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

Job context

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

Job purpose	**The Chief Executive is responsible for the leadership and effective and efficient running of the Council.**
Strategic management:	• Lead, manage and direct the Management Board so that services are delivered within a corporate framework and approach. • Undertake the statutory role of Head of Paid Service, ensuring the effective co-ordination of the discharge of the authority's functions, and ensuring the staffing complement, management and organisation are appropriate to ensure the discharge of the Council's functions, with overall management responsibility for all staff of the Council and ensuring a culture and approach which values staff and maximises employee motivation. • Manage and co-ordinate budget processes, strategic planning and information and provide advice at Council and Committee and other Member meetings, and to the Leader of the Council and Group Leaders. • Arrange for advice to be provided to the Chairman and Vice Chairman of the Council, and elected Members on all matters within the duties of their office. • Ensure the Council operates within a strong and effective governance framework, ensuring the legality of the Council's operations and decision making, effective record keeping for all decisions and the promotion of high ethical standards. • To act as Clerk to the North Yorkshire Lieutenancy and act as Secretary to the North Yorkshire Magistrates' Advisory Committee and the Advisory Committee on General Commissioners of Income Tax if invited to do so. • To be Returning Officer for the County of North Yorkshire. • To undertake such other duties as the Council may reasonably require.
Communications:	• Participate and provide information, on regional and national issues as appropriate. This will include ○ Promoting the Council's profile and ensuring its position is recognised in regional and national initiatives. • Promote and develop effective communication, consultation, involvement and engagement, ensuring services respond to customer needs and involve communities and customers in service development and delivery.

Partnership / corporate working:	• Develop and maintain effective local partnerships to the benefit of the Council, working closely with key partners within local arrangements particularly the North Yorkshire Strategic Partnership and advise Member representatives on these and other bodies.
Resource Management:	• Ensure the resources of the Council are utilised effectively to ensure value for money is achieved and efficiencies realised in a way which provides for longer term planning to deliver services which meet the future needs of local communities, as well as the Council's commitment to excellence. • Manage the performance of Corporate Directors, Assistant Chief Executives and Senior Managers of the Council ensuring that strategies, plans, targets and objectives are monitored, delivered and reported.

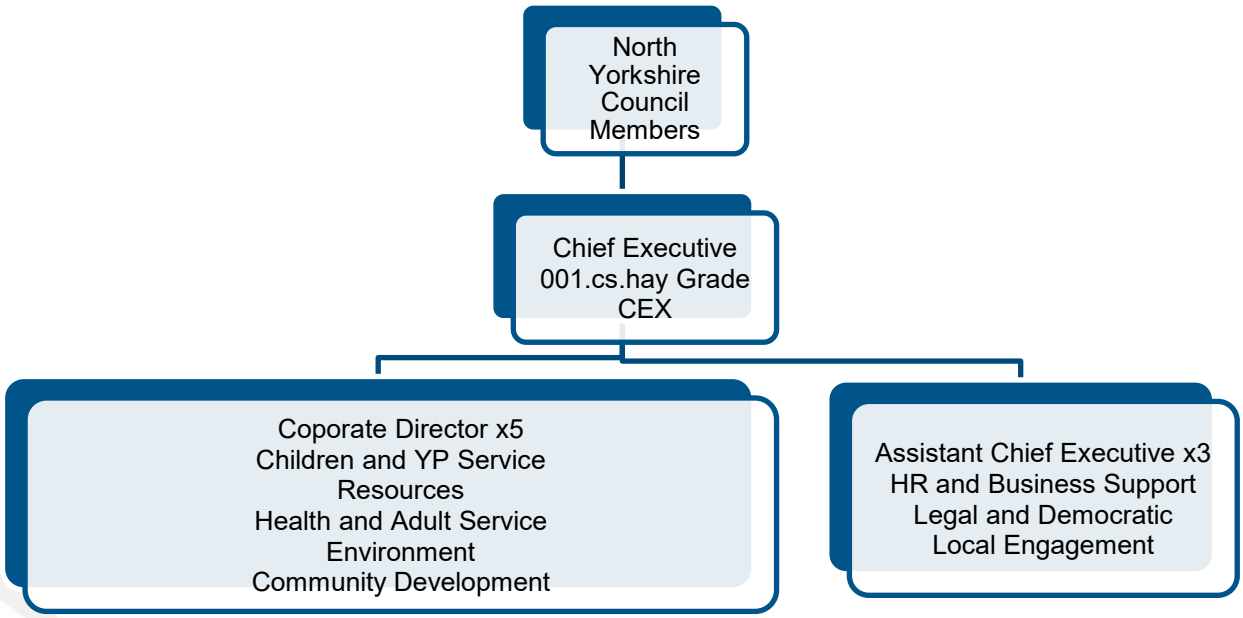
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Good understanding of the workings of local government knowledge of major legislative changes and other issues affecting local government with a particular focus on the effective delivery of services and ensuring maximum value for money. • Have demonstrable and significant leadership and senior management experience at Chief Officer or equivalent level in a major public, private or voluntary sector organisation. • Have a proven track record of significant achievement at a strategic and corporate level. • Have experience of working in a complex political environment. • Experience of building and managing effective partnerships across diverse sectors.	
Occupational Skills • Have strategic vision and focus on performance with the ability to set challenging objectives and targets. • Determine and maintain the pace of change and deliver improved services within a pressurised and challenging financial context. • Have excellent financial management skills with the ability to interpret financial and management information and in a partnership context, ensure the delivery of council services within budget constraints. • Have outstanding influencing skills as an effective and persuasive communicator with the ability to relate to people at all levels within the Council and externally, including the media, partners, government and other outside agencies. • Have the ability to work effectively with others with a focus on managing performance and promoting corporate and team working across the Council. • Demonstrate outstanding leadership qualities and be capable of taking a leading role in initiating action and ensuring effective delivery. • Demonstrate a high degree of probity and integrity and the ability to work within the constraints of a publicly funded service. • Display commercial/business awareness and the ability to gain and sustain community/customer confidence. • Demonstrate a high degree of political awareness and the ability to effectively advise and guide Members.	

Behaviours • link	
Professional Qualifications • Degree or recognised professional/management qualification.	
Other Requirements • Be pro-active in anticipating and responding dynamically to the challenge of change, particularly in terms of efficiencies. • Show a commitment to the Council's individual and partnership vision, objectives and key delivery targets. • Ability to travel across the County • Ability to attend meetings outside of normal business hours	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by

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

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

Job context

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

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

Job purpose

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

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

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

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

Operational Management:	• In order to ensure the management of the Authority at a senior level and in the execution of the Council's functions: - (a) Serve as a member of the Council's Chief Officers' Management Board. (b) Be the Authority's Monitoring Officer: ensuring the legality of the Council's operations and decision making, promoting and maintaining high standards of conduct amongst council members, particularly through support to the Standards Committee. (c) To manage a services and functions to high performance engendering an approach of continuous improvement. • To develop and implement service and financial plans to provide cost effective services which deliver agreed objectives, priorities and improvements in the context of council strategies and plans. To ensure stretching targets and measurable outcomes are agreed with the Chief Executive and that these are properly and regularly monitored and managed. • To manage staff in the legal and democratic services teams and ensure effective delivery in these areas. • Undertake effective performance management including ensuring that the Council's plans and priorities are integrated and developed within the Service Performance Plan and monitor the delivery of the plan. • Ensure services are reviewed and opportunities taken to promote continuous improvement and realise greater efficiencies. • Manage the Service budgets and ensure they are set, monitored and adjusted and that activities are carried out within agreed budgets. • Allocate resources to maximise the potential for income to the Service, ensuring that this is in the best interests of the Council. • As the Council's Monitoring Officer, support the ethical framework, and take the lead on the assessment, investigation, hearing and determination of complaints in relation to the conduct of elected Members, the delivery of training on ethical standards, and other tasks in support of the ethical agenda as required. • Maintain and monitor procedures in accordance with the Council's Constitution and various Procedure Rules. • Keep the Chief Executive informed of all matters affecting the performance of his role as Chief Executive of the Council, including giving advance notice of Executive business. • Keep the Management Board informed of proposals which have significant legal implications for the Council.
Resource management:	• Lead and manage the staff of the Service and ensure they are consulted, supported, motivated, appraised and developed to enable them to fulfil their roles effectively and to the highest standards possible. • Establish a culture and approach within Legal and Democratic Service that encourages and promotes performance management and improvement. • Ensure that staff are recruited, managed, trained and developed to meet current and future organisational needs.
Partnerships:	• Compliance with: (a) Law Society Practice Management Standards and other professional requirements including the Law Society Professional Conduct Rules. (b) Lexcel standards. (c) Investors in People standards. (d) Legal and Democratic Services quality standards. • Participation in quality standard audits. • Compliance with and operation of NYC Risk Management Policies

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

Systems and information:	• To assist NYC in the achievement of all e-Governance policies and practices and, in particular, is required to use ICT systems including:
	  ○ Legal and Democratic Services time costing system
	  ○ Democratic Services committee system
	  ○ Outlook
	  ○ Internet
	  ○ Intranet
	  ○ Legal research tools e.g., Butterworths
	• Developing and maintaining information held on the Council's internet and intranet sites.

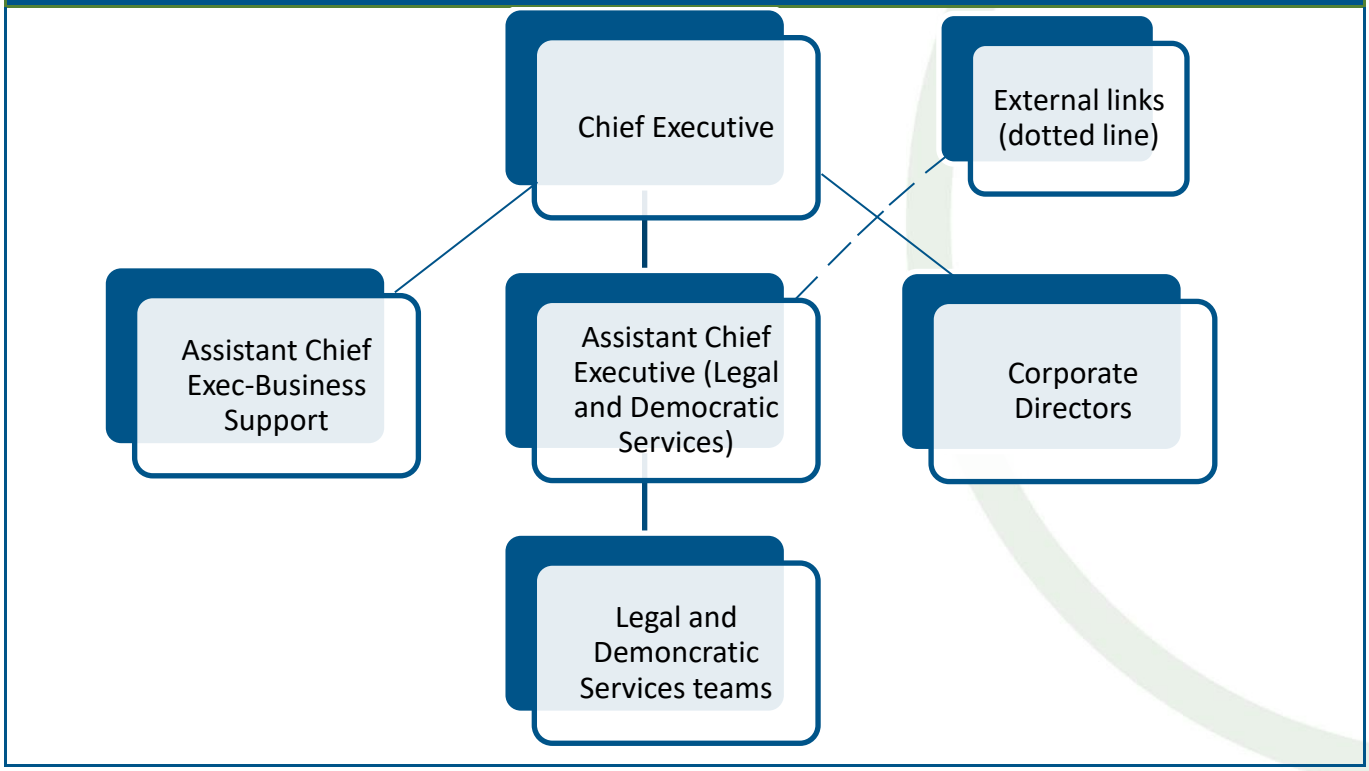
Person specification:	
Essential	**Desirable**
Knowledge and Experience • In-depth knowledge of local government legal frameworks and the law relating to the conduct of committees. • Knowledge of the local government ethical framework. • Strategic/project planning. • Policy development and implementation. • Resource management. • Team leadership and strong people management ability. • Presentation, communication and interpersonal skills. • Commercial/business awareness. • Familiarity with ICT systems including research tools, internet and intranet. • Significant experience managing in a legal context at a senior level. • Working in a corporate and political context. • Experience of acting in the role of Monitoring Officer • Experience of organising and supporting Council and Executive meetings.	• Managing the electoral process.
Occupational Skills	

• An effective and persuasive communicator with the ability to relate to people at all levels including the media. • Clearly demonstrate leadership qualities and be capable of taking a leading role in initiating action and making decisions. • Able to demonstrate a high degree of probity and work within the constraints of a publicly funded service. • Strategic planning skills and the ability to set high quality goals, objectives and priorities and the determination to secure their achievement. • Highly competent in legal and democratic management. • Dynamic when faced with the challenges and change. • Cultivates a culture of strong customer focus for both internal and external services • Cultivates a culture of strong performance and financial management across the Council	
Behaviours • **link**	
Professional Qualifications • Educated to Degree standard (or equivalent). • Qualified Solicitor or Barrister.	• Management qualification
Other Requirements • Commitment to Public Service • Integrity and an understanding of the ethics of the public services	• Ability to travel to other work locations • Access to vehicle for work purposes.

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

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

Job context

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Job purpose	**To be responsible for the effective delivery of Business Support for North Yorkshire. To provide strategic leadership and direction, operational management and financial control for the services of human resources and business support, ensuring delivery of high quality, responsive and cost effective services. Support the development of cross-council strategies across diverse services.**
Corporate Leadership:	In order to ensure the management of the Authority at a senior level and in the execution of the Council's functions:- • Serve as a member of the Council's Chief Officers' Management Board; delivering to the corporate agenda beyond the specific professional remit for business support services;. • Lead the Council's HR and Business Support services incorporating other related strategies; • Ensure the Council meets its statutory responsibility in respect of the service. • Identify and maximise commercial opportunities specific to HR & Business Support services remit including supporting strategic leadership; • Manage services and functions to high performance and deliver excellent customer service, engendering an approach of continuous improvement.

