

Post title:	Shared Head of Adult Learning and Skills (York and North Yorkshire).
Grade:	SM3
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:	- 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:	- 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. - 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:	• 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:	• 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:	• 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:	• 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:	• 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

Knowledge and Experience

- 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.

Occupational Skills

- 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
- Strong communication skills including clear and concise verbal and written skills.

Desirable

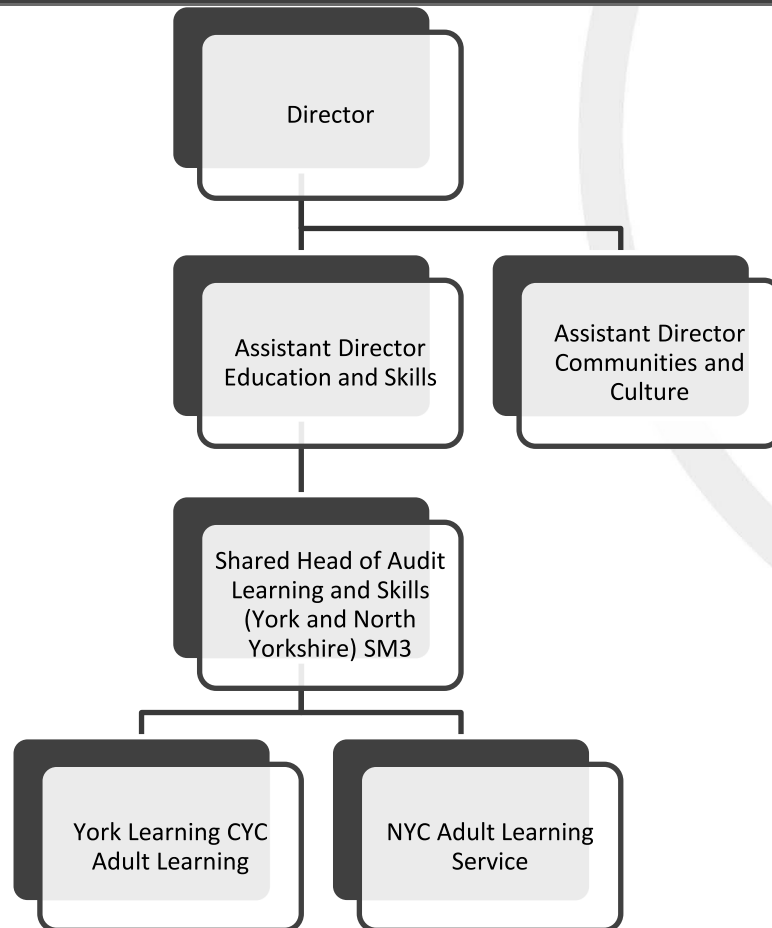
- Employment legislation
- Working with the media initiatives, technology and software and interpret information.
- Operating Quality Assurance Systems

• 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.	
Behaviours • link	
Professional Qualifications • A relevant professional qualification at degree level or equivalent in or a related field.	• Leadership and Management qualification • Qualifications specific to learning and skills. • adult learning
Other Requirements • 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:	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 Programmer
- 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

	inequalities. This may involve taking the lead on R&D public health and related activities. • 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:	• 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:	• 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: - ○ 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:	• 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 coordinating 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, councilors, 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](https://publishing.service.gov.uk) (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

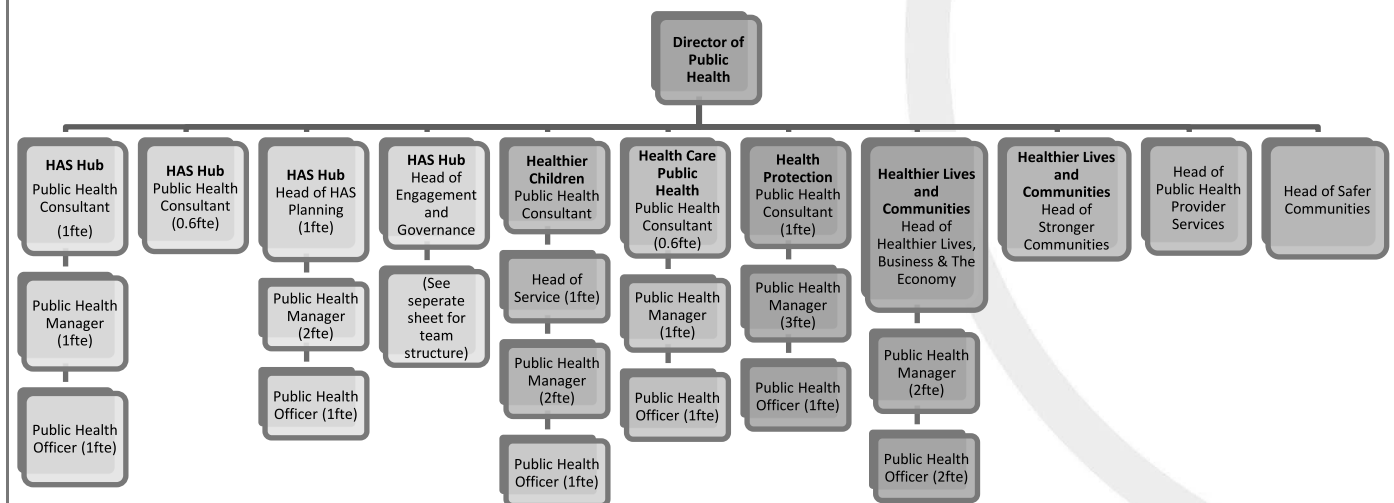
The post holder will be expected to be on call for health protection and public health and to participate in the communicable disease and environmental hazards control and emergency planning arrangements for North Yorkshire. Suitable training will be provided for those who need it in discussion with 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.

OFFICIAL

Post title:	Head of Adults
Grade:	SM3
Responsible to:	Assistant Director Adult Social Care
Staff managed:	Manages a group of managers
Directorate:	Health and Adult Services
Service:	Care and Support
Job family:	SM - Senior Management
Date of issue:	June 2024

Job context

- The post holder will be a member of the Adult Social Care Leadership Team and will carry shared responsibility with other senior team colleagues for the performance of the whole of Health and Adult Services.
- The post holder will have personal responsibility for development of care and support services for adults in line with key partners providing leadership across the health and social care systems to continually improve performance across the national care agenda.
- This post will be pivotal in ensuring an ambitious and high performing adult social care service by leading the development and implementation of structures which enables us to deliver on transformation and future ambitions for the Directorate.
- This role will be fundamental in the delivery of strategic service planning to ensure the transformation, saving and strategic priorities are delivered in line with the Council Plan and HAS 2030 underpinned by the Governance Framework.
- The post holder will work in conjunction with the Assistant Director – Adult Social Care / Chief Social Care Practitioner, Assistant Director – Adult Social Care and the Assistant Director – Prevention and Service Development, to ensure effective services and strong and consistent practice across the County.
- The role will require the post holder to work with other Directorates, elected members and other senior colleagues across the Council.
- The post holder will have significant autonomy and responsibility when coordinating activities and priorities in an environment that is complex and constantly changing.
- The post holder is fundamental to the delivery of the Journey of Continuous Improvement across Adult Social Care including identified key improvement areas.
- The post holder will be required to maximise the opportunities of LGR and devolution and work corporately to instil the values and culture of the new North Yorkshire Council.
- To ensure compliance with all statutory social care requirements including the Care Act, the Mental Health Act, the Mental Capacity Act, Health and Social Care Act and all other relevant Legislation.
- This post will be responsible for the leadership a Countywide staff team.
- This post will be responsible for the management of the overall Adult Social Care budget in excess of £50 million, in line with the Council's Scheme of Delegation.
- The postholder will strategically develop and lead the Council's social care teams supporting adults with physical disabilities, learning disabilities, acquired brain injury, sensory services and preparing for adulthood across the County.
- This postholder will be the strategic lead for the delivery of NYC's statutory responsibilities for Safeguarding adults.
- The post holder will be fundamental in shaping the strategic direction of these services within the health and social care landscape in North Yorkshire, working in partnership with the ICB's, provider collaboratives, social care providers and NHS providers to deliver improved outcomes for adults across North Yorkshire.

Job purpose	To design, lead and deliver Adult Social Care across North Yorkshire
Operational Management:	• To ensure compliance with all statutory social care requirements in across the County within specific portfolio are, including the Care Act, the Mental Health Act, the Mental Capacity Act, Health and Social Care Act as well as other relevant Legislation. • The post holder will have responsibility for a significant budget, and will ensure that the services are financially stable, within budget and where possible achieving significant income and efficiencies for the Local Authority. • To lead the strategic development and delivery of social care model with the NHS, ICB and other Council and public services ensuring that the Council's statutory duties are met and delivered within financial, quality and performance standards. • The role will ensure all services are compliant with CQC regulations and NYC policies and procedures. • To promote independence, wellbeing and a community assets-based approach to social care practice at all stages in the customer pathway. • 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 • The post holder will ensure Adult Social Care Services have an appropriate governance framework, and will monitor performance levels. • The post holder will govern and implement appropriate policies and procedures to maintain governance and compliance. • As part of the post the post holder will be expected to join the Adult Social Care Leadership Team on-call rota. • To promote prevention, independence, wellbeing and a community assets-based approach to health and social care practice at all stages in the customer pathway and across the health and care system.
Resource management:	• Manage an effective team to deliver on the key objectives of the Adult Social Care model. • Fulfil the role of project sponsor in the management of resources where required. • Identify the resource requirements that would be affected by legislative change across the directorate. • Identify and implement changes in practice that lead to service efficiency working. • 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 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. • Ensure that projects have clear action plans, management approval and governance systems in place.
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. • The post holder is required to work effectively with senior managers and colleagues within Health and Adult Services and across the wider council. • Identify and work effectively with all relevant stakeholders within each transformation project. • Work with a focus on co-production and co-design with residents of North Yorkshire • To take a Leadership role within Programme Boards within your relevant portfolio areas. • Develop and maintain relationships with key regional and national organisations including Department of Health, County Councils Network, ADASS and representing the Directorate as required.
Strategic management:	In conjunction with the Assistant Director: • 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. • Co-Lead and advise the directorate on the key areas of change, risk in relation to social care, to ensure continuously improving outcomes for people who use support and their carers. • 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 social care arrangements. • Provide on-going quality assurance to the projects within the programmes or works, providing constructive challenge to sponsors and project managers to ensure delivery and that opportunities for efficiencies and service improvement are maximised. • 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 and contribute to the annual Service Performance Plan.
Communications:	• 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:	• 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 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 integrated care and support arrangements.
Safeguarding:	- Be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate. - Close working links with the NY SAB to ensure lessons learnt are addressed and new ways of practice/service delivery are embedded effectively.

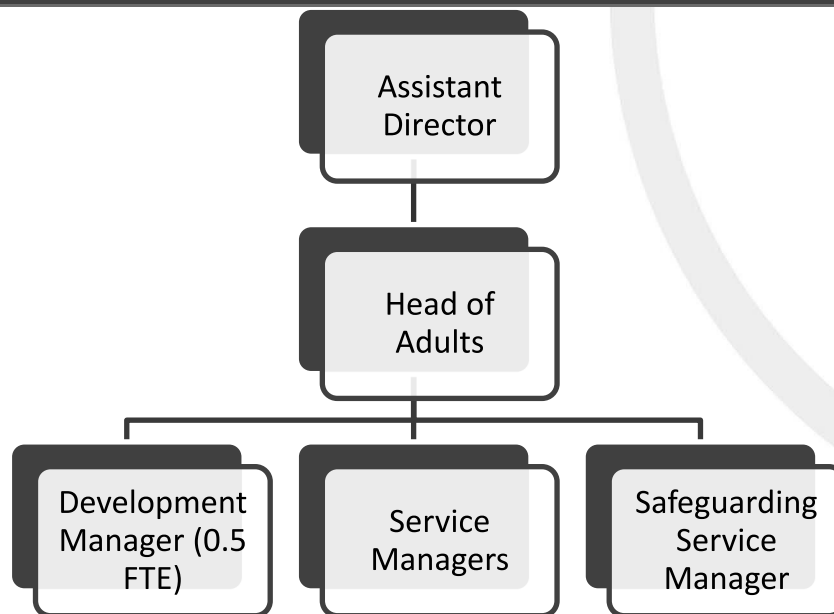
Person specification:	
Essential	Desirable
Knowledge and Experience - Extensive knowledge of either NHS and/or social care policy environment at local, regional and national level - Significant knowledge of NHS or social care quality and regulatory issues and requirements; including CQC registration, CQUIN, NHSLA and HCPC - Extensive knowledge and understanding of all adult social care services. - Extensive knowledge of current good practice standards both at local and national level. - Extensive knowledge and expertise in business planning, performance, financial and human resources management - Extensive knowledge of user and community engagement. - Extensive knowledge of statutory requirements. - Extensive knowledge and understanding of how Equality and Diversity, Dignity and Respect and Human Rights will apply to this role. - Extensive demonstrable experience of adult social care operations, policy development and management in a local authority, major independent service organisation or equivalent. - Extensive leadership and managerial experience and the ability to be responsible for the motivation and performance of a group of managers. - 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. - Significant experience of delivering results through successful partnership and multi-agency working and practice. - Significant experience of highly complex performance, financial and human resources issues within a health/ social care setting - Managerial / supervisory experience and the ability to be responsible for the performance of a group of senior managers. - Experience of handling the media.	Working knowledge and application of project management principles/methodology
Occupational Skills - Demonstrable leadership skills within a challenging/ demanding environment; and ability to promote organisational policy and objectives. - Ability to develop and set the vision for the priorities for the Service, translating them into clear, tangible and achievable delivery plans. - Ability to use effective negotiating, persuasive, motivational and empathetic skills to influence others, resolve conflict, and address barriers to gaining	

agreement, acceptance or understanding through collaboration and strong relationships with partners. • Strong political and organisational awareness; to work effectively across a range of partner organisations. • Ability to matrix lead and manage across statutory and non-statutory organisations. • Ability to encourage others to develop themselves and the service through improvement, innovation and continuous development. • Excellent communication (written and verbal) and presentation skills. • Ability to analyse of complex data and information to inform transformational decision making. • Ability to manage diverse operational functions to deliver strategic objectives. • Ability to develop and maintain effective partnerships both within and outside the Service and to undertake strategic interagency work. • Ability to make effective decisions and sound professional judgements and to be accountable for those decisions and judgements. • Ability to balance operational responsibilities of the post with the responsibility to lead strategic service development, and contribute corporate agendas of the wider organisations. • Ability to develop and implement service-wide work plans and to set and monitor quality and service standards to facilitate continuous improvement. • Planning and Project Management skills • Budget management skills • IT skills	
Behaviours • link	
Professional Qualifications • A professional social care or health qualification, or extensive experience in the health and social care system • Recognised management qualification, or equivalent experience • A willingness to undertake a management qualification	• Project management qualification (e.g. PRINCE 2 or similar methodology)
Other Requirements • Ability to travel across the County. • Ability to undertake the out of hours on-call rota. • Ability to work out of hours and across weekends as service need requires. • Ability to demonstrate a high level of personal adaptability and resilience. • This post is politically restricted	

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.

	• 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.
Resource management:	• 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 identified early. • To support auditors with their work and provide them with the necessary information.
Partnerships:	• 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.
Strategic management:	• 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:

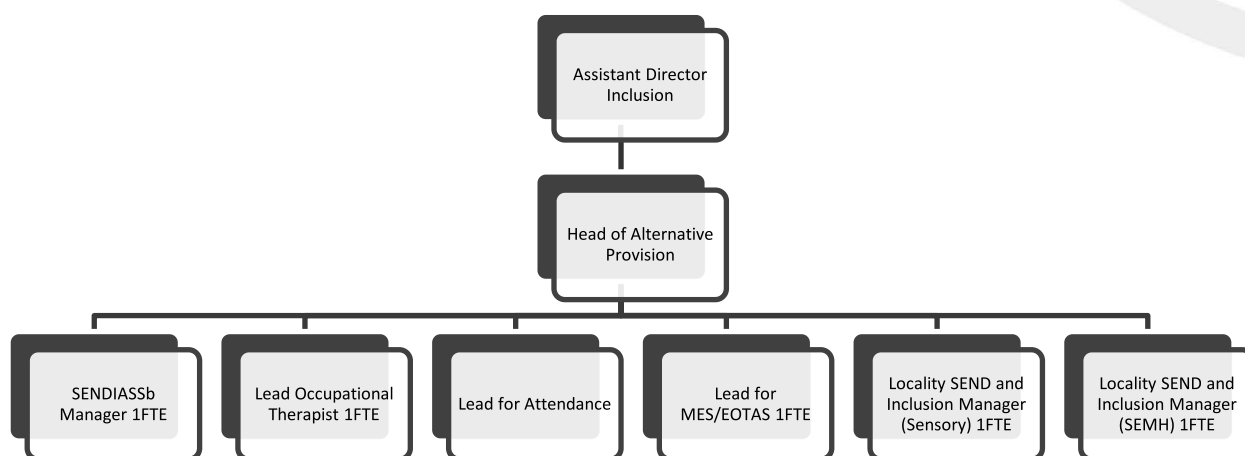
Essential	Desirable
Knowledge and Experience - Comprehensive knowledge of the SEN Code of Practice, 2014 and statutory responsibilities of the LA in terms of SEND and Inclusion - Knowledge and understanding of a range of SEN provision and the accountability frameworks within which schools and settings 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	Commissioning of services or provision
Occupational Skills - 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	
Behaviours link	
Professional Qualifications - A relevant degree - Post graduate or advanced qualification in a significant field of SEN - Recognised and relevant CPD	- 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 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:	• 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:	• 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.

	• 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:	• 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:	• 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:	• 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
Knowledge and Experience • 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.	• Knowledge and understanding of local and national conditions of service

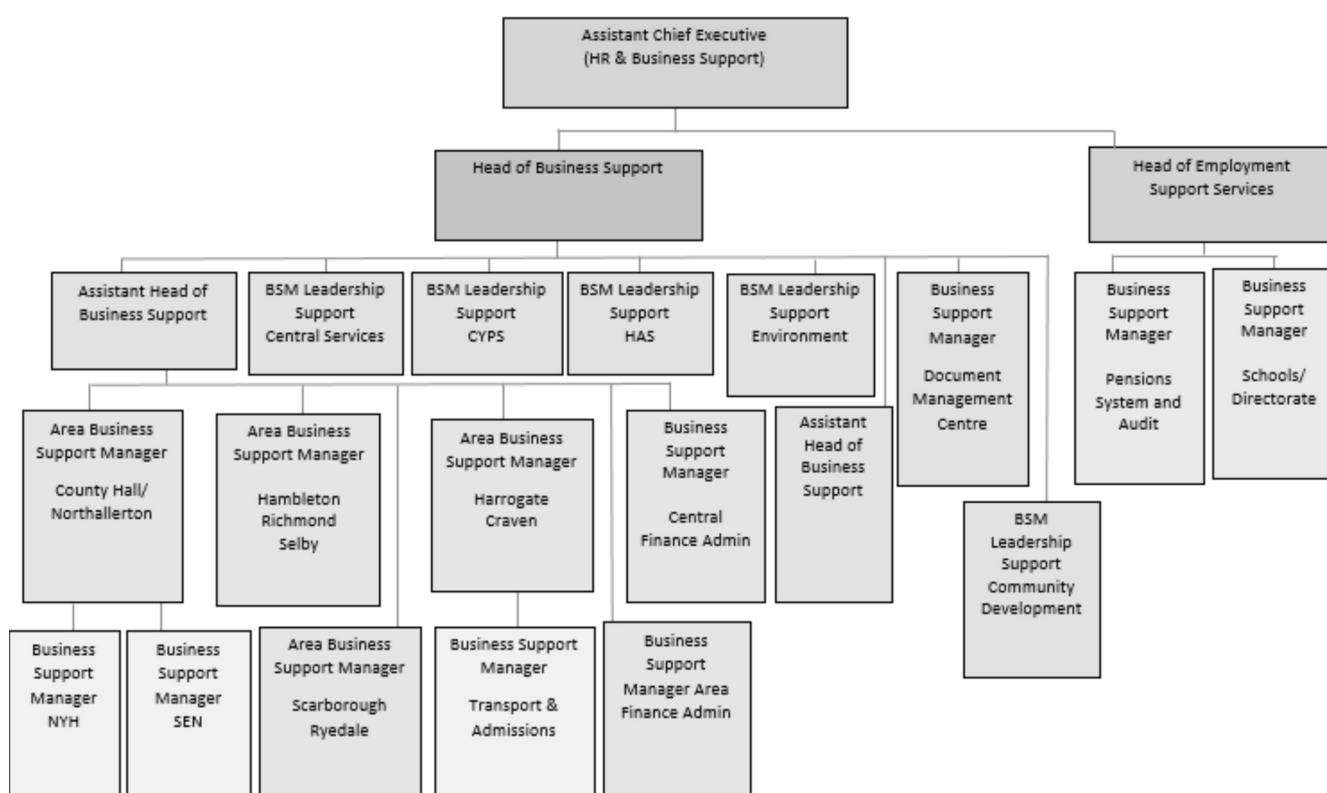
• Excellent knowledge of NYC policies and procedures • Knowledge and understanding of Directorate and Council's priorities. • An understanding of the complexity and diversity of the organisations transformation agenda. • Demonstrable knowledge of all elements of the change management process • Extensive 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.	• Local Government or similar experience Strategic project management
Occupational Skills • 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.	
Behaviours • link	
Professional Qualifications • Recognised management qualification. • Degree or graduate capability. • Evidence of ongoing commitment to CPD.	
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

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:	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.

	• 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
Partnerships / Corporate Working:	• 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
Resource management:	• 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

Systems and information:	• 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
Strategic Management:	• 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
Safeguarding:	• 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

Person specification:	
Essential	Desirable
Knowledge and Experience • 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	• 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

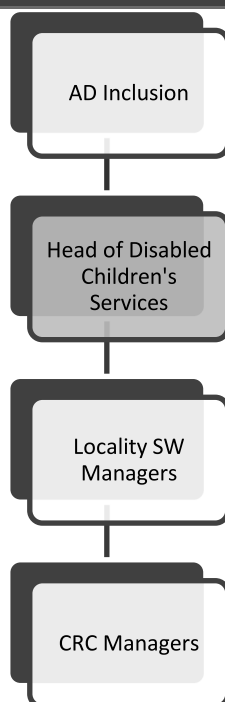
• Extensive knowledge of person centred/outcome focussed assessment and planning and the personalisation agenda. • Extensive post qualifying experience within a relevant professional field. • Extensive case management experience of cases with complex, professional and ethical issues including child protection, 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	need children and young people with SEN • Experience of working with Directors and Members
Occupational Skills • 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	• Formal project management skills
Behaviours <u>Link</u>	
Professional Qualifications • Fully qualified, accredited social work professional status (CQSW, DipSW, CSS) • Current registration with Health and Care Professions Council	• Management qualification • Advanced or post - Qualifying professional training • Degree level qualification in relevant area • Systemic training qualification
Other Requirements • 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

	• Work closely with Directorate and corporate colleagues including IT, Finance, Legal, Workforce Development and HR
Resource management:	• 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.
Systems and Information:	• 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
Knowledge and Experience • 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	• Theories of change. • Trainer in evidenced based intervention(s) • Leading a transformational change initiative.

• 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	• 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
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 • 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 • The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.	• Formal project management training • Formal training/ learning in quality assurance models and processes
Behaviours Link	

Professional Qualifications

- Fully qualified, accredited social work professional status (CQSW, DipSW, CSS, PQCCA) or equivalent experience in a related field

- Project management qualification
- Degree level qualification in relevant area
- Management qualification

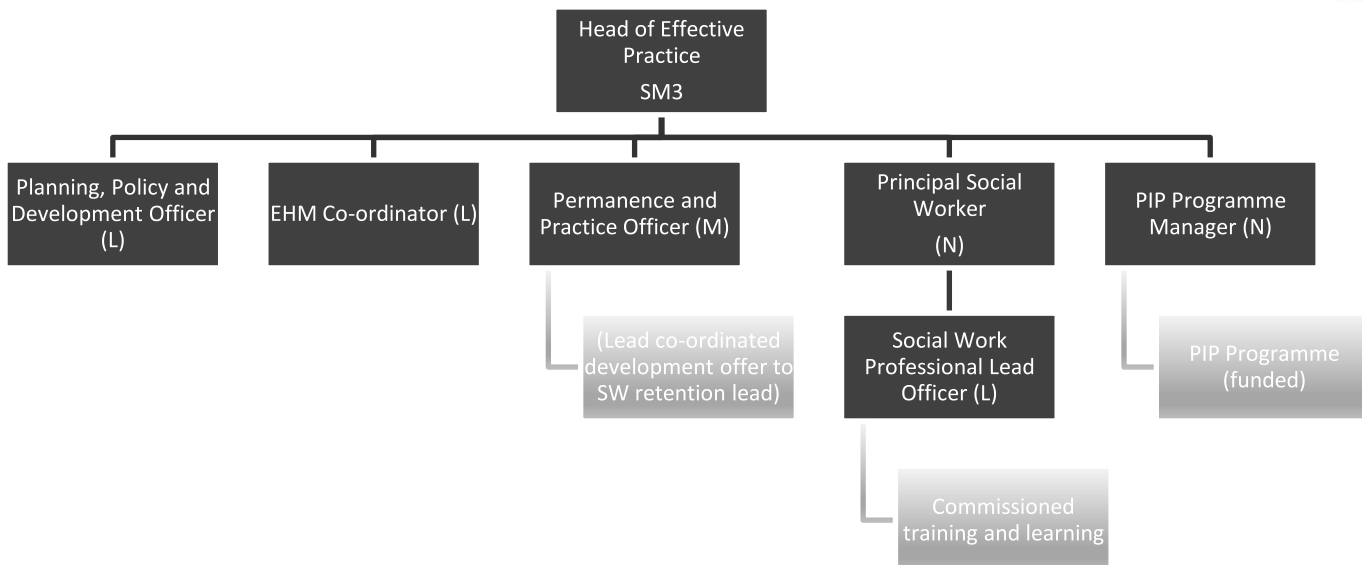
Other Requirements

- 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:	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.

