p> <ul style="list-style-type: none"> Significant knowledge of current good practice standards at local and national level in relation to the business of the service. Knowledge and understanding of how technologies and digital technology approaches can enable service transformation. In depth understanding of the business and technical issues associated with the analysis, design, development, and support of information systems. Knowledge of statutory requirements, including equality standards. Knowledge of effective management of staff, budgets, and resources. Extensive experience of strategic planning, policy development and implementation, and performance management. Experience of designing and implementing an ICT Strategy. Extensive experience of the management of resources in a changing organisational environment, including human and financial resources. Extensive experience of strategic planning, policy development and implementation of performance management. Experience of brokering and establishing new business relationships and partnerships. 	<ul style="list-style-type: none"> Understanding of service management methodologies, tools, and techniques such as ITIL. Knowledge of Agile Methodologies. Knowledge of human centred design. Knowledge of project delivery methodologies. Recent experience of working in the public sector. Experience of planning and delivering technology services and leading transformation programmes.
<p>Occupational Skills</p> <ul style="list-style-type: none"> Ability to assimilate new initiatives, technology and software and interpret information. Effective leadership skills and the ability to promote organisational policy and objectives 	<ul style="list-style-type: none">

- Effective organisational skills to manage diverse operational functions delivering strategic objectives
- Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change.
- Ability to develop and maintain effective partnerships both within and outside the Directorate.
- Ability to negotiate and influence at a senior level with council chief officers and senior politicians.
- Effective change management skills.
- Excellent communication skills.
- Ability to analyse complex data and to influence well-reasoned conclusions.
- Ability to make, and be accountable for, effective decisions and sound professional judgements.
- Effective interpersonal, influencing and negotiating skills.
- Ability to inspire and influence across the organisation and with partners.
- Ability to effectively collaborate, promote and support multi-disciplinary team working.
- Ability to innovate and to lead the organisation to deliver innovative ways of working.

Behaviours

- [link](#)

Professional Qualifications

- Educated to degree level or equivalent experience.
- Professionally qualified in a relevant specialism or equivalent experience, e.g. Enterprise Architecture or Cyber Security.
- Recognised management qualification or equivalent experience.

- Service management qualification, e.g. ITIL practitioner.

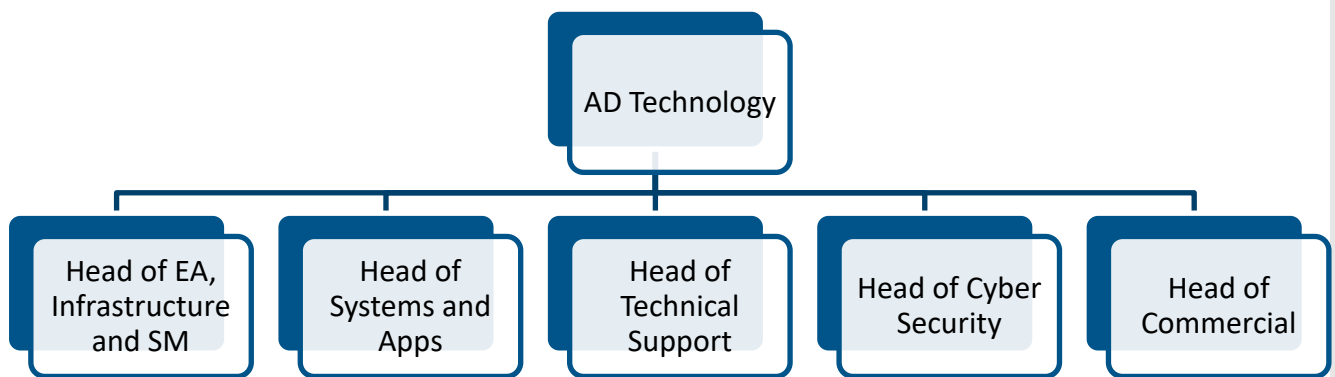
Other Requirements

- Ability to travel across the County and beyond.
- Ability to attend meetings outside of normal business hours.
- Evidence of professional development.

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.
- This structure is composed of a number of in themselves composable subparts.
 - Architecture
 - Commercial
 - Cyber Security
 - Digital Workplace
 - Infrastructure
 - Service Management
 - Technical Support
 - Systems and Applications
- These parts have been logically grouped into five roles to meet the specific needs of the NYC Technology Service post LGR implementation on the 1st of April 2023. It is expected that this composition will remain in place for a period of three years at which point it will be reviewed with the option to recompose if required.
- Opportunities to gain the skills and experience needed or desired will be available to every incumbent person during this period.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Finance – Corporate and Technical
Grade:	SM3
Responsible to:	Assistant Director Resources
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Finance
Job family:	SM - Senior Management
Date of issue:	May 2023

Job context

Finance is a key enabling service for North Yorkshire Council. It operates a 'hub and spoke' business partnering model providing support for the corporate core and organisation generally, as well as specific support to the council's 5 directorates. The team is structured into directorate-based teams led by an Assistant Director (lead finance business partners). Heads of Finance are key roles within the service with responsibility for a portfolio of services to support the lead finance business partners.

The continued success and development of the service is dependent upon delivering high-quality, value for money services and financial insights which meets the needs of customers. This is a customer facing role and requires the establishment of strong relationships with customers (both internal and external).

The post is part of the senior leadership team of the finance service ensuring the development and delivery of high quality financial and business management services.

As part of the Heads of Finance Group, the post holder will have responsibility for identifying and implementing new service developments within the service portfolio assigned and the wider finance Team through leading one or more cross cutting work strands and specific corporate projects.

The job is based at County Hall with potential for home working. The job involves some travel to visit clients including attendance at relevant client management and member meetings.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

The core focus of this job is to lead delivery of a portfolio of services to support the Council's corporate core and deliver an effective and coherent finance function across the whole Council.

Core products:

Job Purpose:

- Leadership of the council financial governance arrangements and core financial capabilities
- Leadership of capital and treasury functions
- Leadership of a range of technical services including statutory reporting, banking and taxation
- Pension Fund financial management, accounting and final accounts

Operational Management:

- Lead the council's financial governance arrangements and core financial capabilities:
 - Accounting policies
 - Scheme of financial delegation
 - Financial capabilities (liaising with BSS and services)
- Lead financial support for Capital & Treasury Management functions:
 - Treasury strategy/operations
 - Investment appraisals
 - Budget support
 - Final accounts
- Lead range of corporate and technical finance activities:
 - Banking, income and debt management
 - Corporate Statutory and Gov't Reporting (including group accounts and co-ordination of whole process and liaison with external auditor)
 - Taxation planning/management
- Lead financial management, accounting and reporting of NY Pension Fund:
 - Pension accounting
 - Pensions financial/investment strategy ion etc
- Advise the Assistant Director, Resources Leadership Team (RLT) and s151 Officer on relevant changing legislation, professional standards and their implementation.
- Work with the Assistant Director and RLT, to identify and take all opportunities to maximise the commercialisation of services.
- Develop, support and promote a strong results-driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs.
- Deputise for Assistant Director, Resources in their capacity as Lead Business Partner as and when required, such as chairing meetings and attending meetings requested by clients (including elected members), taking decisions on allocating resources to clients in the AD's absence, attending finance leadership meetings or other senior management meetings.rs), taking decisions on allocating resources to clients in the AD's absence, attending FLT or her senior

Resource management:

- Line manage those staff assigned to the post including taking responsibility for all aspects of staff recruitment, training and development, performance and appraisal.
- Budget management for budgets associated with the treasury, audit, banking, taxation and pensions functions.

Partnerships/corporate working:

- Lead one or more cross cutting themes of work within the Finance Service (including financial management, performance, business improvement, skills and training, business continuity, risk management, information governance, health and safety, intranet content, communications, commercialisation and business development)

	<ul style="list-style-type: none"> • Liaise with Lead Business Partners and Heads of Finance as necessary to ensure coherency in the production and delivery of relevant budgets and final accounts. • Liaise with the Lead Business Partners and Heads of Finance to provide strategic financial support to senior managers. • Liaise with other Finance Heads, other Finance staff and other support services (such as financial admin and employment support) as required to ensure the coherency of the finance function. • Support and liaise with Lead Business Partners as required to ensure that financial support is carried out consistently and effectively.
Strategic management:	<ul style="list-style-type: none"> • Lead on relevant legislative changes (within the context of the post) and guidance from government that impact upon client finances. • Lead on relevant legislative changes (within the context of the post and in particular local government capital, treasury and pensions finance) and guidance from government that impact upon organisation and service finances. • Lead on the development of strong financial management arrangements across the council, including delivery in accordance with the CIPFA prudential code, accounting standards/policies and any associated improvement planning and delivery.
Communications:	<ul style="list-style-type: none"> • Lead on communications in respect of all aspect of team functions including with internal and external customers, partners and wider stakeholders. • Consult, communicate and encourage regular feedback from customers and stakeholders to ensure high levels of customer satisfaction and service improvement.
Systems and information:	<ul style="list-style-type: none"> • Lead on the effectiveness of organisational financial capabilities including core systems, processes and skills across accounts payable, accounts receivable, bank and cash reconciliations and financial reporting (Oracle ebs, income management, payment/collection systems, financial systems used to support council companies) (including associated disaster recovery arrangements). • Continually review financial systems within the Finance Team and wider organisation and actively work towards service transformation by challenging the status quo and seeking better ways of working, improved value for money, savings and efficiencies.
Safeguarding:	<ul style="list-style-type: none"> • Have an awareness of safeguarding responsibilities and ensuring any issues raised during the course of the teams' work is escalated as necessary

Person Specification:

Finance roles person spec competency framework



Behaviours

[link](#)

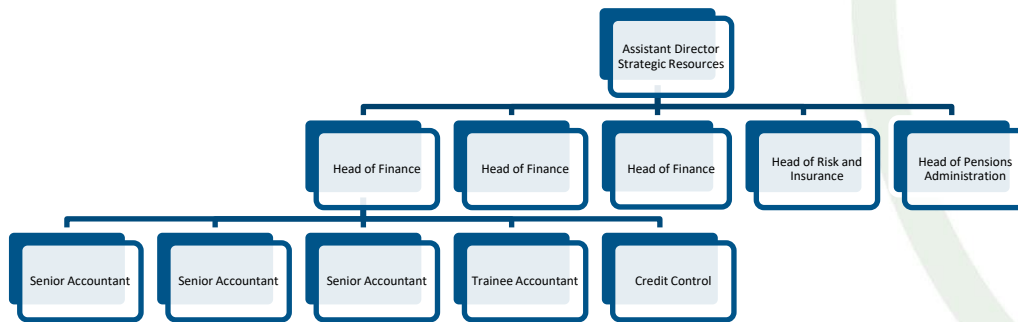
NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure - indicative



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Finance
Grade:	SM1
Responsible to:	Assistant Director Resources
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Finance
Job family:	SM - Senior Management
Date of issue:	May 2023

Job context

Finance is a key enabling service for North Yorkshire Council. It operates a 'hub and spoke' business partnering model providing support for the corporate core and organisation generally, as well as specific support to the council's 5 directorates. The team is structured into directorate-based teams led by an Assistant Director (lead finance business partners). Heads of Finance are key roles within the service with responsibility for a portfolio of services to support the lead finance business partners.

The continued success and development of the service is dependent upon delivering high-quality, value for money services which meet the needs of customers. This is a customer facing role and requires the establishment of strong relationships with customers (both internal and external).

The post is part of the senior leadership team of the finance service ensuring the development and delivery of value added financial and business management services.


As part of the Heads of Finance Group, the post holder will have responsibility for identifying and implementing new service developments within the service portfolio assigned and the wider finance Team through leading one or more cross cutting work strands and specific corporate projects.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

The job is based at County Hall with potential for home working. The job involves some travel to visit clients including attendance at relevant client management and member meetings.

<p>Job Purpose:</p>	<p>The core focus of this job is to lead delivery of a portfolio of services to support a range of clients (internal and external through partnerships and/or commercial arrangements). Services to specific clients will be subject to individual requirements reflecting the different needs of different organisations and client groups.</p> <p>Core products:</p> <ul style="list-style-type: none"> • Financial plans • Financial management reports • Final accounts • Service/project/unit costings • Financial advice, guidance, insight and challenge
<p>Operational Management:</p>	<ul style="list-style-type: none"> • Lead provision of financial management advice and support to clients in the context of the specific team, including: <ul style="list-style-type: none"> • Financial planning and budgeting • Financial management and reporting • Final Accounts • Project support – including investment appraisals and financial modelling and savings tracking • Value for money reviews • Benchmarking • Service specific returns • Financial horizon scanning • Advise the Assistant Director, Resources Leadership Team (RLT) and s151 Officer on relevant changing legislation, professional standards and their implementation. • Work with the Assistant Director and RLT, to identify and take all opportunities to drive savings and efficiencies and maximise the commercialisation of services. • Develop, support and promote a strong results-driven and customer focused performance culture ensuring the provision of cost-effective, efficient, value added services in line with identified needs. • Deputise for Assistant Director, Resources in their capacity as Lead Business Partner as and when required, such as chairing meetings and attending meetings requested by clients (including elected members), taking decisions on allocating resources to clients in the AD's absence, attending finance leadership meetings or other senior management meetings.et elected members), taking decisions on allocating resources to clients in the AD's absence, attending FLT or her senior
<p>Resource management:</p>	<ul style="list-style-type: none"> • Line manage those staff assigned to the post including taking responsibility for all aspects of staff recruitment, training and development, performance and appraisal.
<p>Partnerships/ corporate working:</p>	<ul style="list-style-type: none"> • Lead one or more cross cutting themes of work within the Finance Service (including financial management, performance, business improvement, skills and training, business continuity, risk management, information governance, health and safety, intranet content, communications, commercialisation and business development) • Liaise with Lead Business Partners and Heads of Finance as necessary to ensure coherency in the production and delivery of clients' budgets. • Liaise with the Lead Business Partners and Heads of Finance to provide strategic financial support to senior managers. • Liaise with other Finance Heads, other Finance staff and other support services (such as financial admin and employment support) as required to ensure the coherency of the finance function.

	<ul style="list-style-type: none"> Support and liaise with Lead Business Partners as required to ensure that financial support is carried out consistently and effectively.
Strategic management:	<ul style="list-style-type: none"> Lead on relevant legislative changes (within the context of the post) and guidance from government that impact upon client finances.
Communications:	<ul style="list-style-type: none"> Lead on communications in respect of all aspect of team functions including with internal and external customers, partners and wider stakeholders. Consult, communicate and encourage regular feedback from customers and stakeholders to ensure high levels of customer satisfaction and service improvement.
Systems and information:	<ul style="list-style-type: none"> Contribute to the effectiveness of financial management systems (Oracle e-forecasting, corporate financial modelling tools) (including associated disaster recovery arrangements). Continually review financial systems within the Finance Team and actively work towards service transformation by challenging the status quo and seeking better ways of working, improved value for money, savings and efficiencies.
Safeguarding:	<ul style="list-style-type: none"> Have an awareness of safeguarding responsibilities and ensuring any issues raised during the course of the teams' work is escalated as necessary

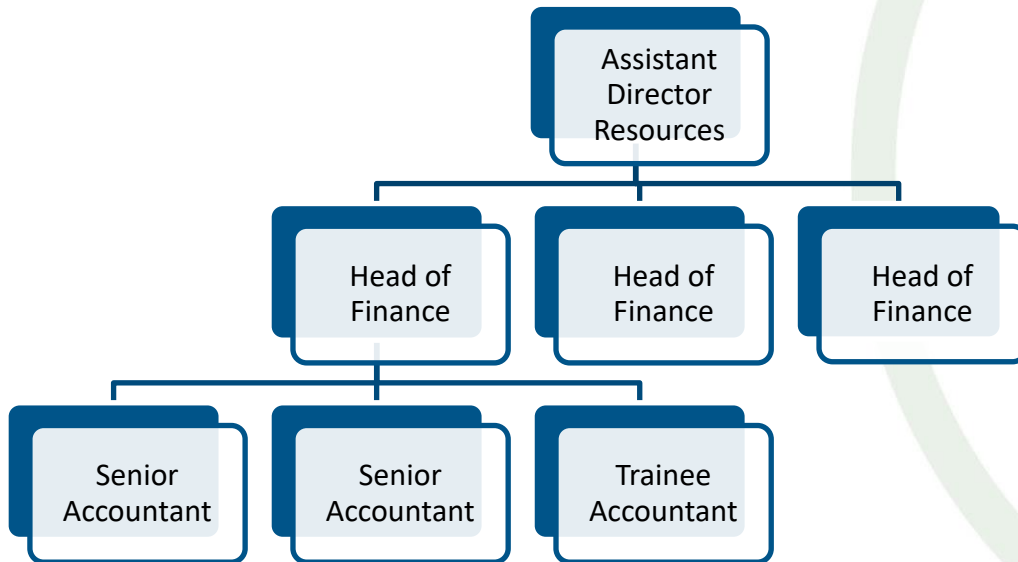
Person Specification:	
Finance roles person spec competency framework	 Competency Framework Finance
Behaviours	link

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Career progression:
<ul style="list-style-type: none"> At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching. As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure - Indicative



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Finance - Strategic Finance
Grade:	SM2
Responsible to:	Assistant Director Resources
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Finance
Job family:	SM - Senior Management
Date of issue:	May 2023

Job context

Finance is a key enabling service for North Yorkshire Council. It operates a 'hub and spoke' business partnering model providing support for the corporate core and organisation generally, as well as specific support to the council's 5 directorates. The team is structured into directorate-based teams led by an Assistant Director (lead finance business partners). Heads of Finance are key roles within the service with responsibility for a portfolio of services to support the lead finance business partners.

The continued success and development of the service is dependent upon delivering high-quality, value for money services which meets the needs of customers. This is a customer facing role and requires the establishment of strong relationships with customers (both internal and external).

The post is part of the senior leadership team of the finance service ensuring the development and delivery of value added financial and business management services.

As part of the Heads of Finance Group, the post holder will have responsibility for identifying and implementing new service developments within the service portfolio assigned and the wider finance Team through leading one or more cross cutting work strands and specific corporate projects.