	• Develop and implement service and financial plans to provide cost effective services which deliver agreed objectives, priorities and improvements in the context of council strategies and plans. Ensure stretching targets and measurable outcomes are agreed with the Chief Executive and that these are properly and regularly monitored and managed. • Work with all relevant partners to deliver and support council and related partner services in order to improve life for local communities. All Assistant Chief Executives have a joint responsibility to:- • Provide outstanding strategic and organisational leadership to create, embed and sustain the new Council • Be responsible for the delivery of the new authority operating model • Ensure the new councils values and behaviours are embedded across all services • Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders. • Lead the development and implementation of strategies to ensure corporate objectives and performance targets in the Council Plan are met and actively promote, develop and review the Council Plan to support performance improvement. • Monitor the performance of services and ensure corrective action where performance falls short of policy objectives. • Keep the CEO informed of all matters affecting the performance of their role as CEO of the Council. • Keep the CEO, Executive Members and relevant Group Spokespersons appraised of matters which are particularly sensitive or controversial in nature. • Identify the needs of the service, produce and implement a future-focused service business and performance plan, set challenging goals that focus on step change improvements and ensure that its objectives are achieved. • Drive transformational organisational change in order to achieve excellent member, customer and partner relationships while delivering cost effective, high quality services to residents. • Be responsible for the Wellbeing, Health & Safety of Staff in line with the Health & Safety Policies and practices • Carry out roles identified within the resilience and emergencies and business continuity policies. Take a lead where required on single and/or multi agency response to emergencies both in and out of hours. • •
Directorate leadership and management:	• Assist the CEO and Council's Management Board in providing strategic direction for the Council and participate in supporting and enabling the delivery of the Council's key priorities and initiatives • Ensure the delivery of efficient and effective HR, OD and Business Support service to the Council, its Executive and Committees, individual Members in their capacity as Councillors, the Directorates, officers and external client authorities/companies. • Develop, promote and support an ethical framework for the operations of the Council, and provide advice to Members on the Code of Conduct and ethical framework

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

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

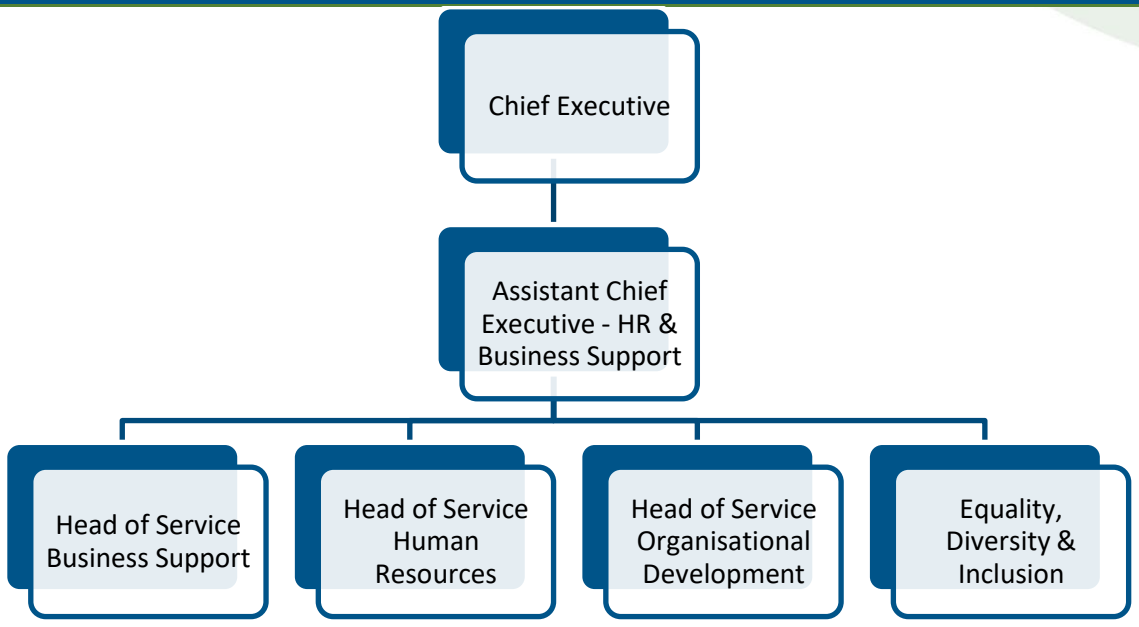
• Significant experience of budgetary responsibility including the successful management of large and complex budgets, delivery of savings. • Experienced in leading successful major organisational culture change within a large diverse organisation, including effective workplace relations to put the customer at the heart of service delivery. • Experienced in working successfully with partners, both internal and external, to achieve common goals. • Evidence of building and maintaining reputational management. • Professional qualification at degree level or equivalent in a relevant subject and management qualification. • Membership of relevant professional body – specifically the Charted Fellow of CIPD •	
Occupational Skills • Strategic planning skills and highly competent in strategic management with the ability to develop strategy, set high quality goals, objectives and priorities and the determination to secure their achievement. • Strong credible leadership with a passion for delivering improvement in services. • Excellent communication skills, strong negotiation and influencing skills and ability to effectively deal with the media. • Highly competent in financial management to co-ordinate, monitor, interpret financial and management information and review financial resources, evaluating competing budgetary priorities and establish effective performance measures. • Able to display commercial/business awareness and the ability to gain and sustain customer confidence. • Business planning and ability to develop, communicate and secure ownership of a clear vision and direction. • Able to work successfully corporately beyond specific the immediate portfolio of services for the benefit of the wider authority. • Development of practical and creative solutions to the management of strategic issues, resolves problems creatively, pragmatically and flexibly. • Political awareness and capacity for partnership working in a highly devolved and accountable service	
Behaviours • **link**	
Professional Qualifications • Professional qualification at degree level or equivalent in a relevant subject and management qualification. • Membership of relevant professional body – specifically the Charted Fellow of CIPD.	
Other Requirements • Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends. • Committed to the Council's corporate vision and objectives. • Highly motivated and not easily discouraged.	

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

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Corporate Director of Resources (S151)
Grade:	DIR2
Responsible to:	Chief Executive
Staff managed:	Manages a group of managers
Directorate:	Resources
Service:	Resources
Date of issue:	March 2026

Job context

As a member of the North Yorkshire Council ("the Council") Management Board, along with colleagues and the Chief Executive Officer ("CEO") you will ensure that all local government services meet the diverse needs of our residents, communities, economy and visitors including Children & Young People Services, Health & Adult Services, Environment Services, Community Development Services and wider Strategic and Corporate support services.

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

As a member of Management Board you will support the journey of the Council and the CEO to form a strategic partnership with the North and North Yorkshire Combined Authority, in the securing of Devolution Deals for York and North Yorkshire.

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

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

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

You will lead key services for the Council specifically around;

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

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

You are the lead officer responsible for the North Yorkshire Pension fund and execute these duties through your specialist pension experts and partnerships with Border to Coast Pension Partnership. This includes advising and managing the full range of investments across the NYPF portfolio as well as responsibility for administration of the Fund and compliance with the full range of governance requirements.

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

Job purpose	**To be responsible for the effective delivery of Resources Directorate for North Yorkshire. To provide strategic leadership and direction, operational management and financial control for the directorate, ensuring delivery of high quality strategic aims. Support the development of cross-council strategies across diverse services.**
Corporate Leadership:	In order to ensure the corporate management of the Authority at a senior level and the execution of the Council's functions:- (a) Serve as a member of the Council's Management Board; delivering to the corporate agenda beyond the specific professional remit for Strategic Resources Services; (b) Be the Corporate Director with responsibility for ensuring the delivery of the corporate objectives of the Council Plan; (c) Lead the Council's Strategic Resources Services incorporating other related strategies • Hold the statutory post of Section 151 Officer and ensure the Council meets its statutory responsibility in respect of its Section 151 duties. • Identify and maximise commercial opportunities for the Council including supporting strategic leadership. • Manage a portfolio of services and functions to be high performing and deliver excellent customer service engendering an approach of continuous improvement, ensuring the Council maintains a clear organisational focus on the strategic resources and financial capability and that relevant statutory requirements and national standards are met. • Develop and implement service and financial plans to provide cost effective services which deliver agreed objectives, priorities and improvements in the context of the Council's strategies and plans. Ensure stretching targets and measurable outcomes are agreed with the CEO and properly and regularly monitored and managed. • Work with all relevant partners to deliver and support the Council and related partner services in order to improve life for local communities. All Corporate Directors have a joint responsibility to:- • Provide outstanding strategic and organisational leadership to create, embed and sustain the Council. • Be responsible for the delivery of the authorities operating model. • Ensure the Council's values and behaviours are embedded across all services. • Promote diversity and inclusion throughout the Council and through partnership and relationship with other stakeholders. • Lead the development and implementation of strategies to ensure corporate objectives and performance targets in the Council Plan are met and actively promote, develop and review the Council Plan to support performance improvement. • Be accountable, as a member of Management Board, for the overall management, resources and performance of the Council ensuring services operate with commercial effectiveness. Keep the Board informed of proposals which have significant financial and service implications for the Council.

	• Ensure policies of the Council and services provided or commissioned are fit for purpose and mutually reinforcing. • Monitor the performance of services and ensure corrective action where performance falls short of policy objectives. • Keep the CEO informed of all matters affecting the performance of their role as CEO of the Council. • Keep the CEO, Executive Members and relevant Group Spokespersons appraised of matters which are particularly sensitive or controversial in nature. • Identify the needs of the service, produce and implement a future-focused Directorate business and performance plan, set challenging goals that focus on step change improvements and ensure that its objectives are achieved. • Drive transformational organisational change within Strategic Resources in order to achieve excellent member, customer and partner relationships while delivering cost effective, high quality services to residents. • Be responsible for the Wellbeing, Health & Safety of Staff in line with the Health & Safety Policies and practices. • Carry out roles identified within the resilience and emergencies and business continuity policies. Take a lead where required on single and/or multi agency response to emergencies both in and out of hours.
Directorate leadership and management:	• Strategically lead the Corporate Finance service driving the Council's financial strategy in delivering an effective treasury management, development of appropriate investment strategies, effective risk management, administration of the Council's pension provision, management of the capital programme and ensuring an effective audit function/service. • Strategically lead the Service Finance function driving forward the Council's procurement function, strategic and operational management of Council Tax, effective application and management of financial systems, effective debt management service and the Councils overall financial support services providing a professional service to each of the functions. Be responsible for developing and promoting good financial practice and applying effective financial controls to the Council. • Strategically lead the Technology provision for the Council through the development of an appropriate ICT strategy ensuring the right technologies, platforms and capabilities are in place to drive forward a high performing organisation. • Take a lead role in the scoping and implementation of any alternative service delivery models for strategic resources services. • Specifically to lead on the financial planning, procurement, property, commercial, customer and digital elements of the Council's transformation agenda. • Carry the responsibilities of a Section 151 Officer. • Lead Officer responsible for the North Yorkshire Pension Fund, and leadership on pension experts. • Act as change champion through the delivery of strategic resources enabling services, to translate organisational ambitions into real achievements. The role has to balance internal and external focus to ensure the economic, social and environmental wellbeing of the Council. • Agree and implement GDPR transparency requirements, including Privacy Notice, Subject Access Requests and Data Protection Impact Assessments. Ensure Directorate resources are used in a planned way providing an efficient and cost-effective service which takes account of both changing needs and resource availability and delivers responsive high-quality services with an efficient infrastructure.

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

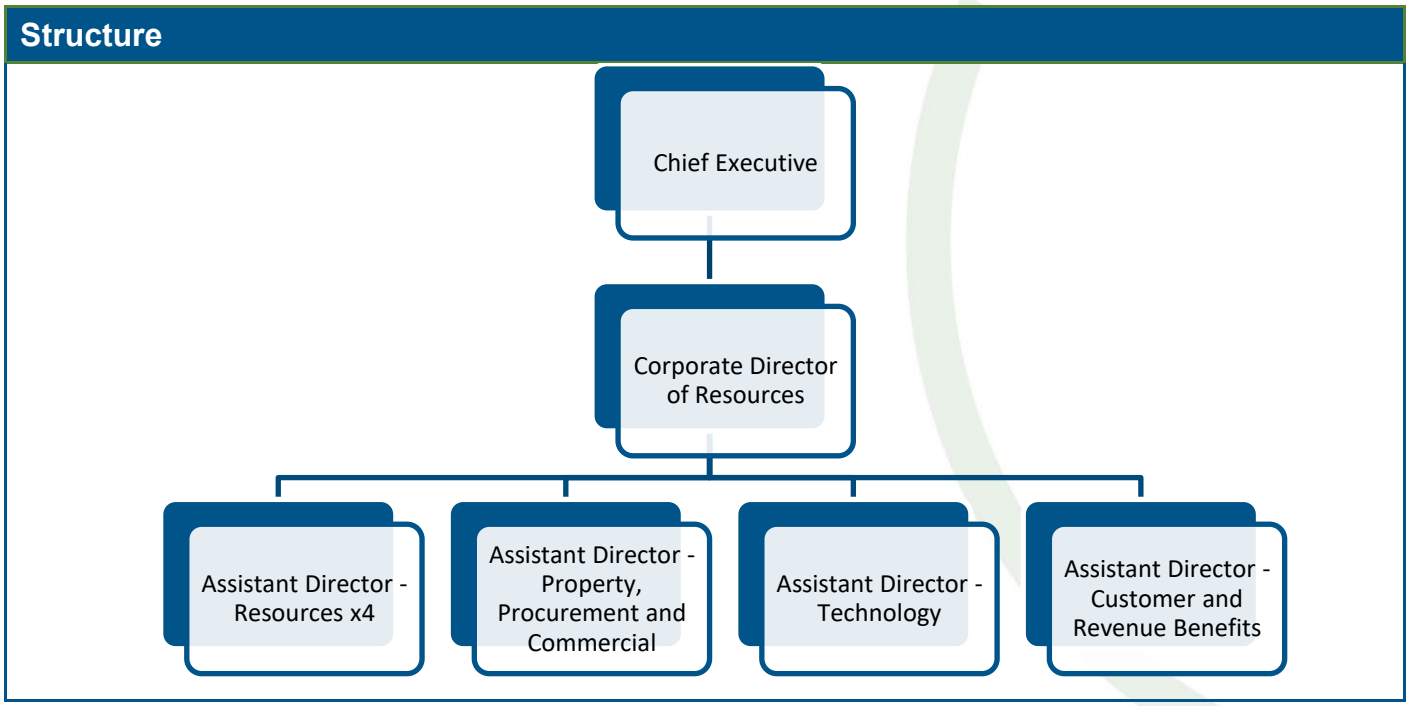
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Substantial knowledge of the national policy context, regulatory environment, financial legislation and key issues relevant to financial management, Customer, Technology, Property, Procurement and commercial activity. • Significant understanding of the workings of local government and the current issues to be faced in a large, diverse Authority**,** particularly the financial, legal and political context of public sector management. • Significant management experience at a senior level in a large complex public, private or voluntary organisation • A proven track record of significant achievement in delivering service(s) in a local authority, within financial and strategic related fields • A proven track record in the leadership of Pension Experts, Pension Funds and investments and administrating a Pension Fund. • A proven track record in exploiting new opportunities and winning commitment as a leader in a large, complex and challenging organisation. To include experience of operating successful commercial organisations and programmes at Board level. • Significant experience of budgetary responsibility including the successful management of large and complex budgets, delivery of savings. • Experienced in leading successful major organisational culture change within a large diverse organisation, including effective workplace relations to put the customer at the heart of service delivery. • Significant experience of working in a political environment • Experienced in working successfully with partners, both internal and external, to achieve common goals.	• Experience of the development and delivery of commercially traded services.