Job Purpose:

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:

- 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) • 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:	• 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:	• 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:	• 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:	• 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

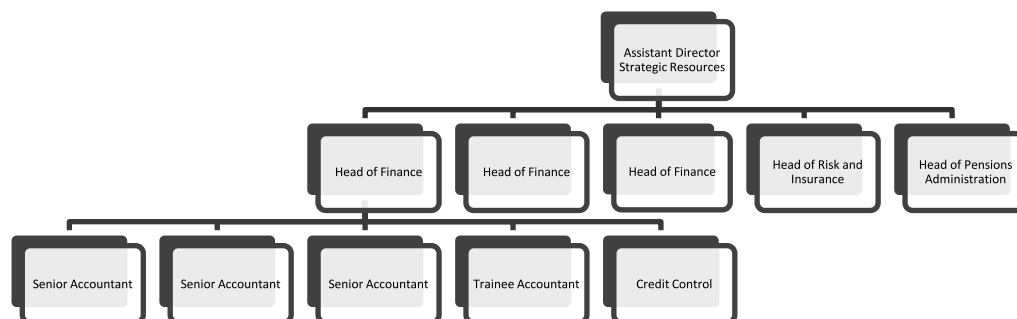
Behaviours

[link](#)

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 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.

	• 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:	• 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.
Strategic management:	• 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:	• 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.

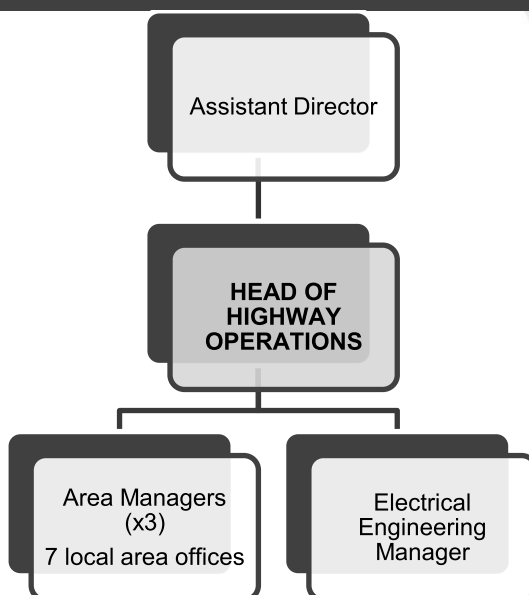
Person Specification:	
Essential	Desirable
Knowledge and Experience • Significant knowledge of current good practice standards both at local and national level in relation to highway services. • Knowledge of statutory requirements, including equality standards • Knowledge of effective management of staff, 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.	• 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. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians.	
Behaviours Link	
Professional Qualifications • Chartered Engineer in a discipline directly associated with the highways service.	• 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.
- **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.

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 all matters relating to affordable housing development as well as 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.

	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, 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:	• 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:	• To be committed to safeguarding and promote the welfare of children, young people and adults, ensuring concerns are actioned as appropriate.

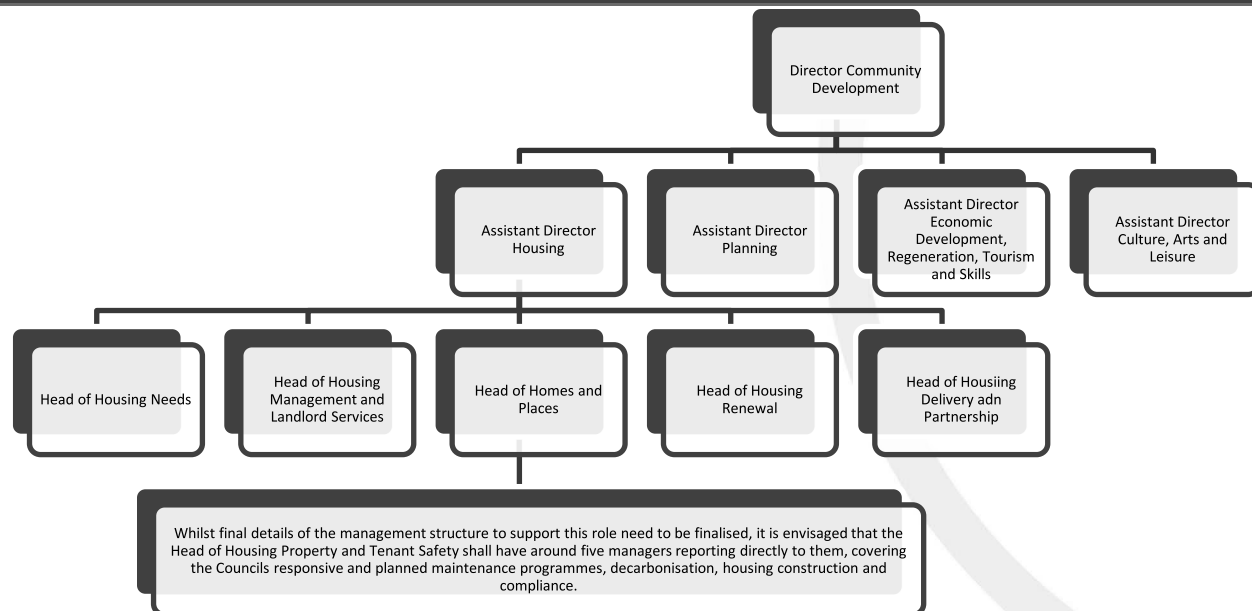
Person Specification:	
Essential	Desirable
Knowledge • Comprehensive knowledge and understanding of the housing development environment and the different branches of local government. • Significant knowledge of current good practice standards in meeting housing needs at local and national level. • Detailed 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.	

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	• Professional qualification at degree level or equivalent in a relevant subject and management qualification. • 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 HR (Pay and Employee Relations)
Grade:	SM3
Responsible to:	Assistant Chief Executive HR and OD
Staff managed:	Manages a group of managers
Directorate:	Central Services
Service:	HR and Business Support
Job family:	SM - Senior Management
Date of issue:	October 2024

Job context

The post holder is responsible for directly managing and leading multiple teams of HR professionals across a wide range of services within the central HR function.

The post is required to lead, co-ordinate and provide effective management of the following areas:

1. Payroll (ESS)
2. HR Shared Service Team
3. Pay & Reward & Policy
4. DBS service

The postholder is responsible therefore to ensure the customer journey is seamless and access through to the HR central team is through one front door.

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 and effective delivery of the People Strategy at all levels of the organisation.

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.

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 postholder is responsible for Payroll, within NYC and through the traded service.

Payroll is a traded service and provides payroll services to approximately 400 schools and academies and has a payroll turnover in excess of £1.5m and DBS turnover of over £500,000. The service also provides the corporate payroll to over 7,000 employees and services to a number of external customers and partners. The continued success and development of the service is dependent upon delivering a high quality service which meets the needs of customers.

The post holder is required to:

- Ensure a service performance plan is in place and that performance is regularly reported against key performance indicators to all customers
- Take a lead on securing new commercial opportunities

- Lead on contract negotiations with new customers
- Consider all opportunities for trading and maximising profit with existing products but also look to develop new offers to market.
- Undertake performance monitoring, appraisals and training needs, identification and commissioning for the service
- Undertake Strategic Budget management for Payroll, HRSST, Pay & Reward and DBS (approx. £1.5m)
- Manage client relationships and the escalation of service complaints
- Liaison with HR teams, Legal, Credit Control, Veritau, NYES
- Liaison with Technology and Change, particularly in relation to service improvements
- Service planning and delivery
- Operational management ensuring that services are delivered to a high standard in a timely manner
- Commercial awareness to ensure the service is commercially focused and strives towards income generation

The postholder will lead the review of relevant business processes and make a significant contribution to the continuous improvement of the customer journey. They will lead the implementation of outcomes of reviews in their areas of responsibility. They will 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.

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 to Payroll Services, HRSST, DBS, Pay and Reward services to ensure effective service delivery within NYC and with external partners.
Strategic management:	• 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.
- To lead and contribute to specific strategic initiatives and projects, working with partners, customers and stakeholders as appropriate to achieve aims
- To lead commercial development within the service to ensure ability to maximise opportunities for income generation
- Support the strategic development of a more commercial focus by developing capability within the service.
- Contribute to Traded services and corporate objectives, lead on transformation staffing issues as appropriate, working with the team to achieve service improvements and efficiencies.
- Responsible for interpretation of new guidelines and legislation ensuring effective communication to colleagues and stakeholders, including NY schools, academies and partners.
- 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.

**Operational
Management:**

- Manage a team of professional HR staff and associated resources to provide an effective and efficient service.
- Work with the Directorate HR Teams to develop and deliver effective workforce planning and development within the Directorates
- Act as lead HR Advisor with regards to HRSST, Pay & Reward, Policy and payroll.
- 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.
- 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
- Lead the service to ensure compliance with monthly payroll requirements
- Through membership of the 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 administration 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 ESS, Pay and Reward, DBS and admin resources within the Councils 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. • Prioritise and allocate staffing to support the monthly processing requirements and target pressure points within the service • 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:	• Lead and continually develop the payroll offer, to external organisations • 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, ICT, Finance, Communications, Legal Services and other functions where required.
Communications:	• 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 • Work closely with officers / professional staff in understanding / improving the customer journey in relation to ESS, Recruitment and Pay and Reward • 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.
Systems and information:	• To 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 processes and systems. • Ensure the provision of management information from ESS systems to the organisation and, where appropriate, to partner organisations. • Have lead responsibility for functionality of the systems & the procedures required to provide effective business and transactional services. • Review systems & procedures to respond to changing Service needs, changes in national & corporate policies and developments in new technology • Ensure that business support communications are effective and meet the needs of the Service, Partners, schools, staff in the Service and the general public effectively.

Person specification:

Essential	Desirable
Knowledge and Experience - Significant knowledge and understanding of the principles of payroll and HR policies and processes - Knowledge of current good practice standards both at local and national level in relation to the business of the service. - Excellent knowledge of NYC policies and procedures and its application to pay, police and case management. - Proven and effective generalist HR experience and complex HR casework - Proven and effective management experience - Knowledge and understanding of all relevant legislation - National and local conditions of service - Knowledge and understanding of the Directorate and Council's priorities - 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 - Demonstrable experience of successful change through organisational development - Experience of supporting change management and commercial development programmes - Proven experience of engagement and communicating with partnership working, including volunteers	- Local Government or similar experience - Experience of developing a traded HR service - Strategic Project Management
Occupational Skills - 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 implements 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 politicians.	
Behaviours link	

Professional Qualifications

- **Degree or graduate capability**
- Membership of CIPD or eligibility with equivalent experience
- Evidence of ongoing commitment to CPD

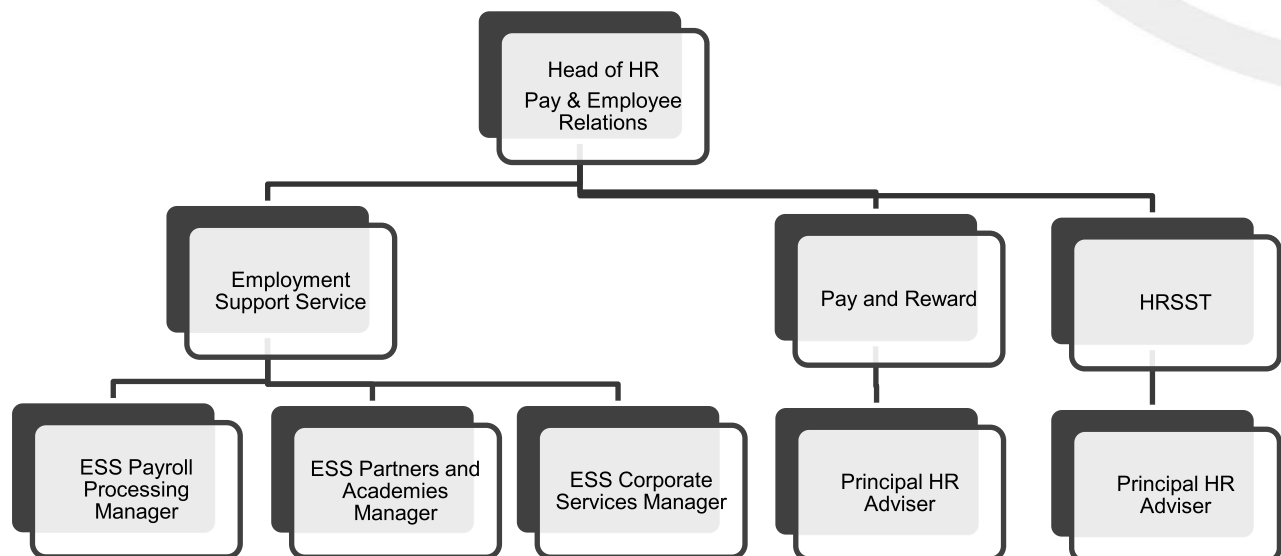
Other Requirements

- **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 Inclusion Locality Hubs
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.

	• 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.
Resource management:	• 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.
Partnerships:	• 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.
Strategic management:	• 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.

	• 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:	• 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:	• 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.

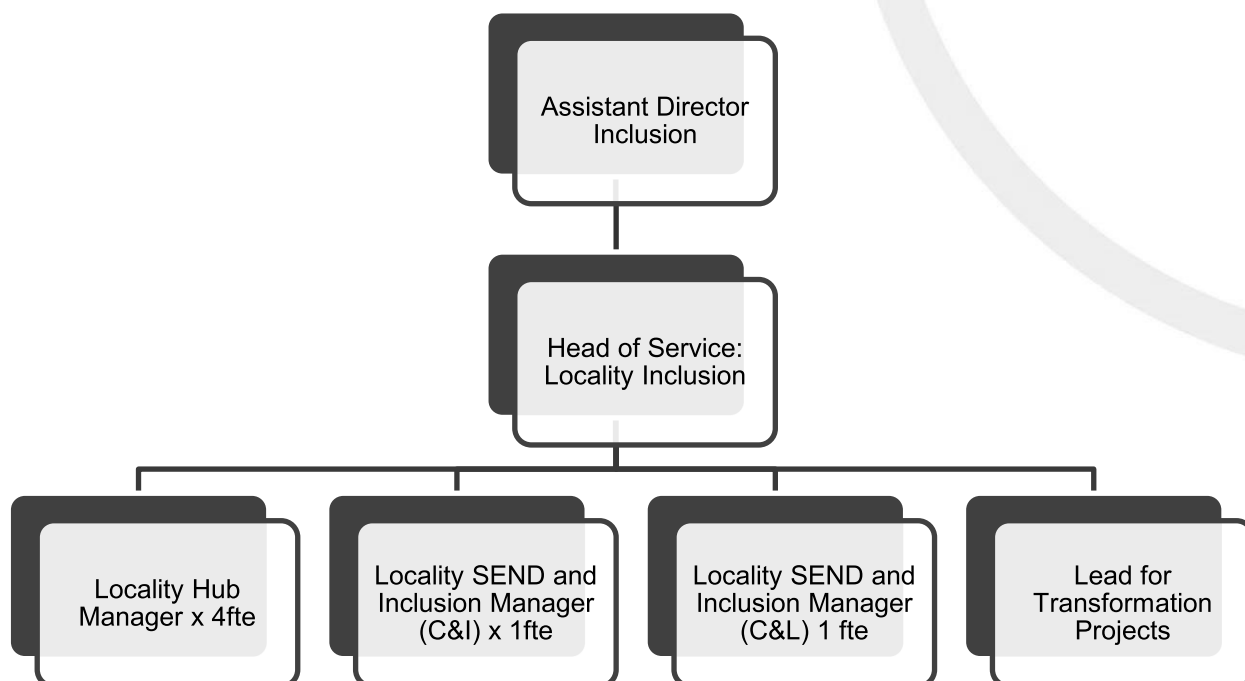
Person specification:	
Essential	Desirable
Knowledge and Experience • Comprehensive knowledge of the SEN Code of Practice, 2014 and statutory responsibilities of the LA in terms of SEND and Inclusion • Knowledge and understanding of a range of SEN provision and the accountability frameworks within which 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	• Commissioning of services or provision

• 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. • Considerable 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 organisations 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	
Occupational Skills • 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	
Behaviours • link	
Professional Qualifications • A relevant degree • Post graduate or advanced qualification in a significant field of SEN • Recognised and relevant CPD	• 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



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 Intermediate Care
Grade:	SM3
Responsible to:	Assistant Director Adult Social Care
Staff managed:	Manages a group of managers
Directorate:	Health and Adult Services
Service:	Care and Support
Job family:	SM - Senior Management
Date of issue:	June 2024

Job context

- The post holder will be a member of the Adult Social Care Leadership Team and will carry shared responsibility with other senior team colleagues for the performance of the whole of Health and Adult Services.
- The post holder will be fundamental in shaping the strategic direction of intermediate care in the health and social care landscape in North Yorkshire, working in partnership with the ICB's, provider collaboratives, social care providers and NHS providers to deliver improved outcomes for adults across North Yorkshire.
- The post holder will have personal responsibility for development of integrated care and support with key partners providing leadership across the health and care system to continually improve performance across the national intermediate care agenda.
- This post will be responsible for the leadership a Countywide multi-disciplinary staff team, including Social Workers, Reablement/STARTT Teams and joint health/hybrid roles.
- This post will be pivotal in ensuring an ambitious and high performing adult social care service by leading the development and implementation of structures which enables us to deliver on transformation and future ambitions for the Directorate.
- This role will be fundamental in the delivery of strategic service planning to ensure the transformation, saving and strategic priorities are delivered in line with the Council Plan and HAS 2030 underpinned by the Governance Framework.
- The post holder will work in conjunction with the Assistant Director – Adult Social Care / Chief Social Care Practitioner, Assistant Director – Adult Social Care and the Assistant Director – Prevention and Service Development, to ensure effective services and strong and consistent practice across the County.
- The role will require the post holder to work closely with other Directorates, elected members and other senior colleagues across the Council.
- The post holder will have significant autonomy and responsibility when coordinating activities and priorities in an environment that is complex and constantly changing.
- The post holder is fundamental to the delivery of the Journey of Continuous Improvement across Adult Social Care including identified key improvement areas.
- The post holder will be required to maximise the opportunities of LGR and devolution and work corporately to instil the values and culture of the new North Yorkshire Council.
- To ensure compliance with all statutory social care requirements including the Care Act, the Mental Health Act, the Mental Capacity Act, Health and Social Care Act and all other relevant Legislation.
- This post will be accountable for the management of the Intermediate Care Budget, in excess of £50 million, in line with the Council's Scheme of Delegation.

Job purpose	To design, lead and deliver the Intermediate Care Model across North Yorkshire
Operational Management:	• To ensure compliance with all statutory social care requirements in across the County within specific portfolio are, including the Care Act, the Mental Health Act, the Mental Capacity Act, Health and Social Care Act as well as other relevant Legislation. • The post holder will have responsibility for a significant budget, and will ensure that the services are financially stable, within budget and where possible achieving significant income and efficiencies for the Local Authority. • To lead the strategic development and delivery of intermediate care model with the NHS, ICB and other Council and public services ensuring that the Council's statutory duties are met and delivered within financial, quality and performance standards. • The role will ensure all services are compliant with CQC regulations and NYC policies and procedures and provide safe, caring, responsive, effective and well led services. • To promote independence, wellbeing and a community assets-based approach to social care practice at all stages in the customer pathway. • 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 • The post holder will ensure all NYC Reablement services are compliant with regulatory requirements. • The post holder will ensure positive and responsive dialogue with CQC and ensure compliance. • The post holder will inform senior managers of any regulatory requirements or breaches and represent the Local authority at appropriate events. • The post holder will ensure Intermediate Care Services have an appropriate governance framework and will monitor performance levels. • The post holder will govern and implement appropriate policies and procedures to maintain governance and compliance. • As part of the post the post holder will be expected to join the Adult Social Care Leadership Team on-call rota. • To promote prevention, independence, wellbeing and a community assets-based approach to health and social care practice at all stages in the customer pathway and across the health and care system. • Translate the strategic priorities of the North Yorkshire Place Board into clear operational intentions across a range of partners and stakeholders in North Yorkshire
Resource management:	• Manage an effective team to deliver on the key objectives of the Intermediate Care Model • Work with the Assistant Director of Adult Social Care and Resources to produce plans to deliver the requirements of the integration agenda shaped by legislation and departmental guidance alongside any other changes associated with a changing Health and Social Care landscape. • Lead the strategic oversight of the Better Care Fund and IBCF and ASC Discharge Fund. • Fulfil the role of project sponsor in the management of resources where required. • Identify the resource requirements that would be affected by integration and legislative change across the directorate. • Identify and implement changes in practice that lead to service efficiency and integrated working. • 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. • Ensure that projects have clear action plans, management approval and governance systems in place.
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. • The post holder is required to work effectively with senior managers and colleagues within Health and Adult Services and across the wider council. • Identify and work effectively with all relevant stakeholders within each transformation project. • Work with a focus on co-production and co-design with residents of North Yorkshire • To take a Leadership role within Programme Boards within your relevant portfolio areas. • Develop and maintain relationships with key regional and national organisations including Department of Health, County Councils Network, ADASS and representing the Directorate as required.
Strategic management:	In conjunction with the Assistant Director: • 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. • Co-Lead and advise the directorate on the key areas of change, risk in relation to integration arrangements, to ensure continuously improving outcomes for people who use support and their carers. • 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 integration arrangements. • Provide on-going quality assurance to the projects within the programmes or works, providing constructive challenge to sponsors and project managers to ensure delivery and that opportunities for efficiencies and service improvement are maximised. • 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 and contribute to the annual Service Performance Plan.
Communications:	• 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:	- 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 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 integrated care and support arrangements.
Safeguarding:	Be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person specification:

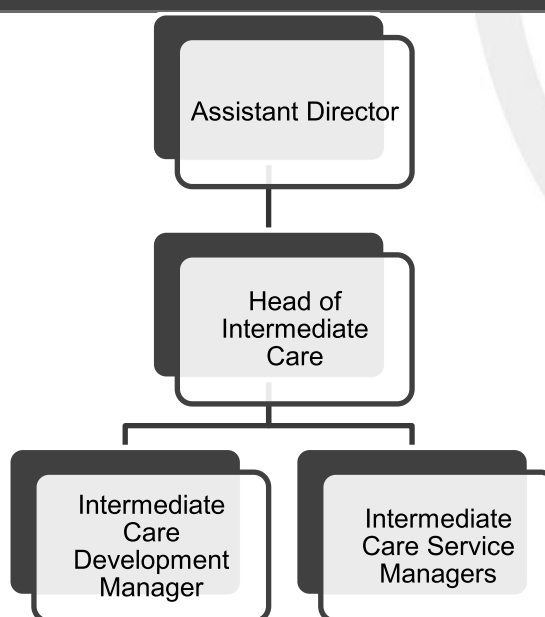
Essential	Desirable
Knowledge and Experience - Extensive knowledge of either NHS and/or social care policy environment at local, regional and national level - Significant knowledge of NHS or social care quality and regulatory issues and requirements; including CQC registration, CQUIN, NHSLA and HCPC - Extensive knowledge and understanding of all adult social care services. - Extensive knowledge of current good practice standards both at local and national level. - Extensive knowledge and expertise in business planning, performance, financial and human resources management - Extensive knowledge of user and community engagement. - Extensive knowledge of statutory requirements. - Extensive knowledge and understanding of how Equality and Diversity, Dignity and Respect and Human Rights will apply to this role. - Extensive demonstrable experience of adult social care operations, policy development and management in a local authority, major independent service organisations or equivalent. - Extensive leadership and managerial experience and the ability to be responsible for the motivation and performance of a group of managers. - 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. - Significant experience of delivering results through successful partnership and multi-agency working and practice. - Significant experience of highly complex performance, financial and human resources issues within a health/ social care setting - Managerial / supervisory experience and the ability to be responsible for the performance of a group of senior managers.	Working knowledge and application of project management principles/methodology

• Experience of handling the media.	
Occupational Skills • Demonstrable leadership skills within a challenging/ demanding environment; and ability to promote organisational policy and objectives. • Ability to develop and set the vision for the priorities for the Service, translating them into clear, tangible and achievable delivery plans. • Ability to use effective negotiating, persuasive, motivational and empathetic skills to influence others, resolve conflict, and address barriers to gaining agreement, acceptance or understanding through collaboration and strong relationships with partners. • Strong political and organisational awareness; to work effectively across a range of partner organisations. • Ability to matrix lead and manage across statutory and non-statutory organisations. • Ability to encourage others to develop themselves and the service through improvement, innovation and continuous development. • Excellent communication (written and verbal) and presentation skills. • Ability to analyse of complex data and information to inform transformational decision making. • Ability to manage diverse operational functions to deliver strategic objectives. • Ability to develop and maintain effective partnerships both within and outside the Service and to undertake strategic interagency work. • Ability to make effective decisions and sound professional judgements and to be accountable for those decisions and judgements. • Ability to balance operational responsibilities of the post with the responsibility to lead strategic service development and contribute corporate agendas of the wider organisations. • Ability to develop and implement service-wide work plans and to set and monitor quality and service standards to facilitate continuous improvement. • Planning and Project Management skills • Budget management skills • IT skills	
Behaviours • link	
Professional Qualifications • A professional social care or health qualification, or extensive experience in the health and social care system • Recognised management qualification, or equivalent experience • A willingness to undertake a management qualification	• Project management qualification (e.g. PRINCE 2 or similar methodology)
Other Requirements • Ability to travel across the County. • Ability to undertake the out of hours on-call rota. • Ability to work out of hours and across weekends as service need requires. • Ability to demonstrate a high level of personal adaptability and resilience. • This post is politically restricted	

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 Investments
Grade:	SM3
Responsible to:	Assistant Director of Resources and Director of Resources (S151)
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Finance
Job family:	SM - Senior Management
Date of issue:	July 2024

Job context

The East Riding and North Yorkshire Pension Funds are two of the most highly performing local authority pension funds in the country. Investment returns are exceptional and the funding level of both funds is therefore well above 100% in both cases. Total investments are valued at £9.1bn. Together, the two funds serve circa 500 employers and 209,000 members across the whole of the Humber region, York and North Yorkshire. Both Funds are members of the Border to Coast Pensions Partnership (BCPP) as part of investment pooling arrangements.