The job is based at County Hall with potential for home working. The job involves some travel to visit clients including attendance at relevant client management and member meetings.

The core focus of this job is to lead delivery of the strategic finance service supporting medium term financial planning and annual budget setting for the Council's general fund. The role also provides financial management support to a range of services within the resources directorate

Core products:

Job Purpose:

- Strategic financial plans – corporate and service specific
- Co-ordination and production of corporate and service specific financial management reports
- Final accounts
- Service/project/unit costings
- Financial advice, guidance and insight

Operational Management:

- Lead the strategic financial planning service including delivery of:
 - Medium Term Financial Strategy
 - Corporate resource estimates (including government funding, council tax and business rates and reserves)
 - Corporate budget co-ordination
 - Strategic programme/project co-ordination and support
 - Corporate financial intelligence (including policy/research)
- Lead provision of financial management support to service clients:
 - Financial planning and budgeting
 - Financial management and reporting (management accounts)
 - Final Accounts (management accounts)
 - Project support – including investment appraisals and financial modelling and savings tracking
 - Value for money reviews
 - Benchmarking
 - Service specific returns
 - Financial horizon scanning
- Advise the Assistant Director, Resources Leadership Team (RLT) and s151 Officer on relevant changing legislation, professional standards and their implementation.
- Work with the Assistant Director and RLT, to identify and take all opportunities to maximise the commercialisation of services.
- Develop, support and promote a strong results-driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs.
- Deputise for Assistant Director, Resources in their capacity as Lead Business Partner as and when required, such as chairing meetings and attending meetings requested by clients (including elected members), taking decisions on allocating resources to clients in the AD's absence, attending finance leadership meetings or other senior management meetings.et elected members), taking decisions on allocating resources to clients in the AD's absence, attending FLT or her senior

Resource management:

- Line manage those staff assigned to the post including taking responsibility for all aspects of staff recruitment, training and development, performance and appraisal.

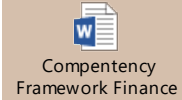
Partnerships/corporate working:

- Lead one or more cross cutting themes of work within the Finance Service (including financial management, performance, business improvement, skills

	<p>and training, business continuity, risk management, information governance, health and safety, intranet content, communications, commercialisation and business development)</p> <ul style="list-style-type: none"> • Liaise with Lead Business Partners and Heads of Finance as necessary to ensure coherency in the production and delivery of clients' budgets. • Liaise with the Lead Business Partners and Heads of Finance to provide strategic financial support to senior managers. • Liaise with other Finance Heads, other Finance staff and other support services (such as financial admin and employment support) as required to ensure the coherency of the finance function. • Support and liaise with Lead Business Partners as required to ensure that financial support is carried out consistently and effectively.
Strategic management:	<ul style="list-style-type: none"> • Lead on estimating and scenario modelling resources and spending to support medium term financial planning to meet organisational needs. • Lead on relevant legislative changes (within the context of the post and in particular local government finance and resource allocation) and guidance from government that impact upon organisation and service finances. • Lead on the development of strong financial management arrangements across the council, including assessment against the CIPFA financial management code, associated improvement planning and delivery.
Communications:	<ul style="list-style-type: none"> • Lead on communications in respect of all aspect of team functions including with internal and external customers, partners and wider stakeholders. • Consult, communicate and encourage regular feedback from customers and stakeholders to ensure high levels of customer satisfaction and service improvement.
Systems and information:	<ul style="list-style-type: none"> • Lead on the effectiveness of financial management systems (Oracle e-forecasting, corporate financial modelling tools) (including associated disaster recovery arrangements). • Continually review financial systems within the Finance Team and actively work towards service transformation by challenging the status quo and seeking better ways of working, improved value for money, savings and efficiencies. • Provide analysis and insight using financial and non-financial data to help shape strategy and policy formulation and decision making.
Safeguarding:	<ul style="list-style-type: none"> • Have an awareness of safeguarding responsibilities and ensuring any issues raised during the course of the teams' work is escalated as necessary

Person Specification:

Finance roles person spec competency framework



Behaviours

[link](#)

NB – Assessment criteria for recruitment will be notified separately.

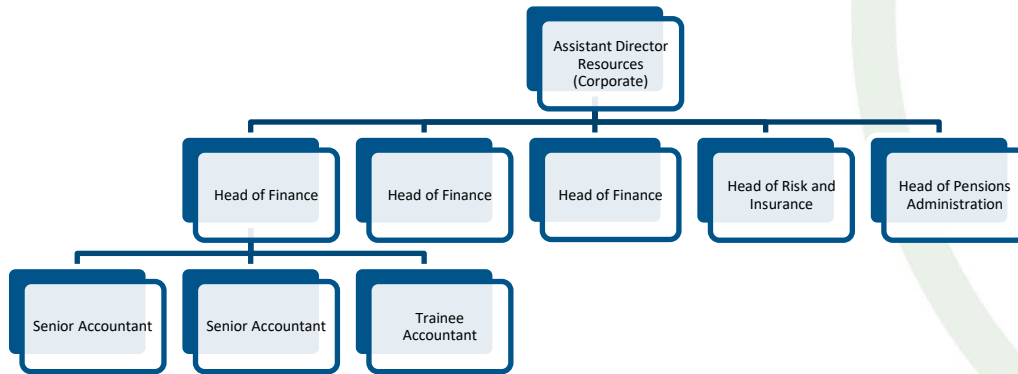
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Career progression:

At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.

As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure - Indicative



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Procurement and Contract Management
Grade:	SM3
Responsible to:	Assistant Director – Property, Procurement and Commercial
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Property, Procurement and Commercial Services
Job family:	SM - Senior Management
Date of issue:	April 2023

Job context

To lead, co-ordinate and provide effective management of the Corporate Procurement Service ensuring the delivery of high quality advice and support services that meet the commercial and statutory requirements of North Yorkshire Council and other organisations the Council may contract to provide a procurement service for. This includes responsibility for all strategy, policy and process compliance, service delivery, procurement cost reduction and efficiency savings.

To lead and manage the Procurement service for North Yorkshire Council. The post holder has responsibility for all members of staff within the Procurement Service with a total headcount of 21 FTE employees.

Responsible for providing Procurement support and advice to assist in the management of approximately £300m of North Yorkshire Council's expenditure.

In conjunction with the Head of Commercial Services, monitor and assess business trends and the competitive environment and respond to ensure the continued success of the traded element of the Procurement Service.

To support and assist the Assistant Director – Property, Procurement and Commercial in the development and implementation of future strategies and policies. Ensure that on behalf of the Council, the Procurement Service is compliant with good corporate governance and meets both UK and EU legislative requirements.

The post holder will work with the Assistant Director – Property, Procurement and Commercial to develop a Procurement Service team plan and will have full autonomy within the agreed objectives.

Two thirds of the decisions in the role will be judgement based; there will be considerable autonomy by the post holder to make decisions. In a third of cases the decisions made will be based upon precedents/established procedures.

Any decisions impacting upon the strategic plan would be escalated to the Director of Resources and the Corporate Procurement Board.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.

Job purpose	To lead, co-ordinate and provide effective management of the Procurement Service.
Operational Management:	<ul style="list-style-type: none"> • Maintain and co-ordinate the delivery of the overall programme of procurements of external suppliers from the NYC Forward Procurement Plan. • Manage high profile or complex individual procurements – from the identification of need to their operational handover – including incorporating performance management arrangements. • Maintain awareness of developments within supplier markets in order to assess the implications for the Council. • Contribute to the development and review of the Council's approach to category management for all services. • Attend meetings with the suppliers to assist in the provision of information about the Council's requirements, contract management and to review performance and other relevant information. • Manage the facilitation and, where appropriate, deliver procurement training and supplier engagement events for the Council. • Ensure that all relevant Health, Safety and Environmental issues are managed on behalf of the Procurement Service.
Strategic Management:	<ul style="list-style-type: none"> • Lead and be responsible for all procurement policy, strategy and operational performance. • Work with the Strategic Resources Management Team and other Council staff to make decisions on appropriate Procurement and operational strategies. • Ensure the effective delivery and performance management of specific tasks identified through all Directorates' Forward Procurement Plans and the Council's approved Procurement Action Plan. • Lead in the development of new ways of working that maximise efficiency and effectiveness
Communications	<ul style="list-style-type: none"> • Develop and maintain strategic relationships with <ul style="list-style-type: none"> ○ Senior Officers and other stakeholders within North Yorkshire Council. ○ Elected members of the Council ○ Government Departments, Public bodies, Purchasing institutions, Customers ○ Suppliers and trade bodies. • Communicate with customers and colleagues about the performance of the suppliers and use information received to inform future procurements. • Ensure that personal interaction with the public, suppliers, members, officers and other stakeholders is undertaken in a positive way which creates a good impression of the Procurement Services Team and the Council. • Facilitate the publication of regular communications and bulletins for the Council, both internal and external, to include the updating of material on the Council's intranet and internet pages as appropriate.
Partnership / Corporate Working:	<ul style="list-style-type: none"> • Work with the Council's supply chain to achieve required outcomes. • Work with colleagues across Directorates to ensure the delivery of effective procurements, including in particular legal, finance and NYES. • Work with staff in the Business Support Service to achieve required outcomes. • Work with other public bodies and purchasing partners collaboratively where appropriate. • Develop strong working relationships with colleagues across the organisation and at key suppliers in support of Procurement and cost-management initiatives. • Maintain effective relationships with key regional and national partners, service providers, stakeholders and customers.
Resource management:	<ul style="list-style-type: none"> • Ensure that the Procurement Service is involved with the planning and organising of each Directorate's Forward Procurement Plan, providing contracting visibility of up to

three years. Post holder will ensure that all projects are planned and organised through to effective delivery.

- Plan and organise staff and other resources within the Procurement Service in line with the resourcing plan.
- Manage the Procurement Service Team and its associated budget, ensuring that Procurement Service resources are managed effectively within the framework of the resourcing plan.
- Manage the Procurement Service team, demonstrating effective leadership, sound participation, teamwork, communication and staff motivation to ensure team members deliver their objectives
- Ensure that procurements comply with the procurement requirements of the Council and relevant national law.
- Support senior colleagues in the delivery of their responsibilities for ensuring value for money in procurement of services and contract management.
- Identify areas where savings can be achieved and delivered through procurement, contract management or contract renegotiation exercises.
- Manage and appraise Procurement Service staff through the setting and monitoring of performance targets and standards, to ensure they effectively deliver their key objectives, encouraging personal development, providing support and taking action as necessary.
- Ensure that effective systems are in place to manage, develop, monitor, evaluate and review performance within the Procurement Service ensuring that processes and systems integrate effectively with other functions as needed.

Systems and information:

- Use systems and information to quality assure the selection of suppliers and to demonstrate effective oversight of critical decisions and practice.
- Use procurement-specific systems (e.g. e-tendering) and processes (e.g. OJEU) in the procurement of the suppliers.
- Use systems and information to monitor and performance report the service and wider Council procurement function.

Person specification:

Essential

Knowledge and Experience

- In depth knowledge and understanding of procurement best practice and legislation, including European procedures (OJEU).
- Good understanding of public sector purchasing organisations and the current social, economic, legislative and political environment in which they operate.
- Expertise in procuring and managing a range of categories that are typical to a Local Authority.
- Good understanding and practical application of procurement project and contract management processes
- In depth knowledge and understanding of procurement systems (e-tendering).
- In depth knowledge and understanding of various current forms of contract, contract documentation, systems and processes for multiple procurement categories.
- Demonstrable evidence of leading Procurement teams to deliver challenging outcomes through different procurement methods.
- Demonstrable evidence of achievement at a senior management level in a large complex organisation.
- Demonstrable evidence of leading Procurement teams to deliver challenging outcomes.

Desirable

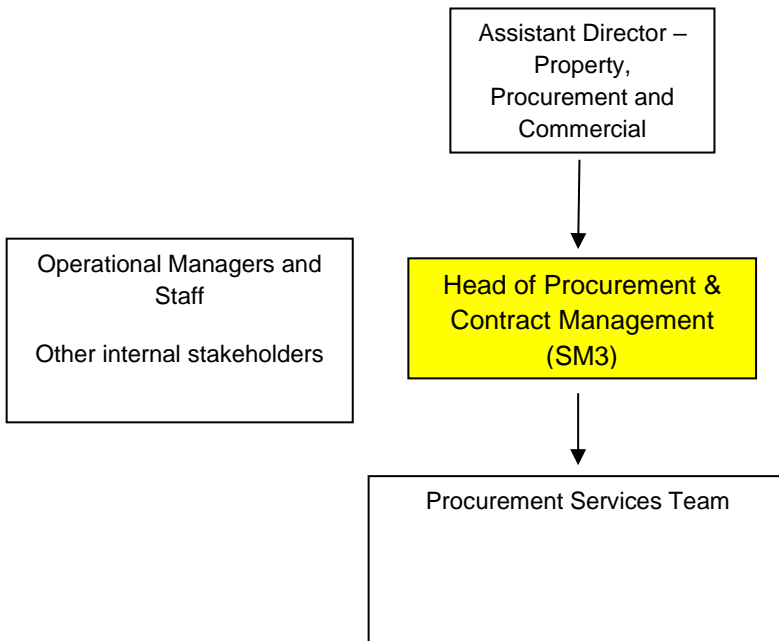
- Knowledge of local government.
- Knowledge of NYC's contract procedure rules.
- Contract management
- The local government decision making context.
- Supply chain management experience

<ul style="list-style-type: none"> • Evidence of high-level performance in either Procurement or Supply Chain Management. • Demonstrable evidence of undertaking complex procurement projects. • Experienced in using various forms of contract for procuring in multiple procurement categories. • Evidence of programming and planning of procurements. • Use of e-tendering systems. • Experienced in the co-ordination, collation, analysis and reporting of complex information from numerous sources. • Interpretation of construction contract or framework documentation. • Evidence of management of a team of professionals to specify and achieve procurement and personal outcomes. 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to develop and implement effective systems of supplier performance management and measurement. • Successful management and development of staff to harness the strengths and talents of colleagues at all levels. • Well-developed leadership skills, which foster a positive and motivated organisational culture. • Development, monitoring and application of procedures to ensure consistent quality of service. • Effective communication and interpersonal skills, with the ability to communicate with appropriate audiences. • Evidence of the ability to develop and maintain stakeholder relationships at all levels of a customer organisation. • Effective problem solving skills. • Oral and written communication - ability to communicate effectively with varied audiences. • Decision making skills. • Emotional Resilience • Ability to negotiate and influence at a senior level with council chief officers and senior politicians • Analytical skills. • ICT skills - Microsoft Excel and Word (or equivalent software). 	<ul style="list-style-type: none"> • ICT skills –Microsoft Project (or equivalent software).
<p>Behaviours Link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Relevant degree, or a professional qualification related to procurement (CIPS), or equivalent knowledge or experience. • Professional Membership of the Chartered Institute of Purchasing and Supply (CIPs) 	<ul style="list-style-type: none"> • Procurement qualification (CIPS) or significant knowledge and experience of leading Procurement teams
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County • Ability to attend meetings outside of normal business hours 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Property Compliance and Facilities Management
Grade:	SM2
Responsible to:	Assistant Director Commercial, Property & Procurement
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Commercial, Property and Procurement Services
Job family:	SM - Senior Management
Date of issue:	August 2023

Job context

Acting as the lead professional on all property management, facilities management and compliance matters including reactive repairs and maintenance, condition surveys, property compliance and workplace services and work with the Shared Head of Health and Safety to ensure that all property risks are managed. Managing an annual revenue budget of circa £30m, plus £4m from a traded service.

To lead, co-ordinate and provide effective management of the property portfolio to ensure the provision of suitable and safe working environments for occupiers and users of all Council owned buildings in accordance with statutory requirements and good practice while delivering the Council's operational business priorities. This includes responsibility for all legislative compliance, service delivery and cost effectiveness relating to the Council's operational property portfolio.

The post operates a traded service and is expected to tender for, develop contracts and provide services to outside organisations, not only in local government.

North Yorkshire Council's property portfolio is managed under a Corporate Landlord approach and consists of over 3,000 land and property assets including schools, corporate offices, depots, service delivery accommodation, farms, industrial units, surplus sites and commercial assets.

The Council's significant land and property holdings are a key corporate resource and the post holder will support the Assistant Director – Commercial, Property and Procurement in providing strategic direction, leadership and management of the Council's operational property portfolio. The post holder will act as Responsible Person within the Council for building compliance; ensuring that the Council's property portfolio is managed in a safe and compliant manner, is fit for purpose, cost effective and enables service departments to deliver their existing and future services in the most effective way.

The post holder will work alongside the Head of Strategic Property; whose main duties will be to set and deliver the Council's overarching Property Asset Management Strategy, Plans, Policies and Programmes, including the embedding of the Corporate Landlord model within the Council.

The post holder will have responsibility for managing 60+ FTE employees and have wider responsibilities for the commissioning and management of external contractors; with responsibility for the following areas:

- Developing and implementing a Compliance Policy, and delivering all associated activity, for the Council's entire property portfolio;
- Facilities and Workplace Management;
- Fulfilling the corporate responsibilities for property ownership, as determined through the Corporate Landlord model set out within the Property Asset Strategy;

- Managing all responsive building maintenance works within the Council;
- Building condition: undertaking a programme of cyclical condition surveys across the Council's entire property portfolio, and identifying associated risks relating to building condition to inform property risk registers and the development of the planned maintenance programme;
- Decommissioning and managing surplus and vacant land and property assets;
- Managing the property traded service, achieving income targets (currently £4m p.a.) and maximising financial returns from the service;
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose:

To lead, co-ordinate and provide effective management of the Property Compliance and Facilities Management service.