• Evidence of building and maintaining reputational management.	
Occupational Skills • Strategic planning skills and highly competent in strategic management with the ability to develop strategy, set high quality goals, objectives and priorities and the determination to secure their achievement. • Strong credible leadership with a passion for delivering improvement in services. • Excellent communication skills, strong negotiation and influencing skills and ability to effectively deal with the media. • Highly competent in financial management to co-ordinate, monitor, interpret financial and management information and review financial resources, evaluating competing budgetary priorities and establish effective performance measures. • Able to display commercial/business awareness and the ability to gain and sustain customer confidence. • Business planning and ability to develop, communicate and secure ownership of a clear vision and direction. • Able to work successfully corporately beyond specific strategic resource services for the benefit of the wider authority. • Development of practical and creative solutions to the management of strategic issues, resolves problems creatively, pragmatically and flexibly. • Political awareness and capacity for partnership working in a highly devolved and accountable service	
Behaviours • **link**	
Professional Qualifications • Professional qualification at degree level or equivalent in a relevant subject and management qualification (i.e. accounting, finance or related field) • Membership of relevant professional body	
Other Requirements • Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends. • Committed to the Council's corporate vision, values and behaviours. • Committed to ensure equality and inclusion are demonstrated. • Highly motivated and not easily discouraged. • Personal and professional demeanour and credibility which commands the confidence of members, senior managers, staff, members, external partners and other stakeholders. • A high degree of probity and integrity and work within the constraints of a publicly funded service. • A commitment to learning and achievement. • Able to travel for business purposes	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Corporate Director Health and Adult Services
Grade:	DIR2
Responsible to:	Chief Executive
Staff managed:	Manages a group of managers
Directorate:	Health and Adult Services (HAS)
Date of issue:	October 2025

Job context

The North Yorkshire Council (NYC) formed in April 2023 as a transformed and merged Council from the eight former councils across North Yorkshire.

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

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

As a member of Management Board you will support the journey of the Council and the Chief Executive in the Devolution Deal for York and North Yorkshire, working closely with the Mayoral Combined Authority.

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

You will act as an advocate for the Council at local, regional, and national level, enhancing the Council's reputation and influence, building partnerships and enabling the council to be a leader in the field. Partnership working is key to delivering effective services across HAS and you will be expected to build and lead relationships specifically across the NHS, Mental Health Trusts, Public Health England, North Yorkshire Police, other parts of Local Government and the Community and Voluntary Sector.
As Corporate Director HAS you will lead the service to achieve its vision to ensure people live longer, healthier, independent lives. You have a strategic role to:

- Lead the council's work on public health, adult social care, supported housing and partnership with the NHS.
- Plan, invest and deliver services to support individuals and communities to be healthier and to live the lives they want to live.
- Work with partners to build 'health' into the economy, education, planning, regulation, community safety and care.
- Develop service providers and ensure service quality.

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

Job Purpose:	**To be responsible for the effective delivery of the Health and Adult Services for North Yorkshire. To provide strategic leadership and direction, operational management and financial control for the directorate, ensuring delivery of high quality strategic aims. Support the development of cross-council strategies across diverse services.**
Corporate leadership:	In order to ensure the corporate management of the Authority at a senior level and the execution of the Council's functions:- (a) Serve as a member of the Council's Management Board; delivering to the corporate agenda beyond the specific professional remit for Health and Adult Services; (b) Be the Corporate Director with responsibility for ensuring the delivery of the corporate objectives of the Council Plan; (c) Lead the Council's Health and Adult Services incorporating other related strategies; • Hold the statutory post of Director of Adult Social Services and exercise the social services functions of the Council as set out in Schedule 1 of the Local Authority Social Services Act 1970, other than those which the Authority's Director of Children's Services is responsible for under 18s of the Children Act 2004; • Manage a portfolio of services and functions to be high performing and deliver excellent customer service engendering an approach of continuous improvement, ensuring the council maintains a clear organisational focus on safeguarding vulnerable adults and that relevant statutory requirements and national standards are met; • Develop and implement service and financial plans to provide cost effective services which deliver agreed objectives, priorities and improvements in the context of council strategies and plans. Ensure stretching targets and measurable outcomes are agreed with the CEO and properly and regularly monitored and managed; • Work with all relevant partners to deliver and support council and related partner services in order to improve life for local communities. All Corporate Directors have a joint responsibility to:- • Provide outstanding strategic and organisational leadership to create, embed and sustain the Council • Responsible for the delivery of the authorities operating model • Ensure the councils values and behaviours are embedded across all services • You will promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders. • Lead the development and implementation of strategies to ensure corporate objectives and performance targets in the Council Plan are met and actively promote, develop and review the Council Plan to support performance improvement. • Be accountable, as a member of Management Board, for the overall management, resources and performance of the Council ensuring services operate with commercial effectiveness. Keep the Board informed of proposals which have significant financial and service implications for the Council. Develop, deliver and support the Council's change programmes. • Ensure policies of the Council and services provided or commissioned are fit for purpose and mutually reinforcing. • Monitor the performance of services and ensure corrective action where performance falls short of policy objectives. • Keep CEO informed of all matters affecting the performance of their role as CEO of the Council. • Keep the CEO, Executive Members and relevant Group Spokespersons appraised of matters which are particularly sensitive or controversial in nature. • To identify the needs of the service, produce and implement a future-focused Directorate business and performance plan, set challenging goals that focus on step change improvements and ensure that its objectives are achieved. • Drive transformational organisational change in order to achieve excellent member, customer and partner relationships while delivering cost effective, high quality services to residents.

	• Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders. • Responsible for the Wellbeing, Health & Safety of Staff in line with the Health & Safety Policies and practices • To carry out roles identified within the resilience and emergencies and business continuity policies. Take a lead where required on single and/or multi agency response to emergencies both in and out of hours.
Directorate leadership and management:	• Take responsibility for ensuring effective delivery of public health and the wider health and social care agenda and work priorities. • Support the Council and the Executive in improving services for adults and prioritise the use of resources. • Ensure Directorate resources are used in a planned way providing an efficient and cost effective service which takes account of both changing needs and resource availability and delivers responsive high quality services with an efficient infrastructure. • Ensure budgets allocated to Health and Adult Services are managed effectively, taking into account the requirement for financial control and governance. • Exercise professional leadership through managing staff involved in planning, commissioning and/or providing health and adult services ensuring relevant professional and occupational standards are maintained. • Assess, plan and jointly commission social care and health services for adults and families in the council's area, in partnership with the Director of Children's Services, the Director of Public Health and other statutory agencies and organisations and in consultation with the wider community including independent and voluntary sector organisations involved in health and social care for adults and families. • Ensure services provided or commissioned by the Council comply with statutory requirements and national standards, including requirements in respect of carers and equality and anti-discrimination legislation. • Advise the Council, its Committees and Officers on the exercise of all the services provided as part of health and adult services. • Ensure the efficient execution of decisions and instructions of the CEO, the Council and its Executive and Committees including Scrutiny. Provide high quality advice to both Members and officers of the Council, and execute the Council's legislative and financial requirements accordingly. • Maximise commercialisation of services provided, demonstrating strong commercial awareness and the ability to balance this alongside competing priorities. • Act as the principal point of contact within the authority for the conduct of health and adult services with national organisations including the Care Quality Commission, Government Departments etc.
Partnerships:	• Lead, develop and sustain effective working relationships and partnerships with significant local, regional and national partners. • Involve and consult with service users, their families, carers and the wider community in the planning, design and provision of health and adult services. • Have adequate partnership working arrangements in place with the Director of Children's Services to enable a whole systems approach to public health and social care to be taken; and, to ensure that all young people with long-term social care needs have been assessed and, where eligible, receive a service which meets their needs throughout their transition to becoming an adult • Develop and manage key relationships with NHS, care sector, voluntary sector and housing partners • Develop and shape the market to respond to changes required of the independent and voluntary sector.

Person Specification:

Essential

Knowledge and Experience

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

Desirable:

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

Occupational Skills

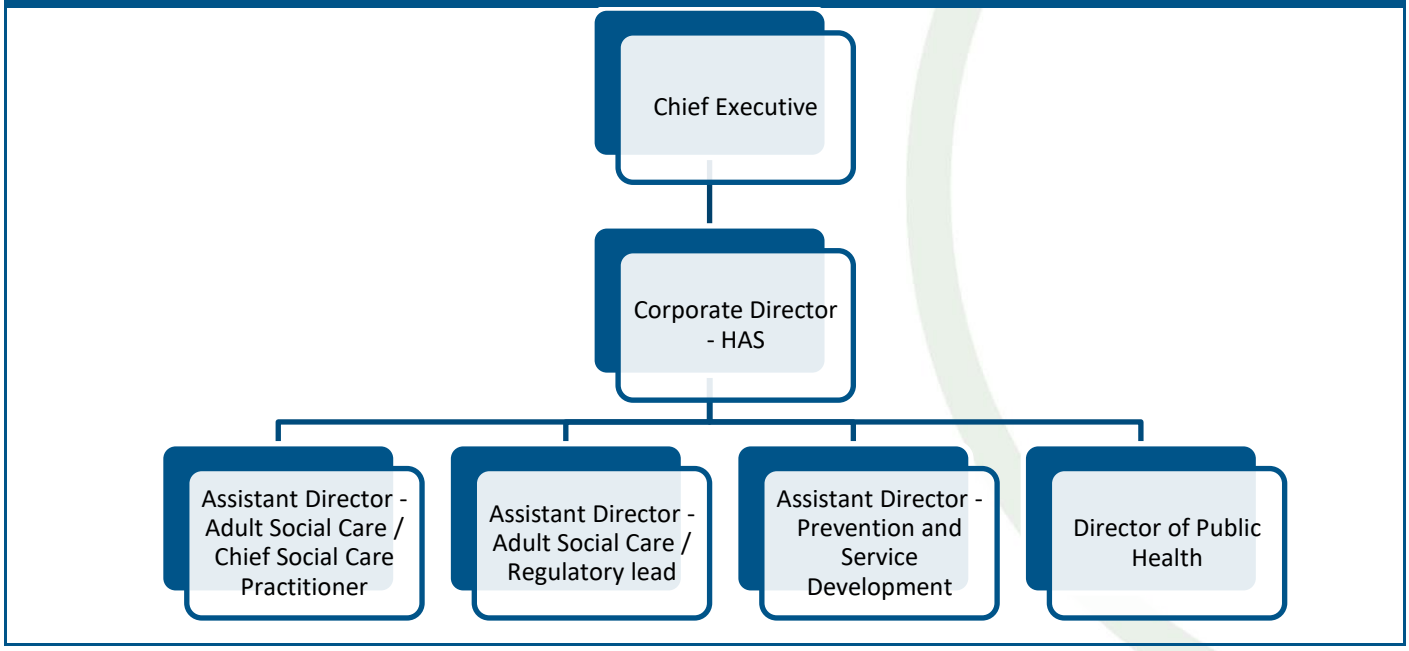
- Strategic planning skills and highly competent in strategic management with the ability to develop strategy, set high quality goals, objectives and priorities and the determination to secure their achievement.
- Strong credible leadership with a passion for delivering improvement in services.
- Excellent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

Behaviours

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

Link

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Corporate Director – Community Development
Grade:	DIR2
Responsible to:	Chief Executive
Staff managed:	Manages a group of managers
Directorate:	Community Development
Date of issue:	September 2022

Job context

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

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

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

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

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

In this newly formed Directorate, along with the CEO, you are able to shape the way the Council delivers its services to its residents across key function that touch the heart of the communities. These functions are:

- Planning services
- Economic Development, Regeneration, Tourism and Skills
- Culture, Arts, Libraries, Museums, Archives, Key Venues and Leisure
- Housing services

As Corporate Director Community Development, you will provide strategic leadership for the Economic Development, Regeneration, Tourism and Skills across North Yorkshire, working closely with the Mayoral Combined Authority when it is established. You will ensure services are provided across the Council to enable residents and visitors to our region to experience great services and opportunities through culture and arts, enabling the use of our key venues in this experience and enabling the full utilisation of the multiple libraries and leisure facilities available to them.

You will be responsible for key venues across North Yorkshire ensuring their safe operation and sustainability.

Job Purpose:	**To be responsible for the effective delivery of the Community Development Services for North Yorkshire. To provide strategic leadership and direction, operational management and financial control for the directorate, ensuring delivery of high-quality strategic aims. Support the development of cross-council strategies across diverse services.**
Corporate Leadership:	In order to ensure the corporate management of the Authority at a senior level and the execution of the Council's functions: (a) Serve as a member of the Council's Management Board, delivering to the corporate agenda beyond the specific professional remit for Community Development Services. (b) Be the Corporate Director with responsibility for ensuring the delivery of the corporate objectives of the Council Plan. (c) Lead the Council's Community Development Services incorporating other related strategies. • Ensure the Council meets its statutory responsibility in respect of Planning and Housing. • Be the Council's champion for community development services, including Economic Regeneration, Tourism and Skills, Culture, Arts and Leisure. • Identify and maximise commercial opportunities specific to community development services remit, including supporting strategic leadership. • Manage a portfolio of services and functions to be high performing and deliver excellent customer service engendering an approach of continuous improvement, ensuring the Council maintains a clear organisational focus on community development and that relevant statutory requirements and national standards are met. • Develop and implement service and financial plans to provide cost effective services which deliver agreed objectives, priorities and improvements in the context of the Council's strategies and plans. Ensure stretching targets and measurable outcomes are agreed with the CEO and are properly and regularly monitored and managed. • Work with all relevant partners to deliver and support council and related partner services in order to improve life for local communities. All Corporate Directors have a joint responsibility to: • Provide outstanding strategic and organisational leadership to create, embed and sustain the Council. • Be responsible for the delivery of the new authority operating model. • Ensure the Council's values and behaviours are embedded across all services

	• Promote diversity and inclusion throughout the Council and through partnership and relationship with other stakeholders. • Lead the development and implementation of strategies to ensure corporate objectives and performance targets in the Council Plan are met and actively promote, develop and review the Council Plan to support performance improvement. • Be accountable, as a member of Management Board, for the overall management, resources and performance of the Council, ensuring services operate with commercial effectiveness. Keep the Board informed of proposals which have significant financial and service implications for the Council. Develop, deliver and support the Council's change programmes. • Ensure policies of the Council and services provided or commissioned are fit for purpose and mutually reinforcing. • Monitor the performance of services and ensure corrective action where performance falls short of policy objectives. • Keep the CEO informed of all matters affecting the performance of their role as CEO of the Council. • Keep the CEO, Executive Members and relevant Group Spokespersons appraised of matters which are particularly sensitive or controversial in nature. • Identify the needs of the service, produce and implement a future-focused Directorate business and performance plan, set challenging goals that focus on step change improvements and ensure that its objectives are achieved. • Drive transformational organisational change in order to achieve excellent member, customer and partner relationships while delivering cost-effective, high-quality services to residents. • Be responsible for the Wellbeing, Health & Safety of Staff in line with the Health & Safety Policies and practices. • Carry out roles identified within the resilience and emergencies and business continuity policies. Take a lead where required on single and/or multi agency response to emergencies both in and out of hours.
Directorate leadership and management:	• Ensure Directorate resources are used in a planned way, providing an efficient and cost effective, which takes account of both changing needs and resource availability and delivers responsive high-quality services with an efficient infrastructure. • Ensure budgets allocated to Community Development Services are managed effectively, taking into account the requirement for financial control and governance. • Exercise professional leadership through managing staff involved in planning, commissioning and/or providing community development services ensuring relevant professional and occupational standards are maintained. • Ensure services provided or commissioned by the Council comply with statutory requirements and national standards.