The Funds are administered by East Riding of Yorkshire Council and North Yorkshire Council who have a track record of good collaboration across a whole range of activities including pensions. We believe there are great synergies in working together under a shared Head of Investments so that the voices and interests of both Funds are well served.

The role will involve the overall management of the Pension Fund including direct investment management across a range of asset classes, oversight of the existing external investment managers including Border to Coast, strategic and tactical asset allocation, management of investments staff across both Funds, managing the relationship with to Border to Coast, and reporting to senior management, the Pensions Committees and the Local Pension Boards.

You will attend key meetings for both Funds and lead staff across both organisations while being a regular attendee at Border to Coast's offices in Leeds.

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

Job Purpose:

Responsible for the effective and efficient operation of the investment management, investment administration and financial accounting of the East Riding and North Yorkshire Pension Fund.

Operational management:

- Direct management of the investment portfolio (c. £9bn of assets across multiple asset classes and the 2 pension funds) and due diligence of new investments where required.
- Detailed oversight and monitoring of BCPP Limited including participation in the Officer Operations Group and providing support to the Members on the Joint Committee and the S151 officers and shareholder representatives.

	• Ensure that the Pension Fund Annual Report and Accounts and associated publications are produced in line with statutory guidance and timescales
Resource management:	• Management of the investments to BCPP Limited • Direct monitoring and oversight of all legacy investment which sit outside of BCPP (or other pooled investments) • Lead a team of professionals, developing annual business plans and managing the delivery of professional/technical advisory services in order to deliver core objectives and support Council decision making and wider service delivery. • Manage external advisers and consultants involved in the formulation of investment strategy • Motivate, manage and develop staff to support a culture of high-quality performance and continuous improvement to achieve excellent outcomes that meet the needs of citizens within a fixed level of resources. Resolve performance issues in order to support a culture of performance and productivity.
Partnerships:	• Reporting to Pensions Committees and Local Pension Boards • Working with Partner Funds within Borders to Coast Pooling company and associated governance arrangements (eg Joint Committee)
Strategic management:	• Ensure that the Pension Fund's Treasury Management function operates in line with approved Treasury Management Policies. • Be involved in collaboration across the Council as well as the public sector, private sector and wider region to design and deliver solutions that are focused on delivering a pension fund performance and impact for the benefit fund members. • Develop operational policies and procedures within a broad but distinct area of expertise in order to drive best practice and legislative compliance across the Councils and Pension Fund Investments. • Embrace and encourage change and transformation across the service(s), while ensuring continuity in performance, financial constraints and statutory obligations.
Communications:	• Engage in delivering diverse and complex policy/quality or framework services, providing expert professional/technical advice and guidance to senior stakeholders including senior officers and Members, to ensure that high quality service outcomes are achieved for service users. • Play an influential role in advising, challenging and influencing stakeholders on trends, developments, issues, opportunities and innovations to support short, medium and long term planning and the delivery of improved outcomes. • Advise stakeholders on risks and issues related to regulations and standards and investigate any areas of concern, implementing policies to support the delivery of investment fund objectives and plans and ensure compliance with relevant legislation and statutory requirements.
Systems and information:	• Provide a detailed training and risk awareness programme for members of the Pensions Committees and Local Pension Boards • Collate, analyse and interpret intelligence on emerging service trends, developments, issues, opportunities and innovations in order to support senior managers and other stakeholders in planning, Directorate and Council policy setting, and the delivery of improved service outcomes.

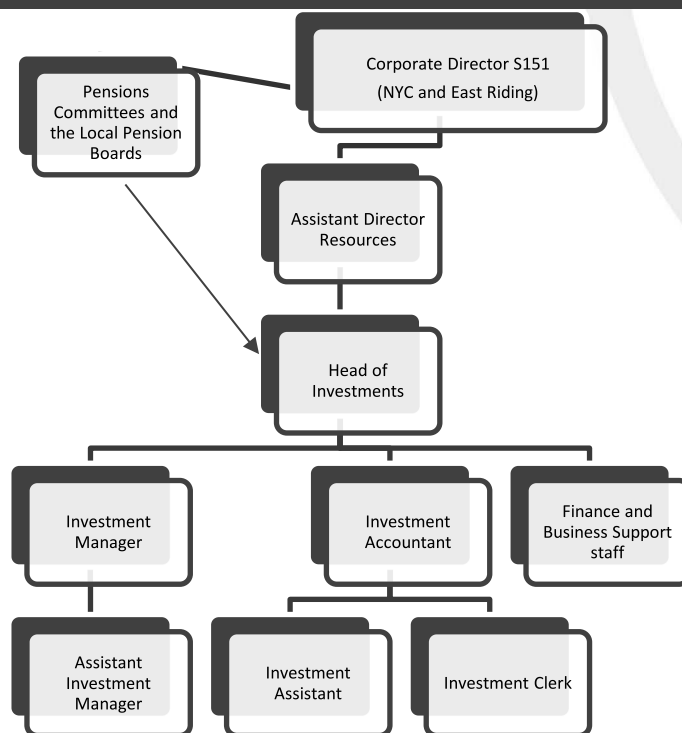
Person Specification:

Essential	Desirable
Knowledge and Experience • Experience of working in an institutional investment environment • Experience of managing direct investments across multiple asset classes (e.g. Equities, Fixed Income, Alternatives, Property etc.) • Experience of oversight of external investment managers	• Experience of transition management • Experience of asset allocation reviews • Knowledge of accounting and auditing requirements for a Local Government Pension Fund • Knowledge of treasury management • Knowledge of actuarial valuations
Occupational Skills • Ability to use a mix of technical, numeracy and verbal skills • Ability to interpret complex information and present to others in a clear, thorough and accurate manner • Ability to interact with internal and external personnel at varying levels of seniority • Ability to interact with customers where appropriate • Good written and oral presentation skills • Ability to work to a high degree of accuracy and to tight timescales • Ability to use a wide range of IT systems including Microsoft Excel and Word in an effective manner • Ability to use specialist investment software e.g. Bloomberg, Custodian systems/portals • Effective time management • Ability to work as part of a team and to build networks and partnerships • Ability to prioritise workload to meet deadlines • Well organised • Experience of supervising staff • Experience of analysis of investment performance	
Behaviours link	
Professional Qualifications • Investment qualification – Investment Management Certificate (IMC) or equivalent	• Investment qualification - Chartered Financial Analyst (CFA) or equivalent
Other Requirements • Demonstrates a proactive attitude • Identifies opportunities for more efficient methods of working	

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 and Specialist Services
Grade:	SM3
Responsible to:	Assistant Director Adult Social Care
Staff managed:	Manages a group of managers
Directorate:	Health and Adult Services
Service:	Care and Support
Job family:	SM - Senior Management
Date of issue:	June 2024

Job context

- The post holder will be a member of the Adult Social Care Leadership Team and will carry shared responsibility with other senior team colleagues for the performance of the whole of Health and Adult Services.
- The postholder will strategically develop and lead the Council's social care teams delivering support to all age severe and enduring mental health, both functional and organic, neurodiversity, chronic self-neglect, chronic drug and alcohol and people on the Dynamic Support Register (former TCP).
- The postholder will be strategically responsible for Section 117 and Continuing Health Care from an adult social care perspective.
- The post holder will have personal responsibility for development of care and support services for adults in line with key partners providing leadership across the health and social care systems to continually improve performance across the national care agenda.
- This post will be pivotal in ensuring an ambitious and high performing adult social care service by leading the development and implementation of structures which enables us to deliver on transformation and future ambitions for the Directorate.
- This role will be fundamental in the delivery of strategic service planning to ensure the transformation, saving and strategic priorities are delivered in line with the Council Plan and HAS 2030 underpinned by the Governance Framework.
- The post holder will work in conjunction with the Assistant Director – Adult Social Care / Chief Social Care Practitioner, Assistant Director – Adult Social Care and the Assistant Director – Prevention and Service Development, to ensure effective services and strong and consistent practice across the County.
- The role will require the post holder to work with other Directorates, elected members and other senior colleagues across the Council.
- The post holder will have significant autonomy and responsibility when coordinating activities and priorities in an environment that is complex and constantly changing.
- The post holder is fundamental to the delivery of the Journey of Continuous Improvement across Adult Social Care including identified key improvement areas.
- The post holder will be required to maximise the opportunities of LGR and devolution and work corporately to instil the values and culture of the new North Yorkshire Council.
- To ensure compliance with all statutory social care requirements including the Care Act, the Mental Health Act, the Mental Capacity Act, Health and Social Care Act and all other relevant Legislation.
- This post will be responsible for the leadership a Countywide staff team of Social Workers and Approved Mental Health Professionals.
- This post will be responsible for the management of the overall budget in excess of £50 million.
- The postholder will be strategically responsible for the development of the Emergency Duty Team and repurposing to ensure it is fit for purpose for the changing landscape of social care.

- The post holder will be fundamental in shaping the strategic direction of these services within the health and social care landscape in North Yorkshire, working in partnership with the ICB's, provider collaboratives, social care providers and NHS providers to deliver improved outcomes for adults across North Yorkshire. There will be a particular focus on the development of trauma informed care and practice.

Job purpose	To design, lead and deliver Specialist Adult Social Care across North Yorkshire
Operational Management:	• To ensure compliance with all statutory social care requirements in across the County within specific portfolio are, including the Care Act, the Mental Health Act, the Mental Capacity Act, Health and Social Care Act as well as other relevant Legislation. • The post holder will have responsibility for a significant budget, and will ensure that the services are financially stable, within budget and where possible achieving significant income and efficiencies for the Local Authority. • To lead the strategic development and delivery of social care model with the NHS, ICB and other Council and public services ensuring that the Council's statutory duties are met and delivered within financial, quality and performance standards. • The role will ensure all services are compliant with CQC regulations and NYC policies and procedures. • To promote independence, wellbeing and a community assets-based approach to social care practice at all stages in the customer pathway. • 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. • The post holder will ensure Adult Social Care Services have an appropriate governance framework, and will monitor performance levels. • The post holder will govern and implement appropriate policies and procedures to maintain governance and compliance. • As part of the post the post holder will be expected to join the Adult Social Care Leadership Team on-call rota. • To promote prevention, independence, wellbeing and a community assets-based approach to health and social care practice at all stages in the customer pathway and across the health and care system.
Resource management:	• Manage an effective team to deliver on the key objectives of the Adult Social Care model. • Fulfil the role of project sponsor in the management of resources where required. • Identify the resource requirements that would be affected by legislative change across the directorate. • Identify and implement changes in practice that lead to service efficiency working. • 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 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 • Ensure that projects have clear action plans, management approval and governance systems in place.

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. • The post holder is required to work effectively with senior managers and colleagues within Health and Adult Services and across the wider council. • Identify and work effectively with all relevant stakeholders within each transformation project. • Work with a focus on co-production and co-design with residents of North Yorkshire • To take a Leadership role within Programme Boards within your relevant portfolio areas. • Develop and maintain relationships with key regional and national organisations including Department of Health, Councils Network, ADASS and representing the Directorate as required.
Strategic management:	In conjunction with the Assistant Director: • 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. • Co-Lead and advise the directorate on the key areas of change, risk in relation to social care, to ensure continuously improving outcomes for people who use support and their carers. • 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 social care arrangements. • Provide on-going quality assurance to the projects within the programmes or works, providing constructive challenge to sponsors and project managers to ensure delivery and that opportunities for efficiencies and service improvement are maximised. • 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 and contribute to the annual Service Performance Plan.
Communications:	• 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:	• 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 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 integrated care and support arrangements.
Safeguarding:	- Be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate. - Close working links with the NY SAB to ensure lessons learnt are addressed and new ways of practice/service delivery are embedded effectively.

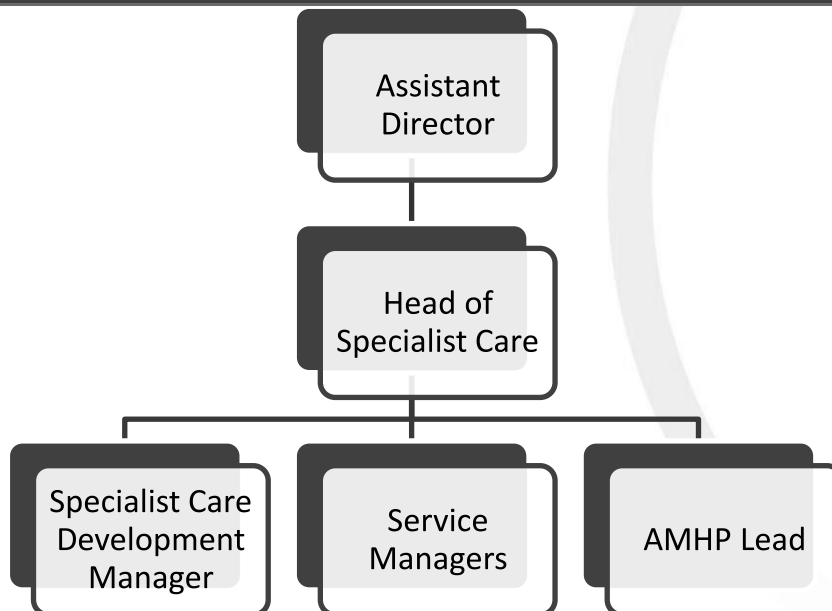
Person specification:	
Essential	Desirable
Knowledge and Experience - Extensive knowledge of either NHS and/or social care policy environment at local, regional and national level - Significant knowledge of NHS or social care quality and regulatory issues and requirements; including CQC registration, CQUIN, NHSLA and HCPC - Extensive knowledge and understanding of all adult social care services. - Extensive knowledge of current good practice standards both at local and national level. - Extensive knowledge and expertise in business planning, performance, financial and human resources management - Extensive knowledge of user and community engagement. - Extensive knowledge of statutory requirements. - Extensive knowledge and understanding of how Equality and Diversity, Dignity and Respect and Human Rights will apply to this role. - Extensive demonstrable experience of adult social care operations, policy development and management in a local authority, major independent service organisation or equivalent. - Extensive leadership and managerial experience and the ability to be responsible for the motivation and performance of a group of managers. - 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. - Significant experience of delivering results through successful partnership and multi-agency working and practice. - Significant experience of highly complex performance, financial and human resources issues within a health/ social care setting - Managerial / supervisory experience and the ability to be responsible for the performance of a group of senior managers. - Experience of handling the media.	Working knowledge and application of project management principles/methodology
Occupational Skills - Demonstrable leadership skills within a challenging/ demanding environment; and ability to promote organisational policy and objectives. - Ability to develop and set the vision for the priorities for the Service, translating them into clear, tangible and achievable delivery plans.	

• Ability to use effective negotiating, persuasive, motivational and empathetic skills to influence others, resolve conflict, and address barriers to gaining agreement, acceptance or understanding through collaboration and strong relationships with partners. • Strong political and organisational awareness; to work effectively across a range of partner organisations. • Ability to matrix lead and manage across statutory and non-statutory organisations. • Ability to encourage others to develop themselves and the service through improvement, innovation and continuous development. • Excellent communication (written and verbal) and presentation skills. • Ability to analyse of complex data and information to inform transformational decision making. • Ability to manage diverse operational functions to deliver strategic objectives. • Ability to develop and maintain effective partnerships both within and outside the Service and to undertake strategic interagency work. • Ability to make effective decisions and sound professional judgements and to be accountable for those decisions and judgements. • Ability to balance operational responsibilities of the post with the responsibility to lead strategic service development, and contribute corporate agendas of the wider organisations. • Ability to develop and implement service-wide work plans and to set and monitor quality and service standards to facilitate continuous improvement. • Planning and Project Management skills • Budget management skills • IT skills	
Behaviours • link	
Professional Qualifications • A professional social care or health qualification, or extensive experience in the health and social care system • Recognised management qualification, or equivalent experience • A willingness to undertake a management qualification	• Project management qualification (e.g. PRINCE 2 or similar methodology)
Other Requirements • Ability to travel across the County. • Ability to undertake the out of hours on-call rota. • Ability to work out of hours and across weekends as service need requires. • Ability to demonstrate a high level of personal adaptability and resilience. • This post is politically restricted	

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 Older Adults
Grade:	SM3
Responsible to:	Assistant Director Adult Social Care
Staff managed:	Manages a group of managers
Directorate:	Health and Adult Services
Service:	Care and Support
Job family:	SM - Senior Management
Date of issue:	June 2024

Job context

- The post holder will be a member of the Adult Social Care Leadership Team and will carry shared responsibility with other senior team colleagues for the performance of the whole of Health and Adult Services.
- The postholder will strategically develop and lead the Council's social care teams supporting older adults with physical disabilities, learning disabilities, acquired brain injury, old age frailty, pathway 3 discharges and cognitive decline.
- The post holder will have personal responsibility for development of care and support services for adults in-line with key partners providing leadership across the health and social care systems to continually improve performance across the national care agenda.
- This post will be pivotal in ensuring an ambitious and high performing adult social care service by leading the development and implementation of structures which enables us to deliver on transformation and future ambitions for the Directorate.
- The post holder will be fundamental in shaping the strategic direction of these services within the health and social care landscape in North Yorkshire, working in partnership with the ICB's, provider collaboratives, social care providers and NHS providers to deliver improved outcomes for adults across North Yorkshire.
- This role will be fundamental in the delivery of strategic service planning to ensure the transformation, saving and strategic priorities are delivered in line with the Council Plan and HAS 2030 underpinned by the Governance Framework.
- The post holder will work in conjunction with the Assistant Director – Adult Social Care / Chief Social Care Practitioner, Assistant Director – Adult Social Care and the Assistant Director – Prevention and Service Development, to ensure effective services and strong and consistent practice across the County.
- The role will require the post holder to work with other Directorates, elected members and other senior colleagues across the Council.
- The post holder will have significant autonomy and responsibility when coordinating activities and priorities in an environment that is complex and constantly changing.
- The post holder is fundamental to the delivery of the Journey of Continuous Improvement across Adult Social Care including identified key improvement areas.
- The post holder will be required to maximise the opportunities of LGR and devolution and work corporately to instil the values and culture of the new North Yorkshire Council.
- To ensure compliance with all statutory social care requirements including the Care Act, the Mental Health Act, the Mental Capacity Act, Health and Social Care Act and all other relevant Legislation.

- This post will be responsible for the leadership a Countywide staff team.
- This post will be responsible for the management of the overall Adult Social Care budget in excess of £50 million, in line with the Council's Scheme Delegation.
- The postholder will be strategically responsible for the review team and Deprivation of Liberty Safeguards team.
- The post holder will be fundamental in shaping the strategic direction of these services within the health and social care landscape in North Yorkshire, working in partnership with the ICB's, provider collaboratives, social care providers and NHS providers to deliver improved outcomes for adults across North Yorkshire.

Job purpose	To design, lead and deliver Adult Social Care across North Yorkshire
Operational Management:	• To ensure compliance with all statutory social care requirements in across the County within specific portfolio are, including the Care Act, the Mental Health Act, the Mental Capacity Act, Health and Social Care Act as well as other relevant Legislation. • The post holder will have responsibility for a significant budget, and will ensure that the services are financially stable, within budget and where possible achieving significant income and efficiencies for the Local Authority. • To lead the strategic development and delivery of social care model with the NHS, ICB and other Council and public services ensuring that the Council's statutory duties are met and delivered within financial, quality and performance standards. • The role will ensure all services are compliant with CQC regulations and NYC policies and procedures. • To promote independence, wellbeing and a community assets-based approach to social care practice at all stages in the customer pathway. • 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 • The post holder will ensure Adult Social Care Services have an appropriate governance framework and will monitor performance levels. • The post holder will govern and implement appropriate policies and procedures to maintain governance and compliance. • As part of the post the post holder will be expected to join the Adult Social Care Leadership Team on-call rota. • To promote prevention, independence, wellbeing and a community assets-based approach to health and social care practice at all stages in the customer pathway and across the health and care system.
Resource management:	• Manage an effective team to deliver on the key objectives of the Adult Social Care model. • Fulfil the role of project sponsor in the management of resources where required. • Identify the resource requirements that would be affected by legislative change across the directorate. • Identify and implement changes in practice that lead to service efficiency working. • 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 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 • Ensure that projects have clear action plans, management approval and governance systems in place.
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. • The post holder is required to work effectively with senior managers and colleagues within Health and Adult Services and across the wider council. • Identify and work effectively with all relevant stakeholders within each transformation project. • Work with a focus on co-production and co-design with residents of North Yorkshire • To take a Leadership role within Programme Boards within your relevant portfolio areas. • Develop and maintain relationships with key regional and national organisations including Department of Health, Councils Network, ADASS and representing the Directorate as required.
Strategic management:	In conjunction with the Assistant Director: • 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. • Co-Lead and advise the directorate on the key areas of change, risk in relation to social care, to ensure continuously improving outcomes for people who use support and their carers. • 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 social care arrangements. • Provide on-going quality assurance to the projects within the programmes or works, providing constructive challenge to sponsors and project managers to ensure delivery and that opportunities for efficiencies and service improvement are maximised. • 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 and contribute to the annual Service Performance Plan.
Communications:	• 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:	- 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 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 integrated care and support arrangements.
Safeguarding:	Be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person specification:

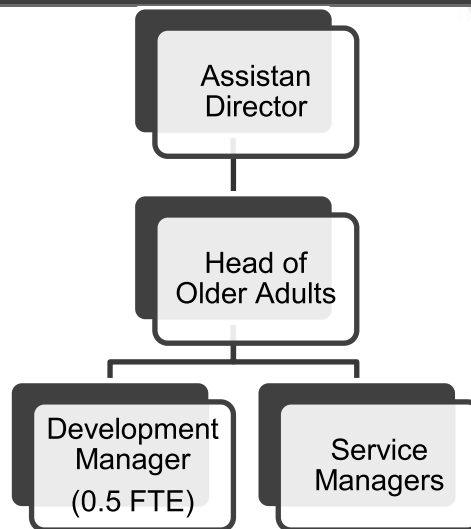
Essential	Desirable
Knowledge and Experience - Extensive knowledge of either NHS and/or social care policy environment at local, regional and national level - Significant knowledge of NHS or social care quality and regulatory issues and requirements; including CQC registration, CQUIN, NHSLA and HCPC - Extensive knowledge and understanding of all adult social care services. - Extensive knowledge of current good practice standards both at local and national level. - Extensive knowledge and expertise in business planning, performance, financial and human resources management - Extensive knowledge of user and community engagement. - Extensive knowledge of statutory requirements. - Extensive knowledge and understanding of how Equality and Diversity, Dignity and Respect and Human Rights will apply to this role. - Extensive demonstrable experience of adult social care operations, policy development and management in a local authority, major independent service organisation or equivalent. - Extensive leadership and managerial experience and the ability to be responsible for the motivation and performance of a group of managers. - 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. - Significant experience of delivering results through successful partnership and multi-agency working and practice. - Significant experience of highly complex performance, financial and human resources issues within a health/ social care setting - Managerial / supervisory experience and the ability to be responsible for the performance of a group of senior managers.	Working knowledge and application of project management principles/methodology