Operational management:

- To have lead responsibility for the safe and effective day to day management of the Council's large and diverse property portfolio;
- To provide leadership, management and financial control for the planning, delivery, and maintenance of the Council's operational and non-operational property portfolio;
- Stay abreast of current and proposed legislation and guidance relating to property management matters and implement changes to plan, policies and practices as required;
- To work with the Head of Strategic Property to actively identify and promote sustainable property initiatives to reduce the Council's Carbon usage across its occupied estate;
- To act as the Responsible Person within the Council for building compliance;
- To set and deliver a Compliance Policy for the Council's build estate ensuring that all Council land and properties are demonstrably compliant and that all contractor, maintenance, and construction activities are carried out in accordance with the relevant Health & Safety / Construction Design & Management legislation;
- To devise and implement a regime to audit and measure against the new Compliance Policy;
- To develop and manage a compliance and property maintenance risk register;
- To identify and set minimum performance standards for the occupied estate and to ensure the maintenance regimes are appropriate and adequately reflect the nature of the Council's build estate;
- To establish appropriate governance for corporate decision making on facilities management matters ensuring that the Council's responsibilities are met on issues including statutory compliance, security and carbon management, whilst providing suitable working environments for occupiers and users of all Council buildings;
- To be accountable for the delivery of all facilities management related commercial relationships either directly or as lead client through external contracts and commissioning as appropriate;
- To advise, review and deliver in relation to facilities management related commercial partnerships, companies and contracts and to be the lead client for the Council's involvement in property management contracts or internal delivery;
- To ensure service providers are demonstrably performing in accordance with their agreement and to review and refresh KPI and SLA metrics;
- To reduce the overall cost of service provision through innovation, including the consideration of alternative delivery models and streamlining of processes;
- To support the development and implementation of the Council's Strategic Asset Management Plan in relation to property compliance and facilities management, including managing the corporate maintenance budgets and collecting Property data to guide investment or rationalisation decisions about assets;

	<ul style="list-style-type: none"> • Ensure surplus and vacant land and properties are decommissioned and are managed in a safe, compliant and cost effective manner until re occupied or sold; • Understand and uphold the Constitution, Scheme of Financial Delegation, Contract Procedure Rules and Health & Safety requirements of the Council and ensure that they are managed on behalf of the service; • To be responsible for ensuring that all property transactions relating to the Council's property portfolio are undertaken in accordance with the Council's Property Procedure Rules, objectives, policies, legislative requirements and RICS guidelines. • To represent and deputise for the Assistant Director at meetings and groups as required, contributing to corporate and directorate policy.
Strategic management:	<ul style="list-style-type: none"> • Lead and be responsible for property occupation, compliance and management related policy and operational performance; • Act as a recognised expert within the Property Service; • Manage and direct senior managers and staff within the Property service to ensure that properties are managed and operated in a safe, effective and efficient manner; • Prioritise the allocation of property maintenance budgets across the portfolio to ensure that property assets remain safe and fit for purpose; • Lead in the development of new ways of working that maximise efficiency and effectiveness; • Promote a culture of continuous improvement by encouraging team members to share ideas, take appropriate risks, and recognising innovation; • Champion and embed a performance and quality assurance culture that delivers results through rigorous open challenge, personal accountability, and continuous improvement; • Contribute to the service planning process including the identification and achievement of team objectives.
Communications:	<ul style="list-style-type: none"> • Develop and maintain strong relationships with senior officers and other stakeholders within North Yorkshire Council; • Actively contribute to relevant management teams within Resources and Central Services; • To produce reports and advise Members and Management Board on property maintenance and compliance related matters as required by the Assistant Director Commercial, Property & Procurement; • Ensure that personal interaction with Members, officers and other stakeholders is undertaken in a positive way which creates a good impression of the Corporate Property Team and the Council.
Partnerships / Corporate Working:	<ul style="list-style-type: none"> • Collaborate and develop strong working relationships with senior colleagues across the organisation; • Represent the service at intra and inter agency meetings; • Effectively promote your role to sustain good relationships across agencies; • Work with staff in Business Support to achieve required outcomes; • To be a fully participating member of the Commercial, Property and Procurement service Senior Management Team, driving strategy and performance and championing the delivery of the Council's vision with all stakeholders.
Resource management:	<ul style="list-style-type: none"> • To manage the Council's operational property revenue budgets (circa £30m) and external contractors in a strategic, effective, efficient, legally compliant and customer focussed manner; • To effectively manage and further develop the property traded service, which delivers income of £4m p.a; • Identify areas where efficiency savings and income generation can be achieved and delivered through the budgets within the post holders control; • Performance Management: to determine standards and Key Performance Indicators (KPI's) for the service and ensure that staff are aware of the required standards, to embed those standards and KPI's in the service performance planning process and

	<p>to manage and monitor staff performance to ensure that standards and KPI's are met;</p> <ul style="list-style-type: none"> • Plan and organise staff, contractors and other resources within the service in line with the resourcing plan; • Manage the Facilities Management and Compliance Team, demonstrating effective leadership, sound participation, teamwork, collaboration, communication, customer service and staff motivation to ensure team members deliver their objectives; • Manage and appraise staff through the setting and monitoring of performance targets and standards, to ensure they effectively deliver their key objectives, encouraging personal development, providing support and taking action as necessary.
Systems and information:	<ul style="list-style-type: none"> • To ensure that property related costs and building condition information is accurately recorded in property data management systems, in a format agreed by the Head of Strategic Property to ensure evidence-based asset management decision making across the Property service; • Ensure that effective systems are in place to manage, develop, monitor, evaluate and review performance within the Property Compliance and Facilities Management Service; • Ensure that processes and systems integrate effectively with other functions as needed; • Ensure compliance and health and safety information is available to service users and the general public as appropriate.

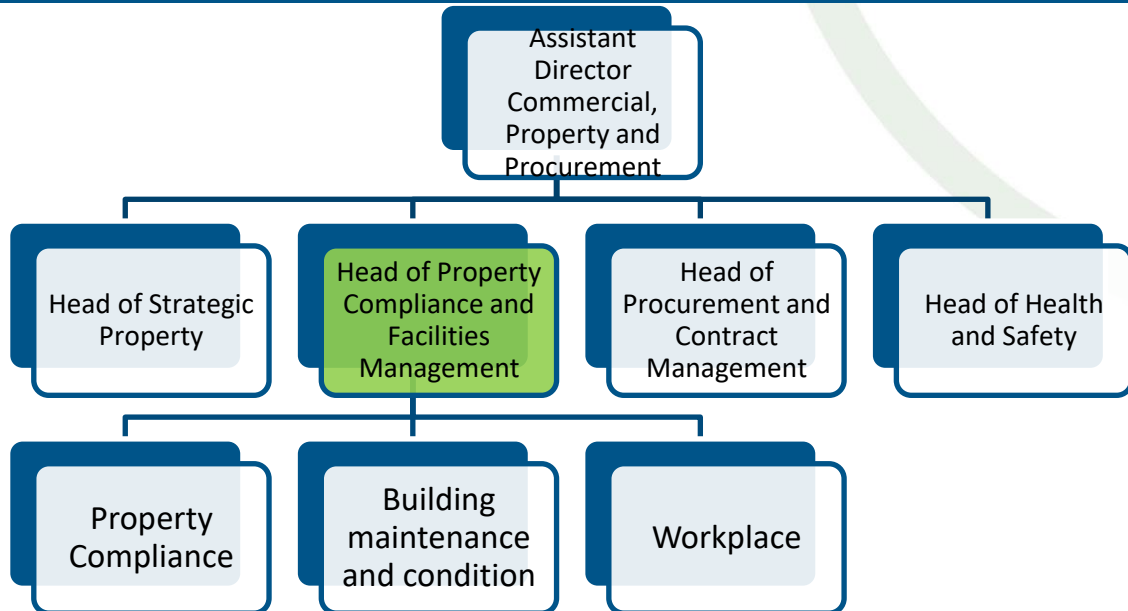
Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Evidence of successfully working in a senior management role in a relevant property environment (within a large and complex organisation with comparable scope, responsibilities, budget and resources); • In depth knowledge and understanding of the current issues and challenges facing local government, the statutory framework governing the sector and best practice and legislation within the local government property environment; • In depth knowledge of promoting, preserving and protecting the health, safety and wellbeing of councillors, employees, service users, contractors and partners across the Council's property portfolio; ensuring that the provisions of all relevant legislation are achieved, such as the Health and Safety at Work Act; • Demonstrable evidence for effective development, accountability, delivery and monitoring of a Property related Compliance Policy; • In depth knowledge of the effective management and monitoring of service and property based risks; • Extensive experience of successfully and effectively managing and monitoring high value property contracts, contractors and consultants; • Significant experience of managing high value budgets; • In depth knowledge and experience of procurement and contract management issues relating to property; • Demonstrated commercial experience such as the management of a traded service in a Local Authority; • Evidence of successfully delivering quality assured outcomes, utilising a performance management framework in property related functions; • Experience of managing and using property data, records and systems; 	<ul style="list-style-type: none"> • Experience of working effectively in a political environment • Programme Management Skills • Project Management experience

<ul style="list-style-type: none"> • Evidence of successful partnership development or delivery through partnerships including an ability to work with local partners; • Demonstrable evidence of significant service improvement through managing change including staff engagement, capacity building, workforce modernisation and organisational reform; • Significant experience of driving performance management using appropriate quality and management methods and models to deliver efficient and effective services through collaborative working. 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Excellent management and leadership skills, which encourage commitment from others that promote a positive and motivated organisational culture to harness the strengths and talents of colleagues at all levels; • Ability to lead, develop and sustain effective team, partnership and multi-agency working and maintain stakeholder relationships at all levels of a customer organisation through strong effective advocacy, influencing and negotiating skills; • Ability to establish and sustain positive relationships that generate confidence, ability and trust of Members, senior stakeholders, colleagues, partners and the wider community; • Ability to influence outcomes through reasoning, persuasion and tact at all levels within the organisation; • Skills in understanding and responding to different perspectives and taking a cross-organisational approach, gained by working in a political or similarly challenging environment; • Ability to develop and implement effective systems of property performance management and measurement including the management of external contractors; • Development, monitoring and application of procedures to ensure consistent quality of service; • Strong financial and budgetary awareness with the ability to manage finance and wider resources within a strong performance management culture; • Strong ICT skills - ability to use information technology to improve service delivery and reduce costs. • Emotional Resilience. 	
<p>Behaviours link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Relevant degree, professional qualification related to property management or construction, or equivalent knowledge or experience 	<ul style="list-style-type: none"> • Property qualification (eg. RICS, CIWFM) or significant knowledge and experience of leading Property teams
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the North Yorkshire Council area and work between sites • Ability to attend meetings outside of normal business hours 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Technology Head of Service – Systems and Applications
Grade:	SM2
Responsible to:	Assistant Director Technology
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Technology
Job family:	SM - Senior Management
Date of issue:	July 2023

Job context

- This post is one of the senior leadership team for North Yorkshire Council (NYC) Technology Services. We provide the ICT services which enable the organisation and its partners to achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire. The current user base includes approximately 10,500 staff and 625,000 citizens of North Yorkshire. Increasingly the council is working in partnership with other organisations, communities, and volunteers to deliver services as well as offering commercial services to other public and private sector customers. Technology services and products therefore need to take account of an increasingly wide and diverse user base.
- Our Technology Vision is to provide effective Technology Services and drive innovation and efficiency across all services to ensure that our organisation and partners can achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire.
 - We want to have a Technology Workforce that:
 - feels valued for the contribution of individuals and teams,
 - works with agility and flexibility across and between our teams,
 - has a spirit of creativity and continuous learning,
 - and the capabilities and skills to deliver a first-class service.
 - Within NYC we want Technology to be a Service that:
 - is a valued partner and trusted advisor for our NYC customers,
 - is knowledgeable about and proactively guiding and supports our customers,
 - seeks innovative solutions to support service transformation,
 - continuously improves our service provision.
 - Across North Yorkshire we want Technology to be a Service that:
 - enables our NYC customers to deliver world class services to our residents,
 - role models the provision of best value to save and invest in NYC services,
 - boldly supports partnership beyond NYC with honesty and integrity,
 - collaborates with our services and partners to ensure maximum value.
- The Technology Head of Service roles are each composed of complimentary elements of responsibility that together total the operational, transformational, commercial, and security needs of NYC, the volume and scale of which determines the seniority level of each individual role. These composable elements are subject to review and are dependent on the current organisational requirements which in 2023 include responsibility for the delivery of foundational network and system consolidation and a level of internal change that is exceptionally complex, high profile and essential to the successful delivery of organisation transformation.

- It is expected that the composition of this structure will be in place for a period of three years after which there will be an opportunity to review and recompose if required. Technology Services requirements for stability, consolidation, transformation, and centralisation dictate the need for five Heads of Service.
- The composed roles for Technology Head of Service are:
 - 1. Architecture, Infrastructure and Service Management SM3**
This role has over all accountability for the organisation's enterprise architecture, this is the most senior of technical leadership roles effectively leading multiple functions of highly specialised technical leaders to design a future focussed consolidated and well-functioning design, holding all other services to account for delivering against that design and maintaining a functional part of the organisation's transformation design authority. In addition to this role will also lead on and be accountable for the consolidation design, implementation, and ongoing maintenance of the NYC technology infrastructure to provide the essential foundations for overall organisational transformation. This role profile also has responsibility for the SMO and BRM functions that together form the core governance, assurance, and communication functions for Technology Services.
 - 2. Systems and Applications SM2**
This role will lead on the consolidation and convergency of systems and applications, maximising reuse and recycle wherever possible to ensure best value. The other key transformation priority for the Head of TSA will be management of the centralisation of systems (and people) aligning to the NYC Target Operating Model TOM.
 - 3. Support and Digital Workplace SM2**
The technology support service will design a new service that brings together the first and second line support from all legacy organisations into one flexible service that balances local face to face support provision and centralised service delivery. The deployment will be demand led and include direct connectivity to specialist teams which will require matrix leadership across the other functional areas.
 - 4. Cyber and Information Security SM1**
This role and absolutely essential due to the increased threats we face as a digital organisation and the potential for attack that is exponentially increased during this time of consolidation and change. Leadership of this function will also include management of information governance and security services.
 - 5. Commercial Services SM1**
The Technology Commercial Services teams (commercial and schools) will be picking up additional responsibilities due to our convergence into a single organisation however this does not substantially change the role, or functions within that service.
- All Heads of Service roles will have responsibility (within their composed remit) for:
 - Setting strategy, inspiring, and mobilising a wide range of ICT and management responsibilities.
 - Influencing the developments within ICT providers at the highest levels.
 - Developing long-term strategic relationships with customers, partners, industry leaders and government.
 - Leading on the formulation and implementation of the council's ICT strategy and advises on the implications of emerging technologies for the wider business environment.
 - Delivery of complex technical ideas to both technical and non-technical audiences at all levels.
 - Communicates the potential impact of emerging technologies on the council and its services and assesses the risks of using or not using such technologies with ICT colleagues, Senior Management, Members, Customers, suppliers, and partners.
 - Assessment and advise on the impact of legislation and ensure compliance.
 - Ensuring the provision of committed resources to Transformation Services to develop adequate systems, structures, and processes to ensure risk averse transfer of innovative solutions from projects to live production.
 - Preparation of business cases and investment requests for developing and growing all aspects of their area of Technology.
 - NYC has a number of key third party contracts that provide specific technical solutions, the post holder is responsible for the supplier service level management.

2. Systems and Applications

- For all corporate, service led, and local systems lead on the implementation and use of best practice in IT Service Management by providing service and product ownership. Ensuring that all current and future directorate focused IT services are delivered to agreed, achievable targets.
- Ensuring all Services and Products are aligned to business capabilities and meet any statutory process and/or reporting requirements.
- Lead on the consolidation and convergence of systems and applications across NYC, maximising reuse and recycle where possible utilising the capabilities framework to ensure best value for the organisation.
- Responsible for the centralisation of systems and services aligning to the NYC Target Operating Model, ensuring the practices of Service and Product ownership are always applied.
- Contract consolidation to support system convergence, ensuring best value is balanced with operational service delivery and organisation transformation programmes.
- Manage the development of applications, ensuring the teamwork in alignment with the Ux Cx and customer design principles of the digital services team in Transformation.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose:

This role will lead on the consolidation and convergency of systems and applications, maximising reuse and recycle wherever possible to ensure best value.

The other key transformation priority for the Head of TSA will be management of the centralisation of systems (and people) aligning to the NYC Target Operating Model TOM.

Operational management:

All

- Lead in the introduction and use of new techniques, methodologies, and tools.
- Provide ICT support and technical consultancy to the business, change functions and associated project teams.
- To advise the Assistant Director on changing legislation and professional standards and their adoption.
- Personally, and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance in collaboration with services.
- Advise the service about relevant market analysis, changing legislation, professional standards, and their implementation.
- Work with other managers in Technology to ensure that all technology related work is effectively planned and delivered.
- Maintain customer contact during and after the sales process to pre-empt any issues and identify further opportunities.
- Work with nominated service managers to ensure that a catalogue of available technology services is created and maintained and that service level agreements are complete and cost effective.
- Work with Service Management Office to ensure that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented.
- Negotiate with relevant parties in respect of disruptions and major amendments to the provision of services.
- Review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities, customers, and targeted groups.

- Develop, support, and promote a strong results-driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs.
- Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
- Lead specific workstreams, programmes and projects as part of the Council's transformation programme.

Systems Applications

- lead on the implementation and use of best practice in IT Service Management by providing Service and Product Ownership.
- Ensure that all current and future directorate focused IT services are delivered to agreed, achievable targets.
- Plan and implementation of continuous service improvement on all services.
- Integration from legacy organisations and consolidation of systems aligned to business capabilities as well as contractual obligations.
- Contract management and provision of best value during consolidation and ongoing systems management.

Resource management:

- Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service.
- To give leadership, management, and direction to the managers of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal.
- As the responsible budget holder plan, direct and monitor the preparation of annual revenue and capital estimates within the budgetary allocation agreed by the Council, account to the Assistant Director for the financial performance of the service.
- Give leadership, management, and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal.
- Develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency, and effectiveness.
- Support the delivery of corporate initiatives in delivering transformational change.

Partnerships:

- Work with a range of internal and external partners and agencies, to develop and maintain co-operative relationships and to understand the opportunity and feasibility for service delivery and product development.
- When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place across the Council.
- Represent the service at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
- Work with key suppliers to understand the opportunity and feasibility for service delivery and product development.