	• Advise the Council, its Committees and Officers on the exercise of all the services provided as part of community development services. • Ensure the efficient execution of decisions and instructions of the CEO, the Council and its Executive and Committees including Scrutiny. Provide high quality advice to both Members and officers of the Council and execute the Council's legislative and financial requirements accordingly. • Maximise commercialisation of services provided, demonstrating strong commercial awareness and the ability to balance this alongside competing priorities. • Ensure the delivery of the Council's Plan. • Establish a culture and approach within Community Development Services, providing clear objectives and priorities, which filter through to individual and team objectives that encourages and promotes performance management and improvement.
Partnerships:	• Lead, develop and sustain effective working relationships and partnerships with significant local, regional and national partners. • Ensure that the Directorate is sensitive to the views of citizens and promotes citizen participation.

Person Specification:

Essential

Knowledge and Experience

- Substantial knowledge of the national policy context, regulatory environment, financial legislation and key issues relevant to community development services.
- Significant understanding of the workings of local government and the current issues to be faced in a large, diverse Authority, particularly the financial, legal and political context of public sector management.
- A proven track record of significant achievement, exploiting new opportunities and winning commitment as a leader in a large, complex and challenging organisation. To include experience of operating successful commercial organisations and programmes at Board level.
- Significant experience of budgetary responsibility including the successful management of large and complex budgets, delivery of savings.
- Experienced in leading successful major organisational culture change within a large diverse organisation, including effective workplace relations to put the customer at the heart of service delivery.
- Experienced in working successfully with partners, both internal and external, to achieve common goals.
- Evidence of building and maintaining reputational management.

Occupational Skills

- Strategic planning skills and highly competent in strategic management with the ability to develop strategy, set high quality goals, objectives and priorities and the determination to secure their achievement.

- Experience of the development and delivery of commercially traded services

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

Behaviours

- Highly motivated and not easily discouraged.
- Personal and professional demeanour and credibility which commands the confidence of members, senior managers, staff, external partners and other stakeholders.
- A high degree of probity and integrity and work within the constraints of a publicly funded service.
- A commitment to learning and achievement.

link

Professional Qualifications

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

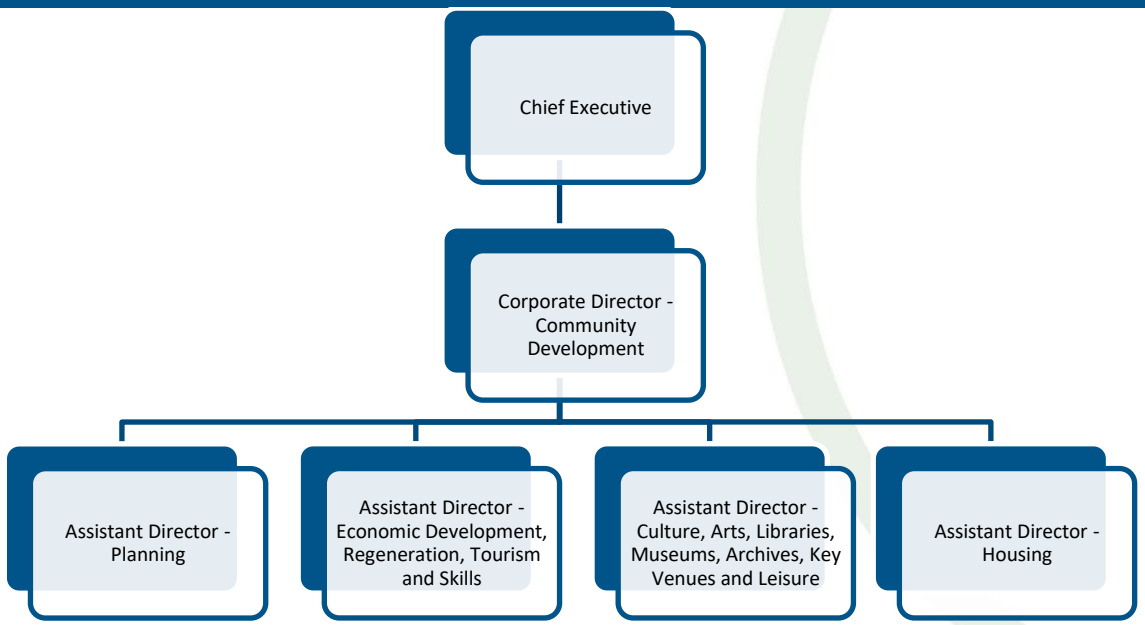
Other Requirements

- **Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends.**
- 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:	Corporate Director Children and Young People's Services
Grade:	DIR2
Responsible to:	Chief Executive
Staff managed:	Manages a group of managers
Directorate:	Children and Young People's Services (CYPS)
Date of issue:	August 2025

Job context

The North Yorkshire Council (NYC) was formed in April 2023 from the merger of the eight former councils across North Yorkshire.

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

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

As a member of Management Board, you will support the journey of the council and the Chief Executive in the Devolution Deal for York and North Yorkshire and work closely with the Mayoral Combine Authority.

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

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

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

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

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

This post requires the post holder to subject to a DBS check (Disclosure & Barring Service).

Job Purpose:	**To be responsible for the effective delivery of the Children and Young People's Services for North Yorkshire. To provide strategic leadership and direction, operational management and financial control for the directorate, ensuring delivery of high-quality strategic aims. Support the development of cross-council strategies across diverse services.**
Corporate leadership:	In order to ensure the corporate management of the Authority at a senior level and the execution of the Council's functions: - (a) Serve as a member of the Council's Management Board; delivering to the corporate agenda beyond the specific professional remit for Children and Young People's Services; (b) Be the Corporate Director with responsibility for ensuring the delivery of the corporate objectives of the Council Plan; (c) Lead the Council's Children and Young People's Services incorporating other related strategies; • Be the Authority's Director of Children's Service Officer with responsibility for education and children's social services, as set out in the Children Act 2004 to fulfil the Council's legislative, financial and governance requirements; • Manage a portfolio of services and functions to be high performing and deliver excellent customer service engendering an approach of continuous improvement; • Develop and implement service and financial plans to provide cost effective services which deliver agreed objectives, priorities and improvements in the context of council strategies and plans. Ensure stretching targets and measurable outcomes are agreed with the CEO and properly and regularly monitored and managed; • Work with all relevant partners to deliver and support council and related partner services in order to improve life for local communities. All Corporate Directors have a joint responsibility to: - • Provide outstanding strategic and organisational leadership to create, embed and sustain the Council • Responsible for the delivery of the Council's operating model • Ensure the Councils values and behaviours are embedded across all services • Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders. • Lead the development and implementation of strategies to ensure corporate objectives and performance targets in the Council Plan are met and actively promote, develop and review the Council Plan to support performance improvement. • Be accountable, as a member of Management Board, for the overall management, resources and performance of the Council ensuring services operate with commercial effectiveness. Keep the Board informed of proposals which have significant financial and service implications for the Council. Develop, deliver and support the Council's change programmes. • Ensure policies of the Council and services provided or commissioned are fit for purpose and mutually reinforcing. • Monitor the performance of services and ensure corrective action where performance falls short of policy objectives. • Keep CEO informed of all matters affecting the performance of their role as CEO of the Council.

	• Keep the CEO, Executive Members and relevant Group Spokespersons appraised of matters which are particularly sensitive or controversial in nature. • To identify the needs of the service, produce and implement a future-focused Directorate business and performance plan, set challenging goals that focus on step change improvements and ensure that its objectives are achieved. • Drive transformational organisational change in order to achieve excellent member, customer and partner relationships while delivering cost-effective, high-quality services to residents. • Promote diversity and inclusion throughout the Council and through partnership and relationship with other stakeholders. • Responsible for the Wellbeing, Health & Safety of Staff in line with the Health & Safety Policies and practices • To carry out roles identified within the resilience and emergencies and business continuity policies. Take a lead where required on single and/or multi agency response to emergencies both in and out of hours.
Directorate leadership and management:	• Support the Council and the Executive in improving services for children, young people and families and prioritise the use of resources. • Ensure Directorate resources are used in a planned way providing an efficient and cost-effective service which takes account of both changing needs and resource availability and delivers responsive high-quality services with an efficient infrastructure. • Ensure budgets allocated to Children and Young People's Services are managed effectively, taking into account the requirement for financial control and governance. • Lead and co-ordinate the Council's delivery of the national Children and Young People's agenda. • Ensure there are clear and effective arrangements to protect children & young people from harm (including those attending Academies, Independent and Free schools). • Ensure young people's skills development is effectively addressed linking to the economic needs and drivers in North Yorkshire. • Advise the Council, its Committees and Officers on the exercise of all the services provided as part of Children and Young People's Services. • Ensure the efficient execution of decisions and instructions of the CEO, the Council and its Executive and Committees including Scrutiny. Provide high quality advice to both Members and officers of the Council and execute the Council's legislative and financial requirements accordingly. • Maximise commercialisation of services provided, demonstrating strong commercial awareness and the ability to balance this alongside competing priorities.
Partnerships:	• Lead, develop and sustain effective working relationships and partnerships with significant local, regional and national partners. • Champion improved outcomes for children and young people as part of the North Yorkshire Safeguarding Children's partnership and provide leadership to the partnership, ensuring integration and continuous improvement of services. • Work in partnership with colleagues in the NHS and other key delivery partners in ensuring the best possible impacts from the resources of the North Yorkshire public services in relation to the health and wellbeing of children, young people and families. • Be a member of the North Yorkshire Safeguarding Children's Partnership Board and be accountable to the Chief Executive for the effective working of the partnership.

- Provide strategic leadership to further develop Children and Young People's reputation as a centre of excellence, including the delivery of national programmes (e.g. Partners in Practice, No Wrong Door) and commercial trading.

Person Specification:
Essential
Knowledge and Experience • Substantial knowledge of the national policy context, regulatory environment, financial legislation and key issues relevant to children and young people's services. • Significant understanding of the workings of local government and the current issues to be faced in a large, diverse Authority, particularly the financial, legal and political context of public sector management. • A proven track record of significant achievement, exploiting new opportunities and winning commitment as a leader in a large, complex and challenging organisation. To include substantial experience of leading good or outstanding service delivery for children and young people. • Significant experience of budgetary responsibility including the successful management of large and complex budgets, delivery of savings. • Experienced in leading successful major organisational culture change within a large diverse organisation, including effective workplace relations to put the customer at the heart of service delivery. • Experienced in working successfully with partners, both internal and external, to achieve common goals. • Evidence of building and maintaining reputational management. • Professional qualification at degree level or equivalent in a relevant subject and management qualification. • Membership of relevant professional body Desirable: • Experience of the development and delivery of commercially traded services.
Occupational Skills • Strategic planning skills and highly competent in strategic management with the ability to develop strategy, set high quality goals, objectives and priorities and the determination to secure their achievement. • Strong credible leadership with a passion for delivering improvement in services. • Excellent communication skills, strong negotiation and influencing skills and ability to effectively deal with the media. • Highly competent in financial management to co-ordinate, monitor, interpret financial and management information and review financial resources, evaluating competing budgetary priorities and establish effective performance measures. • Able to display commercial/business awareness and the ability to gain and sustain customer confidence. • Business planning and ability to develop, communicate and secure ownership of a clear vision and direction. • Able to work successfully corporately beyond specific children's services for the benefit of the wider authority. • Development of practical and creative solutions to the management of strategic issues, resolves problems creatively, pragmatically and flexibly.

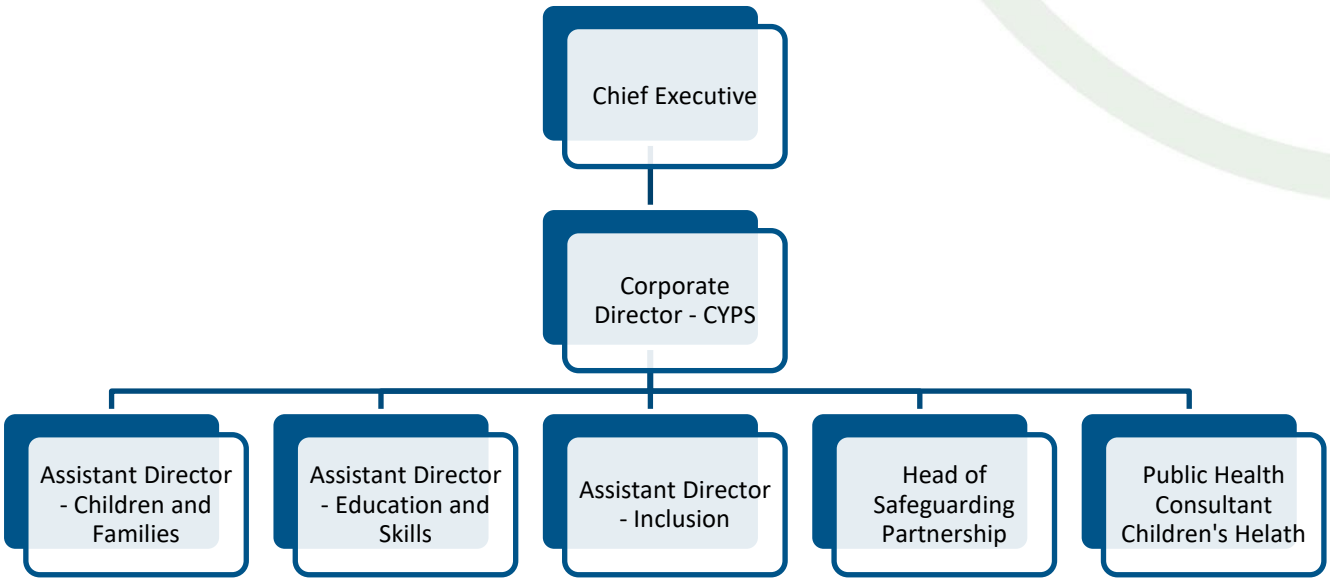
- Political awareness and capacity for partnership working in a highly devolved and accountable service.