• Experience of handling the media.	
Occupational Skills • Demonstrable leadership skills within a challenging/ demanding environment; and ability to promote organisational policy and objectives. • Ability to develop and set the vision for the priorities for the Service, translating them into clear, tangible and achievable delivery plans. • Ability to use effective negotiating, persuasive, motivational and empathetic skills to influence others, resolve conflict, and address barriers to gaining agreement, acceptance or understanding through collaboration and strong relationships with partners. • Strong political and organisational awareness; to work effectively across a range of partner organisations. • Ability to matrix lead and manage across statutory and non-statutory organisations. • Ability to encourage others to develop themselves and the service through improvement, innovation and continuous development. • Excellent communication (written and verbal) and presentation skills. • Ability to analyse of complex data and information to inform transformational decision making. • Ability to manage diverse operational functions to deliver strategic objectives. • Ability to develop and maintain effective partnerships both within and outside the Service and to undertake strategic interagency work. • Ability to make effective decisions and sound professional judgements and to be accountable for those decisions and judgements. • Ability to balance operational responsibilities of the post with the responsibility to lead strategic service development and contribute corporate agendas of the wider organisations. • Ability to develop and implement service-wide work plans and to set and monitor quality and service standards to facilitate continuous improvement. • Planning and Project Management skills • Budget management skills • IT skills	
Behaviours • link	
Professional Qualifications • A professional social care or health qualification, or extensive experience in the health and social care system • Recognised management qualification, or equivalent experience • A willingness to undertake a management qualification	• Project management qualification (e.g. PRINCE 2 or similar methodology)
Other Requirements • Ability to travel across the County. • Ability to undertake the out of hours on-call rota. • Ability to work out of hours and across weekends as service need requires. • Ability to demonstrate a high level of personal adaptability and resilience. • This post is politically restricted	

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 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, fly tipping, 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:

	○ 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:	• 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:	• 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:	• 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

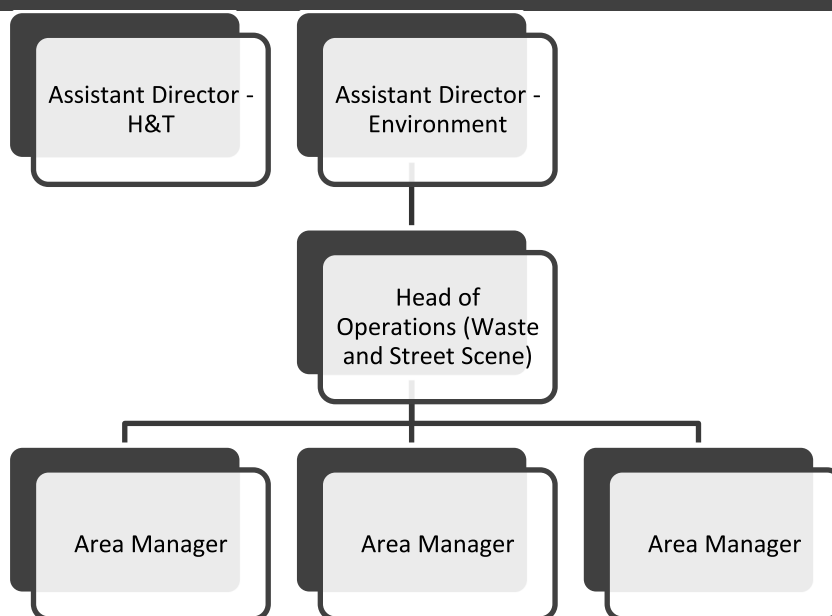
Person Specification:	
Essential	Desirable
Knowledge and Experience • Up to date knowledge of technical and procedural developments relating to the services • Full working knowledge of environmental legislation and policy • Extensive knowledge of the Environmental Permitting regime • Full and up to date 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	Knowledge of political issues and changes in administration, ways of working and management techniques affecting Local Government
Occupational Skills • 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.	Previous and demonstrable experience success in delivering innovative and creative solutions to Service delivery.
Behaviours • Able to work as part of a team and own initiative. • Tact and diplomacy, having the ability to make difficult decisions whenever required.	

- Demonstrate a sound understanding of equal opportunities and diversity issues in relation to service delivery - Committed to continuing personal development Link	
Professional Qualifications - Degree level education or proven equivalent level of technical and organisational knowledge in own specific field - Operator Licence Awareness Training [OLAT]	H & S qualification such as NEBOSH/IOSH Membership of a relevant professional body. Transport Manager CPC
Other Requirements The ability to meet the travel requirements of the post	Clean 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 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 • 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:	• 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:	• 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
Knowledge and Experience • 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.	• Multi-agency working e.g. recent senior management experience in a multi-agency environment.

• 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. • 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	• 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.
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 <u>Link</u>	

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

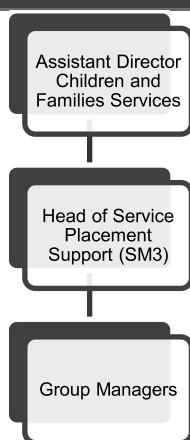
Satisfy conditions of service regarding: -

- 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:	Head of Planning Policy & Place
Grade:	SM3
Responsible to:	Assistant Director Planning, Economic Development, Regeneration, Tourism and Skills
Staff managed:	Manages a group of managers
Directorate:	Community Development
Service:	Planning, Economic Development, Regeneration, Tourism and Skills
Job family:	SM - Senior Management
Date of issue:	March 2025

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.
- You will act as the Chief Planning Officer for the Council in relation to matter around Planning Policy and Place.
- 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.
- You will lead the local plan process, and develop a new local plan for North Yorkshire which delivers high quality economic, cultural, social and environmental outcomes
- 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, Economic Development, Regeneration, Tourism and Skills, 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; acting as the chief planning officer .**

- 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 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. • 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
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 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.
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:

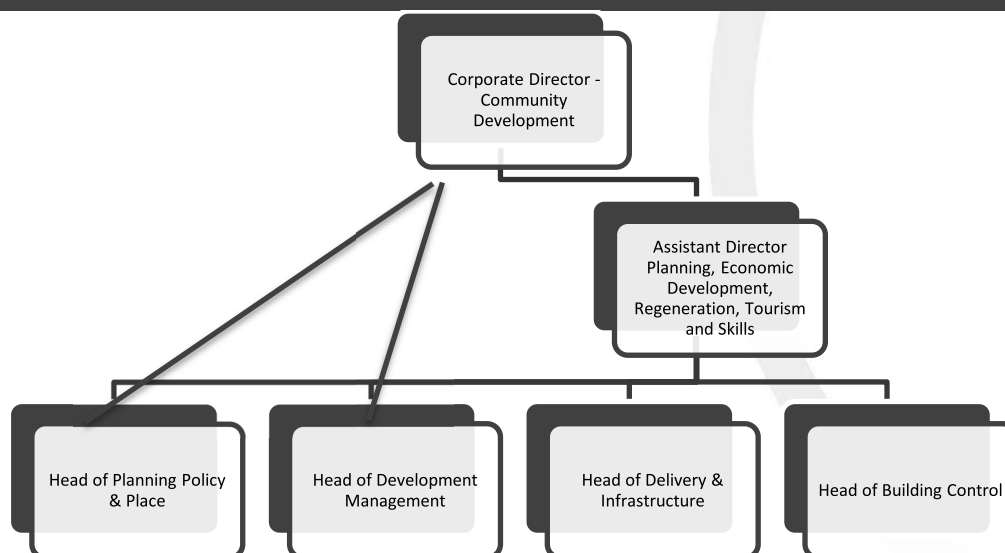
Essential	Desirable
Knowledge and Experience • Significant knowledge of current good practice standards both at local and national level in relation to the business of the service. • In depth knowledge of planning legislation and national and regional planning guidance and the ability to interpret complex 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	• Knowledge and understanding of the application of workplace Health and Safety Legislation
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. • 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	

• 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	
Behaviours	• link
Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role • 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	• A recognised management and leadership qualification
Other Requirements • 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	• 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:	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:	• 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:	• 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	• Develop and maintain strategic relationships with ○ 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:	• 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:	• 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.

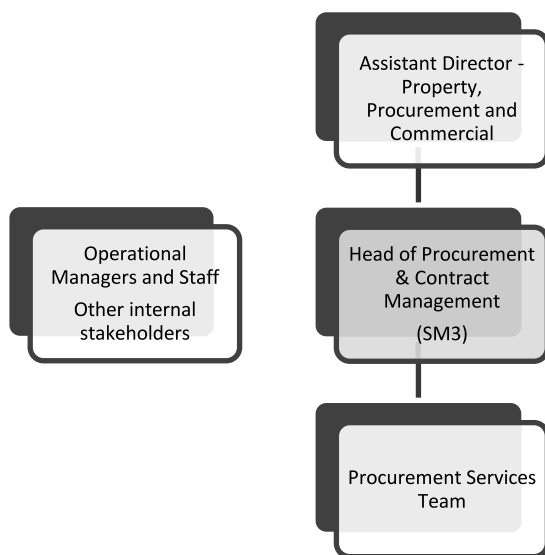
Person specification:	
Essential	Desirable
Knowledge and Experience • In depth knowledge and understanding of procurement best practice and legislation, including European procedures (OJEU). • Good understanding of public sector purchasing organisations and the current social, economic, legislative and 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.	• Knowledge of local government. • Knowledge of NYC's contract procedure rules. • Contract management • The local government decision making context. • Supply chain management experience

• 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.	
Occupational Skills • 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).	• ICT skills –Microsoft Project (or equivalent software).
Behaviours <u>Link</u>	
Professional Qualifications • 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)	• Procurement qualification (CIPS) or significant knowledge and experience of leading Procurement teams
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 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:	• 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. 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.
Strategic management:	• 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. Undertake personal and professional development activities as agreed with the Assistant Director.
Communications:	• 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:	- 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

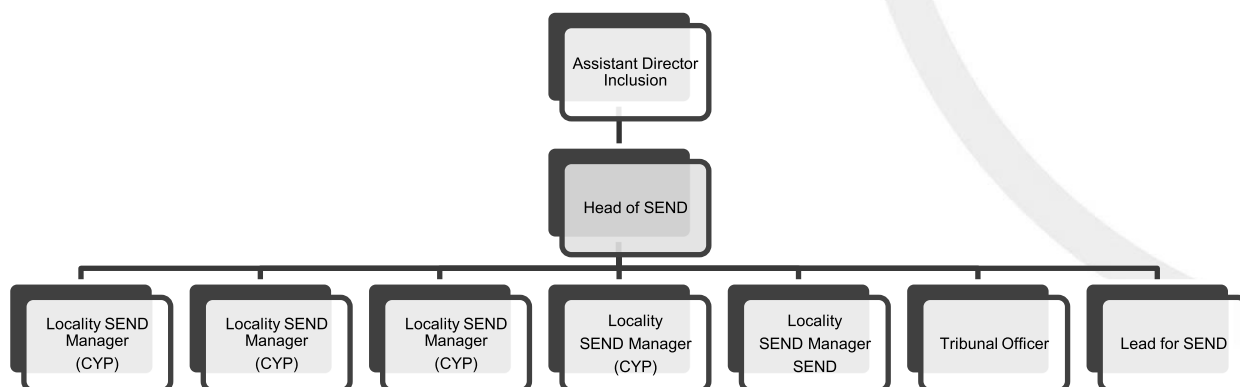
Person specification:	
Essential	Desirable
Knowledge and Experience - Comprehensive knowledge of the SEN Code of Practice, 2014, Care Act 2014, Education Act 1996 and statutory responsibilities of the LA in terms of SEND and Inclusion - Knowledge of key working principles in case work teams and a strong 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.	Commissioning of services or provision

• 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. • Considerable 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	
Occupational Skills • 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	
Behaviours • link	
Professional Qualifications • A relevant degree • Recognised and relevant CPD	• QTS • Leadership/Management qualification • Post graduate or advanced qualification in a significant field of SEN
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



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.

Job Purpose:	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
Operational management:	• 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.
Resource management:	• 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. • 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:	• 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 from the team is in line with Council policy and strategy, including the Strategic Plan.
Systems and information:	• 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:	• 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. • 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.

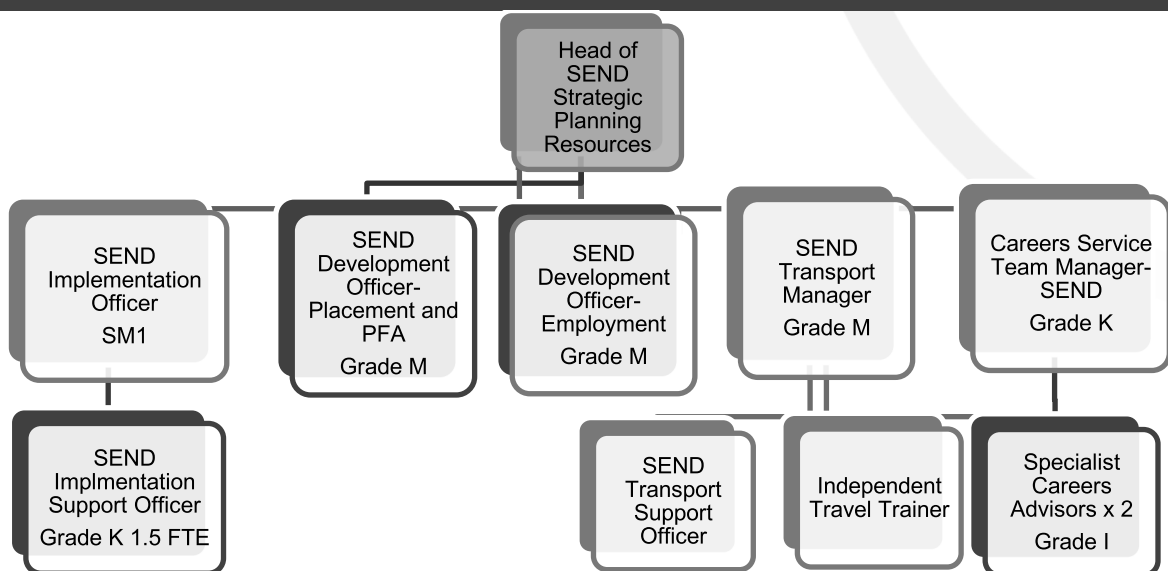
Desirable
• School place planning processes • Working in SEND in local authority settings
• Joint commissioning • Experience of responding to media enquiries.

• 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	
Behaviours <u>link</u>	
Professional Qualifications • Honours Degree or equivalent • Evidence of continuous professional development	• Strategic leadership /Management Qualification
Other Requirements • 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:	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 of 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.

	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.
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.
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. - 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 careers 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.

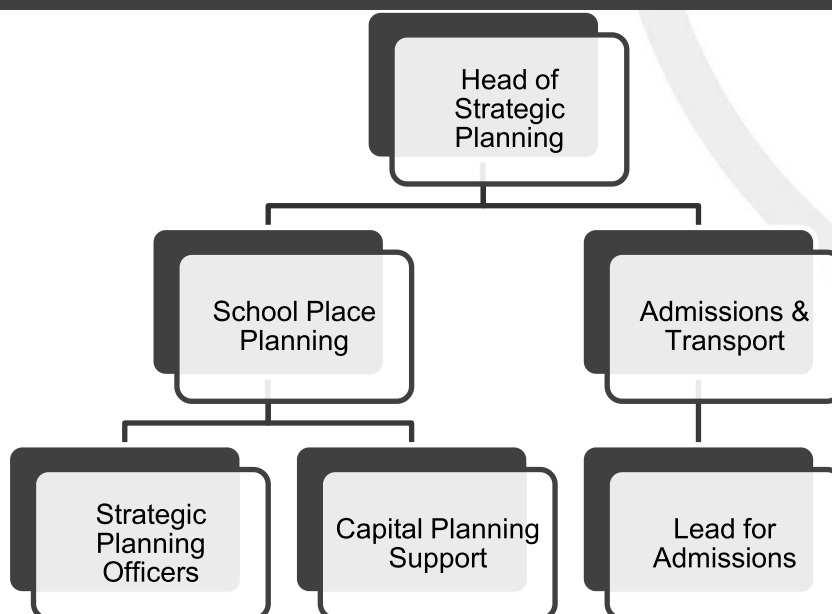
Person Specification:

Essential	Desirable
Knowledge and Experience - 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	- Experience of responding to media enquiries. - Experience of working in Children & Young People's Service context. - Experience of working in a political context.
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. - Ability to negotiate and influence at a senior level with council chief officers and senior politicians.	
Behaviours link	
Professional Qualifications	Educated to degree level
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 Service (Safeguarding, Child Permanence, Family Reunification and Early Help)
Grade:	SM3
Responsible to:	Assistant Director, Children and Families
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:	November 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 nine 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

Post holders are required 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.
- ensure that strategic visions are translated into local plans in collaboration with professionals, partners and service users.
- have an enhanced DBS check.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose:

To lead and manage policy, procedure and strategic direction across their area of portfolio responsibility i.e. Safeguarding, Looked After Children (LAC) & Permanence or Early Help

To lead quality of practice and performance across a geographical area of North Yorkshire for Safeguarding (including CIN/CP), LAC & Permanence or Early Help

Taking account of legislation, national policy, research and best practice to ensure children in North Yorkshire are safeguarded to the highest possible standards in each part of the practice system.

The post combines significant strategic and operational accountabilities at three levels.

- Partnership (North Yorkshire Children's Trust and Local Safeguarding Children's Board – LSCB)
- Directorate (Children and Young People's Service – CYPS)
- Service Groups (Children's Social Care and Early Help Services)

To be a key member of the strategic and operational management teams within the Children and Families Service.

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 clear accountability for delivery and impact through good planning, active performance management, challenge and support.
- 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.
- Oversee transition points to other areas of the service to ensure the different service areas work in a joined-up way.
- Manage services in the context of value for money to ensure all children get access to appropriate services

Resource management:

- 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.
- Oversee the development of a range of child and families' tools – e.g. risk assessments, child protection planning and review mechanisms – to ensure good systems are in place, are reviewed regularly.
- Contribute to the development of annual budget estimates ensuring realisation of efficiency targets whilst maximising delivery outcomes.
- Lead and manage a group of operational senior managers in CSC who are responsible for Early Help, Safeguarding and Looked after Children, Leaving Care and Youth Justice ensuring high standards are achieved.
- Ensure that workforce development, and re-modelling as appropriate, is addressed in a targeted way in the teams for which the post holder is responsible, in order to support efficient and effective delivery of service priorities.

	• 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 Service HR processes and line management including recruitment, monitoring, supervision/appraisal etc. • Take the lead responsibility for staff welfare, offering support, at times of stress, praising work completed and monitoring performance. • Ensure organisational vision and culture is both communicated and managed effectively.
Strategic management:	• Lead on strategies for Children and Families and across Children and Young Peoples Service • Work closely with other senior managers to ensure the CYPS strategy for safeguarding, and its implementation, combines effective child protection and preventative services, which are well co-ordinated through clear thresholds, aligned priorities, good collaboration in casework and service planning, strong needs analysis and evidence of outcomes. • Support the Assistant Director 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 Children & Families Service and contribute to local and regional partnership plans. • Ensure stakeholders are consulted on strategic priorities and mutual benefits are recognised and where relevant, realised. • Work with national bodies, including government ministers and their departments to ensure NYC has a significant impact on the development of national policy. • Ensure Children and Family service priorities and service objectives are in line with the Directorate's Children's Plan. • Have oversight of the transition process and ensure ongoing improvement in order to sustain positive outcomes. • Ensure strategic planning is based on good quality data and evidence about the nature and extent of child abuse and neglect in North Yorkshire and the needs and circumstances of those at risk. • 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. • Contribute to the delivery of strategic plans across Children and Families
Partnerships:	• Develop and maintain good internal and external working relationships with partner organisations and stakeholders around safeguarding, LAC and Early Help. • Support other agencies in understanding and complying with their responsibilities regarding to your portfolio area. • 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.

- Work closely with the Local Safeguarding Children Board (LSCB) and LSCB manager to (i) ensure there are shared strategies on safeguarding across the partnership; (ii) support delivery of the LSCB's business plan and work programme; (iii) ensure there is an active, well-informed multi-agency quality assurance strategy to challenge and secure standards in all partner agencies.
- Work closely with the Corporate Director CYPS as Chair of the Children's Trust, and with the CYPS Performance and Outcomes Team, to ensure that the Trust's safeguarding priorities in the CYPP are (i) delivered efficiently, (ii) reported on in a clear and timely way, and (iii) improving outcomes.
- Work effectively to promote best outcomes for Children and Families with Key Safeguarding Agencies (LA, Police, Health) and ensure effective collaboration with other stakeholders such as schools.
- Promote education for all children.

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 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.
- Ensure systems and policies are in place to ensure children participate fully in services.
- Ensure systems and policies are in place to fully involve families in planning and decision making.
- Ensure that children and young people's views are heard on, are acted on and can be shown to make a difference.
- Confidentiality and ethics.
- Ensure children and young people are consulted and participate in decisions relating to transitions.
- Ensure strategic needs assessments are based on consultation and participation with children, young people and families in transition.
- Ensure Children and Families experience seamless transitions across all services.

Systems and information:

- 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. • Use data effectively to manage service demand and influence change through systems leadership. • Ensure service policies and procedures support the development of young people.
Performance Management:	• Drive improvements in practice and outcomes through comprehensive performance frameworks and robust performance management practice at all levels. • Support the Assistant Director (CSC) in improving performance by ensuring policies and procedures are embedded and that practice is subject to well-informed review and challenge. • Ensure performance data and priorities activity of other agencies is routinely collected and analysed. • 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. • Maintain professional knowledge and skills through continuous development.
Safeguarding	• 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 Portfolio Lead issues for North Yorkshire Council and the CYPS. • Assist the Director and Assistant Director (CSC) 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 services in CYPS. • Work closely and in partnership with senior managers across the Children's Trust and CYPS to ensure joint ownership of strategies and well-aligned use of resources

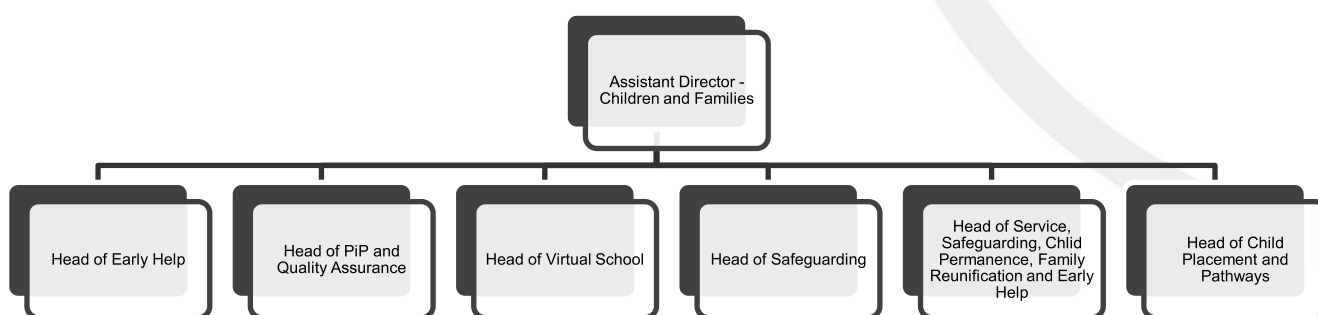
Person Specification:	
Essential	Desirable
Knowledge and Experience • Extensive knowledge of current philosophy in childcare • Extensive knowledge of Children's Social Care statutory frameworks • Extensive knowledge of evidenced based effective practice relating to interventions for children and families including Early Help services. • Performance management and improvement models • 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 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.	• Experience of responding to media enquiries. • Completing whole Service assessments and reviews.

• Developing and implementing new ways of delivering services and innovative working practice. • Of successful bid writing to a range of funding bodies. • 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 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. • 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.	
Behaviours <u>link</u>	
Professional Qualifications • Fully qualified, accredited social work professional status (CQSW, DipSW, CSS, PQCCA) • Current registration with Health and Care Professions Council (HCPC)	• Degree level qualification in relevant area • Management qualification
Other Requirements • 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:	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.