Strategic management:

All

- To have a lead role in determining strategy, setting objectives and targets and to the development of policies across the operational remit of the Service and the Directorate, and, working with the Assistant Director, to be accountable for the Council's service strategy.
- Lead on the continuing development of the action plans to deliver the strategy, setting out the full part that the service will play in the achievement of the Directorate's plan and the promotion of the plans to all stakeholders.
- Leads development and communication of the organisation's policies for corporate governance of information.
- Leads on the strategic plans for ICT, which satisfy the current and ongoing needs of the organization's business strategy, and the current and future capabilities of ICT.

	<ul style="list-style-type: none"> • Deputise for the Assistant Director as required and represent the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates as relates to remit and scope of role. • Ensures compliance between business strategies, enterprise transformation activities and technology directions, setting strategies, policies, standards, and practices. • Prepare and communicate the Technical Strategic vision to Senior Management and Directors and prepare and monitor its delivery action plan. <p>Systems Applications</p> <ul style="list-style-type: none"> • Set operational standards, strategies, and procedures across technical components in the areas of Systems and Product Management.
Communications:	<ul style="list-style-type: none"> • Influence and liaise with lead partners in the business as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council’s priorities, policies and Corporate Plan and positively promote the service with local and national media. • Develop professional network relationships with service managers across the Council to gather and communicate the technical vision. • Ensure timely and appropriate communication and engagement with key stakeholders. • Preparation of business cases and investment requests for developing and growing all aspects of own area of Technology.
Systems and information:	<ul style="list-style-type: none"> • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide, customers and to partners. • Use relevant IT systems and tools to support the management, delivery, and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

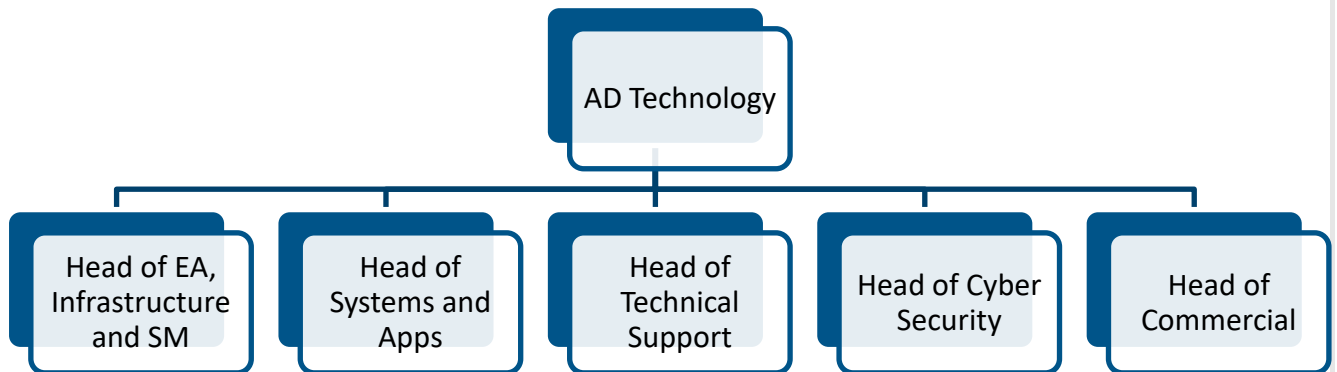
Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <p>All</p> <ul style="list-style-type: none"> • Significant knowledge of current good practice standards at local and national level in relation to the business of the service. • Knowledge and understanding of how technologies and digital technology approaches can enable service transformation. • In depth understanding of the business and technical issues associated with the analysis, design, development, and support of information systems. • Knowledge of statutory requirements, including equality standards. • Knowledge of effective management of staff, budgets, and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management. • Experience of designing and implementing an ICT Strategy. • Extensive experience of the management of resources in a changing organisational environment, including human and financial resources. • Extensive experience of strategic planning, policy development and implementation of performance management. • Experience of brokering and establishing new business relationships and partnerships. <p>Systems</p>	<ul style="list-style-type: none"> • Understanding of service management methodologies, tools, and techniques such as ITIL. • Knowledge of Agile Methodologies. • Knowledge of human centred design. • Knowledge of project delivery methodologies. • Recent experience of working in the public sector. • Experience of planning and delivering technology services and leading transformation programmes. • Experience of development and

<ul style="list-style-type: none"> • Experience of developing and implementing organisational culture change within a large diverse organisation. 	<p>implementing commercial strategies.</p> <ul style="list-style-type: none"> • Experience of managing commercial customer accounts. • Experience of leading bid opportunities for commercial contracts.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to assimilate new initiatives, technology and software and interpret information. • Effective leadership skills and the ability to promote organisational policy and objectives • Effective organisational skills to manage diverse operational functions delivering strategic objectives • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. • Effective change management skills. • Excellent communication skills. • Ability to analyse complex data and to influence well-reasoned conclusions. • Ability to make, and be accountable for, effective decisions and sound professional judgements. • Effective interpersonal, influencing and negotiating skills. • Ability to inspire and influence across the organisation and with partners. • Ability to effectively collaborate, promote and support multi-disciplinary team working. • Ability to innovate and to lead the organisation to deliver innovative ways of working. 	<ul style="list-style-type: none"> •
<p>Behaviours link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Educated to degree level or equivalent experience. • Professionally qualified in a relevant specialism or equivalent experience, e.g. Enterprise Architecture or Cyber Security. • Recognised management qualification or equivalent experience. 	<ul style="list-style-type: none"> • Service management qualification, e.g. ITIL practitioner.
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the County and beyond. • Ability to attend meetings outside of normal business hours. • Evidence of professional development. 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.
- This structure is composed of a number of in themselves composable subparts.
 - Architecture
 - Commercial
 - Cyber Security
 - Digital Workplace
 - Infrastructure
 - Service Management
 - Technical Support
 - Systems and Applications
- These parts have been logically grouped into five roles to meet the specific needs of the NYC Technology Service post LGR implementation on the 1st of April 2023. It is expected that this composition will remain in place for a period of three years at which point it will be reviewed with the option to recompose if required.
- Opportunities to gain the skills and experience needed or desired will be available to every incumbent person during this period.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Technology Head of Service – Architecture Infrastructure and Service Management
Grade:	SM3
Responsible to:	Assistant Director Technology
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Technology
Job family:	SM - Senior Management
Date of issue:	July 2023

Job context

- This post is one of the senior leadership team for North Yorkshire Council (NYC) Technology Services. We provide the ICT services which enable the organisation and its partners to achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire. The current user base includes approximately 10,500 staff and 625,000 citizens of North Yorkshire. Increasingly the council is working in partnership with other organisations, communities, and volunteers to deliver services as well as offering commercial services to other public and private sector customers. Technology services and products therefore need to take account of an increasingly wide and diverse user base.
- Our Technology Vision is to provide effective Technology Services and drive innovation and efficiency across all services to ensure that our organisation and partners can achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire.
 - We want to have a Technology Workforce that:
 - feels valued for the contribution of individuals and teams,
 - works with agility and flexibility across and between our teams,
 - has a spirit of creativity and continuous learning,
 - and the capabilities and skills to deliver a first-class service.
 - Within NYC we want Technology to be a Service that:
 - is a valued partner and trusted advisor for our NYC customers,
 - is knowledgeable about and proactively guiding and supports our customers,
 - seeks innovative solutions to support service transformation,
 - continuously improves our service provision.
 - Across North Yorkshire we want Technology to be a Service that:
 - enables our NYC customers to deliver world class services to our residents,
 - role models the provision of best value to save and invest in NYC services,
 - boldly supports partnership beyond NYC with honesty and integrity,
 - collaborates with our services and partners to ensure maximum value.
- The Technology Head of Service roles are each composed of complimentary elements of responsibility that together total the operational, transformational, commercial, and security needs of NYC, the volume and scale of which determines the seniority level of each individual role. These composable elements are subject to review and are dependent on the current organisational requirements which in 2023 include responsibility for the delivery of foundational network and system consolidation and a level of internal change that is exceptionally complex, high profile and essential to the successful delivery of organisation transformation.

- It is expected that the composition of this structure will be in place for a period of three years after which there will be an opportunity to review and recompose if required. Technology Services requirements for stability, consolidation, transformation, and centralisation dictate the need for five Heads of Service.
- The composed roles for Technology Head of Service are:
 1. **Architecture, Infrastructure and Service Management SM3**
This role has over all accountability for the organisation's enterprise architecture, this is the most senior of technical leadership roles effectively leading multiple functions of highly specialised technical leaders to design a future focussed consolidated and well-functioning design, holding all other services to account for delivering against that design and maintaining a functional part of the organisation's transformation design authority. In addition to this role will also lead on and be accountable for the consolidation design, implementation, and ongoing maintenance of the NYC technology infrastructure to provide the essential foundations for overall organisational transformation. This role profile also has responsibility for the SMO and BRM functions that together form the core governance, assurance, and communication functions for Technology Services.
 2. **Systems and Applications SM2**
This role will lead on the consolidation and convergency of systems and applications, maximising reuse and recycle wherever possible to ensure best value. The other key transformation priority for the Head of TSA will be management of the centralisation of systems (and people) aligning to the NYC Target Operating Model TOM.
 3. **Support and Digital Workplace SM2**
The technology support service will design a new service that brings together the first and second line support from all legacy organisations into one flexible service that balances local face to face support provision and centralised service delivery. The deployment will be demand led and include direct connectivity to specialist teams which will require matrix leadership across the other functional areas.
 4. **Cyber and Information Security SM1**
This role and absolutely essential due to the increased threats we face as a digital organisation and the potential for attack that is exponentially increased during this time of consolidation and change. Leadership of this function will also include management of information governance and security services.
 5. **Commercial Services SM1**
The Technology Commercial Services teams (commercial and schools) will be picking up additional responsibilities due to our convergence into a single organisation however this does not substantially change the role, or functions within that service.
- All Heads of Service roles will have responsibility (within their composed remit) for:
 - Setting strategy, inspiring, and mobilising a wide range of ICT and management responsibilities.
 - Influencing the developments within ICT providers at the highest levels.
 - Developing long-term strategic relationships with customers, partners, industry leaders and government.
 - Leading on the formulation and implementation of the council's ICT strategy and advises on the implications of emerging technologies for the wider business environment.
 - Delivery of complex technical ideas to both technical and non-technical audiences at all levels.
 - Communicates the potential impact of emerging technologies on the council and its services and assesses the risks of using or not using such technologies with ICT colleagues, Senior Management, Members, Customers, suppliers, and partners.
 - Assessment and advise on the impact of legislation and ensure compliance.
 - Ensuring the provision of committed resources to Transformation Services to develop adequate systems, structures, and processes to ensure risk averse transfer of innovative solutions from projects to live production.
 - Preparation of business cases and investment requests for developing and growing all aspects of their area of Technology.
 - NYC has a number of key third party contracts that provide specific technical solutions, the post holder is responsible for the supplier service level management.

1. Architecture, Infrastructure and Service Management

- Deputise for the AD technology in delivery of the Technology Transformation Programme, independently leading the design and delivery of the new organisations consolidated infrastructure roadmap programme aligned to nationally recognised enterprise architecture principles and practices.
- As accountable Enterprise Architect lead the Architecture and solutions team to produce technology roadmaps and infrastructure requirements that deliver the business capabilities with overall accountability for the organisations Enterprise Architecture.
- Directs the work of the Technology Business Relationship managers to ensure that the organisations business requirements are gathered and turning these into a set of business capabilities.
- Responsible for ensuring that the organisation's technical infrastructure is fit for purpose and continues to meet the current and future requirements of the business.
- Supporting a wide area computer network of 170 sites with data, voice, and video communications. Central management of an estate of over 10,000 tablets, laptops, PCs, thin clients, and virtual PCs.
- Provision, management and support of Smartphones and mobile application management. Management of key network related security systems.
- Management and operation of the Council's datacentres, core applications, systems and IT disaster recovery capability including on premise and cloud-based infrastructure. Responsible for the centralised management of domain security, user accounts and controlled access to applications and information resources.
- Responsible for the technology service management office and our journey towards innovation capability.
- The Management of internal to technology planned change through development of the Service Management Office. The SMO is the engine room of technology, ensuring good governance, change management, problem management and release management for both internal planned change and programmed transformation.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose:

This role has over all accountability for the organisation's enterprise architecture, this is the most senior of technical leadership roles effectively leading multiple functions of highly specialised technical leaders to design a future focussed consolidated and well-functioning design, holding all other services to account for delivering against that design and maintaining a functional part of the organisation's transformation design authority. In addition to this role will also lead on and be accountable for the consolidation design, implementation, and ongoing maintenance of the NYC technology infrastructure to provide the essential foundations for overall organisational transformation. This role also has responsibility for the SMO and BRM functions that together form the core governance, assurance, and communication functions for Technology Services.

Operational management:

All

- Lead in the introduction and use of new techniques, methodologies, and tools.
- Provide ICT support and technical consultancy to the business, change functions and associated project teams.
- To advise the Assistant Director on changing legislation and professional standards and their adoption.
- Personally, and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance in collaboration with services.
- Advise the service about relevant market analysis, changing legislation, professional standards, and their implementation.
- Work with other managers in Technology to ensure that all technology related work is effectively planned and delivered.
- Maintain customer contact during and after the sales process to pre-empt any issues and identify further opportunities.
- Work with nominated service managers to ensure that a catalogue of available technology services is created and maintained and that service level agreements are complete and cost effective.
- Work with Service Management Office to ensure that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented.
- Negotiate with relevant parties in respect of disruptions and major amendments to the provision of services.
- Review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities, customers, and targeted groups.
- Develop, support, and promote a strong results-driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs.
- Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
- Lead specific workstreams, programmes and projects as part of the Council's transformation programme.

Architecture

- Has the freedom to set direction and lead in the introduction and use of techniques, architectural methods, and tools.
- Directs development of enterprise-wide architecture and processes which ensure that the strategic application of change is embedded in the management of the organisation.
- Coordinate the assessment of new and emerging hardware, software and communication technologies, products, methods, and techniques.

	<ul style="list-style-type: none"> • Proactively manages the target design, policies and standards and control the speed of change to maintain a stable and viable architecture. • Continually develop the technical architecture to adapt to new business requirements and security challenges. <p>Infrastructure</p> <ul style="list-style-type: none"> • Responsible for ensuring the organisations technical architecture is secure and the use of it is appropriately governed. • Develop a cost effective and agile integration strategy that underpins organisational transformation. • Lead a wide area computer network with data, voice, and video communications. • Central management of an estate tablets, laptops, PCs, thin clients, and virtual PCs. • Provision, management and support of Smartphones and mobile application management. Management of key network related security systems. • Management and operation of the Council’s datacentres, core applications, systems, and IT disaster recovery capability of on premise and cloud-based infrastructure. • Responsible for the centralised management of domain security, user accounts and controlled access to applications and information resources. <p>Service Management</p> <ul style="list-style-type: none"> • Direct all Business Relationship Managers to ensure that the organisation’s business requirements are identified, and proposals are put in place that lead to significant improvement programmes. • Develop performance management controls within the service to measure productivity and promote quality initiatives. • Develop performance management controls within the service to measure productivity and promote quality initiatives.
<p>Resource management:</p>	<ul style="list-style-type: none"> • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management, and direction to the managers of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal. • As the responsible budget holder plan, direct and monitor the preparation of annual revenue and capital estimates within the budgetary allocation agreed by the Council, account to the Assistant Director for the financial performance of the service. • Give leadership, management, and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal. • Develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency, and effectiveness. • Support the delivery of corporate initiatives in delivering transformational change.
<p>Partnerships:</p>	<ul style="list-style-type: none"> • Work with a range of internal and external partners and agencies, to develop and maintain co-operative relationships and to understand the opportunity and feasibility for service delivery and product development. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place across the Council. • Represent the service at policy, operational and co-ordination forums with external agencies and other Council Directorates when required. • Work with key suppliers to understand the opportunity and feasibility for service delivery and product development.
<p>Strategic management:</p>	<p>All</p> <ul style="list-style-type: none"> • To have a lead role in determining strategy, setting objectives and targets and to the development of policies across the operational remit of the Service and the Directorate, and, working with the Assistant Director, to be accountable for the Council’s service strategy.

- Lead on the continuing development of the action plans to deliver the strategy, setting out the full part that the service will play in the achievement of the Directorate's plan and the promotion of the plans to all stakeholders.
- Leads development and communication of the organisation's policies for corporate governance of information.
- Leads on the strategic plans for ICT, which satisfy the current and ongoing needs of the organization's business strategy, and the current and future capabilities of ICT.
- Deputise for the Assistant Director as required and represent the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates as relates to remit and scope of role.
- Ensures compliance between business strategies, enterprise transformation activities and technology directions, setting strategies, policies, standards, and practices.
- Prepare and communicate the Technical Strategic vision to Senior Management and Directors and prepare and monitor its delivery action plan.

Architecture

- Takes responsibility for a significant consultancy practice, including technical, solutions, business, and information architecture.
- Develop and manage the NYC technical architecture blueprint, infrastructure strategy and associated processes.
- Directs the creation and review of an enterprise capability strategy to support the strategic requirements of the business.
- Set operational standards, strategies, and procedures across technical components in the areas of Architecture and Solutions.

Infrastructure

- Set operational standards, strategies, and procedures across technical components in the areas of Network and Communications.

Service Management

- Set operational standards, strategies, and procedures across technical components in the areas of Service Management.

Communications:

- Influence and liaise with lead partners in the business as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively.
- Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media.
- Develop professional network relationships with service managers across the Council to gather and communicate the technical vision.
- Ensure timely and appropriate communication and engagement with key stakeholders.
- Preparation of business cases and investment requests for developing and growing all aspects of own area of Technology.