Behaviours

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

Link

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Corporate Director – Environment
Grade:	DIR2
Responsible to:	Chief Executive
Directorate:	Environment
Date of issue:	September 2022

Job context

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

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

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

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

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

In this newly formed Directorate, along with the CEO, you are able to shape the way the Council delivers its services across the key functions identified below.

As Corporate Director Environment Services, you will lead the service to achieve its vision to *"provide quality services that promote, support and understand environmental impacts in North Yorkshire."*
This is achieved through the directorate's objectives which are met by the directorate's services:

- Highways & Transportation Services, parking, street scene, parks and grounds
- Environmental Services, including low carbon, natural capital and waste services
- Integrated passenger transport, licencing, public rights of way, harbours
- Regulatory Services, Registration, Bereavement, Coroners Service

This Directorate is instrumental in the delivery of services across North Yorkshire ensuring the region stays open and habitable.

You will be required to build strong regional partnerships across multiple stakeholders, including the Local Enterprise Partnership and our trading companies: NyNet, Yorwaste, Brierley Homes, Align and NY Highways.

You will be required to fulfil the role of Non-Executive Company Director and Board membership of Brierley Group businesses; in particular Yorwaste and NY Highways.

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

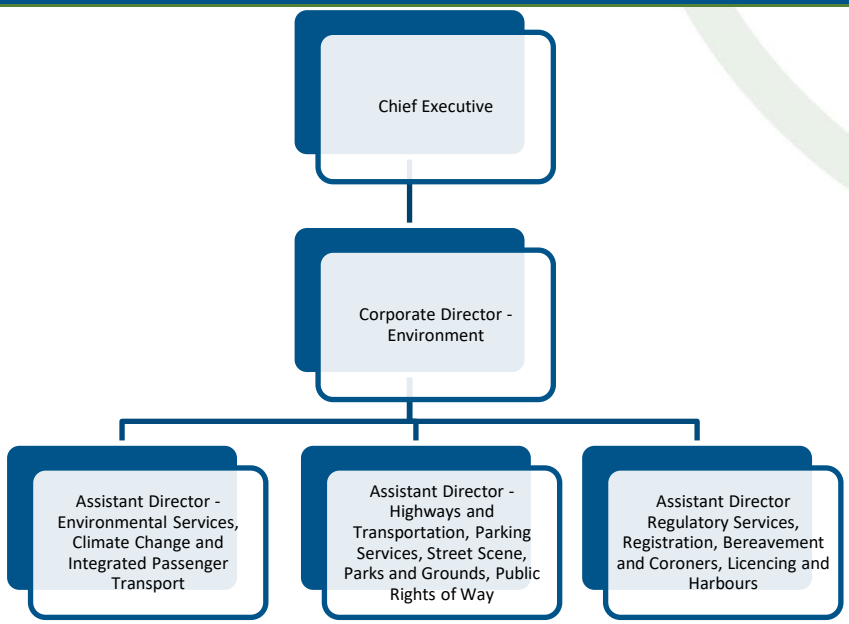
Job purpose	**To be responsible for the effective delivery of the Environmental Services for North Yorkshire. To provide strategic leadership and direction, operational management and financial control for the directorate, ensuring delivery of high-quality strategic aims. Support the development of cross-council strategies across diverse services.**
Corporate Leadership:	In order to ensure the corporate management of the Authority at a senior level and the execution of the Council's functions: (a) Serve as a member of the Council's Management Board, delivering to the corporate agenda beyond the specific professional remit for Environmental Services. (b) Be the Corporate Director with responsibility for ensuring the delivery of the corporate objectives of the Council Plan. (c) Lead the Council's Environmental Services incorporating other related strategies. • Ensure the Council meets its statutory responsibility in respect of Local Transport Plan and Local Plans. • Be the Council's champion for environmental, climate, cultural, heritage services. • Identify and maximise commercial opportunities specific to Environmental services remit including supporting strategic leadership. • Manage a portfolio of services and functions to be high performing and deliver excellent customer service engendering an approach of continuous improvement, ensuring the Council maintains a clear organisational focus on the environment and that relevant statutory requirements and national standards are met. • Develop and implement service and financial plans to provide cost effective services which deliver agreed objectives, priorities and improvements in the context of the Council's strategies and plans. Ensure stretching targets and measurable outcomes are agreed with the CEO and properly and regularly monitored and managed. • Work with all relevant partners to deliver and support council and related partner services in order to improve life for local communities. All Corporate Directors have a joint responsibility to: • Provide outstanding strategic and organisational leadership to create, embed and sustain the Council. • Be responsible for delivery of the new authority operating model. • Ensure the Council's values and behaviours are embedded across all services. • Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders. • Lead the development and implementation of strategies, to ensure corporate objectives and performance targets in the Council Plan are met and actively promote, develop and review the Council Plan to support performance improvement. • Be accountable, as a member of Management Board, for the overall management, resources and performance of the Council ensuring services operate with commercial effectiveness. Keep the Board informed of proposals which have significant financial and service implications for the Council. Develop, deliver and support the Council's change programmes.

	• Ensure policies of the Council and services provided or commissioned are fit for purpose and mutually reinforcing. • Monitor the performance of services and ensure corrective action where performance falls short of policy objectives. • Keep CEO informed of all matters affecting the performance of their role as CEO of the Council. • Keep the CEO, Executive Members and relevant Group Spokespersons appraised of matters which are particularly sensitive or controversial in nature. • Identify the needs of the service, produce and implement a future-focused Directorate business and performance plan, set challenging goals that focus on step change improvements and ensure that its objectives are achieved. • Drive transformational organisational change in order to achieve excellent member, customer and partner relationships while delivering cost-effective, high-quality services to residents. • Be responsible for the Wellbeing, Health & Safety of Staff in line with the Health & Safety Policies and practices. • Carry out roles identified within the resilience and emergencies and business continuity policies. Take a lead where required on single and/or multi agency response to emergencies both in and out of hours.
Directorate leadership and management:	• Ensure Directorate resources are used in a planned way, providing an efficient and cost-effective service which takes account of both changing needs and resource availability and delivers responsive high quality services with an efficient infrastructure. • Ensure budgets allocated to Environmental Services are managed effectively, taking into account the requirement for financial control and governance. • Exercise professional leadership through managing staff involved in planning, commissioning and/or providing environmental services ensuring relevant professional and occupational standards are maintained. • Ensure services provided or commissioned by the Council comply with statutory requirements and national standards. • Advise the Council, its Committees and Officers on the exercise of all the services provided as part of environmental services. • Ensure the efficient execution of decisions and instructions of the CEO, the Council and its Executive and Committees including Scrutiny. Provide high quality advice to both Members and officers of the Council and execute the Council's legislative and financial requirements accordingly. • Maximise commercialisation of services provided, demonstrating strong commercial awareness and the ability to balance this alongside competing priorities. • Maximise waste value streams and diversion from landfill through the Council's Allerton Park PFI programme. • Ensure the delivery of the Council's Local Transport Plan and retain its excellent rating. • Establish a culture and approach within Environmental Services providing clear objectives and priorities which filter through to individual and team objectives that encourages and promotes performance management and improvement.
Partnerships:	• Lead, develop and sustain effective working relationships and partnerships with significant local, regional and national partners. • Ensure that the Directorate is sensitive to the views of citizens and promotes citizen participation.

Person specification:	
Essential	**Desirable**
Knowledge and Experience • Substantial knowledge of the national policy context, regulatory environment, financial legislation and key issues relevant to environmental services. • Knowledge and significant understanding of legislation, professional standards and the national agenda relating to the Environmental Services • Significant understanding of the workings of local government and the current issues to be faced in a large, diverse Authority**,** particularly the financial, legal and political context of public sector management. • A proven track record of significant achievement, exploiting new opportunities and winning commitment as a leader in a large, complex and challenging organisation. To include experience of operating successful commercial organisations and programmes at Board level. • Significant experience of budgetary responsibility including the successful management of large and complex budgets, delivery of savings. • Experienced in leading successful major organisational culture change within a large diverse organisation, including effective workplace relations to put the customer at the heart of service delivery. • Experienced in working successfully with partners, both internal and external, to achieve common goals. • Evidence of building and maintaining reputational management. • Professional qualification at degree level or equivalent in a relevant subject and management qualification. • Membership of relevant professional body	Experience of the development and delivery of commercially traded services.
Occupational Skills • Strategic planning skills and highly competent in strategic management with the ability to develop strategy, set high quality goals, objectives and priorities and the determination to secure their achievement. • Strong credible leadership with a passion for delivering improvement in services. • Excellent communication skills, strong negotiation and influencing skills and ability to effectively deal with the media and work effectively with Members. • Highly competent in financial management to co-ordinate, monitor, interpret financial and management information and review financial resources, evaluating competing budgetary priorities and establish effective performance measures. • Able to display commercial/business awareness and the ability to gain and sustain customer confidence. • Business planning and ability to develop, communicate and secure ownership of a clear vision and direction. • Able to work successfully corporately beyond specific related services for the benefit of the wider authority. • Development of practical and creative solutions to the management of strategic issues, resolves problems creatively, pragmatically and flexibly. • Political awareness and capacity for partnership working in a highly devolved and accountable service.	
Behaviours • Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends. • Committed to the Council's corporate vision and objectives.	

- Highly motivated and not easily discouraged.
- Personal and professional demeanour and credibility which commands the confidence of members, senior managers, staff, external partners and other stakeholders.
- A high degree of probity and integrity and work within the constraints of a publicly funded service.
- A commitment to learning and achievement.
- Able to travel for business purposes
- **link**

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Assistant Director – Legal (Deputy Monitoring Officer)
Grade:	AD1
Responsible to:	Assistant Chief Executive
Staff managed:	Manages a group of managers
Directorate:	Corporate Services
Service:	Legal and Democratic Services
Job family:	**SM - Senior Management**
Date of issue:	January 2023

Job context

As an Assistant Director, you are responsible with colleagues and Management Board to ensure the implementation of the new Council following local government reform. This requires strategic leadership to steer the council through a significant transformation programme.

As the Assistant Director Legal Service**,** you will provide a range of services to North Yorkshire Council, providing a comprehensive and efficient legal service to the Directorates, the Council's Executive, full Council, Committees and Members, and external clients.

Bringing together 8 councils requires significant transformational change across the council and as the Assistant Director – Legal you are required to support the Council achieving its objectives lawfully, that council decision making is sound and that the Council's Constitution and ethical and governance frameworks provide a sound basis for its operations.

You are responsible for the delivery of the elections through the Returning Officer and with support from your elections team.

You are 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.

You will be designated as the Deputy Monitoring Officer, as requested by the Monitoring Officer.

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

Job purpose	**To be responsible for the effective delivery of the Legal service for North Yorkshire. To provide strategic leadership and direction, operational management and financial control for this service, ensuring delivery of high-quality strategic aims. Support the development of cross-council strategies across diverse services.**
Operational Management:	• With significant autonomy and responsibility, co-ordinate activities and priorities which impact on agreed outcomes for the service and directorate. • To lead the operational development and delivery of services with partners, other council and public services, ensuring that the Council's statutory duties are met and delivered within financial, quality and performance standards. • Use innovative, creative thinking to build relationships, influence and negotiate complex and/or contentious issues in order to 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 within each of the service's functions are dealt with efficiently and positively. • Advise the Director and Management Team in relation to legislation and relevant service issues. • Maximise commercialisation of services provided, demonstrating strong commercial awareness and the ability to balance this alongside competing priorities. • To lead specific programmes as part of the Council's change and transformation programmes. • Overall responsibility for performance management of the integrated passenger transport, licensing, public rights of way and harbour services.
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. Account to the Corporate Director for financial performance of the service, ensuring a balanced budget and efficiency targets are met. • Take overall 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 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 legislation.
Partnerships:	• Develop partnership arrangements across the council and beyond in order to maximise the service potential, commerciality and in delivering corporate objectives where benefits to delivery can be achieved. • Ensure appropriate representation on directorate and inter-agency working groups, in order to ensure effective strategic management and planning of services. • Build strong and dynamic relationships and trust with elected Members, partners, stakeholders, contractors, communities and external agencies to enhance profile, relationships and reputation. • Understand the needs of communities, and a commitment to delivering outcomes with and for citizens, customers and stakeholders. • Represent the Corporate Director and the directorate at service policy, operational & co-ordination forums with external organisations where added value for the Council can be gained by sharing and working collaboratively. • Act as lead and/or represent the Council on specific initiatives and areas to continually drive and improve the performance of the partnership. • To play an active role in ensuring that the service provides a quality service to clients, including ensuring compliance with:

	(a) Law Society Practice Management Standards and other professional requirements including the Law Society Professional Conduct Rules. (b) Lexcel standards. (c) Legal and Democratic Services quality standards. • Participation in quality standard audits. • Compliance with and operation of NYC Risk Management Policies
Strategic management:	• 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. • Manage the development of, and delivery of, appropriate initiatives to deliver strategies and policies. • To develop and promote the service's contribution to corporate and directorate level priorities and objectives, aligning with political direction and decision making, ensuring that the Council's plans and priorities are integrated and developed as part of a comprehensive directorate service plan. • Supporting the Corporate Director at a management level and be an active member of the Directorate Management Team with collective responsibility for encouraging 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 Corporate Director and Chief Executive of the Council. • Drive transformational organisational change in order to achieve excellent member, customer and partner relationships while delivering cost-effective, high-quality services to residents. • Ensure that the Council has relevant and appropriate corporate policies which set out strategic direction and priorities, meet the needs of communities, are mainstreamed and embedded appropriately within the work of all parts of the council, and protect the council from risk of legal and public challenge. • Provide outstanding strategic and organisational leadership to create, embed and sustain the new Council. • Responsible for the delivery of the new authority operating model • Ensure the new councils' values and behaviours are embedded across all services. • 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 • Take a lead where required on single and/or multi agency response to emergencies
Communications:	• Communicate to staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice. • Encourage good communication and effective working relationships across services/directorates. • Consult with the Corporate Director on service proposals which have significant financial or political implications for the Council. • Represent the Council at high level inquiries. • 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 and ensure that decisions are appropriately informed and services delivered according to council priorities. • 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 relating to the service with staff, service users, councillors, Management Board, trade unions, partners and citizens in accordance with Council policy.