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.
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.
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. • 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 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 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

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

Desirable

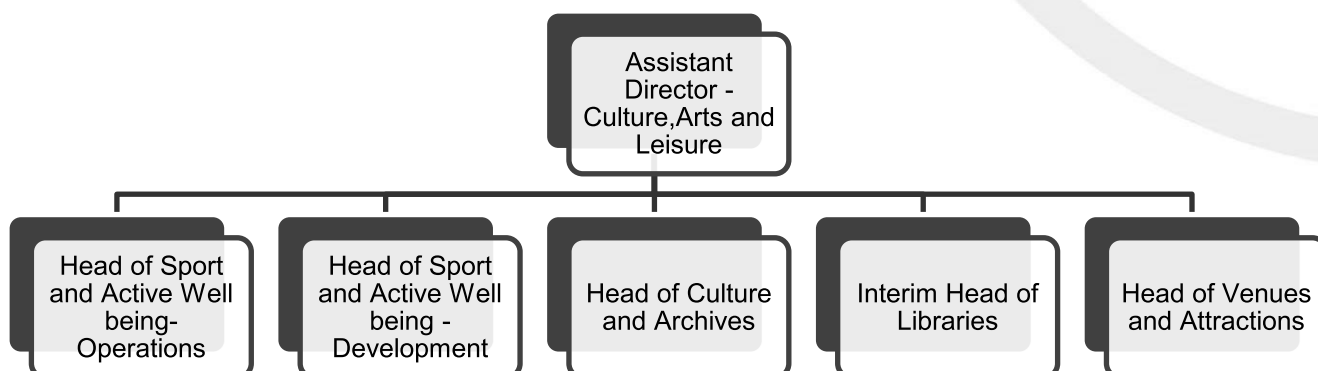
- Experience of responding to media enquiries.
- Experience of writing large scale, external funding bids.

- 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 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.

	• 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:	• Develop and maintain strategic relationships with ◦ 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:	• 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:	• 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

	assets, has a capital value in excess of £1.3bn and generates rental income of £13m p.a. • 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.
Systems and information:	• 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
Knowledge and Experience • 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.	• 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

- Relevant degree, professional qualification related to property management or construction, or equivalent knowledge or experience.
- Professional member of the RICS (MRICS) within a relevant and appropriate RICS pathway
- Property qualification (e.g. RICS) or significant knowledge and experience of leading Property teams

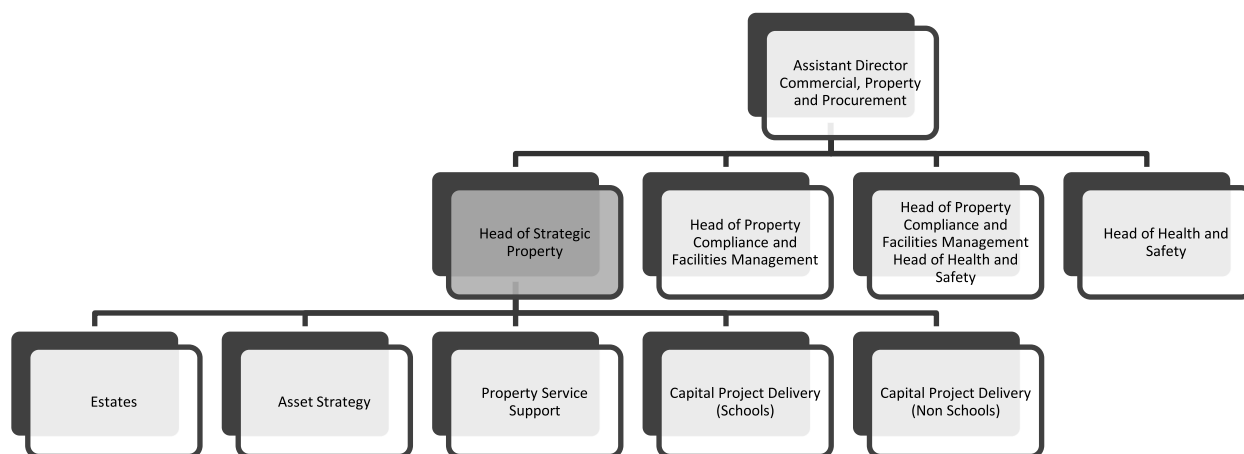
Other Requirements

- 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.

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. • 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. • 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, 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.

Strategic management:	• 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:	• 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:	• 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.

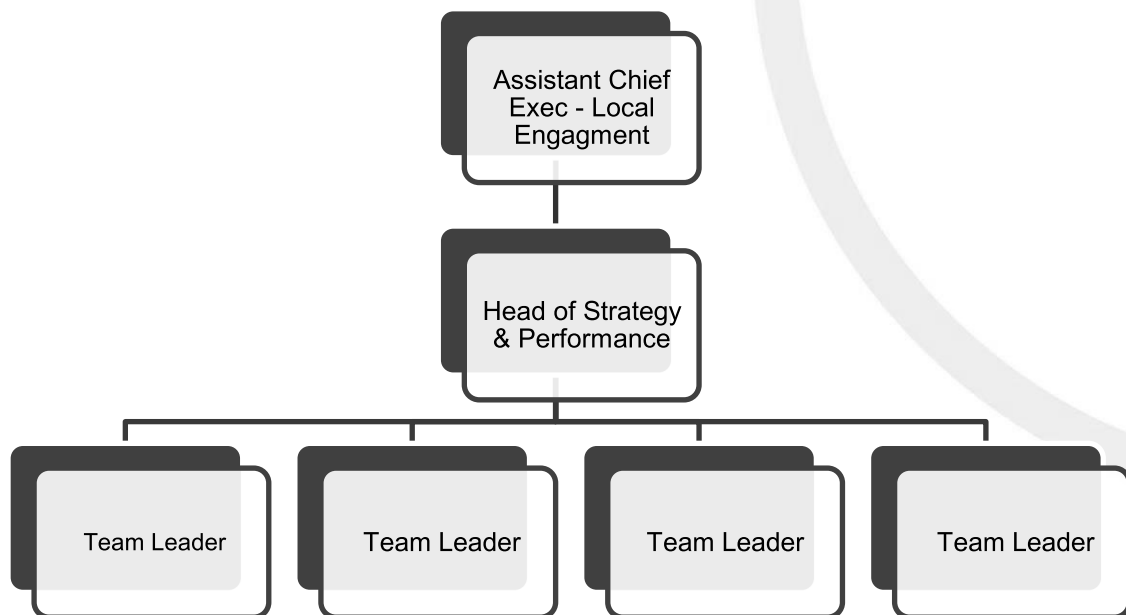
Person Specification:	
Essential	Desirable
Knowledge and Experience • Significant knowledge of current policy developments, legislation and good practice standards both at local and national level in relation to one or more key areas of the council's work • Significant knowledge of performance management, 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.	
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	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	

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 contractor's 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

	and training, individual consultation, recruitment and selection, induction and planning staff cover. • 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.
Resource management:	• 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.
Partnerships:	• 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.
Strategic management:	• 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:

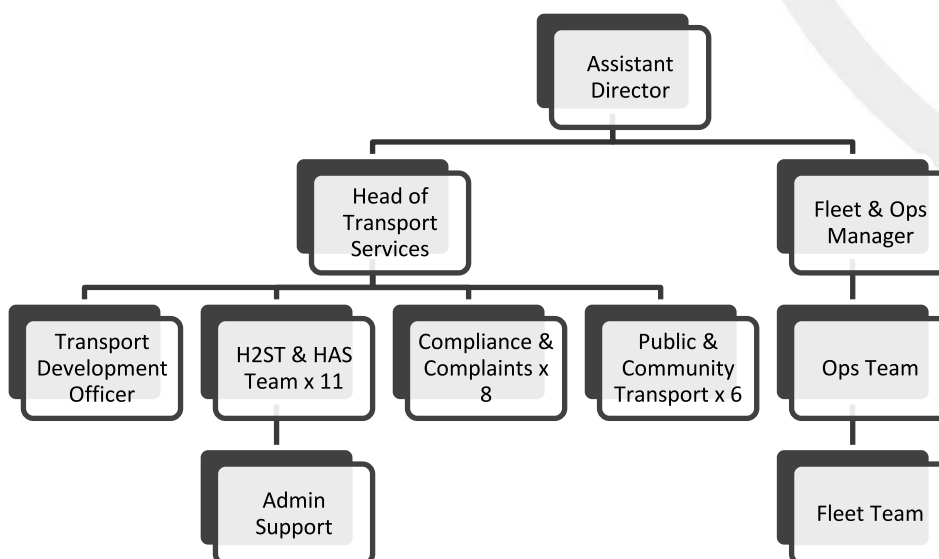
Essential	Desirable
Knowledge and Experience • Good knowledge of public sector procurement frameworks and constraints including a refined knowledge of practical options and alternatives relating to public transport services. • Comprehensive knowledge and understanding of Bus Service legislation and relevant 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	
Occupational Skills • 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	• Understanding of the structure of the Rail Industry and intermodal connection with bus
Behaviours <u>Link</u>	
Professional Qualifications • Relevant Degree or Professional Qualification • Evidence of Management Training / Qualification • IOSH	
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 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 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.

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, 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.
Resource management:	• 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.
Partnerships:	• 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.
Strategic management:	• 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 Directorate, and, working with the line manager, to be accountable for service strategy.

	• 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:	• 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:	• 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:

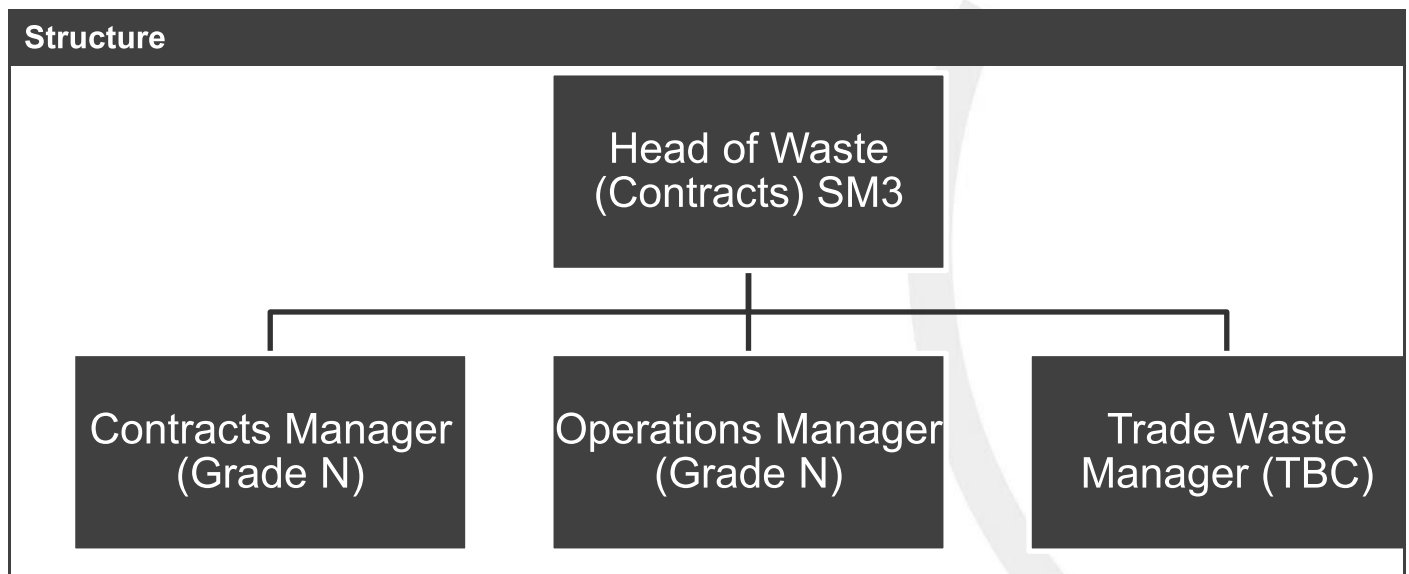
Essential	Desirable
Knowledge and Experience • Comprehensive knowledge of current waste management issues and legislative framework. • Comprehensive knowledge of Public/Private Partnerships waste contract structures with a good knowledge of standard form PPP/PFI contracts. • Significant knowledge of 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. • 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	
Occupational Skills • 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.	
Behaviours <u>Link</u>	
Professional Qualifications • Good general education to degree or equivalent standard • Evidence of Continuing Professional Development	• Professional qualification and/or membership of a relevant professional organisation is desirable (e.g. CIWM)
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:	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

	- 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:	- 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:	- 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:	- 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:	To comply with the two Councils' policies and supporting documentation in relation to Data Protection, Information Security and Confidentiality.

Person specification:

Essential	Desirable
Knowledge • 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. Experience • 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.	• 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
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. • 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).	

- 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.

Behaviours

- [link](#)

Professional Qualifications

- 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

Other Requirements

- 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.

D of 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 nighttime 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. • 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	• 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:	• 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:	• 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:

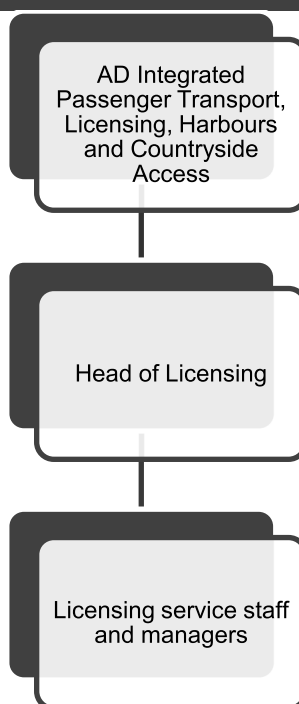
Essential	Desirable
Knowledge and Experience • Significant knowledge of current good practice standards both at local and national level in relation to licensing. • Knowledge of relevant statutory requirements, including equality standards. • Knowledge of relevant law enforcement including PACE and RIPA.	• Experience of responding to media enquiries.

• 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	
Occupational Skills • 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.	
Behaviours Link	
Professional Qualifications Relevant degree or qualification and experience which demonstrate professional competence comprehensively covering the range of licencing functions that the council administers.	Membership of the Institute of Licensing Membership of the National Association of Licensing and Enforcement Officers
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 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.

	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.
Communications:	- 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.
Systems and information:	- 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:

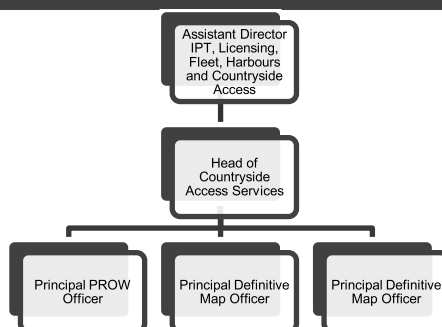
Essential	Desirable
Knowledge and Experience - Substantial knowledge of Public Rights of Way and Definitive Map legislation with a comprehensive specialist knowledge in at least one area. - Comprehensive knowledge of Definitive Map legislation. - Significant working knowledge of tools and approaches 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.	- Experience of responding to media enquiries. - Experience of the development management process.
Occupational Skills Analytical Skills - Able to pinpoint key information from large amounts of complex 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. 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 financial resources Health and Safety Skills - Able to maintain and develop an environment and culture that improves health and safety. 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.	

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 Working skills • Able to oversee the delivery of strategic projects, reviewing and making Resilience Effectively copes with conflicting and complex demands.	
Behaviours • Link	
Professional Qualifications • 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.	• A recognised management qualification. • Membership of relevant professional institute.
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 – 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. • 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:	• 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:	• 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 Council inspections. • Ensure effective use of LCS 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

Knowledge and Experience

- 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

Occupational Skills

- 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.

Desirable

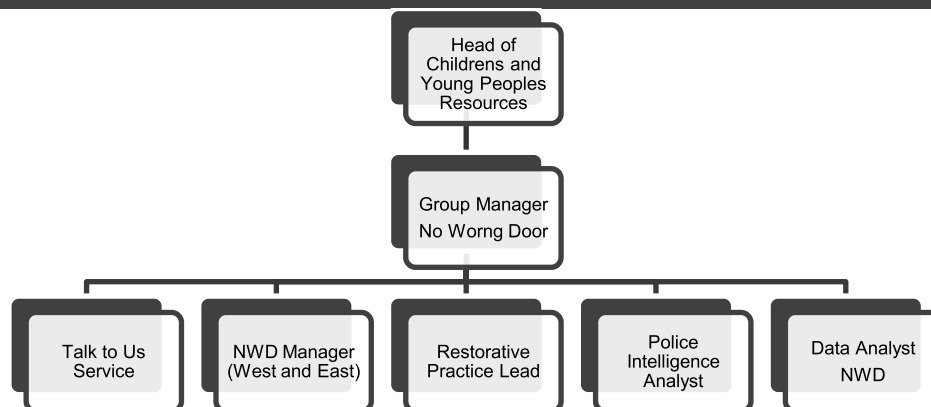
- Knowledge of relevant research
- Excellent knowledge of Restorative Practice
- Experience of responding to media enquiries.
- Experience of working with government departments, civil servants, and ministers
- Experience of working with academic research
- Experience of working across different aspects of social work activity.

• Excellent networking skills at a senior level. • Good Presentation skills (written and oral) • 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	
Behaviours link	
Professional Qualifications • A final level professional qualification, i.e., CQSW, CSS, DIPSW. • Registered Social Worker with relevant professional body	• Degree level qualification • Level 5 management qualification
Other Requirements • 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:	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

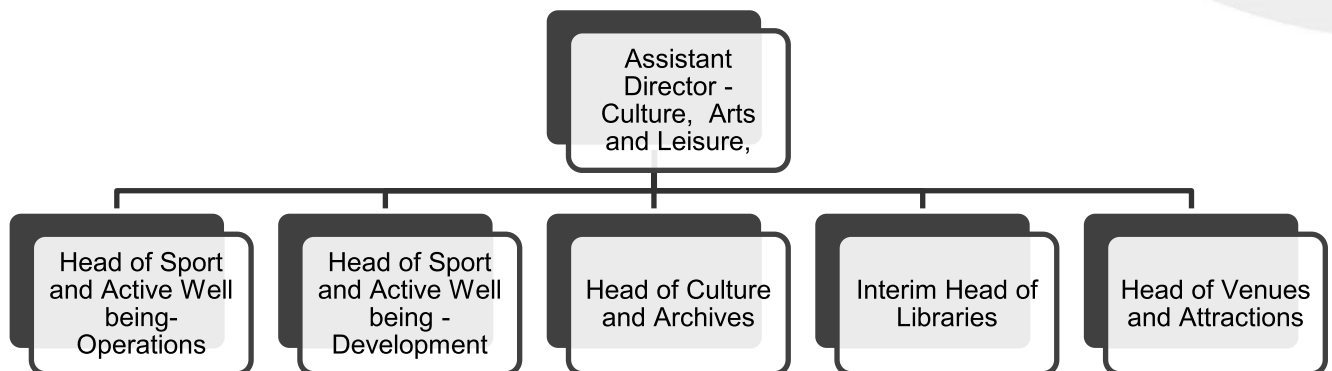
	• Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
Strategic management	• Lead the service in devising and implementing of strategies and service plan to ensure consistent, high quality 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:	• 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:	• 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 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.	• 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:	General Manager Catering HCC – Matcham's
Grade:	SM1
Responsible to:	Director of Harrogate Convention Centre
Staff managed:	Manages a team of specialist professionals
Directorate:	Community Development
Service:	Harrogate Convention Centre
Job family:	SM - Senior Management
Date of issue:	August 2024

Job context

Key Responsibilities of the postholder will include:

- The overall delivery of financial performance for the in-house catering operation 'Matcham's' to deliver budget.
- To lead in managing operational productivity and efficiency generating revenue in the region of £2m pa
- To maximise the profitability from the revenue generated utilising their experience to implement robust processes to monitor and manage key controllable costs.
- Ensuring the entire catering operation at Harrogate Convention Centre delivers all services as required across all events.
- To use their experience and expertise in high volume catering to overcome the logistical challenges of a large venue to deliver a varied catering offer to a professional high standard.
- Leading Matcham's senior managers in a strategic approach to innovate and to develop new revenue streams.
- To drive revenue through maximising sales opportunities through an innovative approach and challenging out of date processes
- The legal compliance of the food production operation utilising a Hazard Analysis Critical Control Point (HACCP) based Food Safety Management System
- To use their Food Safety qualifications and experience to manage compliance with the Food Safety Act
- Using their expertise to advise on Food Safety matters.
- The Health & Safety of all Matcham's workers and employees
- The performance management of the management team including the Executive Chef and Catering Operations Manager
- The development of strategies to analyse product sales data to minimise both perishable stock waste and stock shrinkage.
- The production of detailed financial reports to assist the Venue Director.
- Forecasting future event revenue using a combination of historic data and spend per head analysis of like for like events.

Job purpose

To lead a team of catering and hospitality professionals in delivering high volume catering operations to a large and varied client base whilst ensuring profitability and year on year growth. To use their experience and expertise to maintain a dynamic approach, always seeking to innovate and produce new revenue streams where possible.

Operational Management:

- To work with the Director to deliver a professional, high-volume catering department.

	• To lead the catering department by using experience and expertise to deliver a wide-ranging offer from retail operations to formal banquets. • To provide effective leadership, advice and support to Catering Operations Management team and Executive Chef, as required • To lead the development of a professional, nurturing culture to promote openness to ideas for change. • Provide direction and management oversight to Catering Management team, managing the delegation of workload, monitoring performance and resolving workload issues as they arise. • Challenge the decisions of Catering Management Team to retain a focus on performance and objectives. • Offer alternative viewpoints and / or methods to broaden awareness and promote the development of their team. • Deliver management team meetings, briefings and development activity as required to maintain focus on key business objectives. • Deliver targets, both operational and financial for each event, and to build an enviable reputation within the industry. • Demonstrate high level numeracy skills in interpreting and analysing financial data with the ability to simplify and summarise for the implementation of the operations team. • Expert knowledge of menu engineering techniques to maintain product profitability, whilst managing popularity • To be an industry expert ensuring that the department remains on trend and to lead innovation.
Resource management:	• To lead on projects introducing new technologies to promote income generating operations. • To identify areas where efficiency savings can be achieved and to lead on the implementation. • Oversee the people management processes within Matcham's such as recruitment, development, and absence management. • Effectively manage performance of the senior catering management and address development and learning issues. • Undertake professional monthly meetings with Director, Catering Operations Manager and Executive Chef • Ensure that all senior catering management are appropriately appraised and supervised through effective management and objective setting. • Ensure that business objectives are clearly communicated and managed to deliver targets as required. • Ensure effective and robust financial management processes are adhered to, in order to deliver against budget. • Make critical decisions regarding financial resources and people management. • Deliver transformational change, through effective modelling of positive behaviours and developing innovative solutions to service delivery. • Manage the delivery of high standards of performance against agreed indicators
Partnerships:	• Collaborate and develop strong working relationships with senior colleagues within the council offering innovative and positive solutions. • Represent Matcham's at inter agency meetings. • Build strong working relationships with other council teams such as procurement and resourcing to deliver required outcomes. • Effectively promote the role of General Manager of Matcham's in sustaining professional relationships across agencies • Work Council-wide to ensure value for money and efficiency objectives are met

Strategic management:	- To lead and be responsible for all catering operations and financial performance at HCC - Be a recognised expert within Event Venue Catering. - Use expertise to establish and implement policies and processes to drive the business through new challenges. - Take the lead to innovate for the development of practice and policy for the catering department. - To lead and drive the annual business planning process and develop and improve service planning including the identification and achievement of new departmental objectives.
Communications:	- Communicate effectively and professionally with other teams and departments to deliver required results. - Provide professional advice and guidance as required. - To represent Matcham's as required with internal and external customers. - Ensure complaints and concerns are managed in a professional manner and dealt with according to agreed timescales
Systems and information:	- Using industry-wide best practice knowledge, ensure the initial development, implementation and ongoing stability of the Venue's Electronic Point of Sale (EPOS) system. - Manage the maintenance of Matcham's EPOS system ensuring data is accurate for stock control management processes. - Interpret monthly stock variance reports to offer improvement management processes. - Direct management teams following periodic financial performance results. - Ensure that all tills EPOS hardware and software are set as required to deliver events to the pre-planned agreement. - Manage the implementation of new systems and ensure that training is robust
Safeguarding:	To ensure the health and wellbeing of the Matcham's team is managed appropriately

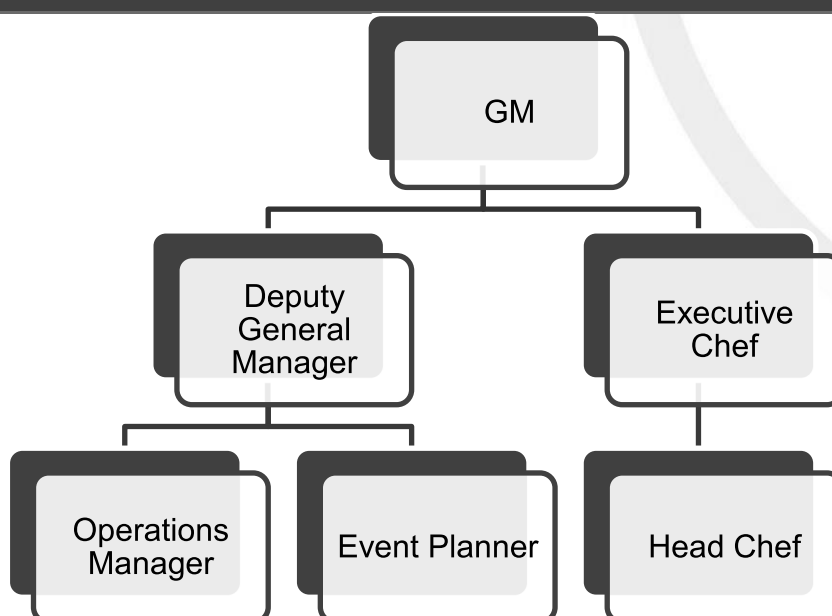
Person specification:	
Essential	Desirable
Knowledge and Experience - Extensive experience in leading senior management teams in high volume catering operations - Expert knowledge and experience in managing processes to deliver varying catering styles. - Knowledge and experience of managing catering department Health & Safety processes. - Expert Knowledge and Experience of managing food operations using a HACCP-based food safety management systems. - Experience in managing large teams of professional chefs. - Experience of budget management and delivery of financial targets - Awareness of food trends and menu development - Strong knowledge of menu engineering processes - Expert knowledge of stock management and in-depth understanding of cost of sales, stock variances and appropriate management techniques to address these areas. - Personal licence holder and knowledge of licencing law	

Occupational Skills • Strong entrepreneurial background with demonstrable experience in developing and implementing new business ideas. • The ability to write and deliver catering business strategy focussing on revenue streams, profitability and legal compliance. • Strategic thinker with a proactive and positive approach • Excellent negotiating skills and an ability to influence outcomes through tact, experience and empathy. • Ability to prepare written assessments, reports and service plans to a high professional standard. • Ability to organise and prioritise workloads effectively, and to meet necessary timescales. • Ability to set targets, manage performance, and appraise industry professionals across different activity areas. • Ability to negotiate and influence at a senior level when planning wide ranging catering offers with corporate clients. • Ability to interpret Electronic Point of Sales data and direct catering managers following subsequent analysis. • Ability to analyse financial performance of department and implement subsequent process change. • Ability to understand and lead strategic change based upon periodic financial performance measures. • Ability to lead, advise and support a diverse range of experienced managers and chefs	
Behaviours • link	
Professional Qualifications • Evidence of professional updating and development • Recognised management qualification, or equivalent experience • Minimum Food Safety Level 3 • Personal Licence Holder • Health & Safety Level 3	• Food Safety Level 4 • IOSH qualification
Other Requirements • Ability to work long hours and lead teams during periods of heavy workloads. • Flexibility to work throughout the year including weekends and Bank Holidays	

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 appraised 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.