Systems and information:

- Ensure that systems and processes to support the service are consistent with the Council standards and procedures.
- Produce written reports as required including evaluation and impact statements for distribution service wide, customers and to partners.
- Use relevant IT systems and tools to support the management, delivery, and development of services, ensuring records are accurate and current.
- Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Safeguarding:

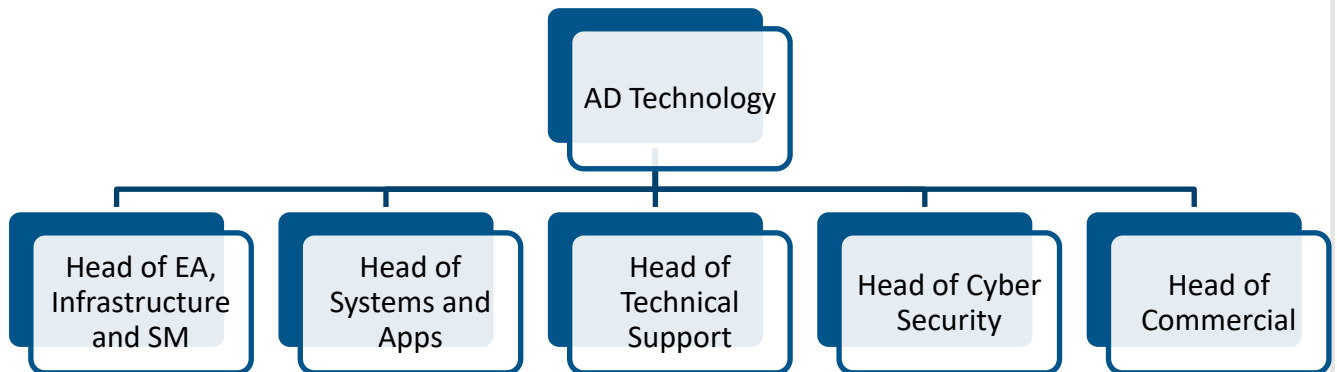
Person Specification:	
Essential	Desirable
<p>Knowledge and Experience All</p> <ul style="list-style-type: none"> • Significant knowledge of current good practice standards at local and national level in relation to the business of the service. • Knowledge and understanding of how technologies and digital technology approaches can enable service transformation. • In depth understanding of the business and technical issues associated with the analysis, design, development, and support of information systems. • Knowledge of statutory requirements, including equality standards. • Knowledge of effective management of staff, budgets, and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management. • Experience of designing and implementing an ICT Strategy. • Extensive experience of the management of resources in a changing organisational environment, including human and financial resources. • Extensive experience of strategic planning, policy development and implementation of performance management. • Experience of brokering and establishing new business relationships and partnerships. <p>Architecture</p> <ul style="list-style-type: none"> • Extensive experience of Enterprise Architecture. • Extensive experience of systems Integration. • Considerable experience of developing and implementing organisational culture change within a large diverse organisation. • Considerable experience of leading major change initiatives in a complex environment. 	<ul style="list-style-type: none"> • Understanding of service management methodologies, tools, and techniques such as ITIL. • Knowledge of Agile Methodologies. • Knowledge of human centred design. • Knowledge of project delivery methodologies. • Recent experience of working in the public sector. • Experience of planning and delivering technology services and leading transformation programmes. • Experience of development and implementing commercial strategies. • Experience of managing commercial customer accounts. • Experience of leading bid opportunities for commercial contracts.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to assimilate new initiatives, technology and software and interpret information. • Effective leadership skills and the ability to promote organisational policy and objectives • Effective organisational skills to manage diverse operational functions delivering strategic objectives • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. • Effective change management skills. • Excellent communication skills. • Ability to analyse complex data and to influence well-reasoned conclusions. • Ability to make, and be accountable for, effective decisions and sound professional judgements. • Effective interpersonal, influencing and negotiating skills. • Ability to inspire and influence across the organisation and with partners. • Ability to effectively collaborate, promote and support multi-disciplinary team working. 	<ul style="list-style-type: none"> •

<ul style="list-style-type: none"> Ability to innovate and to lead the organisation to deliver innovative ways of working. 	
<p>Behaviours</p> <ul style="list-style-type: none"> link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> Educated to degree level or equivalent experience. Professionally qualified in a relevant specialism or equivalent experience, e.g. Enterprise Architecture or Cyber Security. Recognised management qualification or equivalent experience. 	<ul style="list-style-type: none"> Service management qualification, e.g. ITIL practitioner.
<p>Other Requirements</p> <ul style="list-style-type: none"> Ability to travel across the County and beyond. Ability to attend meetings outside of normal business hours. Evidence of professional development. 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.
- This structure is composed of a number of in themselves composable subparts.
 - Architecture
 - Commercial
 - Cyber Security
 - Digital Workplace
 - Infrastructure
 - Service Management
 - Technical Support
 - Systems and Applications
- These parts have been logically grouped into five roles to meet the specific needs of the NYC Technology Service post LGR implementation on the 1st of April 2023. It is expected that this composition will remain in place for a period of three years at which point it will be reviewed with the option to recompose if required.
- Opportunities to gain the skills and experience needed or desired will be available to every incumbent person during this period.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Technology Head of Service – Support and Digital Workplace
Grade:	SM2
Responsible to:	Assistant Director Technology
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Technology
Job family:	SM - Senior Management
Date of issue:	July 2023

Job context

- This post is one of the senior leadership team for North Yorkshire Council (NYC) Technology Services. We provide the ICT services which enable the organisation and its partners to achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire. The current user base includes approximately 10,500 staff and 625,000 citizens of North Yorkshire. Increasingly the council is working in partnership with other organisations, communities, and volunteers to deliver services as well as offering commercial services to other public and private sector customers. Technology services and products therefore need to take account of an increasingly wide and diverse user base.
- Our Technology Vision is to provide effective Technology Services and drive innovation and efficiency across all services to ensure that our organisation and partners can achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire.
 - We want to have a Technology Workforce that:
 - feels valued for the contribution of individuals and teams,
 - works with agility and flexibility across and between our teams,
 - has a spirit of creativity and continuous learning,
 - and the capabilities and skills to deliver a first-class service.
 - Within NYC we want Technology to be a Service that:
 - is a valued partner and trusted advisor for our NYC customers,
 - is knowledgeable about and proactively guiding and supports our customers,
 - seeks innovative solutions to support service transformation,
 - continuously improves our service provision.
 - Across North Yorkshire we want Technology to be a Service that:
 - enables our NYC customers to deliver world class services to our residents,
 - role models the provision of best value to save and invest in NYC services,
 - boldly supports partnership beyond NYC with honesty and integrity,
 - collaborates with our services and partners to ensure maximum value.
- The Technology Head of Service roles are each composed of complimentary elements of responsibility that together total the operational, transformational, commercial, and security needs of NYC, the volume and scale of which determines the seniority level of each individual role. These composable elements are subject to review and are dependent on the current organisational requirements which in 2023 include responsibility for the delivery of foundational network and system consolidation and a level of internal change that is exceptionally complex, high profile and essential to the successful delivery of organisation transformation.

- It is expected that the composition of this structure will be in place for a period of three years after which there will be an opportunity to review and recompose if required. Technology Services requirements for stability, consolidation, transformation, and centralisation dictate the need for five Heads of Service.
- The composed roles for Technology Head of Service are:
 - 1. Architecture, Infrastructure and Service Management SM3**
This role has over all accountability for the organisation's enterprise architecture, this is the most senior of technical leadership roles effectively leading multiple functions of highly specialised technical leaders to design a future focussed consolidated and well-functioning design, holding all other services to account for delivering against that design and maintaining a functional part of the organisation's transformation design authority. In addition to this role will also lead on and be accountable for the consolidation design, implementation, and ongoing maintenance of the NYC technology infrastructure to provide the essential foundations for overall organisational transformation. This role profile also has responsibility for the SMO and BRM functions that together form the core governance, assurance, and communication functions for Technology Services.
 - 2. Systems and Applications SM2**
This role will lead on the consolidation and convergency of systems and applications, maximising reuse and recycle wherever possible to ensure best value. The other key transformation priority for the Head of TSA will be management of the centralisation of systems (and people) aligning to the NYC Target Operating Model TOM.
 - 3. Support and Digital Workplace SM2**
The technology support service will design a new service that brings together the first and second line support from all legacy organisations into one flexible service that balances local face to face support provision and centralised service delivery. The deployment will be demand led and include direct connectivity to specialist teams which will require matrix leadership across the other functional areas.
 - 4. Cyber and Information Security SM1**
This role is absolutely essential due to the increased threats we face as a digital organisation and the potential for attack that is exponentially increased during this time of consolidation and change. Leadership of this function will also include management of information governance and security services.
 - 5. Commercial Services SM1**
The Technology Commercial Services teams (commercial and schools) will be picking up additional responsibilities due to our convergence into a single organisation however this does not substantially change the role, or functions within that service.
- All Heads of Service roles will have responsibility (within their composed remit) for:
 - Setting strategy, inspiring, and mobilising a wide range of ICT and management responsibilities.
 - Influencing the developments within ICT providers at the highest levels.
 - Developing long-term strategic relationships with customers, partners, industry leaders and government.
 - Leading on the formulation and implementation of the council's ICT strategy and advises on the implications of emerging technologies for the wider business environment.
 - Delivery of complex technical ideas to both technical and non-technical audiences at all levels.
 - Communicates the potential impact of emerging technologies on the council and its services and assesses the risks of using or not using such technologies with ICT colleagues, Senior Management, Members, Customers, suppliers, and partners.
 - Assessment and advise on the impact of legislation and ensure compliance.
 - Ensuring the provision of committed resources to Transformation Services to develop adequate systems, structures, and processes to ensure risk averse transfer of innovative solutions from projects to live production.
 - Preparation of business cases and investment requests for developing and growing all aspects of their area of Technology.
 - NYC has a number of key third party contracts that provide specific technical solutions, the post holder is responsible for the supplier service level management.

3. Support and Digital Workplace

- Responsible for information and communication systems, digital office tools, physical technology provision and support as well as Asset & Request Management functions; supporting and shaping the organisation’s culture and employee experience, engagement, and utilisation to facilitate innovative and flexible working practises.
- Centralisation and localisation of technology support including the redesign of service provision to meet the changing needs of the organisation as it matures.
- Ensure the provision of excellent customer service and direct timely personal support to staff both remotely and in person.
- Grow and maximise value from the M365 technology suite to enable new ways of working for all our 10,500 technology enabled staff.
- Rationalise and centralise asset management, equipment rationalisation and maximise value through effective ordering and stock management.

This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose:

The technology support service will design a new service that brings together the first and second line support from all legacy organisations into one flexible service that balances local face to face support provision and centralised service delivery.
The deployment will be demand led and include direct connectivity to specialist teams which will require matrix leadership across the other functional areas.

Operational management:

All

- Lead in the introduction and use of new techniques, methodologies, and tools.
- Provide ICT support and technical consultancy to the business, change functions and associated project teams.
- To advise the Assistant Director on changing legislation and professional standards and their adoption.
- Personally, and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance in collaboration with services.
- Advise the service about relevant market analysis, changing legislation, professional standards, and their implementation.
- Work with other managers in Technology to ensure that all technology related work is effectively planned and delivered.
- Maintain customer contact during and after the sales process to pre-empt any issues and identify further opportunities.
- Work with nominated service managers to ensure that a catalogue of available technology services is created and maintained and that service level agreements are complete and cost effective.
- Work with Service Management Office to ensure that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented.
- Negotiate with relevant parties in respect of disruptions and major amendments to the provision of services.
- Review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities, customers, and targeted groups.

- Develop, support, and promote a strong results-driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs.
- Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
- Lead specific workstreams, programmes and projects as part of the Council's transformation programme.

Digital Workplace

- Responsible for information and communication systems, digital office tools, physical technology provision and support
- Asset & Request Management functions
- supporting and shaping the organisation's culture and employee experience, engagement, and utilisation to facilitate innovative and flexible working practises.
- Reduction in variation in equipment and deployment across all legacy organisations across NYC. Ensuring improved ability to deploy and support, and standardised approach to user training.
- Consolidation of assets to delivery best value for money and consistency.

Support

- Develop, support, and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality technical support services in line with identified needs.
- Implement tools, techniques, and services to provide excellent first point of contact service resolution
- Ensure customer focussed delivery and connectedness across all sites and locations across NYC in the delivery of effective and efficient service desk, modelling delivery based on organisational and well and process and production maturity.

Resource management:

- Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service.
- To give leadership, management, and direction to the managers of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal.
- As the responsible budget holder plan, direct and monitor the preparation of annual revenue and capital estimates within the budgetary allocation agreed by the Council, account to the Assistant Director for the financial performance of the service.
- Give leadership, management, and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal.
- Develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency, and effectiveness.
- Support the delivery of corporate initiatives in delivering transformational change.

Partnerships:

- Work with a range of internal and external partners and agencies, to develop and maintain co-operative relationships and to understand the opportunity and feasibility for service delivery and product development.
- When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place across the Council.
- Represent the service at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
- Work with key suppliers to understand the opportunity and feasibility for service delivery and product development.

Strategic management:

All

- To have a lead role in determining strategy, setting objectives and targets and to the development of policies across the operational remit of the Service and the Directorate, and, working with the Assistant Director, to be accountable for the Council's service strategy.
- Lead on the continuing development of the action plans to deliver the strategy, setting out the full part that the service will play in the achievement of the Directorate's plan and the promotion of the plans to all stakeholders.
- Leads development and communication of the organisation's policies for corporate governance of information.
- Leads on the strategic plans for ICT, which satisfy the current and ongoing needs of the organization's business strategy, and the current and future capabilities of ICT.
- Deputise for the Assistant Director as required and represent the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates as relates to remit and scope of role.
- Ensures compliance between business strategies, enterprise transformation activities and technology directions, setting strategies, policies, standards, and practices.
- Prepare and communicate the Technical Strategic vision to Senior Management and Directors and prepare and monitor its delivery action plan.

Digital Workplace

- Set operational standards, strategies, and procedures across technical components in the areas of Systems and Produce Management.

Support

- Set operational standards, strategies, and procedures across technical components in the areas of Technical Support..

Communications:

- Influence and liaise with lead partners in the business as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively.
- Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media.
- Develop professional network relationships with service managers across the Council to gather and communicate the technical vision.
- Ensure timely and appropriate communication and engagement with key stakeholders.
- Preparation of business cases and investment requests for developing and growing all aspects of own area of Technology.

Systems and information:

- Ensure that systems and processes to support the service are consistent with the Council standards and procedures.
- Produce written reports as required including evaluation and impact statements for distribution service wide, customers and to partners.
- Use relevant IT systems and tools to support the management, delivery, and development of services, ensuring records are accurate and current.
- Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

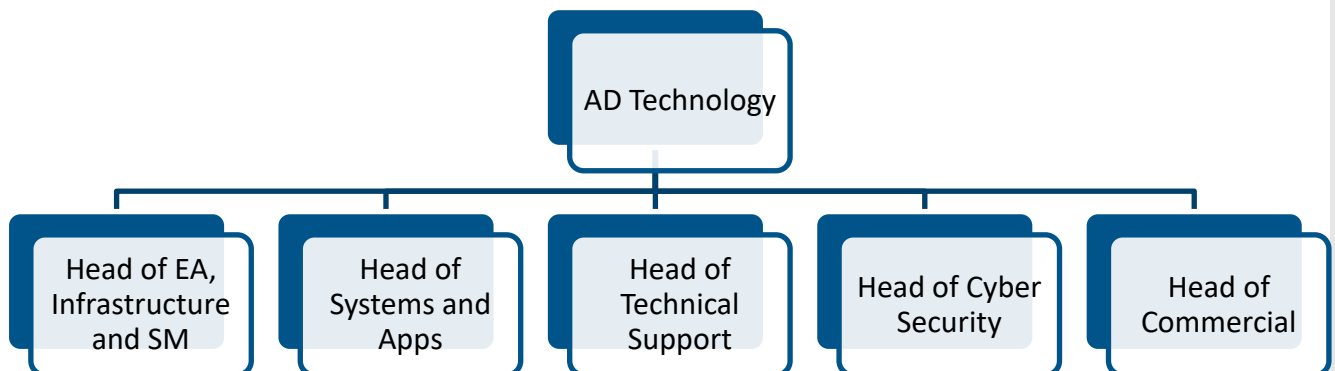
Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <p>All</p> <ul style="list-style-type: none"> • Significant knowledge of current good practice standards at local and national level in relation to the business of the service. • Knowledge and understanding of how technologies and digital technology approaches can enable service transformation. • In depth understanding of the business and technical issues associated with the analysis, design, development, and support of information systems. • Knowledge of statutory requirements, including equality standards. • Knowledge of effective management of staff, budgets, and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management. • Experience of designing and implementing an ICT Strategy. • Extensive experience of the management of resources in a changing organisational environment, including human and financial resources. • Extensive experience of strategic planning, policy development and implementation of performance management. • Experience of brokering and establishing new business relationships and partnerships. <p>Support</p> <ul style="list-style-type: none"> • Experience of developing and implementing organisational culture change within a large diverse organisation. 	<ul style="list-style-type: none"> • Understanding of service management methodologies, tools, and techniques such as ITIL. • Knowledge of Agile Methodologies. • Knowledge of human centred design. • Knowledge of project delivery methodologies. • Recent experience of working in the public sector. • Experience of planning and delivering technology services and leading transformation programmes. • Experience of development and implementing commercial strategies. • Experience of managing commercial customer accounts. • Experience of leading bid opportunities for commercial contracts.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to assimilate new initiatives, technology and software and interpret information. • Effective leadership skills and the ability to promote organisational policy and objectives • Effective organisational skills to manage diverse operational functions delivering strategic objectives • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. • Effective change management skills. • Excellent communication skills. • Ability to analyse complex data and to influence well-reasoned conclusions. • Ability to make, and be accountable for, effective decisions and sound professional judgements. • Effective interpersonal, influencing and negotiating skills. • Ability to inspire and influence across the organisation and with partners. • Ability to effectively collaborate, promote and support multi-disciplinary team working. 	<ul style="list-style-type: none"> •

<ul style="list-style-type: none"> Ability to innovate and to lead the organisation to deliver innovative ways of working. 	
<p>Behaviours</p> <ul style="list-style-type: none"> link 	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> Educated to degree level or equivalent experience. Professionally qualified in a relevant specialism or equivalent experience, e.g. Enterprise Architecture or Cyber Security. Recognised management qualification or equivalent experience. 	<ul style="list-style-type: none"> Service management qualification, e.g. ITIL practitioner.
<p>Other Requirements</p> <ul style="list-style-type: none"> Ability to travel across the County and beyond. Ability to attend meetings outside of normal business hours. Evidence of professional development. 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.
- This structure is composed of a number of in themselves composable subparts.
 - Architecture
 - Commercial
 - Cyber Security
 - Digital Workplace
 - Infrastructure
 - Service Management
 - Technical Support
 - Systems and Applications
- These parts have been logically grouped into five roles to meet the specific needs of the NYC Technology Service post LGR implementation on the 1st of April 2023. It is expected that this composition will remain in place for a period of three years at which point it will be reviewed with the option to recompose if required.
- Opportunities to gain the skills and experience needed or desired will be available to every incumbent person during this period.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Technology Business Manager
Grade:	SM1 (TBC)
Responsible to:	Head of Technology Architecture and Infrastructure
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Technology
Job family:	P&T - Professional & Technical
Date of issue:	January 2024

Job context

North Yorkshire Council (NYC) Technology Services provides effective ICT services across the North Yorkshire region, supporting 10,500 staff and 625,000 citizens. We enable the organisation and its partners to achieve their operational outcomes, driving innovation and efficiency to continually improve ICT services both within the council, and externally to businesses, communities, volunteers, and providing a commercial offering to public and private sector customers. With NYC's transformation from eight separate local government organisations into one unitary authority in 2023, Technology Services provides a critical role to consolidate, improve and develop our networks, infrastructure and systems.