	• Communicate effectively across the Council on corporate changes of policy.
Systems and information:	• Provide information and statistical reports to illustrate transformational plans and progress. • Analyse complex data and information to inform transformational decision making, including use of specialist software relating to legal time costing and research tools. • 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. • Ensure all service systems are operated in accordance with policy and procedure

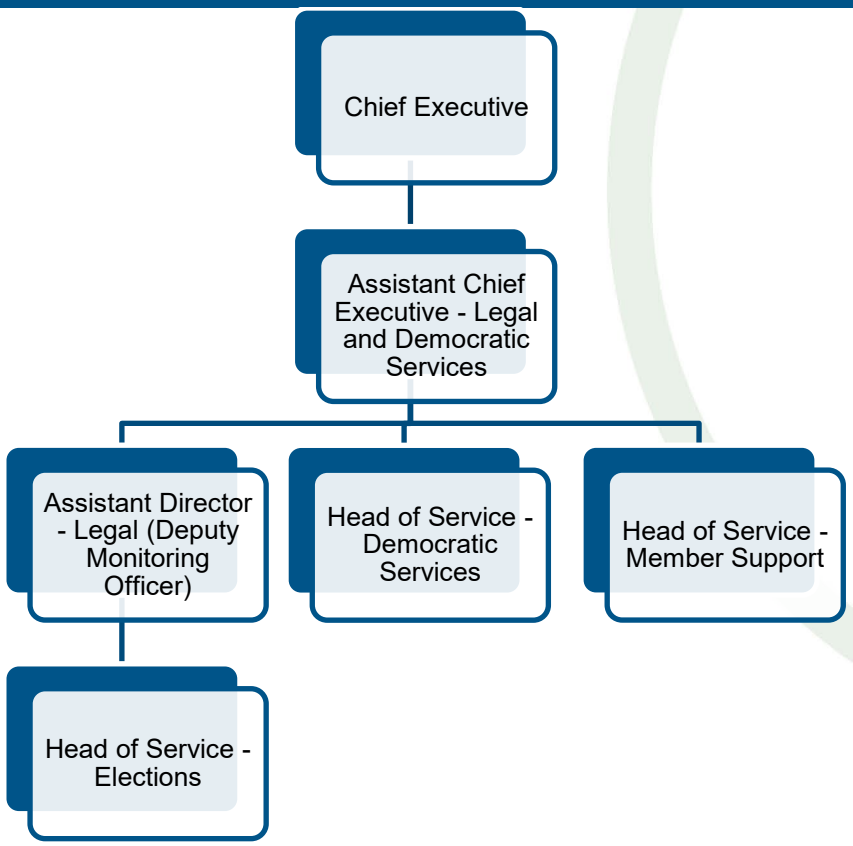
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Substantial knowledge of the national policy context, regulatory environment, financial legislation and key issues relevant to legal and democratic services. • In depth knowledge of the local government ethical framework, legal frameworks and the law relating to the conduct of committees. • A clear understanding of the workings of local government and the current issues to be faced in a large, diverse Authority**,** particularly the financial, legal and political context of public sector management. • Significant experience of strategic planning and implementation, policy development and management in a local authority, major independent service organisation or equivalent. • Experience in managing in a legal context at a senior level. • 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 and issues facing the services they are responsible for, both at local and national level. • Experienced in developing and implementing organisational culture change strategies within a large diverse organisation. • Experience of acting in the role of Monitoring Officer.	
Occupational Skills • Strong credible leadership with a passion for delivering improvement in services. • Excellent communication skills, strong negotiation and influencing skills and ability to effectively deal with the media. • Budget management skills to co-ordinate, monitor and review financial resources, evaluating competing budgetary priorities and establish effective performance measures. • Business planning and ability to develop, communicate and secure ownership of a clear vision and direction. • Takes ownership for informed decisions and delivering outcomes. • Development of practical and creative solutions to the management of strategic issues, resolves problems creatively, pragmatically and flexibly. • Political awareness and capacity for partnership working in a highly devolved and accountable service.	

Behaviours • link	
Professional Qualifications • Professional qualification at degree level or equivalent in a relevant subject and management qualification. • Solicitor or barrister (or equivalent qualification). • Qualified lawyers must have a practising certificate. • Membership of relevant professional body.	
Other Requirements • Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends. • Committed to the Council's corporate vision 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	

Career progression:

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

Structure



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

Post title:	Assistant Director Communications
Grade:	AD1
Responsible to:	Assistant Chief Executive Local Engagement
Staff managed:	Manages a group of managers
Directorate:	Central Services
Service:	Communications
Job family:	**SM - Senior Management**
Date of issue:	September 2022

Job context

As an Assistant Director, you are responsible with colleagues and Management Board to ensure the success of the new Council following local government reform. This requires strategic leadership to steer the council through a significant transformation programme.

You will report to the Assistant Chief Executive Local Engagement and form part of the Management Team. It is expected that you will also be required to work directly with the Chief Executive and Members of Management Board and Members on a daily basis.

As the Assistant Director of Communications you play a crucial part in the delivery of the new council ensure all key stakeholders are kept informed, engaged and come along the journey with the council.

You will lead the communications team within which you will provide a communications service on behalf of the council to both service users and staff. This covers media liaison, internal communications, marketing, design, publications and branding, social media and digital communications.

You are responsible for, along with Management Board and senior colleagues, guarding the reputation of the council, meeting statutory requirements and monitoring communication and engagement activity across the council.

As the Assistant Director you are the corporate expert and will lead on communications and media relations delivering the Council's high performing and innovative Communications service and supporting the delivery of the Council's vision and priorities.

As the councils have come together in a new Authority it is important that our communication approach is all encompassing of all the services and ensures that our residents are informed at the right time.

You will form and build on strong and collaborative partnerships across the region, particularly with health, police, other emergencies services, and neighbouring local authorities, including the seven North Yorkshire district councils

This role involves spoken communications so a confident use of English language is required.

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

Job Purpose:	**To lead and manage the strategic direction and operational implementation of an integrated proactive approach to internal, external and electronic communication with staff, partners, customers and the communities in North Yorkshire.**
Strategic management:	• Identity the future direction, and plan for implementation to achieve future priorities. • Provide leadership through working with and influencing Senior Managers and members to develop and deliver effective communication, media, web and marketing strategies, plans and activities. • Through these strategies, deliver improved customer service, efficiencies and behavioural changes. • Develop, deliver and manage the internal communication agenda to achieve business objectives and contribute significantly to the organisation development agenda. • Innovate, identify and deliver opportunities that modern communication methods offer. • Develop and enhance relations and key partnerships with the media and key customers to actively support the corporate agenda. • Develop organisational capacity and capability in effective communications marketing and PR. • Provide leadership across the county on effective public sector and partnership communications, encompassing emergency communications. • Provide outstanding strategic and organisational leadership to create, embed and sustain the new Council • Responsible for the delivery of the new authority operating model • Ensure the new Council's values and behaviours are embedded across all services • Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders. • 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.
Operational management:	• Devise and manage the implementation of a corporate communications strategy and action plan. • Develop and deliver a range of resident communication channels, which will significantly contribute to a range of corporate agendas, priorities and plans, to maximise digital by default and self-serve. • Devise and manage a comprehensive press and media relations strategy and implementation plan including press relations campaigns aimed at different media audiences at regional and local levels. • Develop and deliver a channel management strategy for the website and intranet, delivering improved customer service and taking advantage of the latest technological developments. • Lead on developing, improving and supporting organisational communications and support the development of processes and initiatives. • Manage the news content for internal and external publications including the website, internal newsletter and corporate publications. • Undertake specific projects as required and other ad hoc communication projects, upholding time, budget, quality and corporate standards.
Communication:	• Manage crisis communications to safeguard the integrity of the Authority and lead the Council's response, through partners, to fulfil the public Warning and Informing function under the Civil Contingencies Act (2004). • Communicate and engage with staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice.

	• Encourage good communication and effective working relationships across services/directorates. • 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 and ensure that decisions are appropriately informed and services delivered according to council priorities. • 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 relating to the service with staff, service users, councillors, Management Board, trade unions, partners, communities and citizens in accordance with Council policy. • Communicate effectively across the Council on corporate changes of policy.
Partnerships:	• Lead on partnership working for communications and website, including the development of shared public sector communications. • Work with the Chief Executive to maintain an active network of relationships (internal and external) to help ensure understanding of the Authority's objectives. • Work with the Directors to maintain active relationships and understanding of their current/future projects, aims and activities and identify and capitalise on appropriate press/marketing opportunities. • Develop positive and proactive relationships with external press partners.
Resource management:	• Lead, manage and develop the staff of the unit to best meet the needs of the Council ensuring staff are consulted, supported and motivated to support the achievement of personal and business objectives. • Manage the contribution of those involved in the delivery of partnership projects, including communications and web activities. • Ensure human resource strategies are upheld to support Workforce Planning initiatives. • Ensure the Unit's budgets are set, monitored and adjusted and that activities are carried out within agreed budgets. • Responsible for ensuring that all communication services are delivered on time, within budget and are to the highest quality standards. • Allocate resources to maximise the potential for income ensuring that it is in the best interests of the Authority. • Undertake personal development to ensure continued effective development of the Communications Unit. • Ensure the health and safety of all persons and premises under your control are in accordance with the provisions of Health and Safety legislation.
Systems and information:	• Provide accurate and timely information through the analysis of service and other information, preparation of questionnaires and reports. • Ensure maintenance of appropriate records and databases. • Provide accurate information on website and intranet performance and usage to inform future developments.

Person Specification:

Essential

Knowledge and Experience

- Substantial knowledge of the national policy context, regulatory environment, financial legislation and key issues relevant to the service, e.g. communications, marketing and web functions and their potential.
- A clear understanding of the workings of local government and the current issues to be faced in a large, diverse Authority**,** particularly the financial, legal and political context of public sector management.
- Significant experience of strategic planning and implementation, policy development and management in a local authority, major independent service organisation or equivalent, in particular developing and implementing communication and web strategies and plans.
- 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 and issues facing the services they are responsible for, both at local and national level.
- Experienced in developing and implementing organisational culture change strategies within a large diverse organisation.
- Professional qualification at degree level or equivalent in a relevant subject and management qualification.
- Membership of relevant professional body.
- Good technical understanding of key technologies used to deliver customer service through multiple channel operation.

Desirable:

- Post graduate management qualification

Occupational Skills

- Strong credible leadership with a passion for delivering improvement in services.
- Excellent communication skills, strong negotiation and influencing skills and ability to effectively deal with the media.
- Budget management skills to co-ordinate, monitor and review financial resources, evaluating competing budgetary priorities and establish effective performance measures.
- Business planning and ability to develop, communicate and secure ownership of a clear vision and direction.
- Takes ownership for informed decisions and delivering outcomes.
- Development of practical and creative solutions to the management of strategic issues, resolves problems creatively, pragmatically and flexibly.
- Political awareness and capacity for partnership working in a highly devolved and accountable service.
- Strong people management skills and leadership qualities including the ability to develop and motivate others
- Adept at proactive and reactive communication strategies; skilfully leading crisis communication responses to critical and emergency situations

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

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:	Alliance Director
Grade:	NYC AD1 / Agenda for Change 8c
Responsible to:	Assistant Director Care & Support (NYC) & Operational Director Long Term and Unscheduled Care (HDFT)
Staff managed:	Manages a group of managers
Directorate:	Children and Young People's Services
Service:	Harrogate & Rural Alliance
Job family:	**SM - Senior Management**
Date of issue:	November 2025

Job context

The core purpose of the Harrogate and Rural Alliance (HARA) is to provide integrated, preventative, safe, caring, high quality, person-centered health and social care at the right time in the right place, and to support people in the Harrogate Borough to live independent and healthy lives.

As the Alliance Director the post holder will have responsibility for overseeing the delivery of an integrated community health and social care service, organised around primary care practices and local communities, which responds to the CCG vision for community services in Harrogate and 'Your Community, Your Care' as well as to the other national and local drivers within the NHS and social care. The key objective will be to implement and embed a service model establishing hubs in defined localities which comprise multi-disciplinary teams based around primary care practices; supported by a number of health, social care, voluntary and independent sector and wider public services.

The Alliance Director will lead operational delivery; supporting the Harrogate & Rural Alliance Board, including the Lead CCG Director, the Chief Executive of Yorkshire Health Network (YHN), the Assistant Director Health & Adult Services (NYC) and Operational Director Long Term & Unscheduled Care (HDFT) and Operational Director (TEWV) in ensuring that the integrated community health and social care service delivers against the core objectives, agreed measures and contractual KPI's for Harrogate & Rural Alliance.

The post holder will:

- Lead and integrate the Harrogate & Rural Alliance service across primary care, community health and social care:
    - Lead and manage the operational community health and social care teams that form the core service.
    - Ensure effective systems are in place for workload allocation and management, and the management of staff within respective organisational policies and procedures.
    - Work closely with all primary care practices to ensure that the service is community and population based and puts the person at the heart of the service.
    - Work with partners in the Alliance Board and beyond (e.g., voluntary sector, HBC Housing and Leisure Services, care providers, Yorkshire Ambulance Service, North Yorkshire Horizons), to ensure that multi-disciplinary team meetings and networks reflects all the service options required to support people in the community.
    - Provide leadership and direction which supports integrated multi-disciplinary teams to work together to achieve the shared purpose and objectives of the service.
    - Oversee the delivery of services which are of the highest quality and are responsive to the needs of people who use services; ensuring that that HDFT and Council's statutory duties are met and delivering contractual KPI's and agreed outcomes.

- Lead on the annual service planning process, working with partners, to ensure that there are appropriate operational plans, clear goals and objectives, and jointly owned performance measures against which progress throughout the year can be monitored.
- Be accountable for the effective use of delegated resources (including estates, budgets, workforce); and manage budgets workforce, performance, quality and practice in line with the requirements of partner agencies.

- Develop and embed the organisational design to support HARA's purpose and objectives

  - Embed a joint management structure which facilitates joint working in service delivery and provides clear lines of accountability and line management into respective organisations.
  - Line manages clinical and social care service managers, within an integrated management structure, who manage discrete locality service areas.
  - Act as a role model to colleagues across the health and social care economy; promoting and behaving consistently with the purpose, vision and values of the organisation.

- Lead the strategic service development of the integrated community health and social care service.

  - Work effectively with partners to establish agreed ways of working which facilitate integrated working at all levels in the service model.
  - Develop clear plans for development and phased implementation in Years One and Two aligned to primary care network development.
  - Identify opportunities to build on and expand core out of hospital service model.
  - Ensure that service delivery is focused on people who use services and is delivered through effective, integrated pathways; this will require influencing at all levels across the health and social care system and with partners.
  - Through the Alliance arrangements identify and influence development of new services that will improve people's outcomes
  - Involve the public, including people who use services, in designing and developing the service.