	• Represent NYC at policy, operational and co-ordination forums with external agencies and other Council services.
Strategic management:	• 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:	• 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:	• 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. • 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:

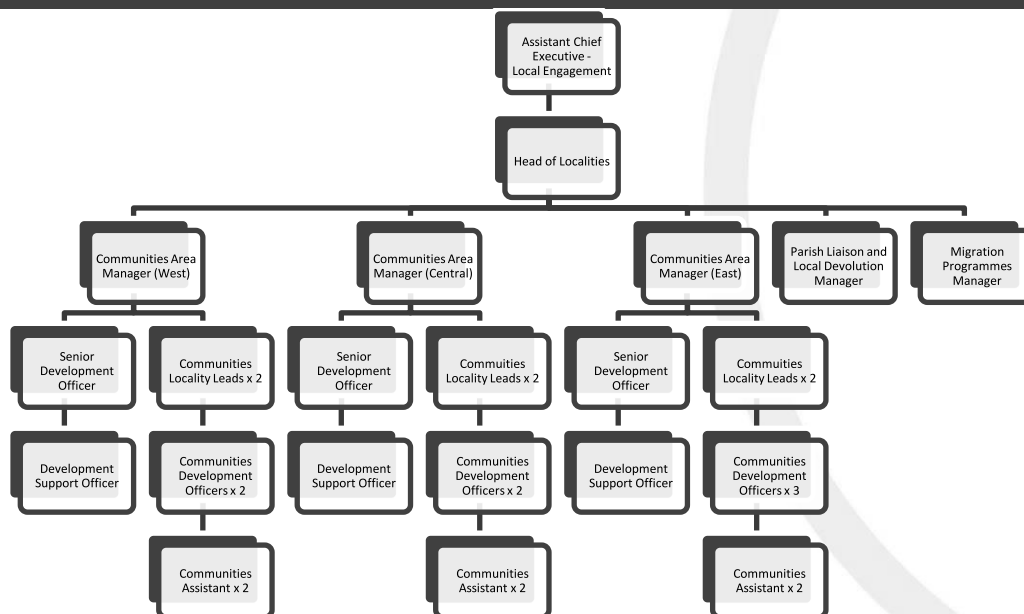
Essential	Desirable
Knowledge and Experience • Knowledge and understanding of how to establish a vision and strategic delivery plan - such as a Theory of Change - and implement this across a wide geographical area with complex partnerships. • Expert knowledge and understanding of the range of approaches 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. • 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.	• Knowledge of public health and population health priorities and programmes and experience of delivering universal and targeted programmes that contribute to reducing health inequalities.
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

• 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.	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.
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:	Music Service Manager
Grade:	SM1
Responsible to:	Assistant Director, Education & Skills
Staff managed:	Manages operational frontline staff
Directorate:	Children and Young People's Service
Service:	Education and Skills
Job family:	SM - Senior Management
Date of issue:	November 2024

Job context

The core focus of this job is to:

- Provide Strategic Leadership of the North Yorkshire Music Service and North Yorkshire and York Music Hub that ensure the delivery of the governments National Plan for Music Education.
- To work with, support and challenge schools in the delivery of their music curriculum, providing opportunities for pupils across the North Yorkshire and York regions.
- To ensure, through effective partnership working, that the Music Hub, delivering its required roles set out by Arts Council England on behalf of the Department for Education (DfE).
- To manage, recruit and train staff in the delivery of high-quality instrumental lessons across the North Yorkshire and York.
- To ensure that the traded service operates at full cost recovery, whilst ensuring the widest possible access to tuition for North Yorkshire and York pupils.
- To manage the budget of a traded service as well as ensuring the effective use of the Music Education Hub grant.
- To report to the Arts Council ensuring all KPIs are met.
- To market, develop and sustain the Music Service, working with wider partners across the Music Hub.
- 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.
- The post is a politically restricted post as defined by the Local Government and Housing Act 1989
- To work across North Yorkshire and York and be a regular presence at County Hall when required.
- A flexible attitude to working time will be required. As part of normal working practice there will be an expectation to attend concerts and residencies on weekends and evenings

Job purpose

To lead the management and development of North Yorkshire Council's Music Service and York Music hub, ensuring the service delivers high quality music lessons and opportunities to pupils in both regions in line with aims, objectives, priorities, and funding for the council

Operational Management:

- To ensure that the Music Service has appropriate plans and systems in place to ensure effective delivery of the National Plan for Music Education

	• To monitor and evaluate the effectiveness of instrumental music teaching across the Music Hub in line with agreed procedures including evaluation against quality standards and performance criteria. • To develop effective partnerships with outside agencies, including partners in the Music Hub, and monitor the effectiveness and impact of those partnerships. • To lead the development of the Music Service traded offer and ensure that the traded service operates with a balanced budget. • To lead and manage strategies that lead to improvements in music curriculum in schools and pupil learning. • To lead in the development of performance opportunities at local, national and international level, for all pupils. • To undertake any other duties related to Quality Assurance as they arise. • To manage the Music Service staff team • To sit on the extended leadership board of Education and Skills, contributing to the department's outcomes. • To maintain, manage and procure instrument stock in line with Arts Council policy. • 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 North Yorkshire and York 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. • Ensure that effective performance management and staff development systems are in place and implemented. • 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. • To identify spending plans in line with music service initiatives and development plan. • To investigate alternative income streams in line with Government and Local Authority procedures. • To ensure Arts Council funding for Music Hubs is spent to ensure that grant conditions are met. • To commission partners, where appropriate, to deliver extension or core roles using Arts Council Hub funding. • To identify staff development needs and secure/lead on the provision of appropriate programmes of support to meet those needs. • To ensure an effective programme of Performance Management is implemented and to act on findings related to its outcomes. • To oversee all the developments expected of a Hub Lead Organisation, making sure partnerships with York are maintained and delivery of the National Plan for Music in both York and North Yorkshire. • To effectively manage the Music Service leadership team and teaching staff. • To liaise with Business Support Services to ensure the effective running of back-office functions for the Music Service • 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. • 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:	• To represent North Yorkshire Music Service and North Yorkshire/York Music Hub at regional and National events as required. • To provide support for other music services when required and at no detriment to North Yorkshire. • To communicate with a range of regional and National organisations, arranging partnership agreements with them as required to deliver the National Plan for Music Education. • To liaise with Head Teachers, Heads of Department and Music Co-ordinators across North Yorkshire and York on matters related to the service delivery in their establishment. • To attend concerts at schools, music centres and other events as appropriate. • To support the development of the North Yorkshire/York Music Hub at a regional level and through the development of partnerships with organisations outside of the county. • To identify opportunities to develop funding streams that support the core and extension roles of the National Plan for Music. • To undertake appropriate training and support other services in NYC, when required in relation to HR investigations and acting as Chair or a Panel member at hearing and appeal panels. • 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.
Strategic management:	• To lead and manage the Instrumental Music Service in the delivery of services to schools and parents. • To identify and support Lead Schools for Music and help them to run effective training and leadership in their region, for neighbouring schools. • To write the annual Music Service Improvement Plan (MSIP) setting out delivery targets for the year. • To write and update the Local Music Education Plan for North Yorkshire and York, reporting back to Arts Council as required. • To develop, implement and monitor an appropriate Music Service plan, taking into account CYPs and education plans and the National Plan for music Education. • To undertake a detailed annual data return to Arts Council England, demonstrating the progress and successes of the whole music hub as well as identifying areas for development. • To develop and implement hub plans, including the hub business plan and SMART targets in partnership with community groups and other professional organisations. • To monitor and develop plans relating to staff pay and conditions as and when appropriate. • To develop and implement a rigorous quality assurance programme, relating to Performance Management of Music Service staff. • To ensure expenditure plans are related to outcomes and reflect the changing nature of music provision.

	• To develop a fully inclusive service, broadening the range and variety of services and ensembles available through Music Centres, Schools, Clusters and other establishments, including services to adults, pre-school and young people outside of mainstream education. • 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 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.
Communications:	• To promote the North Yorkshire/York Music Hub to all stakeholders across the county and nationally • To provide reports and briefing papers as required to Exec Members, Director CYPS, AD E&S, Arts Council England • To provide reports and briefing papers as required to Exec Members, Director CYPS, AD E&S, Arts Council England • To ensure that all staff are familiar with the aims and objectives of the Music Service and Music Education Hub. • To liaise with Heads, Teachers, Music co-ordinators in primary and secondary schools and other settings, on all matters related to the service. • To develop a programme of opportunities for stakeholders to feedback to the service and act on feedback where appropriate, developing service strategies and improvements. • To produce regular newsletters and hub magazine informing on and celebrating the work of young people engaged with the music service. • Where appropriate, to liaise with Heads and Departmental Heads in schools to overcome staffing issues or other concerns and to develop effective lines of communication so that there is clarity of vision, which is communicated to all parties. • To liaise with Head Teachers, Heads of Department and Music Co-ordinators on matters related to the service delivery in their establishment. • To communicate with the regional leaders of the teaching unions in matters relating to staffing changes effecting the service. • Communicate strong leadership which motivates and inspires the service and education colleagues to secure a shared vision for the service. • 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.
Systems and information:	• To use Oksidia Eepos to manage staff as required and develop strategies. • To use Oksidia Eepos to manage staff as required and develop strategies. • For staff development and Music Service income generation. • To manage a team effectively through MyView and other HR management systems. • 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 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 and the Arts Council
Safeguarding:	• To be committed to safeguarding and promote the welfare of • children, young people and adults, raising concerns as appropriate. • To ensure all Music Service staff are trained and kept updated with Child Safeguarding developments

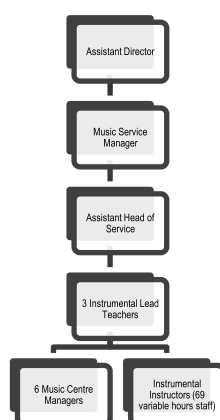
Person specification:	
Essential	Desirable
Knowledge and Experience • Knowledge of National Initiatives including Wider Opportunities, Music Hubs • Knowledge of the key areas outlined in the National Plan for Music Education. • Knowledge of the National Curriculum for music across primary and secondary education. • Knowledge of the Music Mark criteria for successful instrumental teaching. • Knowledge of effective teaching strategies for instrumental music teaching • Knowledge of Ofsted criteria for effective music departments and hubs • Recent proven leadership and management responsibilities at a senior level within a large local authority, schools, college, or training organisation e.g., head of music department, head of faculty/subject, head of music centre, Lead Instrumental Teacher • Proven successful experience as a classroom and /or instrumental music teacher. • Proven and effective experience of the management of people and resources in a changing environment. • Leading work with partners on issues of mutual interest, which require building collaborative partnerships. • Experience of strategic planning, policy development and implementation • Good understanding of the delivery of performance management that supports strategic and operational targets. • Experience of promoting and safeguarding the welfare of pupils	• Knowledge of current guidance and legislation with respect to funding for music services • Experience of organising large scale events for children and young people with a number of organisations and in a variety of settings • Financial Management of significantly large and complex budgets, including managing income streams with considerable variations • 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.
Occupational Skills • 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.	• Demonstrate the ability to self-evaluate. • Ability to teach/play more than one instrument.

• 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.	
Behaviours • <u>link</u>	
Professional Qualifications • Diploma or equivalent instrumental ability • Degree	• Degree in Music • PGCE or experience in classroom teaching.
Other Requirements • Experience of promoting and safeguarding the welfare of pupils. • Ability to travel across the county and York and work from 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 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 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.

	• 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. • 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:	• 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
Safeguarding:	• 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

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

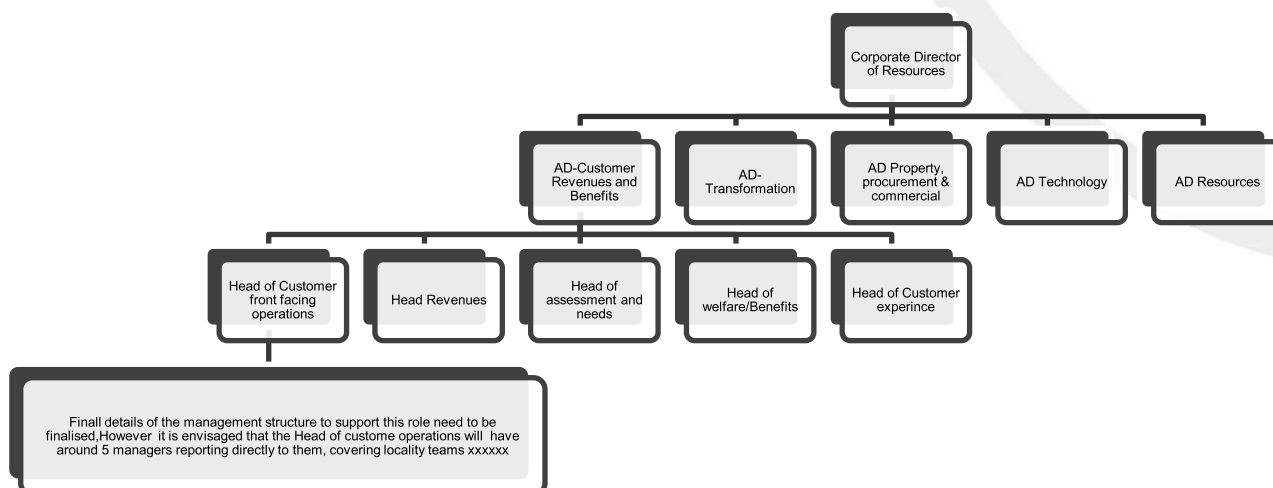
Desirable

• 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 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



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 fronts 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 eight 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 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.
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 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, 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
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. - 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:	- 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
Safeguarding:	- 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, 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

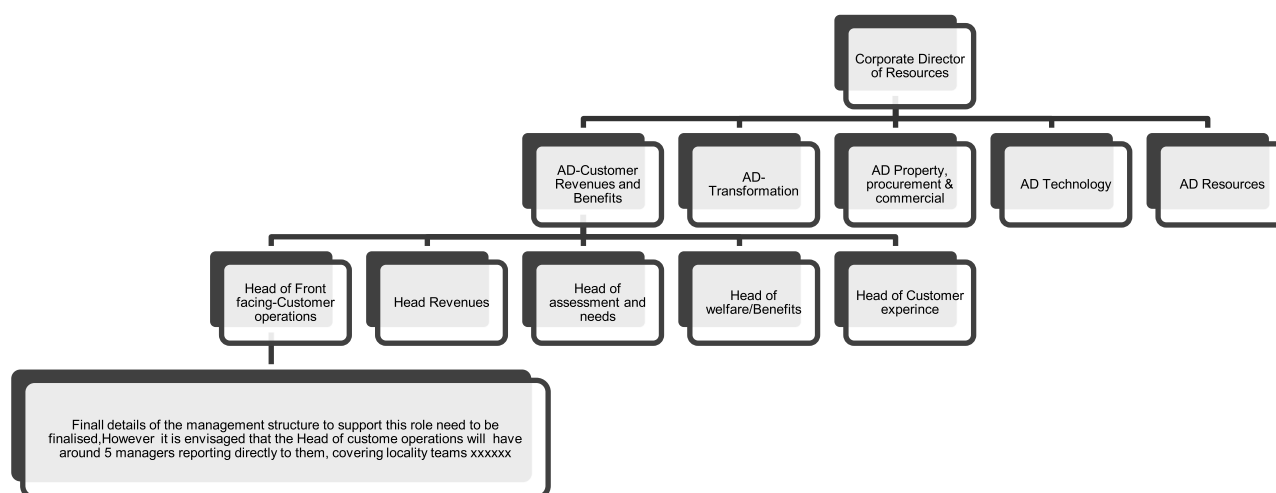
Other Requirements

- 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



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.

	• 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
Resource management:	• 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.
Partnerships:	• 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
Strategic management:	• 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.

	Responsible for the Wellbeing, Health & Safety of Staff in line with the Health & Safety Policies and practices
Communications:	- 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:	- 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:	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 - 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 politically 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

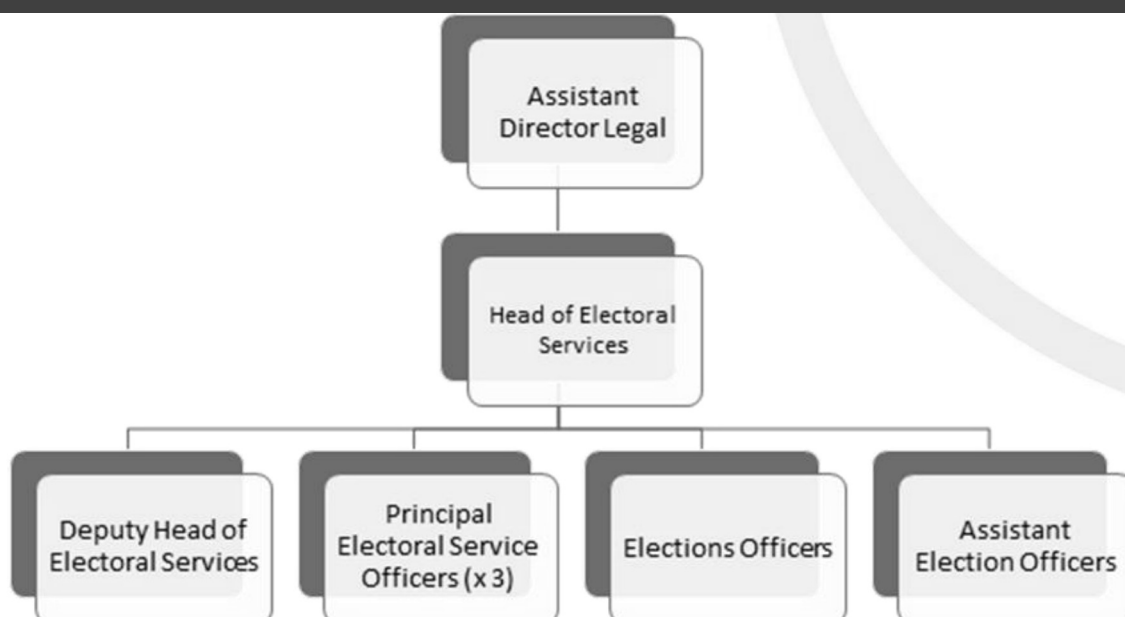
Other Requirements

- 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 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, as well as specific support to the council's **five** 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.

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 and client groups.

Core products:

- Financial plans
- Financial management reports
- Final accounts
- Service/project/unit costings.
- Financial advice, guidance, insight, and challenge

Operational Management:

Lead provision of financial management advice and support to clients in the context of the specific team, including:

- 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
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 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. • Support and liaise with Lead Business Partners as required to ensure that financial support is carried out consistently and effectively.
Strategic management:	• Lead on relevant legislative changes (within the context of the post) and guidance from government that impact upon client finances.
Communications:	• 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:	• 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:	• 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



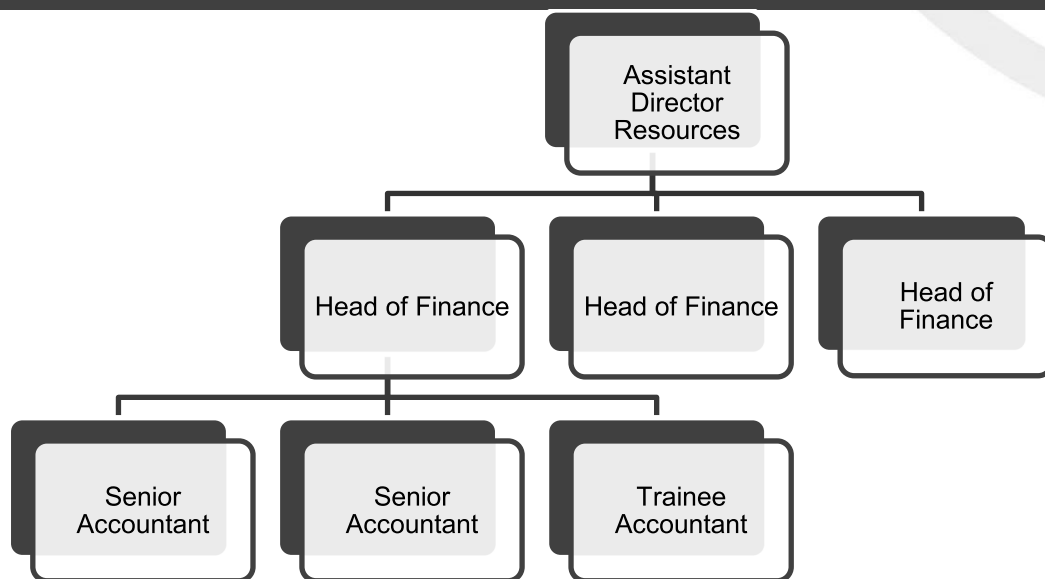
Behaviours

[link](#)

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 Financial Consultancy for Schools
Grade:	SM1
Responsible to:	Assistant Director Resources (CYPS)
Staff managed:	Manages a team of specialist professionals
Directorate:	Central Services
Service:	Resources
Job family:	SM - Senior Management
Date of issue:	June 2025

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 • 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, c Resources as and when required, attending meetings requested by elected members and schools, attending CYPLT or other senior management meetings. • Deputise for Corporate Director, Resources as and when required.
Resource management:	• Line manage those staff assigned to the post and to lead, motivate and manage the performance of staff in the FMS Team
Partnerships:	• 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:	• Support NYC'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:	• Oversee the financial management systems (RM Finance) (including disaster recovery arrangements) and data transparency for the finance function.