The Technology Architecture, Infrastructure and Service Management Team is the effective design, delivery, and governance engine room for Technology Services. The team has accountability for the organisation's enterprise architecture, designing a future focussed consolidated and well-functioning and supported set of infrastructure and secure networks. Critical to its success is the governance, assurance, and successful customer relationships.

- The post holder will manage operational budgets of circa £600k covering the following areas:
 - Service Management - provides oversight of the definition and architecture of Technology services and ensures effective governance are in place for implementing, maintaining and improving IT services and service delivery standards. Leads on the achievement and maintenance of compliance against national and international standards, including ISO20000. This role will also have responsibility for ensuring a joined-up approach to service management across all Technology functions.
 - Business Relationship Management (BRM) - plays a key role, in partnership with service areas to ensure that Technology strategy and services align with business strategy and support delivery of the business outcomes required. They work with the most senior managers across the organisation to identify how the future direction of Directorates/Service Areas will be underpinned by Technology services and to ensure that the business benefits of these services are realised right across the council.

Whilst operating a hybrid working model, work may require the post holder to occasionally travel for work purposes across the North Yorkshire County. If your base location is a locality hub you will be expected to be a part of the on-site presence in that location on a regular basis.

As a member of our Technology team and in line with our customer centric ethos, you should guide and advise users who may need help and support while you are at your locality hub.

Occasional out of hours working may be required

Job Purpose:

The core focus of this job is to manage and lead a team of Business Relationship Managers and SMO Lead Analysts, ensuring team cohesion and high performance, to be the technical lead on the development and continual improvement of service management policies and practices, and to ensure the business relationship management team maintain value-add strategic and effective relationships with customers. Deputising for the Head of Technology Architecture and Infrastructure will also be required if needed.

Operational management:

- Lead on development and implementation of the NYC service management strategy and associated policies and thus ensuring the team work with the relevant service owners and service managers.
- Lead on effective resource management, ensuring that the SMO and BRMs manage both business as usual and project work effectively.
- Lead on the achievement and maintenance of compliance against national and international standards, including BSI/ISO 20000 including ensuring the team are fully knowledgeable, and processes and systems are in place.
- Lead the development and implementation of a service portfolio and service catalogue.
- Lead, and influence service owners to ensure that SMO and BRM services are fully defined and that appropriate service levels and objectives are agreed.
- Steer process owners and managers in the definition and operation of key processes ensuring that they are consistent, joined up, efficient and effective.
- Work with service owners and managers to ensure that agreed processes are adopted and that service delivery staff are properly prepared for any changes in working practices.
- Ensure that there is a monitoring regime in place that allows the measurement and proactive management of SMO and BRM service quality and performance.
- Prioritise areas for quality improvement in line with the Technology strategy, wider business objectives, results from internal and external audits, and advice from colleagues.
- Implement effective service management governance arrangements supported by effective reporting.
- Set standards and engender a culture which drives continuous improvement in quality and customer satisfaction, balancing this with operational/cost efficiency.
- Continuously improve performance measurement.
- Align planning processes and Information Technology with the Authority's goals.
- Operate at the effective Skills for the Information Age (SFIA) level:
 - Strategy and Planning
 - Demand Planning – Level 5
 - Measurement – Level 4
 - Governance, risk and compliance
 - Governance – Level 6
 - Risk Management – Level 5
 - Audit – Level 6
 - Quality Management – Level 6
 - Quality Assurance – Level 5
 - Advice and Guidance
 - Specialist Advice – Level 5
 - Methods and Tools – Level 5
 - Stakeholder Management
 - Stakeholder Relationship Management - Level 6

Resource management:

- Lead the definition, implementation and review of efficient and effective resource management practices for the Technology Service.
- Ensure that Technology resource capacity and skills meet current and future service requirements are identified, understood and addressed.
- Manage the SMO and BRM teams ensuring that service management strategic business relationships are efficient and effective and make a tangible difference to the delivery of operational services.
- Lead and manage staff of the SMO and BRM service areas through the employee lifecycle including induction/onboarding, attendance, performance management (establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal) and any other staff matters.
- Develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness.
- To be responsible for staffing and associated budgets.
- To take responsibility for the performance of the team and manage the overall work of the team, taking responsibility for decision making of escalated issues.
- To be proactive in the promotion of continuous personal development of SMO and BRM staff, including self. Reviewing staff skills matrix and staff development on a regular basis.
- To lead, manage and promote a culture of exceptional customer care.

Partnerships:

- To represent the Authority, Technology Service as necessary at Member and officer working parties and any other internal or external meetings on Service Management and Business Relationship matters.
- Record, summarise, share, and feedback information to ensure all partners are appropriately informed.
- Work in a team context and forging and sustaining relationships across agencies and respecting the contribution of others working with customers.
- Role modelling the way in terms of NYC values.

Strategic management:

- Lead on development and implementation of the service management strategy and associated policies working with appropriate service owners and service managers.
- Oversee the development and implementation of workforce strategies to ensure that Technology resource capacity and skills meet current and future service requirements are identified and addressed.
- Lead on the achievement and maintenance of compliance against national and international standards, including ISO20000.
- Personally, and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance.
- Contribute to determining strategy, objectives, targets and policies across the operational remit of the service and the Directorate.
- Lead in the development of new ways of working that maximise efficiency and effectiveness.

Communications:

- Engage and influence other senior Technology service managers to ensure the service management system is implemented effectively and continuously improved.
- Recommend and ensure implementation of corrective action by engaging and influencing senior management.
- Establish respectful, trusting relationships with customers and team members.
- Develop and use effective communication systems appropriate to the audience.
- Negotiate effectively with external agencies to ensure best value for the Council.
- Liaise with internal colleagues and external organisations to deliver and procure services as required.
- Provide clear leadership to their team members to ensure unambiguous direction and performance management including inspiring, coaching, advising and guiding staff, and to role model the NYC values.

Systems and information:

- Lead on the identification, implementation and use of service management tools and applications including a CMDB (configuration management database).
- Ensure that service management systems and processes are consistent with the Council standards and procedures.
- Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current.
- Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Person Specification:

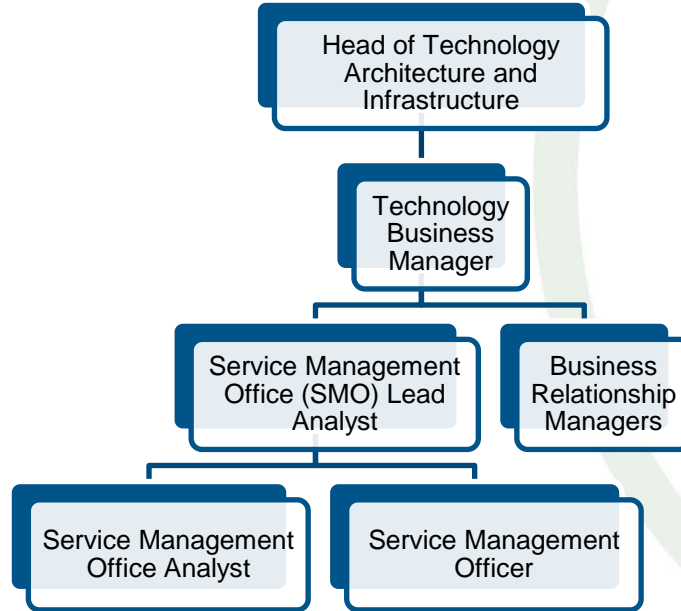
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Significant knowledge of current good practice standards both at local and national level in relation to Service Management and Business Relationship Management in a large Technology Service. • Excellent understanding of service management methodologies, tools and techniques such as ITIL. • Excellent understanding of quality management systems, e.g., ISO20000. • Knowledge of statutory requirements, including equality standards • Significant experience of implementing quality assurance standards and processes and leading internal and external quality assurance reviews. • Significant experience of change management and continuous improvement including strategic thinking to propose recommendations based on user feedback, senior management requirements, industry standards and any other analytical tools. • Experience in engendering a team culture which drives continuous improvement in quality and customer satisfaction, and balancing operational/cost efficiency • Extensive experience of strategic planning, policy development and implementation, and performance management. • Experience of developing and implementing organisational culture change within a large diverse organisation. • Experience of managing conflicting priorities and finding solutions to manage priorities successfully. • Successful management of budgets (within the Technology Service), working in liaison with Finance and Senior Leadership Team. • Successful management of senior staff including skills of inspiring, motivating and guiding staff in these technical areas • Experience of developing and maintaining strong stakeholder relationships. 	<ul style="list-style-type: none"> • Knowledge and understanding of local authority policies, procedures and relevant legislation • Experience of working with Senior Leadership Team members (Director level)
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Effective leadership skills and the ability to promote organisational policy and objectives and NYC values. • Effective organisational skills to manage diverse operational functions delivering strategic objectives. • Excellent communication skills at all levels of staff and customers. • Excellent negotiating and influencing skills. • Ability to analyse complex data and to influence well-reasoned conclusions. • Ability to coordinate, monitor and review the use of resources. • Analytical skills - analyses and interprets high level information to influence strategic decisions. 	

<ul style="list-style-type: none"> • Audit skills - Monitors audit legislation, undertakes audit investigations and monitors performance against audit plans. • Decision making skills – makes decisions which may involve difficult choices or considered risks. • Financial/budget management skills – co-ordinate, monitor and review and suggest efficiencies. • ICT skills – Intermediate ICT Skills in Microsoft Office applications. 	
<p>Behaviours link</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Educated to degree level or equivalent experience. • Professionally qualified in-Service Management, e.g., advanced service management practitioner (e.g., ITIL practitioner) or equivalent experience. • Recognised management qualification or equivalent experience. • Evidence of ongoing commitment to continuous professional development. 	<ul style="list-style-type: none"> • Professionally qualified in-Service Management, e.g., advanced service management practitioner (e.g., ITIL practitioner) or equivalent experience.
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across the North Yorkshire County. • Ability to attend meetings outside of normal business hours. • Professional values and attitudes. • Ability to work both on own initiative and as part of a team. • Ability to work to specified deadlines. 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Revenues
Grade:	SM2
Responsible to:	Assistant Director Customer, Revenue and Benefits
Staff managed:	Manages a group of managers
Directorate:	Resources
Service:	Customer, Revenue and Benefits
Job family:	SM - Senior Management
Date of issue:	June 2023

Job context

As a member of the senior leadership team, to contribute to the overall leadership, direction and management of the relevant service in the context of local and national priorities.

This role is responsible for:

- To provide leadership, operational management and financial control for the Council Tax administration function of the Revenues service area.
- The leadership and line management to a number of operational teams across North Yorkshire locality areas. These teams will provide a range of services including Council Tax, Business Rates, taxation and recovery, account receivable etc
- To work across the Council on Revenue related issues and determine strategy regarding payment methods/options, cash and cheque security etc working with finance and customer service to provide the best service.
- Drive the improvement/transformation agenda within the service and develop capacity in key areas to support services in meeting local and corporate objectives
- To be accountable for the performance of the Council Tax administration function and the delivery of high-quality strategic aims.
- Be an active member of the Customer, Revenues and Benefits senior leadership team with collective responsibility for the managerial leadership of the Customer, Revenues and Benefits service, encouraging a culture which promotes the values and behaviours of the council and a can-do attitude.
- To lead and manage the Council Tax administration function in order to deliver the Council's strategic and service objectives in relation to local taxation and discretionary spend.
- To lead and manage the revenues service, resource management capacity actively seeking and applying best practice and innovative methods of service delivery to ensure cost effective and efficient service delivery.
- To provide excellent customer services and leadership to the Revenues service which currently include Council Tax, Business Rates, Income and debt recovery, within a climate of continuous improvement to ensure performance is maximised.
- To maximise the income collected by the Council from customers – Council Tax, Business Rates and other income within the parameters of statute.
- To develop, lead and contribute to the Customer, Revenues and Benefits service objectives, ensuring the provision of an effective, consistent and high-quality service that is responsive to customer demands.
- To work with and advise the Assistant Director of Customer, Revenues and Benefits on matters relating to the development and delivery of strategic priorities, changes in legislation and the delivery of transformation plans and objectives, services and performance in relation to Customer, Revenues and Benefits
- The maximisation of external funding opportunities.
- In this role you will be required to deputise for the Assistant Director Customer, Revenue and Benefits as necessary and to represent the council on a range of regional and national networks.

- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job purpose To be responsible for the effective delivery of Revenues, recovery and collection services across North Yorkshire. To provide strategic leadership and direction, operational management and financial control to achieve the council priorities.

Operational Management:

- To lead the operational delivery of revenues services, ensuring that all statutory duties are met and delivered.
- To ensure sound processes and procedures are in place to ensure all systems are reconciled, that appropriate financial controls are in place, the cashbooks are reconciled to the council's bank account and random system access and use checks are in place.
- To work with and provide expert advice to AD Customer Revenues and Benefits and AD for resource manager -Strategic Finance with regard to setting the councils tax base, identifying trends both internally and externally to ensure a balanced budget is set and achievable with regard to the Collection Fund in particular
- Ensure procedures are in place to identify business critical events occur such as the annual main billing runs, debt recovery annual timetables and billing regimes, accurate database accuracy and access, reconciliation of the various systems etc
- Ensure the Corporate Debt Policy is maintained, communicated and enforced as necessary
- Make best use of resources, analyse outcomes and benefits against costs and risks when planning and making decisions.
- Make decisions in a timely manner and take personal responsibility for those decisions.
- Take initiative and clear ownership of issues.
- Manage a budget, delivering against financial responsibilities and adhering to financial regulations.
- Assist the Assistant Director for Customer Revenue and Benefits to Develop and maintain a future-focussed workforce plan. Demonstrate a commercial focus, identifying opportunities to reduce cost and create income generation opportunities.
- Ensure effective performance management systems are in place and checks/balances and demarcation of duty occurs at key points to ensure data integrity and financial security
- To make appropriate returns to the government and other external agencies
- To work proactively with services on delivering appropriate means of billing and recovery in the area of Miscellaneous Income in particular and advise and ensure good financial stewardship is maintained in services across the council as applicable.
- To negotiate contracts and agreements with partners/external suppliers, aimed at securing the councils objectives and best interest at all times, some specific examples being the Revenues and benefits IT systems contract, general Revenue related contract such as bailiff/trace agencies etc
- Ensure internal and external audit recommendations are implemented or responded to where not practical or cost effective
- Ensure risk to the councils cashflow is minimised by highlighting issues early and the potential for fraud is minimised
- Make recommendations in respect to discretionary powers associated with revenues
- Maintain good working relationships with Heads of Service and coordinate Revenue related issues across the council as required
- To ensure the Council's information systems for revenue collection and benefit payments are accurate and up to date
- As a Head of Service, to formulate the strategic direction, priorities and plans for the service, making a major contribution to the way the Council delivers its services

- Provide clear, visible and motivational leadership to create a high performance culture that drives continual improvement, efficiency savings and high levels of customer satisfaction.
- Anticipate and manage trends and changes in the operating environment and plan to meet these changes in order to provide best value for service users.
- To ensure that every opportunity to maximise council resource is achieved Promote, develop and manage effective partnership working and strategic alliances, with internal and external stakeholders, including, authorities, partner organisations, and agencies in order to achieve continuous improvement in the provision of services and input into policy developments in own area of expertise.
- Build and lead strong teams, communicating the vision and objectives of the service to ensure effective delivery to the agreed service standards and targets.
- Act as a professional advisor to the Council, Chief Executive, Director and Assistant Director and elected members on all issues relating to the Revenues service.

Resource management:

- The Revenues and Benefit Service is responsible for all the major income streams of the council and as such is key to the overall financial wellbeing. It is imperative that systems are maintained and developed to maximise cashflow, databases and overall income levels from all sources external and internal. With the large value of debt handled including cash and cheques, risks need to be minimised and systems in place to ensure misallocation, fraud, theft etc are mitigated.
- To lead on the development and implementation of effective financial, planning, monitoring and management systems within the service to ensure the delivery of value for money, cost efficient and high-quality services.
- In the relevant service area, prepare bids, justification for financial support, agreement of programmes and the execution of all management functions to obtain external funding from Central Government, other appropriate funding sources.
- Be responsible as the budget holder for resources in respect of allocated budgets within the council's scheme of delegation of financial responsibility.
- To ensure the effective use of resources through identifying, assessing and evaluating different approaches including utilising value for money criteria, using resource management tools to ensure we demonstrate cost effectiveness.
- Be Accountable to the Assistant Director of Customer, Revenue and Benefits for financial performance of the service, ensuring that effective monitoring systems are in place and that a balanced budget and efficiency targets are achieved.
- To lead and manage staff ensuring that they are consulted, supported, motivated, appraised and developed to enable them to fulfil their roles effectively, to the highest standards possible and meet current and future service needs
- Ensure the health and safety of all persons and premises under your control are in accordance with the provisions of Health and Safety.
- To respond to internal audit reviews and implement action plans within agreed deadlines.
- To manage risk assessments for the Revenues teams

Partnerships:

- Establish and maintain effective working relationships with internal and external partners including other directorates, statutory and voluntary sector partners and Government bodies.
- Establish and maintain effective working relationships
- Deputise for the Assistant Director of Customer, Revenue and Benefits as required and represent the directorate at policy, organisational, co-ordination and consultation forums with external agencies, other council directorates within the service area or wider directorate.
- Identify and work effectively with all relevant stakeholders to support service development and transformation.