The post holder's base will be in Harrogate.
This post is subject to disclosure. This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job specifics

- Five direct reports, 277 FTE total staffing and £60.7m budget

Job purpose	**To implement and embed an integrated service model for Harrogate & Rural Alliance; establishing Hubs in defined localities which are comprised of multi-disciplinary teams based around primary care practices.** The **post holder will oversee the delivery of the integrated community health and social care** service, **developing effective integrated and multi-. disciplinary teams (with management responsibility for the Council's Assessment and Reablement teams and HDFT's Community Care Teams), ensuring that services are delivered well to meet financial, quality and performance standards.**
Operational Management:	• To be accountable and lead the operational development and delivery of integrated services with partner organisations, ensuring that the partner's statutory duties are met and delivered within financial, quality and performance standards. • To be responsible for supporting clinical leads to deliver clinical improvement programmes consistent with the Trust's Clinical Strategy

	• To ensure that the integrated Community Services meets the Trust, Council and CQC governance and operational requirements and the requirements of the contract with the Commissioners. • To ensure effective arrangements are in place in Harrogate & Rural localities to prevent, resolve and divert activity where people do not need statutory adult social care services; and prevent avoidable admissions into secondary care. • To promote independence, wellbeing and a community-assets based approach to social care practice at all stages in the pathway. • To implement systems and procedures to fulfil the requirements of the Trust and Council's Risk Management Strategy including local management and resolution of complaints and concerns, management of Untoward Incidents / Near Misses, and compliance with the Risk Profiling Programme • To ensure effective devolution of management and leadership responsibility to Matrons, Locality and Service Managers and those in equivalent roles, maintaining scrutiny of quality standards and offering support and guidance as required • To demonstrate strong leadership and partnership working to align all partners to the shared purpose and service objectives for HARA. • To lead the development of a shared organisational culture which supports and promotes integrated working practices and involves colleagues at all levels in shaping the development of the service. • To provide leadership and direction to supports managers and teams in navigating statutory, policy and process frameworks across multiple organisations

Resource management:	• To be responsible as the budget holder for the oversight and management of specific allocated budgets within the Trust and Council's Scheme of Delegation of Financial Responsibility
	• To ensure that budgets are used appropriately and efficiently and that there are robust and relevant monitoring systems in place.
	• To account to the Assistant Director of Health & Adult Services and Operational Director HDFT for financial performance of the service, ensuring a balanced budget and meeting any efficiency targets agreed
	• To identify, develop and implement action plans to achieve agreed cash releasing efficiency savings.
	• To ensure the Alliance consistently develops clinical and social care practice, achieves organisational effectiveness and delivers cost effective services.
	• To monitor the performance of the service against its agreed objectives, using data effectively to report on agreed measures for the Council and HDFT; and be responsible for taking corrective action where performance is not in accordance with objectives.
	• To embed a culture of performance management through the implementation of appropriate monitoring systems; to drive continuous improvement in line with key objectives and inspection regimes; and to ensure the delivery of individualised, high quality, compassionate care
	• To maximise the use of systems and technology to facilitate new ways of working and identify opportunities to enhance productivity.
	• To be accountable for performance and quality within the service including.
	  ○ Responsibility for evidencing compliance with all accreditation standards including CQC and NHSLA
	  ○ Ensuring the principles of good Governance underpin all existing and new practice in areas of responsibility; ensure ongoing provision of evidence for Annual Health Check
	  ○ Ensuring operational delivery of the highest standard; including

	maintaining infection prevention and control • To maintain an effective complaints process and patient feedback systems within areas of responsibility; ensuring the effective and prompt investigation of complaints in line with the Council and Trust's Complaints Procedures and ensuring that all complaints are used positively to improve the service. • To ensure line managers in Harrogate & Rural Alliance undertake effective team management, managing the performance, development and recruitment of colleagues including formally setting objectives and appraising performance, in line with partner organisation's policies. • To provide leadership, motivation and regular supervision, appraisal and development for colleagues directly line managed. • To lead on workforce development & planning; identifying and prioritising needs based on service and organisational priorities. • To implement specific plans to deliver against workforce KPI's; which supports colleague engagement, retention, succession planning, and effective attendance management. • To take responsibility for own Continuing Professional Development and maintain a portfolio showing evidence of development
Partnerships:	• To build strong and dynamic relationships and trust with partners, stakeholders, communities and external agencies to support the vision and objectives of Harrogate Alliance • To forge partnerships and work alongside others in the delivery of integrated services that enhance Harrogate Borough and build self-reliance within communities. • To deputise for the Assistant Director – Health & Adult Services and Operational Director HDFT and represent Harrogate Alliance at policy, operational & co-ordination. forums with internal and external agencies, Trusts and Councils
Strategic management:	• To oversee the implementation of a joint management structure in Year 1, and develop the plans to move to fully integrated teams by Year 2 • To be accountable to the Assistant Director Health and Adult Services and Operational Director HDFT for the long-term planning of services across integrated Community Services and, with the Operational Managers, the development of appropriate operational plans • To ensure that the planning and performance of services is fully integrated, with the sharing of good practice and problem solving of common issues. • To evaluate service provision across the agreed areas of responsibility against best practice and manage service improvement initiatives in line with organisational objectives. • To be responsible for developing and implementing national legislation, policies and guidance across the integrated Community Services • To facilitate and co-ordinate work around new ways of working, developing policies, processes and procedures as necessary
Communications:	• To represent Harrogate & Rural Alliance at appropriate inter and intra agency meetings, promoting, consulting and engaging with managers, colleagues, people who use our services and their carers and other stakeholders, in potentially challenging situations. • To appraise the Assistant Director Health & Adult Services and Operational Director HDFT of matters arising which are particularly sensitive in nature or are controversial. • To produce timely briefings and reports to a range of stakeholders • To promote the reputation and image of partners within the Alliance positively when responding to complaints or to media queries • To lead and manage consultation and engagement activities with colleagues,

	people who use services, councilors, Management Boards, trade unions, partners and citizens in accordance with Trust and Council policies. • To ensure effective communication channels are in place to keep colleagues informed of organisational, local and national issues and developments
Systems and information:	• To provide management/reporting information and statistical reports to illustrate transformational plans and progress • The post holder must utilise the current business processes in relation to record keeping, financial monitoring and IT
Safeguarding:	• The post holder is expected to adhere to Council and Trust policies and procedures and relevant legislation including the requirements of any professional bodies and to complete identified mandatory training; this includes Safeguarding, Data Protection & Confidentiality, Infection Prevention & Control, Health & Safety, and Equality & Diversity. • To ensure the service's compliance with all statutory health and social care requirements in Harrogate Borough.

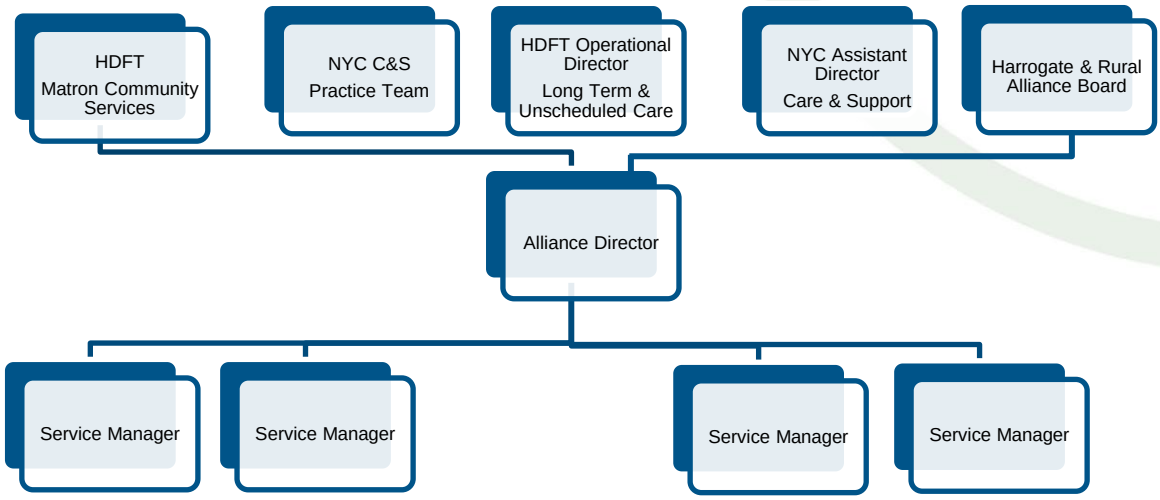
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Extensive knowledge and expertise in business planning, performance, financial and human resources management • Extensive knowledge of either NHS and/or social care policy environment at local, regional and national level • Significant knowledge of NHS or social care quality and regulatory issues and requirements; including CQC registration, CQUIN, NHSLA and HCPC • Extensive knowledge and understanding of community-based services for adults with health and social care needs. • Extensive knowledge of current good practice standards both at local and national level • Extensive knowledge of statutory requirements, including requirements in respect of safeguarding, Mental Capacity Act 2005 carers, equality and anti- discrimination legislation, maintaining a safe working environment, data protection and confidentiality • Extensive knowledge and understanding of how Equality & Diversity, Dignity & Respect and Human Rights will apply to this role. • Significant experience of managing NHS or social care services at a senior level • Significant experience of delivering results through successful partnership and multi-agency working and practice • Extensive experience of interpreting and implementing national policies, guidance and standards within a health/social care setting • Substantial experience of health/social care needs assessment and service provision • Significant understanding of primary care • Significant experience of developing existing and new services; including working with service users/patients to shape services • Extensive experience of leading, delivering and maintaining organisational change • 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 and delivering effective external and internal communications	
Occupational Skills • Demonstrable leadership skills within a challenging/ demanding environment; and ability to promote organisational policy and objectives. • 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 • Education to master's degree level or equivalent experience • Management qualification or equivalent experience • Evidence of continuing professional development	• Project management qualification
Other Requirements • Ability to travel within (and outside of) the Trust, Council and CCG's geographical boundaries. • Availability to work as necessary outside office hours; and participate in senior management on-call arrangements. • Ability to demonstrate a high level of personal adaptability and resilience	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Assistant Director – Resources
Grade:	AD2
Responsible to:	Corporate Director of Resources
Staff managed:	Manages a group of managers
Directorate:	Resources
Service:	Finance
Job family:	**SM - Senior Management**
Date of issue:	September 2022

Job context

As an Assistant Director, you are responsible with colleagues and Management Board to ensure the success of the new Council following local government reform. This requires strategic leadership to steer the council through a significant transformation programme.

As you are an Assistant Director – Resources you will support a specific Directorate (and this will be subject to rotation should that be required). You will be a member of their Management Team given the out posted nature of the finance function and other key client resource issues within the directorate(s).

You will provide strategic management and leadership within a given directorate(s). This means acting as lead business partner for the following areas: **-**

- Financial management
- ICT
- Change management
- Coordination of the Council's transition and subsequent transformation plans following local government reorganisation
- Performance management
- Property
- Procurement

Commercial activities

In this role you will be a member of the Resources Management Team and responsible with colleagues to provide the range of resource and support services across the council.

This job 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 resource-based functions within a Directorate. This includes strategic leadership and direction, operational management, leading on coordination of change programmes and financial management for a range of resource-based services across the given directorate. In addition to deliver the corporate aims, objectives and strategies and ensure that resources are deployed to best effect across the whole of the council.**
Operational management:	• With significant autonomy and responsibility, co-ordinate activities and priorities which impact on agreed outcomes for the service and directorate. • Provide a full range of financial services to the Directorate in accordance with agreed specification. • To act as lead business partner for the Directorate(s) on a range of resource-based functions by identifying needs and acting as the lead agent to ensure delivery • To lead the operational development and delivery of services with partners, other council and public services, ensuring that the Council's statutory duties are met and delivered within financial, quality and performance standards. • Use innovative, creative thinking to build relationships, influence and negotiate complex contentious issues and develop, support and promote a strong results driven and customer focussed performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs. • Ensure that complaints within each of the service's functions are dealt with efficiently and positively. • Advise the Director and Management Team in relation to legislation and relevant service issues. • Maximise commercialisation of services provided, demonstrating strong commercial awareness and the ability to balance this alongside competing priorities. • To lead specific programmes as part of the Council's change and transformation programmes. • 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.
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. • Management 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. • Lead on the strategic financial management for a given directorate(s) including - the Capital Plan - the overall Medium Term Financial Strategy for the directorate(s) and - the statutory final accounts for the directorate and - on-going monitoring of revenue and capital budgets. • 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 legislation.
Partnerships:	• Positively contribute to partnership arrangements across the council and beyond in order to maximise the service potential, commerciality and in delivering corporate objectives where benefits to delivery can be achieved. • Ensure appropriate representation on directorate and inter-agency working groups, in order to ensure effective strategic management and planning of services.

	• Build strong and dynamic relationships and trust with elected Members, partners, stakeholders, contractors, communities and external agencies to enhance profile, relationships and reputation.
Strategic management:	• To identify the resource needs of the service, produce and implement a focused business and performance plan with financial information that sets challenging goals that focus on step change improvements • To ensure that directorate(s) plans are monitored and there are arrangements to track delivery of objectives – financial and non-financial. • Manage the development of, and delivery of, appropriate initiatives to deliver strategies and policies. • To develop and promote the service's contribution to corporate and directorate level priorities and objectives, aligning with political direction and decision making, ensuring that the Council's plans and priorities are integrated and developed as part of a comprehensive directorate service plan. • Supporting the Corporate Director within Resources and Directorate at a management level and be an active member of the Directorate Management Team with collective responsibility for establishing a culture which promotes the values and behaviours of the council. • As a member of the Resources Directorate management team, provide general support on service matters to the Corporate Director and Chief Executive of the Council. • Drive transformational organisational change in order to achieve excellent member, customer and partner relationships while delivering cost-effective, high-quality services to residents. • To deputise for the Corporate Director, Resources as requested and represent the Corporate Director, Resources as required. • Lead on commercial management within the Directorate, including the production of key commercial reports. • Provide outstanding strategic and organisational leadership to create, embed and sustain the new Council • Responsible for the delivery of the new authority operating model across the respective directorate(s) • Ensure the new Council's values and behaviours are embedded across all services • Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders.
Communications:	• Communicate and engage with staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice. • Encourage good communication and effective working relationships across services/directorates. • Consult with the Corporate Director Resources on service proposals which have significant financial or political implications for the Council. • 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 and ensure that decisions are appropriately informed and services delivered according to council priorities. • 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 relating to the service with staff, service users, councillors, Management Board, trade unions, partners, communities and citizens in accordance with Council policy. • Communicate effectively across the Council on corporate changes of policy.