Person specification:	
Essential	Desirable
Professional Qualifications • You have AAT Full Membership or degree with evidence of continuing professional development	
Knowledge, Experience & Skills • You have a finely tuned understanding of how professional standards should be applied in order to ensure high standards of probity and organisational effectiveness • You lead the organisation in ensuring that there is a sound financial strategy in place for the organisation. You critically evaluate the deployment of resources across the board and actively shape future direction	

- You commission financial systems and work alongside other system stakeholders to ensure the organisation joins up its business intelligence
- You have experience of a range of techniques to make improvements to services and drive forward performance
- You have written or evaluated a comprehensive piece of work in relation to a strategic programme or issue. You have a comprehensive knowledge the relationship between service performance and cost of which you have made frequent applications during your work experience
- You spend a good proportion of your time on seeking ways to improve services and outcomes and have personally delivered significant benefits and improved outcomes for the organisation
- You are well connected within the organisation and have a valuable external network to draw upon. You have specifically achieved strategic benefits for the organisation through your relationships
- You can hold a large and diverse audience using creative presentations so all are fully engaged. You are confident in delivering relevant material to members and other key decision makers
- You exemplify the values of the organisation and are seen as a leader across the organisation in how they should be followed, lived and breathed
- You identify the needs and resource requirements of your customers and prioritise resources to deliver agreed outcomes. Your productivity is of the highest order and is an example to all those you lead and work with. You focus your whole team correctly and drive their productivity. You can set out a range of tangible contributions to the delivery of the organisations strategy
- You lead on delivering best in class services which are valued by the customer. You ensure that there is a routine awareness of customer's views and encourage challenge
- You are seen as a leader. You have the ability to drive a complex programme through leadership and also demonstrate that you have deployed the right leadership approach for the circumstances
- You see the strategic picture and have the ability to manage an entire service of team members to best effect over the long term
- You have been responsible for leading and managing all aspects of the engagement of key third party partners within a major strategic programme

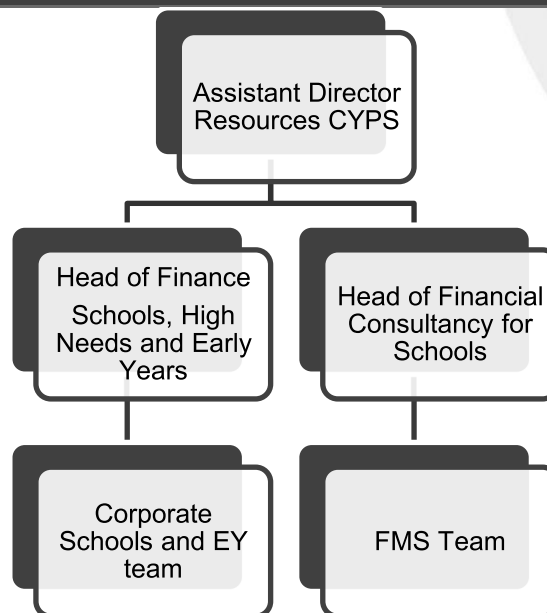
Behaviours

- [link](#)

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 councils housing retrofit strategy, including partnership working and commissioning to deliver the councils strategic aims and contribute to its next 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 the 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 landlord's 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.
- 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:	• 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:	• 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 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.	
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 work either at evenings or weekends. • Committed to the Council's corporate vision and objectives. • Highly motivated and not easily discouraged.	Link

- 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.

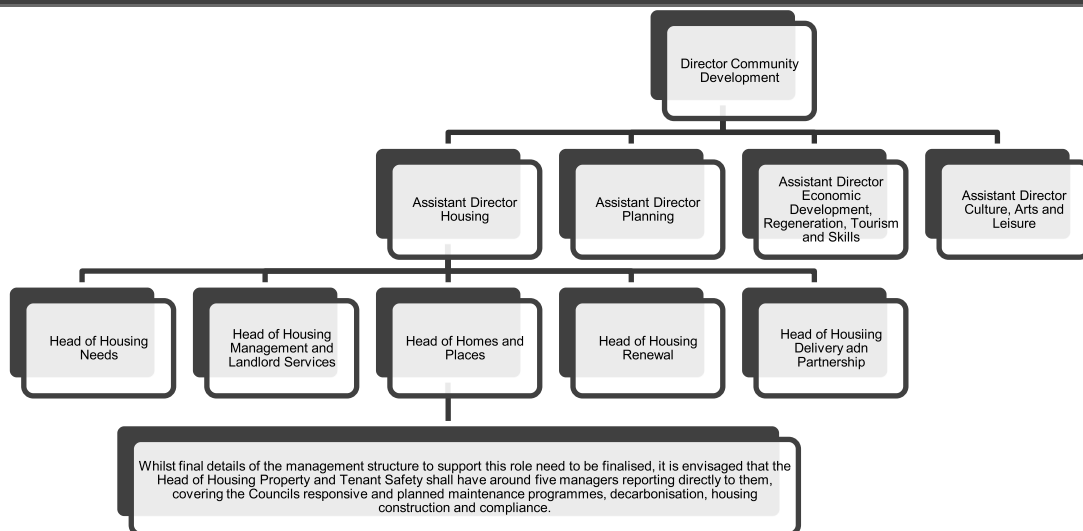
Professional Qualifications

- Professional qualification at degree level or equivalent in a relevant subject and management qualification.
- 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 Legal (Major Projects & Governance)
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 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.

Job Purpose

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 the high profile, politically sensitive and high value capital projects (including construction and regeneration).
- company law advice in relation to the Council owned companies and other corporate delivery models.
- local authority governance including in relation to the Council status as harbour authority.
- combined authority governance and projects.
- 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 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
Resource management:	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, 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: ➤ health and safety ➤ equality and diversity ➤ and all other relevant Council policies
Quality Control and Customer Care:	To play an active part in ensuring that NY LDS 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. ➤ 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
Professional Duties:	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 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.
Systems and information:	To assist NY LDS in the achievement of all e-Government policies and practices and, in particular, is required to use ICT systems including: • 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.
Strategic Management:	• 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
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).

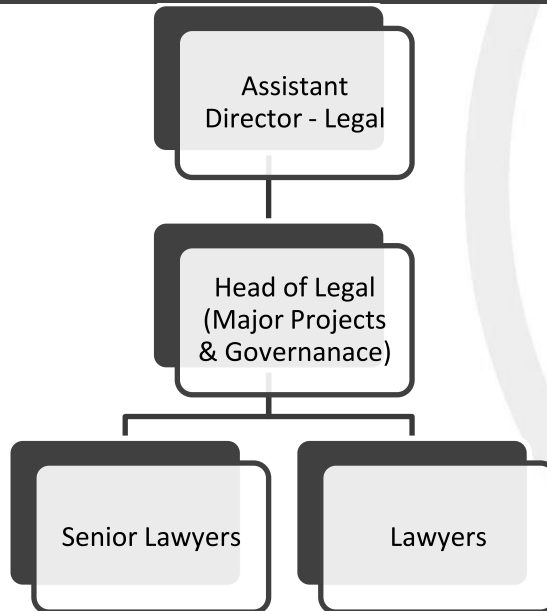
Person Specification:	
Essential	Desirable
Knowledge • Knowledge of Local Government law areas. • Expertise in law in some of the main subject areas of responsibility e.g., regeneration projects, large scale infrastructure development, construction projects, joint ventures/partnerships and other commercial 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	• Familiarity with ICT systems including research tools, internet, and time costing systems.
Occupational Skills	

• 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	• Time management skills.
Behaviours <u>link</u>	
Professional Qualifications • Educated to degree standard or equivalent • Solicitor or barrister or equivalent qualification	
Other Requirements • Professional appearance and manner.	• 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 (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. 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.

Job Purpose:

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 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 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, 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: • 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 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.

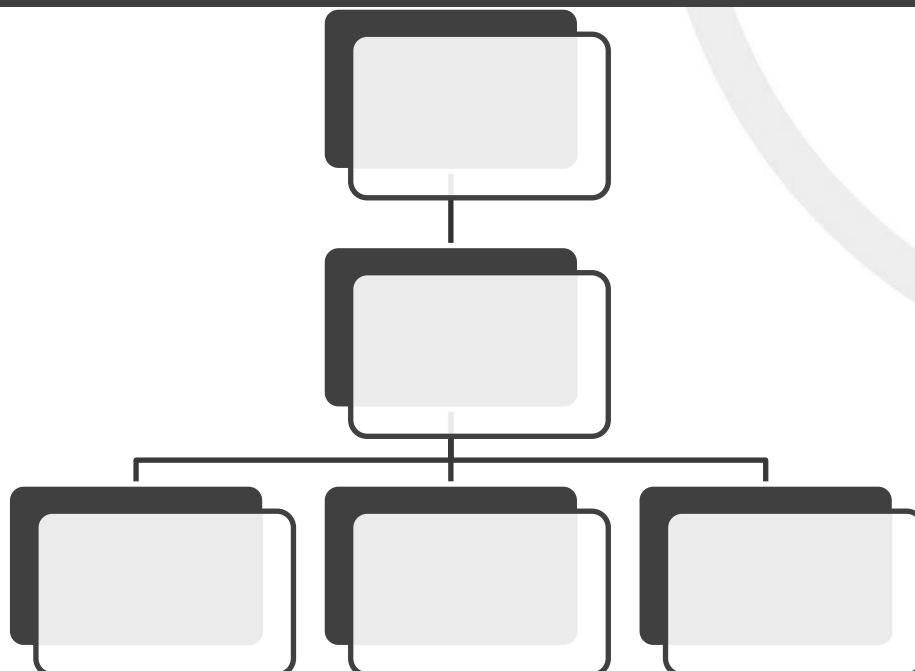
Person Specification:	
Essential	Desirable
Knowledge and Experience - Knowledge of Local Government law areas. - Expertise in law in some of the main subject areas of responsibility e.g., planning and highways, environment, property, and associated litigation. - Knowledge of local government and administrative 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.	Familiarity with ICT systems including research tools, internet and time costing systems.
Occupational Skills - 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.	
Behaviours • link	
Professional Qualifications • Educated to degree standard or equivalent. • Solicitor or barrister or equivalent qualification	
Other Requirements	• Flexible approach to working practices and times. • Understanding of and commitment to public sector values. • Driving license.

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.

	• 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 appraised 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.
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 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.
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. • Represent NYC at policy, operational and co-ordination forums with external agencies and other Council services.
Strategic management:	• 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.

	• 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:	• 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:	• 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. • 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
Knowledge and Experience • 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.	• 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.

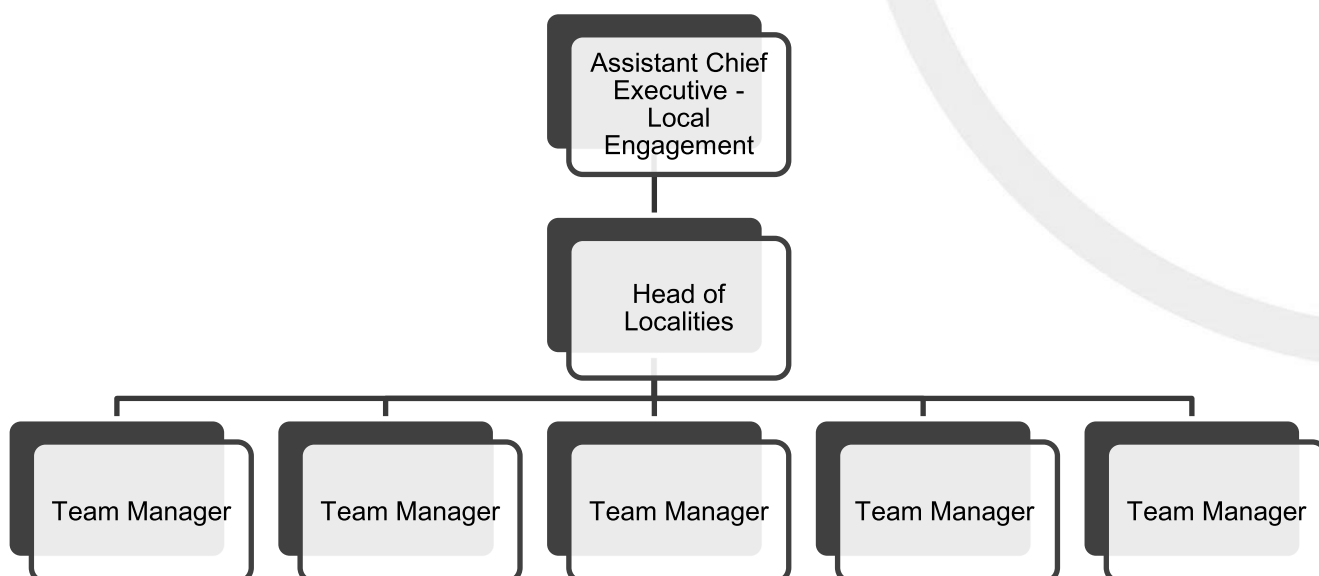
Other Requirements

- 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:	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. • 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.

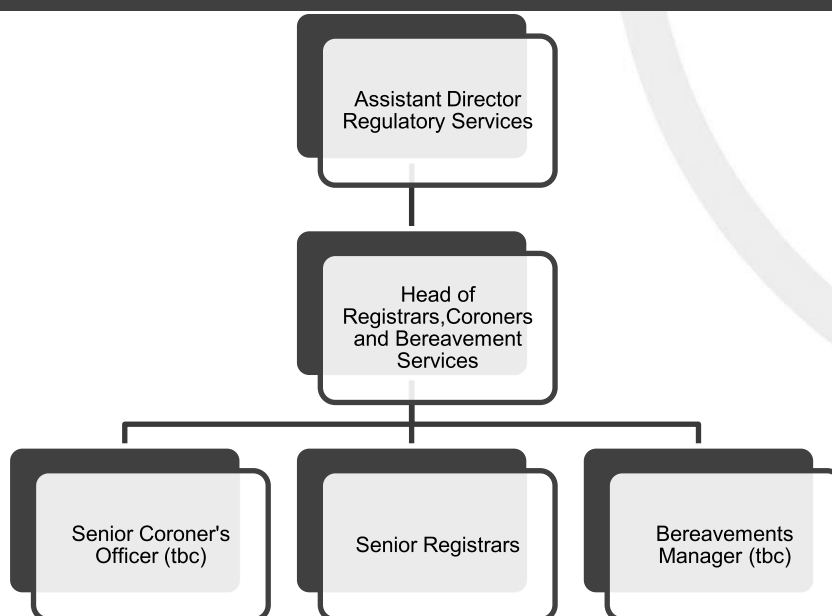
Partnerships:	• Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including 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.
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.
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. • 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 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 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	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. - Ability to negotiate and influence at a senior level with council chief officers and senior politicians.	
Behaviours Link	
Professional Qualifications Professionally qualified to degree level in a relevant specialism or equivalent	A Management or post graduate qualification
Other Requirements - 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 Traded Service
Grade:	SM2
Responsible to:	Assistant Director Strategic Resources
Staff managed:	Manages a group of managers
Directorate:	Central Services
Service:	Strategic Resources
Job family:	SM - Senior Management
Date of issue:	April 2024

Job context

This post will manage the catering, cleaning and grounds maintenance services and has direct budget responsibility of £28m. The chief responsibilities will include:

- Overall responsibility for the traded service, through a senior team of operation managers
- Services to NYC in respect of catering, cleaning and grounds maintenance including oversight of any related procedures, through the supervision of staff, responsibility for delegated aspects of budget management and contributing to practice and performance improvement.
- 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

Responsibility for direct line management of 6 staff (£275k). Staff employed across all traded services is approx. 1,300.

Job purpose

To lead and manage the Facilities Management Traded Service of NYC, including Catering, Cleaning and Grounds Maintenance.

Operational Management:

- To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the Service Unit and the Directorate.
- To give leadership, management and direction to the traded services through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal with regard to the traded services.
- To set balanced budgets for each area of responsibility and to ensure the effective management of the budgets in line with Council requirements at the time.
- 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.
- To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness.
- To ensure the development and maintenance of management information systems required within the service, including setting out requirements and commissioning T&C.

	- Responsible for ensuring that relevant procurements are carried out in line with Contract Procurement Rules and other legislative/EU requirements. - Responsible for ensuring the effective management of these contracts and framework agreements. - Represent the Assistant Director - SR at meetings as required. - Represent the service and Directorate at appropriate groups, contributing to corporate policy and implementing Directorate policy.
Resource management:	- Staff Management – To provide leadership, management and direction to all staff within the Traded Service, 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 - Performance Management - to determine standards and Key Performance Indicators (KPIs) for all sections of the Traded Service 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.
Partnerships:	- Liaise with customers and work within a broad range of services. - Represent the team/service at intra and inter agency meetings. - Effectively promote your role in sustaining good relationships across agencies.
Strategic management:	- Act as a recognised expert within a specialist field. - To manage and direct senior managers and staff in Traded Services. - Develop and implement policies and procedures at service level. - Contribute to the development of practice and policy across the service. - Contribute to the annual business planning process and to service planning including the identification and achievement of team objectives.
Communications:	- Actively contribute to relevant management teams within Strategic Resources. - To prepare reports and advise the Executive, any Committees or Member Working Groups of the Council, as appropriate, on policy and performance within the remit of this post and such other matters as directed by the Assistant Director Strategic Resources.
Systems and information:	- Use systems and information as appropriate to quality assure the work of other staff. - Effectively evidence management oversight of critical decisions and practice. - Encourage the team to share information and best practice. - Ensure service information is available to service users, their families and the general public as appropriate.
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 • In-depth knowledge of Budget Processes including Preparation, Management and Monitoring; and commercial practices and risk assessments. • Knowledge of Procurement and Contract Management relating to property and catering issues. • Information Systems and Needs Analysis. • Extensive understanding of relevant legislative requirements relating to property issues. • Well-developed and practically applied knowledge of leadership skills that encourage commitment from others and promote a positive and motivated organisational culture. • 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 Contractual Law, Policies and Procedures. • Extensive Experience of facilities management in a large organisation covering multiple locations. • Demonstrated commercial experience such as the management of a Traded Service in a Local Authority. • Extensive experience of all aspects of financial, resource and staff management, including successful management of a significant budget and effective performance management of staff. • Demonstrated experience of successful management of contractors and consultants.	• Detailed knowledge of Local Authority Policy and Administration Procedures. • Local Government Experience.
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. • Leadership Skills/Promotion of Organisation Policy Objectives. • Strong People Management skills e.g. Target Setting, Performance Appraisal and Quality Standards, Staff Development and Motivation. • High level of Customer focus. • Communication and Presentation Skills (written and oral). • Preparation of Written Reports. • Service Performance Planning. • Highly developed partnership working with other Directorate staff and External Organisations.	
Behaviours • link	

Professional Qualifications

- NEBOSH
- Facilities Management Level 4
- Food Safety Level 4
- Cleaning Safety qualifications
- Evidence of further development

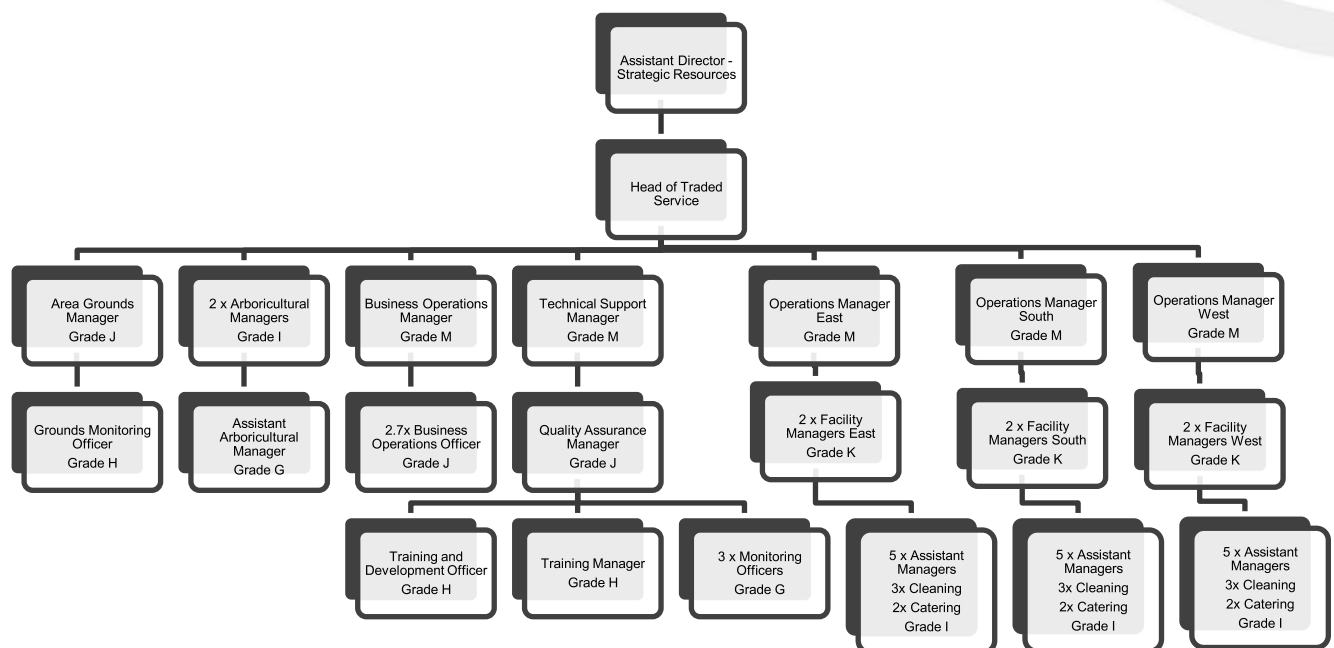
Other Requirements

- 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



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 Transformation Portfolio Management
Grade:	SM2
Responsible to:	Director of Transformation
Staff managed:	Manages a group of managers
Directorate:	Central Services
Service:	Transformation
Job family:	SM - Senior Management
Date of issue:	July 2024

Job context

With North Yorkshire Council's transformation from eight separate local government organisations into one unified authority in April 2023, our team are at the heart of all planned change programmes across the entire remit of NYC (North Yorkshire Council), assisting and supporting organisational evolution to provide new or improved efficiency and effectiveness to deliver better customer experiences, deliver cost savings and make continuous improvements. The Transformation team interact with numerous different stakeholders: employees, customers and third parties, as well as NYC's centralised support hubs such as legal, property, procurement, technology, and HR. We support 10,500 staff and 625,000 citizens.

This post is based within Transformation Service and a key member of the Transformation Senior Leadership team. This service provides PMO, digital, change management and Data services across the council and increasingly to external organisations. Transformation implements a range of change management solutions and business improvement projects and programmes many of which are complex in nature. The current customer base is approximately 10,000 NYC staff.

The key role for Transformation Portfolio Management is to provide the mechanisms to ensure that the council's strategic objectives are translated into an appropriate set of change initiatives to facilitate delivery and benefit realisation. This includes the development of the Transformation Portfolio pipeline of activities, planning and alignment of activities and resources at a portfolio level.

A strategic priority for Transformation is the implementation and continuous improvement of a portfolio management system to ensure delivery of efficient and effective Transformation services. The management framework includes policies, processes, tools and supporting procedures that are used to operate and control Transformation services provided to customers. It also provides a robust mechanism for the identification, design, development and implementation of new and changed Transformation services.

The Transformation Portfolio Management function provides oversight and control of the Transformation Portfolio, this includes a wide variety of activities including technology, Organisation Development, continuous improvement, business change etc. as a key driver to improvements in operational service delivery and the user experience as well as service redesign and a wide range of change activities. Transformation Portfolio Management works closely with project management, business change, Data & Intelligence, Service re-design and other resources in

Transformation, as well as senior managers, Heads of Service, managers and staff within service areas to ensure the effective delivery of the organisational Transformation change portfolio.

The post holder will manage operational budgets of circa £2,000,000.00 covering the following areas:

- Transformation Development
- Portfolio Management – Management of the organisation’s portfolio delivery plan ensuring that change initiatives are strategically aligned and prioritised and that portfolio-level dependencies, risks and benefits are managed effectively. Provides oversight and decision-enabling support for all business change within the organisation. Ensures effective governance is in place for the management of change and hosts a centre of excellence for **Transformation** standards on behalf of the whole function.
- Planning & Resource Management – Based on the pipeline of activities being developed plans and schedules portfolio change activity to meet the need of the council within the resource constraints of the council. Ensures that Transformation resource capacity and skills to meet current and future service requirements, and organisational capacity to deliver prioritised change initiatives, are identified, understood and addressed, including the consideration of external resource opportunities.
- Development and Innovation – Works with Senior leaders to align the transformation portfolio against the council's strategic objectives. Working across the council to shape a pipeline of activities for delivery and ensuring all potential benefits are realised as they move through delivery, transition and adoption. Carries out horizon scanning activity to ensure that the council take opportunity for innovation in delivering its strategic objectives.

The post holder will also monitor allocated change portfolio budgets ensuring that spend is aligned with agreed priorities.

This role will take a lead on ensuring that portfolio management practices are aligned and that together they support the organisation to manage change effectively. This role will also have responsibility for ensuring a joined-up approach to the delivery of an effective and high performing Transformation portfolio.

We operate a hybrid working policy and base location will be determined by your manager on business need.

Job Purpose:

The core focus of this job is to lead on the development and implementation of portfolio management policies and practices, ensuring that these are aligned and that together they support the organisation to manage change effectively and enable Transformation to deliver effective and efficient services. The post holder will also have responsibility for developing the pipeline of transformation activities, planning and managing an overall portfolio delivery plan, ensuring that change initiatives are strategically aligned and prioritised and that dependencies, risks and benefits are managed effectively

Operational management:

Portfolio Management

- Manage an overall portfolio delivery plan to ensure change initiatives are strategically aligned and dependencies are managed effectively.
- Set parameters for the prioritisation of resources and prioritisation of the changes to be implemented.