- To work collaboratively with other local authority staff and partner agencies to influence an integrated and co-ordinated approach to achieving key targets and required outcomes.
- Work with communities and service users to ensure they can influence service development

Strategic management:

- Supporting the Assistant Director of Customer, Revenue and Benefits at a management level and be an active member of the management team with collective responsibility for the delivery of the wider council plan and service plans as well as establishing a culture which promotes the values and behaviours of the council.
- As a member of the directorate management team, provide general support on service matters to the Assistant Director of Customer, Revenue and Benefits.
- Through effective planning and resourcing, provide robust strategic leadership and effective management of Revenues services and its staff, ensuring that it is an effective, high performing team capable of delivering Member's priorities.
- Within service area, to lead on all aspects of staff management including recruitment, induction, production of personal objectives, monitoring of staff performance data, delivery of performance appraisals, management of poor performance and learning and development.
- Provide sufficient management guidance and information and embed good people management skills in managers across the service area, making North Yorkshire
- To ensure on-going continuous improvement within teams and to drive transformational change within the service to ensure cost-effective, high-quality services to residents.
- To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate.
- Take direction from the Assistant Director of Customer, Revenue and Benefits in relation to exceptionally complex or highly politically sensitive issues.
- Establish and maintain effective working relationships with strategic partners and to lead on the development of consistent and effective services at a locality level.
- Evaluate activity at a strategic level to ensure the continued relevance of strategies as policy and practice moves forward.
- Develop policies, guidance and procedures to ensure consistent working practices across locality teams.
- Ensure that the required budget savings are delivered in line with objectives and ensure all procurement and commissioning activity related to the service area provides value for money.

Communication:

- Encourage good communication and effective working relationships across services/directorates.
- Communicate and engage with staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice.
- Represent, through the provision of specialist advice, preparation of reports and information, the work of the service to members and senior officers of the council so that they can perform their executive, scrutiny and representational responsibilities. Ensure decisions are appropriately informed and services delivered according to council priorities.
- Oversee the production of written information, which is clear and concise, including articles for the website, processes for staff, procedures and guidance documents, customer journey mapping etc.
- Lead engagement and consultation processes to support the delivery of the Local Taxation and associated policies and initiatives.
- Communicate effectively with staff and senior management in respect of all activity and development.

	<ul style="list-style-type: none"> • Negotiate and influence others whilst taking forward change and transformation projects. • Represent the directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services. • Respond to media enquiries as requested by the Assistant Director of Customer, Revenue and Benefits and the Corporate Director of Resources and appraise them of any matters arising which are particularly sensitive or controversial in nature • Deal with any customer complaints and FOI in accordance with council policy
Systems and information:	<ul style="list-style-type: none"> • Work with the AD customer, Revenues and benefits to ensure the delivery of the transformation plan to upgrade the revenue and benefits system across north Yorkshire. • Ensure that all Policy and procedures are aligned with data collection and performance to ensure they provide information and statistical reports to illustrate transformational plans and progress. • Analyse data and information to inform transformational decision making. • Use the current business processes in relation to record keeping, financial monitoring and ICT. • Support the Assistant Director of Customer, Revenue and Benefits and wider corporate leads on the development of technology, other communication and data management processes to ensure the service remains effective, efficient and modern. • Ensure all service systems are operated in accordance with policy and procedure • Ensure all data protection (GDPR) are followed in accordance with council policy
Safeguarding:	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, ensuring concerns are actioned as appropriate • Promote and safeguard the welfare of vulnerable people, ensuring this principle, culture and practice is embedded throughout all council services, in compliance with national and local procedures and protocols. • Ensure safe and efficient delivery of service by achieving high standards of health and safety and reducing risk.

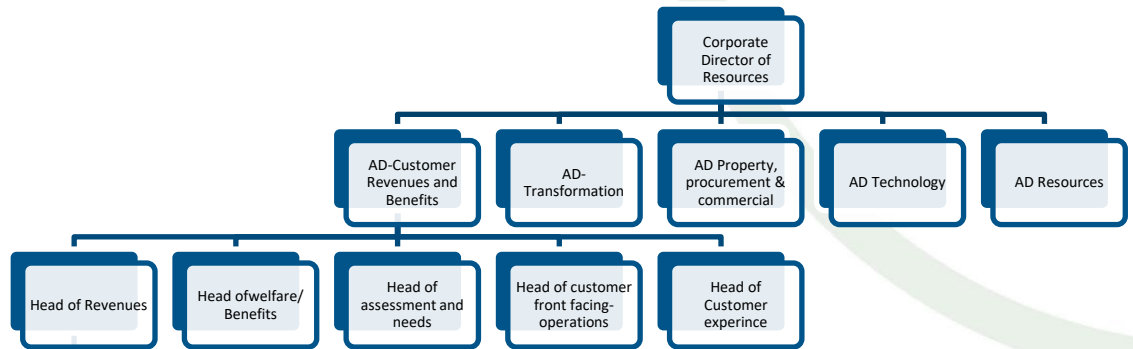
Person specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Substantial experience of delivering a Revenues/ Council Tax administration function, with expert technical knowledge and experience. • Expert knowledge of Legislation and practice for council tax administration with skills to interpret and apply new Legislation to the Council as required. • Authority and credibility to work effectively in a political environment and build productive relationships and engage successfully with colleagues, partners and customers. • Excellent interpersonal, communication and presentation skills, with proven ability to communicate effectively and persuasively to a wide range of audiences both horizontally and vertically throughout the organisation. • Excellent persuasion and negotiating skills, in order to motivate people and partnerships and influence outcomes critical to the success of the Service. • Able to analyse complex information quickly, reaching and articulating decisions with clarity, to deliver solutions that command support. • Sound financial management and budget Experience. • Applied understanding of the technical issues across the professional service area. • Able to think and act strategically, be proactive, solve problems and make decisions. 	

<ul style="list-style-type: none"> • Proven business, people and change management experience. • Ability to provide insight and constructive challenge that directly influences decision making and outcomes of the section • A strong knowledge of, safeguarding, equality, GDPR and confidentiality rules. • Knowledge of project management including business planning. • An excellent understanding of policy formulation and implementation. • Proven track record of effective financial and workforce management. • Knowledge/experience of current best practice standards both at local and national level • Knowledge and understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role. Significant experience of commissioning services and developing strategies at a senior level. • Evidence of work-related continuing managerial and professional development 	
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to set and meet objectives and targets to deliver continuous improvement. • Staff management skills including recruitment and selection, performance management & development. • Ability to programme and monitor workloads and delegate tasks effectively. • Ability to develop and implement effective commissioning frameworks. • Project management and implementation skills. • Experience of liaising and negotiating with external and internal partners. • Communication and presentation skills (written & oral). • Budget management skills including effective use of resources. 	
<p>Behaviours</p> <ul style="list-style-type: none"> • Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends. • Committed to the council's corporate vision and objectives. • Highly motivated and not easily discouraged. • Personal and professional demeanour and credibility which commands the confidence of members, senior managers, staff, external partners and other stakeholders. • A high degree of probity and integrity. • A commitment to learning and achievement. • Able to travel for business purposes. 	
<p>Professional Qualifications</p>	<ul style="list-style-type: none"> • Membership of relevant professional body
<p>Other Requirements</p> <ul style="list-style-type: none"> • 	

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



Final details of the management structure to support this role need to be finalised, However it is envisaged that the Head of Revenues will have around 5 managers reporting directly to them, covering locality teams providing Council tax billing, Business Rates, NNDR, Debt and Recovery, performance

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.

Post title:	Head of Commercial
Grade:	SM2
Responsible to:	Assistant Director Commercial, Property & Procurement
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Commercial, Property and Procurement
Job family:	SM - Senior Management
Date of issue:	March 2024

Job context

The Council has a wide range of income generating services. Examples include entertainment and leisure venues, beach chalets, traded services with schools, crematoria, and commercial properties amongst various other areas.

In addition to commercial activity delivered through its General Fund the Council owns a number of wholly owned companies which are managed through the umbrella of the Brierley Group. The Brierley Group entities generate income in excess of £100m and profits of circa £5m per annum.

The Head of Commercial will play a key role in supporting the Assistant Director for Commercial Property & Procurement in setting the Council's commercial agenda along with the management and co-ordination of Brierley Group governance and oversight.

Key responsibilities of the postholder will include:

- Ensuring a commercial approach is developed and delivered across relevant, income generating services of the Council
- Maximising business development, income generation and grant funding opportunities
- Negotiating commercial terms for high profile and high value capital projects; ensuring that the Council's interests are protected and commercial risks are identified and adequately mitigated
- Supporting the Assistant Director with corporate activity relating to the Brierley Group
- Advising and leading on the establishment of new commercial ventures
- Ensuring governance arrangements for commercial entities are robust and fit for purpose
- The establishment of the Council's commercial management framework; ensuring that it is effective and continues to be fit for purpose
- The development of strategies and business cases to further the commercial aspirations of the Council and its range of services, commercial ventures / companies
- The establishment of multi-service senior officer working groups; with the responsibility for co-ordinating and embedding commercial best practice across relevant council services;
- Supporting commercial operational leads in the production of business plans and other related commercial strategies;

Due the nature and activities of the role the post is politically restricted under the terms of the Local Government and Housing Act 1989.

To play a significant role in the Council's ongoing financial viability, by ensuring that returns on assets, services, income and grant funding are maximised.

Job Purpose:

To lead commercial negotiation on high value, high profile projects; ensuring that the Council's interests are protected and that commercial risks are identified and adequately mitigated.

Operational management:

- To work with the Assistant Director – Commercial, Property and Procurement on the development and delivery of the Commercial Strategy to help secure the long-term future of the Council's finances and have full autonomy within the agreed objectives
- To lead commercial negotiations on high value, high profile projects within the Council ensuring the Council's interests are protected and commercial risks are identified and adequately mitigated
- To work with Directors, Assistant Directors and Heads of Service across the Council to identify and maximise commercial and grant funding opportunities; offering strategic advice, challenge and solutions
- To lead the development of a commercial and business-like culture in the Council and inspire and support staff from across all Directorates in becoming more entrepreneurial and commercially aware
- To assist in the development of a commercial skills programme to ensure that staff across the Council are provide with the training, development and coaching to support a more commercial approach
- To be proactive in seeking out market opportunities, investments and projects which will provide new sources of reliable income for the Council. The focus will be on investments and projects that produce "profits with a purpose"
- Develop robust business cases and delivery plans for potential investments and projects; including a rigorous assessment of financial risks
- To effectively evaluate the risk and reward of potential new investments and projects and make recommendations
- To provide leadership to multi-disciplinary teams, maximising skills and expertise across the Council as well as external consultants
- To maintain an awareness of external factors likely to impact on commercial activities
- Understand the wider sector in which the Council operates, including the political, economic, commercial and regulatory factors affecting it
- To represent and deputise for the Assistant Director at meetings and groups as required, contributing to corporate and directorate policy.

Resource management:

- To work with resources across the range of Council commercial ventures and income generating services in order to develop commercial strategy and advantage
- Identify areas where efficiency savings and income generation can be achieved and delivered through commercial activity
- To take responsibility for the development, delivery and risk management of commercial related capital investment projects
- Protect the Council's financial interests in the delivery of major projects through strong commercial negotiation with developers and third parties; ensuring that risks are adequately mitigated and commercial risk mitigations are adequately reflected in legal agreements
- Lead, chair and establish terms of reference for a Commercial Senior Officer Working Group within the Council, to establish best commercial practice across the Council. Demonstrate effective leadership, foster cross-directorate teamwork,

	<p>collaboration, communication, and customer service within the Working Group to support the Council in meeting its commercial and strategic objectives.</p>
Partnerships / Corporate Working:	<ul style="list-style-type: none"> • Collaborate and develop strong working relationships with senior colleagues within the Council and Council owned companies to champion and embed the Commercial Strategy, offering innovative solutions to deliver financial returns. • Work with senior managers across the Council to support the development of business cases to support commercial activity within the Council • Maintain effective relationships with key regional and national partners, investors, stakeholders, agencies, internal and external customers to deliver required outcomes from commercial negotiations • Lead project teams and manage associated project budgets for commercial related projects • Build effective relationships with enabling services such as Finance, Legal, Procurement and the NYES Hub ensuring their support aligns with strategic commercial goals • To be a fully participating member of the Commercial, Property and Procurement service Senior Management Team, driving strategy and performance and championing the delivery of the Council's vision with all stakeholders • Instigate and facilitate collaboration with peers in similar roles in other local authorities, exploring, developing and sharing opportunities for commercialisation
Strategic management:	<ul style="list-style-type: none"> • Lead and be responsible for all commercial related policy and strategy • Act as a recognised commercial expert • Work with Senior Officers across all Directorates to support with the implementation of innovative and creative solutions in their service areas which generate commercial returns • Work with Senior Officers within Council owned companies to propose and implement appropriate operational strategies involving commercial activity • Work across all Directorates to ensure the Council maximises grant funding opportunities • Ensure the effective delivery and performance management of specific tasks and action plans identified through the Council's approved Commercial Strategy and associated action plans • Lead in the development of new ways of working that maximise commercial returns • To lead and develop a programme of commercial reviews; using professional judgement and commercial acumen to identify innovative investment opportunities • Promote a culture of continuous improvement by encouraging cross-directorate working groups to share ideas, take appropriate risks, and recognising innovation • Contribute to the Commercial, Property & Procurement service planning process, including the identification and achievement of team objectives and financial savings • Promote a culture of continuous improvement within the team, encouraging the sharing of ideas, taking calculated risks and recognising innovation to enhance service delivery and the customers experience.
Communications:	<ul style="list-style-type: none"> • Develop and maintain strategic relationships with <ul style="list-style-type: none"> ○ Senior Officers and other stakeholders within North Yorkshire Council. ○ Elected members of the Council ○ Government Departments, Public bodies, Investors, Customers and Developers • Negotiate commercial terms for complex, high profile and high value transactions with external parties • Working across services to communicate the activities and vision for the Commercial Strategy

	<ul style="list-style-type: none"> To effectively communicate and engage with staff on the Council's commercialisation agenda so that staff at all levels understand their responsibilities and role in commercialisation. To produce reports and advise Members, Senior Management Board and Cabinet / Executive on commercial related matters and projects as required by the Corporate Director of Resource and Assistant Director Commercial, Property & Procurement; providing clear briefings and reports that inform the assessment of associated risks, effective operational and political decision making; seeking approvals and delegations Actively contribute to relevant management teams within the Resources Leadership Team. Ensure that personal interaction with Members, Officers and other stakeholders is undertaken in a transparent, positive and professional way which creates a good impression of the Commercial, Property & Procurement service area and the Council.
Systems and information:	<ul style="list-style-type: none"> To review systems to ensure they are fit for purpose in meeting the Council's corporate commercial objectives Prepare business cases to support system improvements that will enhance commercial returns
Safeguarding:	<ul style="list-style-type: none"> To ensure that all requirement for the safeguarding, contained within the Councils Safeguarding Policy, are adhered to. To support the health, wellbeing and welfare of the team

Person Specification:

Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> Evidence of successfully working in a senior management role in a commercial field within a large and complex organisation In depth and up to date knowledge and understanding of the current issues and challenges facing local government, the statutory framework governing the sector and best practice and legislation within the local government commercial environment Experience in drafting and implementing complex commercial or financial strategies and business cases Demonstrable evidence of effectively managing, and achieving enhanced outcomes from commercial activity Evidence of proactively identifying income generating opportunities Experience in conducting commercial negotiations with delivery partners and customers at senior management level on high value, complex projects Evidence of a highly focussed commercial approach in achieving outcomes, whilst having regard to constraints of the local government business environment Demonstrable evidence of service improvement and proactive change management including staff engagement, capacity building, workforce modernisation and organisational transformation Experience of driving performance management using appropriate quality and management methods and models to deliver commercial returns through collaborative working Proven track record in developing feasibilities and business cases that support commercial investment Strong financial analysis skills, including budgeting and cost control measures 	<ul style="list-style-type: none"> Experience of working in a public sector / Local Government environment Project Management experience Experience in the HM Treasury 5 Case Business Model methodology.

Occupational Skills

- Strong entrepreneurial spirit and proven track record in income generation, with the capacity to deliver new opportunities
- Excellent management and leadership skills, fostering commitment and promoting a positive and motivated organisational culture that leverages the strengths and talents of colleagues at all levels
- Ability to lead, develop and sustain effective team and partnership working and maintain stakeholder relationships at all levels of a customer focussed organisation through strong effective advocacy, influencing and negotiating skills
- Ability to establish and sustain positive relationships that generate confidence, ability and trust of Members, senior stakeholders, colleagues, external partners and the wider community
- Excellent negotiation skills and an ability to influence outcomes through reasoning, persuasion and tact at all levels within the organisation
- Excellent communication, presentation and interpersonal skills with the ability to communicate complex information both orally and in writing in a clear, articulate and balanced way to a variety of audiences
- Strategic and logical thinker and decision-maker able to provide practical and creative solutions
- Skills in understanding and responding to different perspectives and taking a cross-organisational approach, gained by working in a political or similarly challenging environment
- Strong financial and risk awareness with the ability to manage finance and wider resources within a strong performance management culture
- Proven ability to chair meetings effectively and inspire confidence among a wide range of service users, reflecting leadership capabilities
- Ability to challenge project teams and stakeholders

Behaviours

Inclusive

- Be kind, compassionate and treat each other with respect.
- Be inclusive, seek the views of others and respond positively even when there are differences.
- Celebrate diversity recognising each other's contributions.