- Lead on the management of benefits for the portfolio, working with senior managers to ensure development of robust business cases and the realisation of anticipated benefits.
- Lead the on-going monitoring and review of portfolios for impact on current business activities and the strategic benefits to be realised.
- Implement effective portfolio governance arrangements supported by effective reporting.
- Implement effective assurance arrangements for portfolio and report findings and recommendations to senior management.
- Ensure the provision of effective support for managing and monitoring portfolios.
- Establish and host a centre of excellence for delivery of the Transformation portfolio, working with senior leadership team colleagues to ensure appropriate ownership and updating of relevant professional standards for each team.
- Lead specific Transformation work as part of the Council's change and Transformation programme.

**Resource
management:**

- Lead the definition, implementation and review of efficient and effective resource management practices for Transformation and the organisation's change portfolio.
- Ensure that Transformation resource capacity and skills to meet current and future service requirements are identified, understood and addressed, whether internal or external resource.
- Ensure that organisational capacity requirements to deliver prioritised change initiatives are identified and understood and that this informs prioritisation and scheduling of changes.
- Manage the PMO, Resources, and Innovation & Development teams ensuring that portfolio management practices are efficient and effective and make a tangible difference to the delivery of change and management of operational services.
- Provide leadership, coaching and direction to staff, through their team structure, of the Transformation Portfolio Management service through effective people management including workforce planning, timely recruitment, performance management (setting, monitoring and reviewing service and individual objectives and appraisal), regular engagement, and individual and team development.
- Responsible for the performance of their team.
- To be proactive in the promotion of continuous personal development of all team members, including self.
- Manages budgets as delegated ensuring that expenditure is kept within existing allocations.
- Manage all aspects of spend and budget relating to maintaining the service including forecasting and future planning.
- Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility and account to the Director of Transformation for the financial performance of the service.
- Monitor allocated change portfolio budgets ensuring that budget is allocated according to agreed priorities.

	Develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness.
Partnerships:	- Work with colleagues in corporate functions and Directorates to ensure effective prioritisation, governance and oversight of the change portfolio. - Ensure that the change portfolio is aligned with other activities taking place across Transformation to enable an effective balance of change and business as usual. - Collaborate with partners and external organisations to ensure best practice is followed. - As appropriate, participate in external assurance reviews for partner organisations. - When resources allow lead on the opportunities for the provision of Transformation services to external bodies as an income generating possibility.
Strategic management:	- Lead on development of Transformation Portfolio in alignment with the council's Corporate Objectives. Working with senior leaders to facilitate delivery of the council's vision. - Lead the definition, implementation and review of NYC's portfolio management framework. - Ensure that the structure of portfolios is aligned with business strategy objectives and with emerging data, digital and innovation opportunities. - Lead the development and implementation of workforce strategies to ensure that Transformation resource capacity and skills to meet current and future service requirements are identified and addressed. - Lead on the achievement and maintenance of compliance against national and international standards. - Personally, and through team members deliver the targets set 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 and be accountable for implementing service strategy. - Deputise for the Director of Transformation as required and appropriate. - Develop Team Plans to enable continued service development aligned with wider functional and organisational objectives. - Personally, and through team members deliver the targets set down in service and team plans, monitoring and addressing under performance where appropriate. - Lead in the development of new ways of working that maximise efficiency and effectiveness. - Negotiate and influence at a senior level to support and drive delivery of Council priorities. - Provide advice, guidance, consultancy support and act as an advocate to the wider organisation on relevant professional standards and their implementation. - Own the project and programme management practice by: - setting, developing and embedding relevant project and programme management methodologies, approaches, standards policies and procedures across the service and wider organisation as appropriate, - providing advice/guidance to ensure that compliant processes have been developed and adopted and that these are fit for purpose, - reviewing effectiveness of practice and identifying opportunities for continuous service improvement,

	○ leading the development and implementation of strategies and plans to ensure consistent, high quality and effective project and programme services, ○ ensuring the promotion of the plan and service to all stakeholders. • Contribute, as a member of the Transformation leadership team, to determining strategy, setting objectives and targets and to the development of policies across the Transformation function.
Communications:	• Engage and influence other senior Transformation managers to ensure the service management system is implemented effectively and continuously improved. • Engage and influence senior managers across the organisation to ensure the change portfolio will deliver agreed business objectives. • Recommend and implement corrective action by engaging and influencing senior management. • Ensure timely and appropriate communication and engagement with key stakeholders. • Lead on the delivery of the Communication Strategy for the Transformation portfolio.
Systems and information:	• Lead on the identification, implementation and use of management tools and applications. • Ensure that service management and portfolio 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.
Safeguarding:	• To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

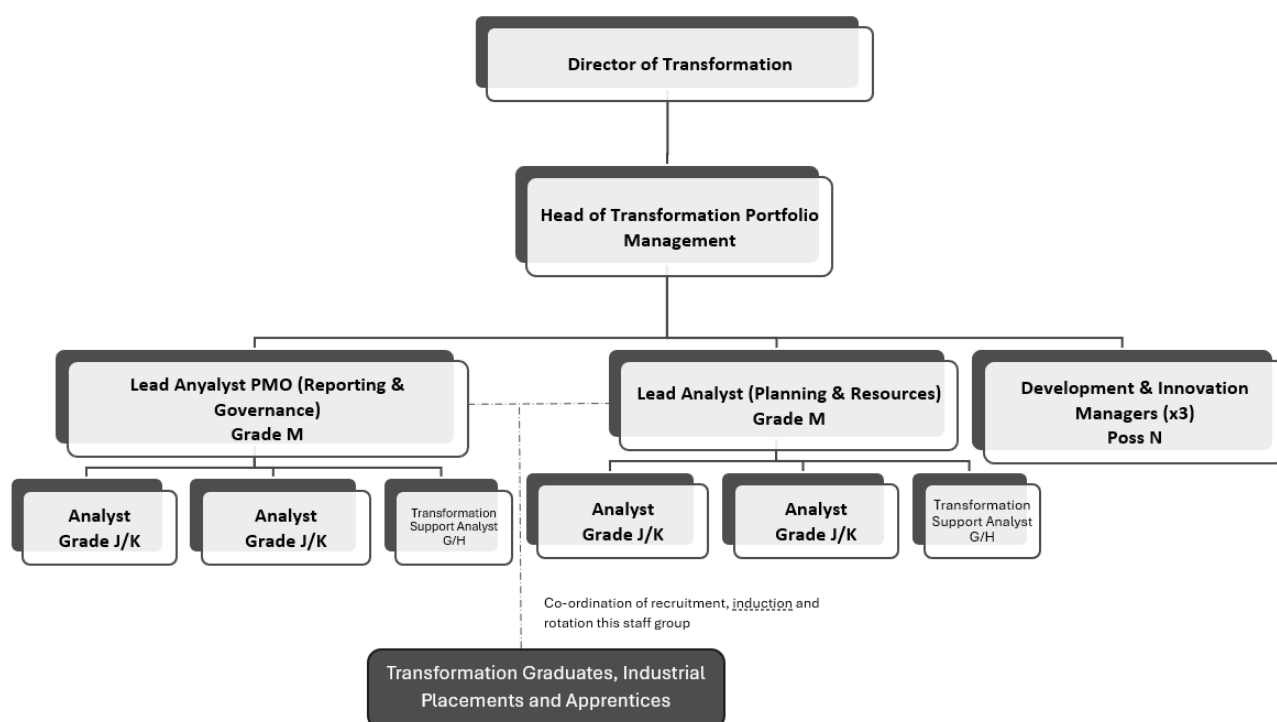
Person Specification:	
Essential	Desirable
Knowledge and Experience • Significant knowledge of current good practice standards both at local and national level in relation to the business of the service. • Understanding of portfolio, programme, and project management methodologies. • Knowledge of statutory requirements, including equality standards. • Knowledge of effective management of staff, budgets and resources. • Experience of leading a PMO function in a fast paced, multi-disciplinary environment. • Demonstrable experience of operating at a senior level to implement cross-service change initiatives. • Experience of effective resource planning and management for a complex change portfolio. • Significant experience of implementing quality assurance standards and processes and leading internal and external quality assurance reviews.	• Knowledge and understanding of local authority policies, procedures and relevant legislation.

• Significant experience of continuous improvement and making recommendations based on user feedback, senior management requirements and industry standards. • 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.	
Occupational Skills • Effective leadership skills and the ability to promote organisational policy and objectives. • Effective organisational skills to manage diverse operational functions. delivering strategic objectives. • Effective change management skills. • Excellent communication skills. • Excellent negotiating and influencing 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. • Ability to coordinate, monitor and review the use of resources.	
Behaviours <u>Link</u>	
Professional Qualifications • Educated to degree level or equivalent experience. • Recognised management qualification.	• Has, or is working towards, a PMO related qualification.
Other Requirements • • Ability to travel for work purposes including the County. • Ability to attend meetings outside of normal business hours. • Professional values and attitudes in line with NYC expectations. • Ability to work both on own initiative and as part of a team. • Ability to work to specified deadlines. • Evidence of self-development, and professional updating.	

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:	Place Shaping and Growth
Job family:	SM - Senior Management
Date of issue:	April 2023

Job context

- The council's 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 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, Corporate Director 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 Place Shaping and Growth workstreams and all other relevant council functions to support priority projects.
- Contribute to the overall operational efficiency of the wider service, particularly in relation to business continuity and emergency planning
- Play a strategic role on the 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 service 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 service 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

Knowledge and Experience

- 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.

Occupational Skills

- 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

Desirable

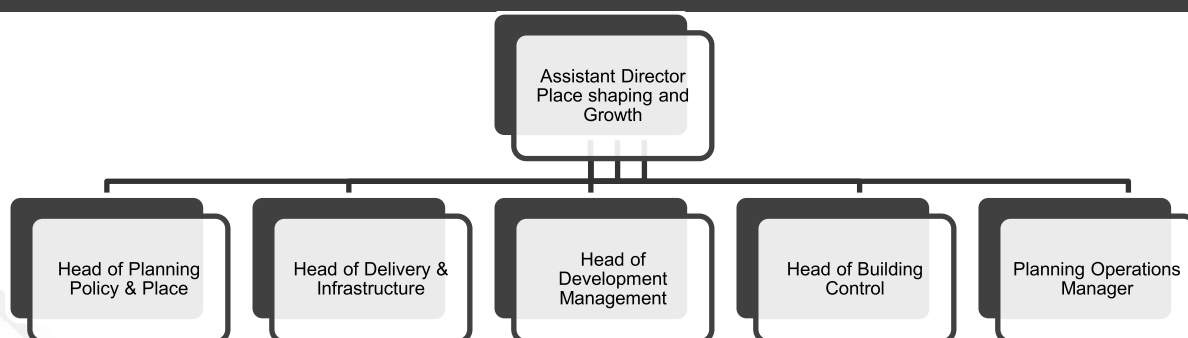
- To have knowledge of public sector financial frameworks and understanding of resource maximisation
- Understanding and experience of working in partnership inside and outside the organisation to achieve specific objectives
- To provide evidence of the delivery of a measurable quality service and the need for a corporate approach in service delivery

- Promotes an environment receptive to changes, championing the Partnership's long term strategies and change programmes - Ability to prioritise, organise and delegate	
Behaviours - 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 Housing Standards
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.
- 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.
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. 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.
Partnerships:	- 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
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 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.
- 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:	• 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:	• 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 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.	
Occupational Skills • 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. • Time management skills	

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.

[Link](#)

Professional Qualifications

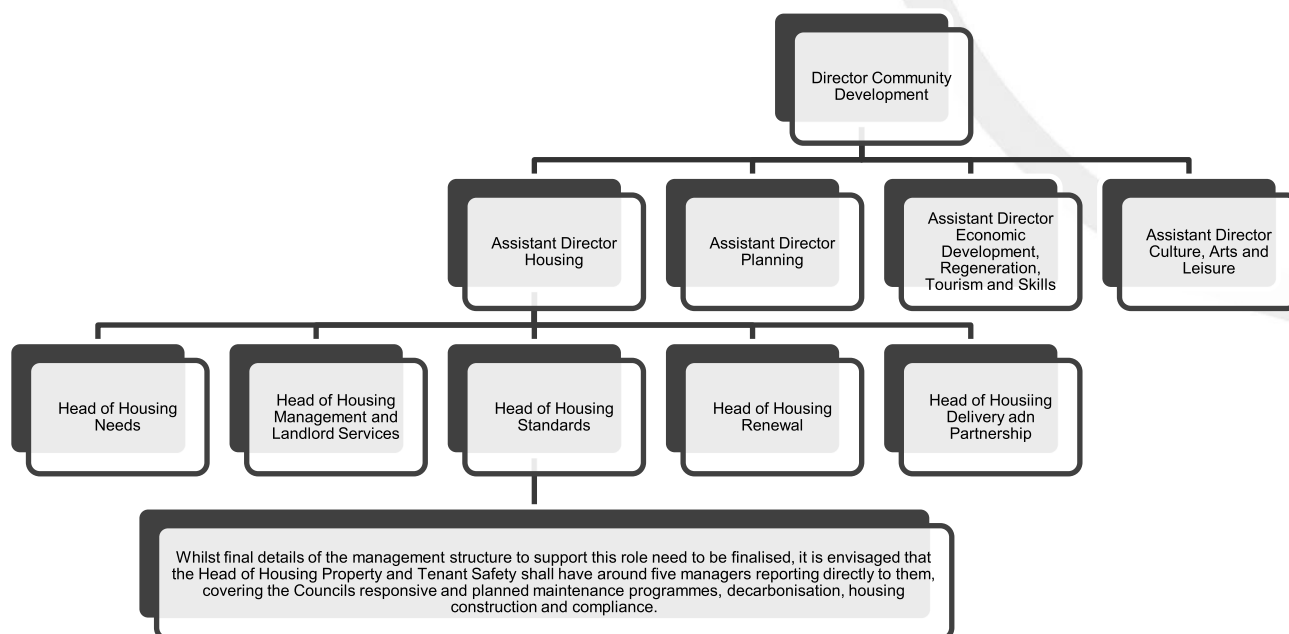
- Graduate level Qualification in Building/Property related discipline

- 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 HR Combined Authority
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:	October 2024

Job context

This role provides the strategic and operational HR services and support to the Combined Authority, acting as the lead HR Advisor, in line with the agreed SLA.

The post holder will be responsible with Chief Executive and statutory officers for delivery of strategic HR and OD agenda for the Combined Authority to meet service needs and plans. Deliver, influence and manage change in support of the Combined Authority's 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 across NYC. Contributing to ensuring the effective strategic management of the Council as a whole and effective delivery of the People Strategy at all levels of the organisation.

To directly manage a small team of professional HR Business Partners supporting the Combined Authority, enabling workforce planning to deliver the services required. Contributing to the development and local delivery of quality standards against the SLA to the Combined Authority.

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 Combined Authority through the SLA and across partners to develop an integrated Workforce.

Contribute and support Combined Authority 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 Combined Authority to deliver the savings required and improve services.

As a member of the Combined Authority 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 Combined Authority 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.

The post holder will be responsible for delivering against the SLA agreed between Hr & OD and the Combined Authority.

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 Combined Authority, through the SLA to ensure effective service delivery within the Combined Authority 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 Combined Authority.
- Work with the corporate HR Teams to develop and deliver effective workforce planning and development within the Combined Authority.
- Act as lead HR Advisor to the Combined Authority Leadership Team.
- Contribute to and support the Leadership Teams in the delivery of transformed and improved services as part of the Combined Authority 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.
- 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 Combined Authority to ensure provision of services within agreed key performance indicators
Partnerships:	• 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 across the Combined Authority, including working with colleagues in HR, Technology, Transformation, Finance, Communications, Legal Services and other functions where required.
Strategic management:	• Responsible with Senior Leadership Team for delivery of strategic HR and OD agenda at the Combined Authority 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:	• 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
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 Combined Authority

- 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

Knowledge and Experience

- 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

Occupational Skills

- 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

Behaviours

[link](#)

Professional Qualifications

- Degree or graduate capability
- Membership of CIPD or eligibility with equivalent experience
- Evidence of CPD

Other Requirements

- Customer focused.
- Self-motivated
- Team worker / collaborative working
- Ability to travel around the County

Desirable

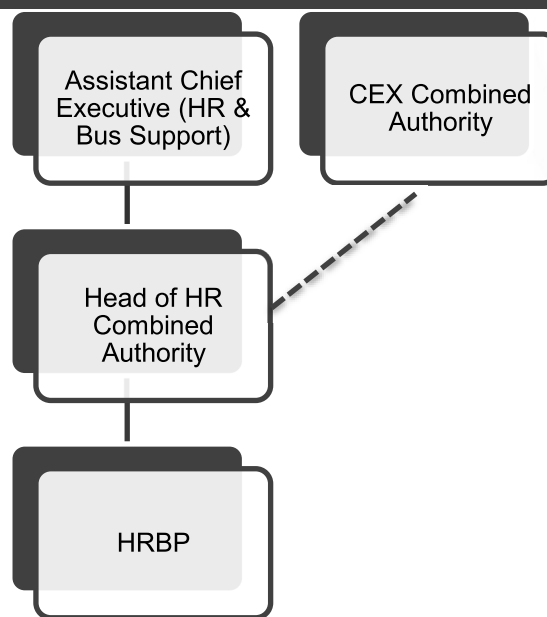
- Working in a corporate and political context within a unionised environment
- Strategic project management
- Experience of developing a traded HR service
- Proven experience of allegations against staff case work

- Budget Management skills

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:	October 2024

Job context

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 and effective delivery of the People Strategy at all levels of the organisation.

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.

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.

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 talent acquisition and resourcing services:

- Executive Search
- Recruitment Consultancy: strategic resourcing and talent acquisition solutions, delivering resourcing partner solutions to a variety of complex, hard to fill, volume and skill shortage areas.
- Recruitment Operations (policy, process, advisory, governance and administration)
- Future Talent engagement and resourcing (young people, minority groups and additional needs)
- Talent Acquisition services: recruitment marketing
- Safer Recruitment: ensuring safe robust appointments that met legislative requirements.
- International Recruitment and accountability for Sponsorship Licence
- Professional Qualified Assessment Services
- Careers Advisory, Employability and Outplacement
- Refugee Employability and resettlement into employment.
- Volunteering Programmes; Volunteers strategy, policy, recruitment, engagement and advisory services,
- Sector specific resourcing programmes: i.e. Education, Health and Social Care
- Lead Regional International Programmes

- Peripheral Staffing Solutions: 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 and talent banks 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 strategic workforce resourcing strategies, innovative multi-channel resourcing approaches and a positioning strategy for the organisation that promotes the Council/Trading Partners as an employer of choice.

Lead regional and national resourcing strategic partnerships, promoting Resourcing Solutions and the Council at a regional and national level to build profile and hold influence.

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.

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 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. • 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 Organisation at policy, operational and co-ordination forums with external agencies and across Directorates when required.
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. • 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:	• 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 careers 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. • 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.
Systems and information:	• 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.
Safeguarding:	• To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person specification:

Essential

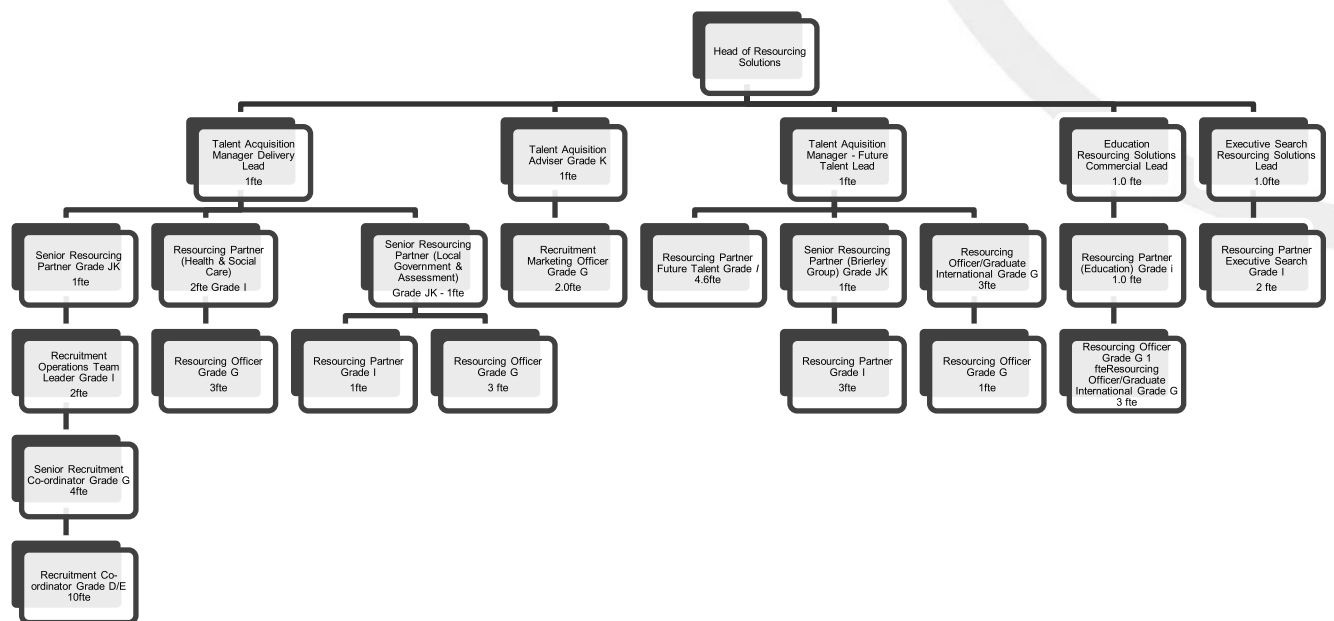
Desirable

Knowledge and Experience • Expert knowledge of current good practice standards both at local and national level in professional resourcing services. • Expert knowledge of statutory requirements, including employment law, equality standards, tax regulations, agency worker regulations and employment agency law. • Expert knowledge of international recruitment and sponsorship regulations • Expert knowledge of staffing vetting legislation across diverse sectors • Knowledge of effective management of staff, budgets and resources. • Expert knowledge of a variety of resourcing approaches, in a variety of contexts, at scale. • 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 • 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 and talent acquisition methods.	
Occupational Skills • 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	
Behaviours • link	
Professional Qualifications • Degree qualified or equivalent. • CIPD qualified or equivalent demonstrable experience • Continued Professional development in HR/Recruitment	• Masters in Human Resource Management • Chartered CIPD • Qualified Assessor
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 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:	October 2024

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 and effective delivery of the People Strategy at all levels of the organisation.

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 on a rotational basis will lead a portfolio area within HR&OD, these include but are not limited to, Occupational Health, Organisational Development, Equality and Inclusion, Workplace Wellbeing, HR&OD Staff development, HR&OD Commercial and third party contract management.

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.

Where the post holder leads a function that trades, they will be responsible for liaising with NYES, presenting proposals through relevant bid processes, successfully delivering the traded offer commercially.

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.
- 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:	• 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:	• 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:	• 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

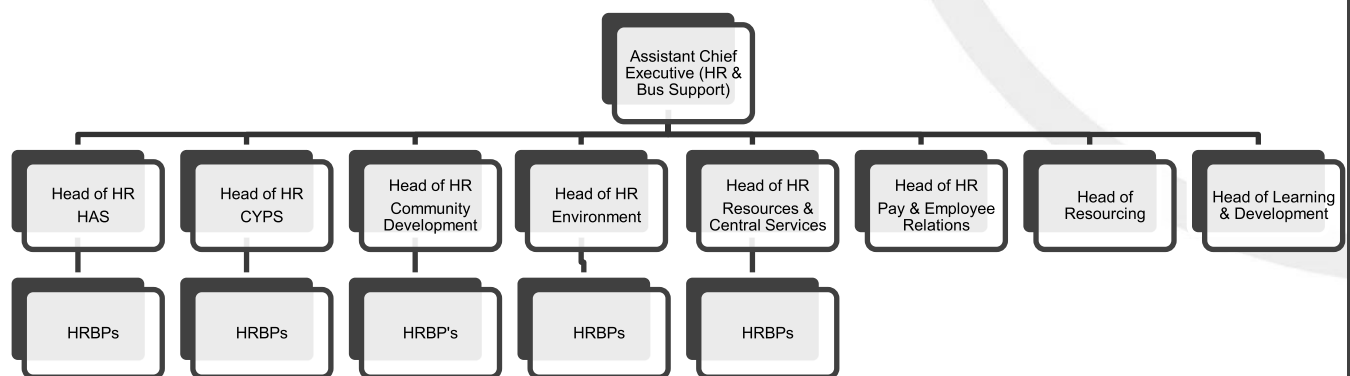
Person Specification:

Essential	Desirable
Knowledge and Experience • 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	• 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
Occupational Skills • 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	• Budget Management skills
Behaviours link	
Professional Qualifications • Degree or graduate capability • Membership of CIPD or eligibility with equivalent experience • Evidence of CPD	
Other Requirements • Customer focused. • Self-motivated • Team worker / collaborative working • Ability to travel around the County	

Career progression:

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