Ambitious

- Be aspirational in our service delivery for our local communities.
- Seek opportunities to share ideas and develop our approaches across partners.
- Understand how to deliver priorities on a locality basis.

Creative

- Adapt to a changing environment by listening to others and learning from each other.
- Think differently and seek new ways to improve services.
- See feedback and shared views as opportunities to learn.

Together

- Build on and develop relationships with colleagues and partners.
- Deliver excellent customer service through partnership working.
- Be visible and accessible within the team and with others to achieve goals together.

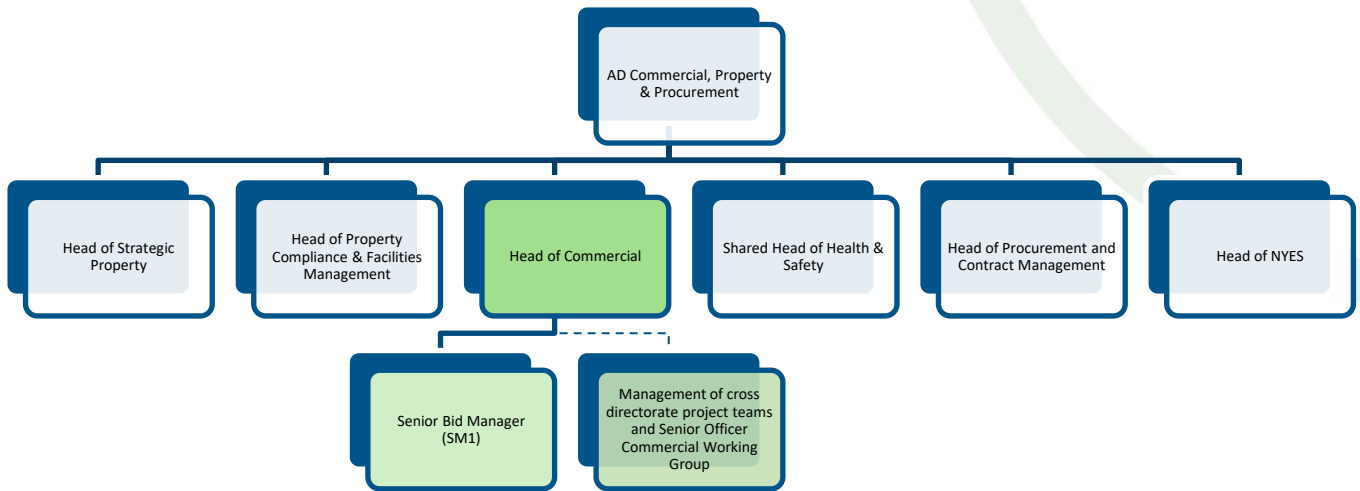
Professional Qualifications

- Professional qualification at degree level or equivalent in a relevant subject
- Membership of a relevant professional body (i.e. CCAB qualified, RICS with demonstrable commercial background)

Other Requirements

- Strategic thinker with a proactive and forward-looking approach
- Evidence of ongoing professional development
- Ability to travel across the North Yorkshire Council area and work between sites
- Ability to attend meetings outside of normal business hours

Structure



Post title:	Head of Strategic Property
Grade:	SM3
Responsible to:	Assistant Director Commercial, Property & Procurement
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Commercial, Property and Procurement Services
Job family:	SM - Senior Management
Date of issue:	August 2023

Job context

To lead, co-ordinate and provide effective management of the Strategic Property Service ensuring the delivery of high quality technical advice, and support services that meet the statutory requirements and corporate ambitions for North Yorkshire Council. This includes responsibility for all strategy, policy, legislative and process compliance, service delivery, cost reduction and delivery of corporate priorities relating to the Council's property portfolio.

North Yorkshire Council's property portfolio is managed under a Corporate Landlord approach and consists of over 3,000 land and property assets including schools, corporate offices, depots, service delivery accommodation, farms, industrial units, surplus sites and commercial assets. The portfolio generates rental income in excess of £13m, and has a Balance Sheet value of circa £1.3bn.

The post holder will support the Assistant Director – Commercial, Property and Procurement in providing strategic direction, leadership and management of the Council's entire property portfolio through the Property Asset Management planning process; including the preparation, implementation and delivery of the Council's Strategic Asset Management Plan, service-based asset plans, and property reviews.

The post holder will work alongside the Head of Property Compliance and Facilities Management; whose main duties will be to ensure that the Council's operational portfolio is managed in a safe, effective and compliant manner.

The Council's significant land and property holdings are a key corporate resource and the Asset Management Strategies and Plans are there to ensure that the Council's property portfolio is fit for purpose, cost effective and enables service departments to deliver their existing and future services in the most effective way. The Strategies will play an essential role in enabling the Council to deliver its future corporate ambitions; including improved service delivery, the wider regeneration and growth of North Yorkshire and financial returns.

The post holder will have responsibility for 50+ FTE employees and have wider responsibilities for the commissioning and management of external professional advisors and contractors as well as leading on the commissioning and delivery of the Capital Programme insofar that it relates to land and property. The post will also work alongside the Community Development Directorate in developing and delivering key Regeneration projects and act as a strategic enabler for regeneration; supporting the delivery of high profile and complex corporate projects involving land and property assets.

The post holder will be responsible for the following areas:

- Asset Management Strategies, Plans, Policies and Programmes;
- Management, further development and embedding of the Corporate Landlord Policy within the Council;
- Developing and implementing a Planned Maintenance Programme
- Carbon reduction strategies and capital project delivery insofar as they relate to land and property;
- Estates Management;

- Property data, records and associated corporate asset systems.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose: To lead, co-ordinate and provide effective management of the Strategic Property service.

Operational management:

- To have lead responsibility for the Council's large and diverse property portfolio and work with the Assistant Director – Commercial, Property and Procurement to determine strategy, set objectives and the development of policy and practice relating to the portfolio and carbon reduction opportunities;
- To work with the Assistant Director – Commercial, Property and Procurement on the development and delivery of service and Asset Management action plans and have full autonomy within the agreed objectives;
- To produce, develop and implement an Investment Strategy for the Council's property holdings including acquisitions, disposals, a prioritised planned maintenance programme and redevelopment opportunities;
- Develop options appraisals, robust business cases, and delivery plans to secure the funding and deliver identified opportunities;
- To work with Directors, Assistant Directors and Heads of Service across the Council to identify opportunities to use and repurpose Council and other third-party land and property assets to support the current and changing requirements of the Council in service delivery and priorities for growth; offering strategic advice, challenge and solutions to allow corporate and service property needs to be met;
- To lead, manage and provide strategic guidance to a team of senior property representatives who will advise on high profile corporate projects involving complex and high value land and property transactions; providing technical and expert advice and solutions on all Estates matters pertaining to the project;
- To lead the delivery of all property capital projects, including school projects managed by the Council;
- Understand and uphold the Constitution, Scheme of Financial Delegation, Contract Procedure Rules and Health & Safety requirements of the Council and ensure that they are managed on behalf of the service;
- To be responsible for ensuring that all property transactions relating to the Council's property portfolio are undertaken in accordance with the Council's Property Procedure Rules, objectives, policies, legislative requirements and RICS guidelines;
- To represent and deputise for the Assistant Director at meetings and groups as required, contributing to corporate and directorate policy.

Strategic management:

- Lead and be responsible for all property related policy, strategy and operational performance;
- Act as a recognised expert within the Property Service;
- Manage and direct senior managers and staff within the Property service to develop and deliver a data driven, long term strategy for the Council's property holdings;
- Work across all Directorates to make decisions on appropriate operational strategies involving property;
- Ensure the effective delivery and performance management of specific tasks and action plans identified through the Council's approved Corporate Asset Management Strategy and service based asset plans;
- Lead in the development of new ways of working that maximise efficiency and effectiveness;

	<ul style="list-style-type: none"> • To lead and develop a programme of asset transformation and property reviews; using professional judgement and commercial acumen to identify innovative investment opportunities for land and property assets; • Promote a culture of continuous improvement by encouraging team members to share ideas, take appropriate risks, and recognising innovation; • To work alongside the Community Development Directorate to identify and realise regeneration outputs from the Council's land and property assets; • Champion and embed a performance and quality assurance culture that delivers results through rigorous open challenge, personal accountability, and continuous improvement; • Contribute to the service planning process including the identification and achievement of team objectives.
Communications:	<ul style="list-style-type: none"> • Develop and maintain strategic relationships with <ul style="list-style-type: none"> ○ Senior Officers and other stakeholders within North Yorkshire Council. ○ Elected members of the Council ○ Government Departments, Public bodies, Investors, Customers and property agents • Negotiate commercial terms for complex land and property transactions both with external parties and internal stakeholders; • To produce reports and advise Members and Senior Management Board on property related matters as required by the Assistant Director Commercial, Property & Procurement; • Actively contribute to relevant management teams within the Resources Leadership Team; • Ensure that personal interaction with tenants, members, officers and other stakeholders is undertaken in a positive way which creates a good impression of the Corporate Property Team and the Council.
Partnerships / Corporate Working:	<ul style="list-style-type: none"> • Collaborate and develop strong working relationships with senior colleagues across the organisation to champion and embed the Corporate Landlord approach and to identify, challenge and provide innovative solutions for delivering future operational property needs. • Ensure that the Strategic Property Service is involved in the planning and organising of each Directorate's service-based asset plans, and that the objectives within the service-based plans are incorporated in, and delivered through, the Corporate Asset Management Plan. • Lead a team of senior property professionals and advisors who will be involved in high profile corporate projects; involving complex and high value land and property transactions and developments. • Close working relationship with the Community Development Directorate to enable and bring forward the strategic sale, acquisition, regeneration and redevelopment of key sites across North Yorkshire. • Maintain effective relationships with key regional and national partners, investors, stakeholders, agencies, internal and external customers and property agents to realise opportunities and deliver required outcomes from the Council's land and property holdings. • Lead capital project teams, external contractors and professional advisors and manage associated project budgets. • Work with staff in Business Support to achieve required outcomes. • To be a fully participating member of the Commercial, Property and Procurement service Senior Management Team, driving strategy and performance and championing the delivery of the Council's vision with all stakeholders.
Resource management:	<ul style="list-style-type: none"> • To manage the Council's property portfolio and associated capital, revenue and income budgets in a strategic, effective, efficient, legally compliant and customer focussed manner. The property portfolio consists of over 3,000 land and property

	<p>assets, has a capital value in excess of £1.3bn and generates rental income of £13m p.a.</p> <ul style="list-style-type: none"> • Identify areas where efficiency savings and income generation can be achieved and delivered through the property portfolio. • Plan and organise staff and other resources within the Strategic Property Service in line with the resourcing plan. • Performance Management: to determine standards and Key Performance Indicators (KPI's) for the service and ensure that staff are aware of the required standards, to embed those standards and KPI's in the service performance planning process and to manage and monitor staff performance to ensure that standards and KPI's are met; • Manage the Strategic Property team, demonstrating effective leadership, sound participation, teamwork, collaboration, communication, customer service and staff motivation to ensure team members deliver their objectives • Manage and appraise Strategic Property staff through the setting and monitoring of performance targets and standards, to ensure they effectively deliver their key objectives, encouraging personal development, providing support and taking action as necessary.
<p>Systems and information:</p>	<ul style="list-style-type: none"> • To lead on the development and management of property data management systems to ensure efficient and streamlined processes and evidence-based asset management decision making; • Ensure that effective systems are in place to manage, develop, monitor, evaluate and review performance within the Strategic Property Service and across the property portfolio and ensure that processes and systems integrate effectively with other functions as needed.

Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Evidence of successfully working in a senior management role in a relevant property environment (within a large and complex organisation with comparable scope, responsibilities, budget and resources); • In depth and up to date knowledge and understanding of the current issues and challenges facing local government, the statutory framework governing the sector and best practice and legislation within the local government property environment; • Demonstrable evidence of effectively managing, and achieving enhanced outcomes, from a high value property portfolio; • Demonstrable experience of setting, delivering and monitoring a long term strategy for a high value property portfolio within a large and complex organisation; • Extensive experience of managing and using property data, records and systems to create efficient ways of working; • Demonstrable evidence in collating property data from various sources and applying that data to inform the development of a long term Asset Strategy and associated performance framework for a high value, diverse property portfolio; • Demonstrable evidence of successfully delivering quality assured outcomes, utilising a performance management framework in property related functions; • Programme management skills and experience with demonstrable outcomes of property transactions, developments and strategy; 	<ul style="list-style-type: none"> • Experience of working effectively in a political environment

- Demonstrable evidence of a highly focussed commercial approach in achieving outcomes, whilst having regard to constraints of the local government business environment;
- Extensive project management experience, including successfully specifying, commissioning and overseeing delivery of high profile property projects within a complex, political, multi-disciplinary environment;
- Evidence of successful partnership development or delivery through partnerships including an ability to work with local and national partners;
- Demonstrable evidence of significant service improvement and proactive change management including staff engagement, capacity building, workforce modernisation and organisational transformation;
- Experience of driving performance management using appropriate quality and management methods and models to deliver efficient and effective services through collaborative working.

Occupational Skills

- Excellent management and leadership skills, which encourage commitment from others and promote a positive and motivated organisational culture to harness the strengths and talents of colleagues at all levels;
- Ability to lead, develop and sustain effective team, partnership and multi-agency working and maintain stakeholder relationships at all levels of a customer focussed organisation through strong effective advocacy, influencing and negotiating skills;
- Ability to establish and sustain positive relationships that generate confidence, ability and trust of Members, senior stakeholders, colleagues, external partners and the wider community;
- Excellent negotiation skills and an ability to influence outcomes through reasoning, persuasion and tact at all levels within the organisation;
- Excellent communication and interpersonal skills with the ability to communicate complex information both orally and in writing in a clear, articulate and balanced way to a variety of audiences;
- Business acumen and an entrepreneurial mindset to lead the strategic delivery of services and maintain a focus on obtaining best value for money at all times, balanced within the context of the demanding and sensitive challenges faced;
- Strategic and logical thinker and decision-maker able to provide practical and creative solutions to complex problems and the management of partnership and corporate issues;
- Skills in understanding and responding to different perspectives and taking a cross-organisational approach, gained by working in a political or similarly challenging environment;
- In depth analytical abilities; able to assimilate and analyse information quickly, identifying issues, priorities and solutions and using effective models, techniques and resources to resolve issues;
- Ability to develop and implement effective systems of property procedures, performance management and measurement to ensure consistent quality of service;
- Strong financial and budgetary awareness with the ability to manage finance and wider resources within a strong performance management culture;
- Strong ICT skills - ability to use information technology to improve service delivery and reduce costs.
- Emotional Resilience.

- Experience of implementing Property Asset Management Software and associated processes

Behaviours

[link](#)

Professional Qualifications

- | | |
|---|---|
| <ul style="list-style-type: none"> • Relevant degree, professional qualification related to property management or construction, or equivalent knowledge or experience | <ul style="list-style-type: none"> • Property qualification (eg. RICS) or significant knowledge and experience of leading Property teams |
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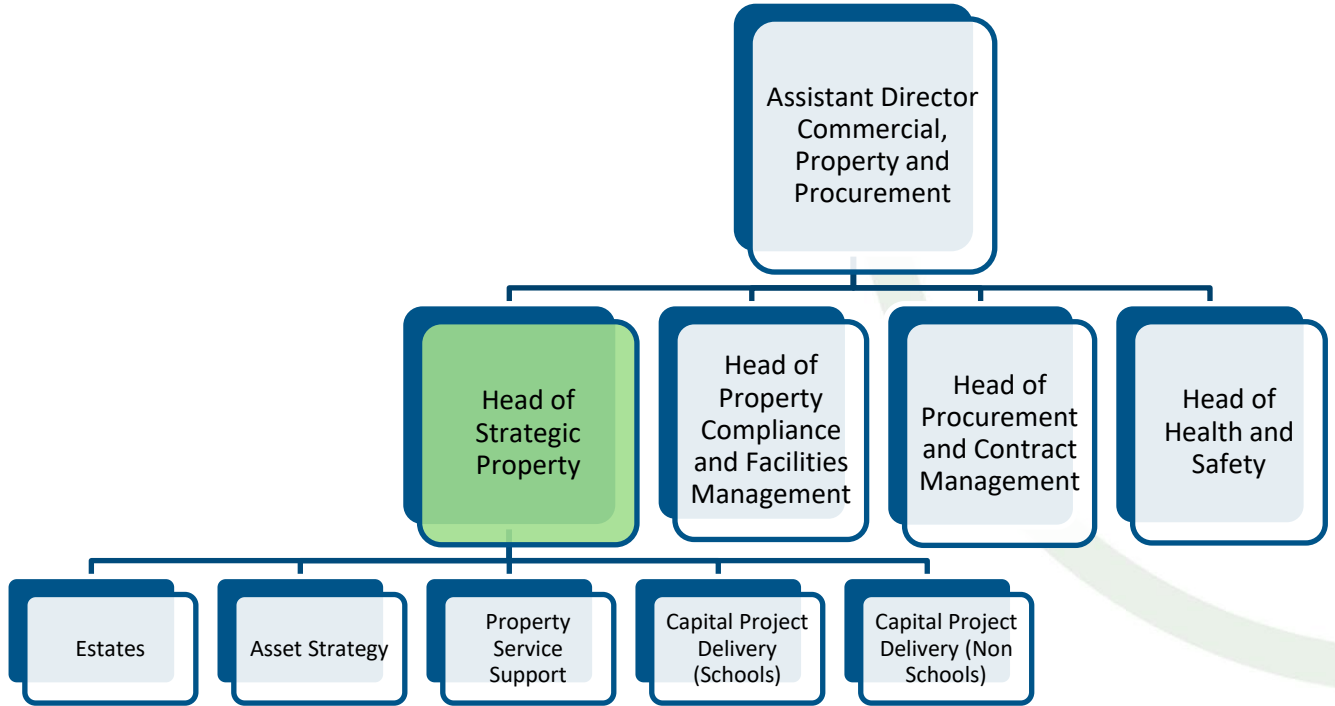
Other Requirements

- Ability to travel across the North Yorkshire Council area and work between sites
- Ability to attend meetings outside of normal business hours

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.