Systems and information:	• Provide information and statistical reports to illustrate transformational plans and progress. • Analyse complex data and information to inform transformational decision making. • 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. • 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 and Experience • Substantial knowledge of the national policy context, regulatory environment, financial legislation and key issues relevant to the service, particularly budget preparation, strategic financial management. • Substantial knowledge of strategic financial management including budget preparation and monitoring in a complex large organisation • A clear understanding of the workings of local government and the current issues to be faced in a large, diverse Authority, particularly the financial, legal and political context of public sector management. • Significant experience of strategic planning and implementation, policy development and staff management in a local authority, major independent service organisation or equivalent. • 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. • Experienced in developing and implementing organisational culture change strategies within a large diverse organisation.	• Local Authority policy making and procedures including Standing Orders and Financial Regulations.
Occupational Skills • Strong credible leadership with a passion for delivering improvement in services. • Excellent communication skills, strong negotiation and influencing skills and ability to effectively deal with the media. • Budget management skills to co-ordinate, monitor and review financial resources, evaluating competing budgetary priorities and establish effective performance measures. • Business planning and ability to develop, communicate and secure ownership of a clear vision and direction. • Takes ownership for informed decisions and delivering outcomes. • Development of practical and creative solutions to the management of strategic issues, resolves problems creatively, pragmatically and flexibly. • Political awareness and capacity for partnership working in a highly devolved and accountable service. • Strong people management skills and leadership qualities including the ability to develop and motivate others.	

Behaviours

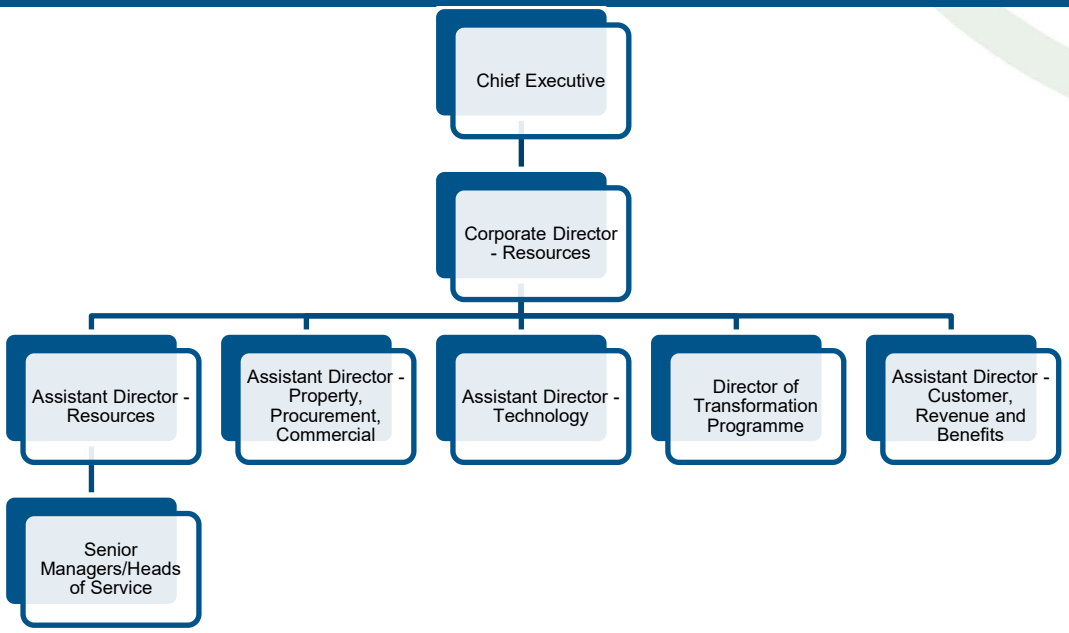
- Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends.
- Committed to the Council's corporate vision and objectives.
- Highly motivated and not easily discouraged.
- Personal and professional demeanour and credibility which commands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

- CCAB qualified Accountant
- Professional qualification at degree level or equivalent in a relevant subject
- Membership of relevant professional body

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Assistant Director Property, Procurement and Commercial
Grade:	AD2
Responsible to:	Corporate Director, Resources
Staff managed:	Manages a group of managers
Directorate:	Resources
Service:	Property, Procurement and Commercial
Job family:	Choose a job family
Date of issue:	January 2023

Job context

As an Assistant Director, you are responsible with colleagues and Management Board to ensure the success of the new Council following local government reform. This requires strategic leadership to steer the council through a significant transformation programme.

In this role you will lead and manage the Property, Facilities Management, Health & Safety and Procurement services, as well as provide the key strategic leadership on commercial arrangements across the Council. The latter will see you working alongside a range of commercial ventures and the management teams of those ventures. You will also engage with partners in public and private sectors to deliver quality outcomes, and to deliver constant improvements across the range of services through innovation, applying best practice and promoting customer care improvements. You will ensure services delivered are safe and deliver value for money and compliance with statutory duties and obligations.

In leading the Corporate Property and Health & Safety Services, you will.

- lead on development of strategy to ensure that the Council's property portfolio is fit for purpose and supports the provision of efficient front-line services.
- lead on development of strategy to ensure that the Council's H&S Strategy is fit for purpose and supports the provision of efficient front-line services.
- be responsible for the management of resources available to Corporate Property Management (CPM) and Health & Safety Risk Management (HSRM);
- ensure effective management of contracts let for the property services provided by sections of CPM and HSRM.
- ensure that there are effective working relationships between all services across the Council and the property and H&S functions.
- ensure that there is a coherent approach towards traded services within CPM and HSRM, including facilities management; and
- ensure the application of VFM and efficiency principles to all aspects of all relevant services and activities.

In leading the Corporate Procurement Function, you will:

- lead on development of strategy to ensure that the Council's procurement function is fit for purpose and supports the provision of efficient front-line services.
- ensure that the Council is able to secure maximum efficiency savings through intelligent commissioning and joined-up procurement where possible both across the Council and with external partners.
- be responsible for the management of resources available through the North Yorkshire Procurement Service (NYPS) and the functional procurement arrangements throughout the Council.
- ensure effective management of contracts through NYPS; and
- ensure that there are effective working relationships between all services across the Council and the procurement function.

In leading the Corporate Commercial Management Function, you will.

- lead on establishing the Council's commercial management framework and ensure that it is effective and develops as necessary to continue to be fit for purpose.
- lead on reporting to Members on the overall commercial operations of the Council as part of Shareholder Sub-committees and informal Member briefings.
- develop strategies to further the commercial aspirations of the Council and its range of commercial ventures / companies.
- support commercial operational leads in the production of business plans and other related commercial strategies.
- review the Council's assets and seek to optimise the return to the Council.
- produce appropriate commercial related reports as required (e.g. quarterly monitoring to the Corporate Management Team and the Executive).
- oversee the Facilities Management Service as part of a traded service to schools and other customers.

To provide leadership on Value for Money (VfM) across the Council, including liaison with the external auditor and other external bodies in the case of peer review and benchmarking.

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

Job purpose	**To be responsible for the effective delivery of the property, procurement, health and safety, facilities management and commercial services for North Yorkshire. To provide the key strategic leadership and direction in maximising returns to the Council and its taxpayers through commercial activities.**
Operational Management:	• With significant autonomy and responsibility, co-ordinate activities and priorities which impact on agreed outcomes for the service and directorate. • To lead the operational development and delivery of services with partners, other council and public services, ensuring that the Council's statutory duties are met and delivered within financial, quality and performance standards. • Use innovative, creative thinking to build relationships, influence and negotiate complex and/or contentious issues in order to 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 within each of the service's functions are dealt with efficiently and positively. • Advise the Director and Management Team in relation to legislation and relevant service issues. • Maximise commercialisation of services provided, demonstrating strong commercial awareness and the ability to balance this alongside competing priorities. • To lead specific programmes as part of the Council's change and transformation programmes. • Overall responsibility for performance management of the property, health and safety, facilities management and procurement services.
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. Account to the Corporate Director for financial performance of the service, ensuring a balanced budget and efficiency targets are met. • To work with resources across the range of Council commercial ventures in order to develop commercial strategy and advantage. • Take overall 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 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 legislation.
Partnerships:	• Develop partnership arrangements across the council and beyond in order to maximise the service potential, commerciality and in delivering corporate objectives where benefits to delivery can be achieved. • Ensure appropriate representation on directorate and inter-agency working groups, in order to ensure effective strategic management and planning of services. • Build strong and dynamic relationships and trust with elected Members, partners, stakeholders, contractors, communities and external agencies to enhance profile, relationships and reputation. • Understand the needs of communities, and a commitment to delivering outcomes with and for citizens, customers and stakeholders. • Represent the Corporate Director and the directorate at service policy, operational & co-ordination forums with external organisations where added value for the Council can be gained by sharing and working collaboratively. • Act as lead and/or represent the Council on specific initiatives and areas to continually drive and improve the performance of the partnership.
Strategic management:	• To identify the needs of the services, produce and implement future-focused business and performance plans, set challenging goals that focus on step change improvements and ensure that objectives are achieved across all service areas • Manage the development of, and delivery of, appropriate initiatives to deliver strategies and policies often with managers / management teams in separate companies and / or service directorates. • To develop and promote the service's contribution to corporate and directorate level priorities and objectives, aligning with political direction and decision making, ensuring that the Council's plans and priorities are integrated and developed as part of a comprehensive directorate service plan. • Supporting the Corporate Director at a management level and be an active member of the Management Team with collective responsibility for establishing a culture which promotes the values and behaviours of the council.

	• Drive transformational organisational change and appropriate commercial behaviour in order to achieve excellent member, customer and partner relationships while delivering cost-effective, high-quality services to residents. • Ensure that the Council has relevant and appropriate corporate policies which set out strategic direction and priorities, meet the needs of communities, are mainstreamed and embedded appropriately within the work of all parts of the council, and protect the council from risk of legal and public challenge. • Provide outstanding strategic and organisational leadership to create, embed and sustain the new Council • Responsible for the delivery of the new authority operating model • Ensure the new Council's values and behaviours are embedded across all services • Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders. • 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.
Communications:	• Communicate and engage with staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice. • Encourage good communication and effective working relationships across services/directorates. • Consult with the Corporate Director on service proposals which have significant financial or political implications for the Council. • Represent the Council at high level inquiries. • 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 and ensure that decisions are appropriately informed and services delivered according to council priorities. • 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 relating to the service with staff, service users, councillors, Management Board, trade unions, partners, communities and citizens in accordance with Council policy. • Communicate effectively across the Council on corporate changes of policy.
Systems and information:	• Provide information and statistical reports to illustrate transformational plans and progress. • Analyse complex data and information to inform transformational decision making. • 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. • 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

Knowledge and Experience

- Substantial knowledge of the national policy context, regulatory environment, financial legislation and key issues relevant to the service, e.g. property, commercial services, contract management and procurement.
- A clear understanding of the workings of local government and the current issues to be faced in a large, diverse Authority**,** particularly the financial, legal and political context of public sector management.
- Significant experience of strategic planning and implementation, policy development and management in a local authority, major independent service organisation or equivalent.
- 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 and issues facing the services they are responsible for, both at local and national level.
- Experienced in developing and implementing organisational culture change strategies within a large diverse organisation.

Occupational Skills

- Strong credible leadership with a passion for delivering improvement in services.
- Excellent communication skills, strong negotiation and influencing skills and ability to effectively deal with the media.
- Budget management skills to co-ordinate, monitor and review financial resources, evaluating competing budgetary priorities and establish effective performance measures.
- Business planning and ability to develop, communicate and secure ownership of a clear vision and direction.
- Takes ownership for informed decisions and delivering outcomes.
- Development of practical and creative solutions to the management of strategic issues, resolves problems creatively, pragmatically and flexibly.
- Political awareness and capacity for partnership working in a highly devolved and accountable service.
- Strong people management skills and leadership qualities including the ability to develop and motivate others.

Professional Qualifications

- CCAB qualified Accountant
- Professional qualification at degree level or equivalent in a relevant subject
- Membership of relevant professional body

Behaviours

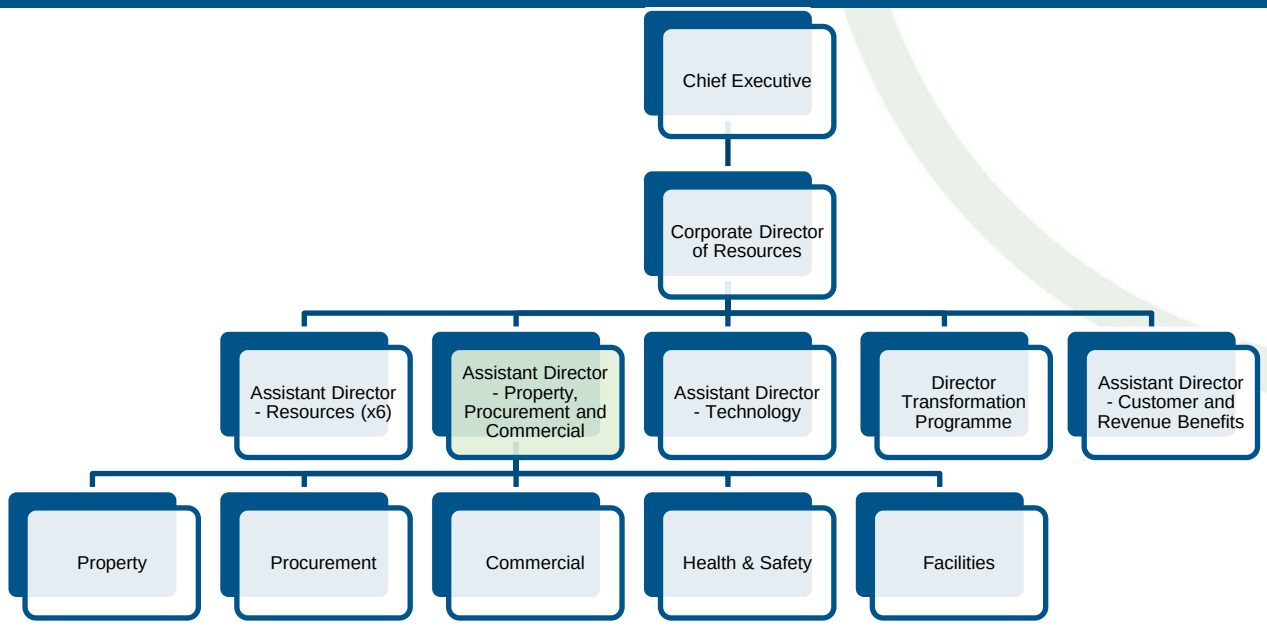
- Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends.
- Committed to the Council's corporate vision and objectives.
- Highly motivated and not easily discouraged.
- Personal and professional demeanour and credibility which commands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

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Assistant Director of Transformation
Grade:	AD2
Responsible to:	Corporate Director of Resources
Staff managed:	Manages a group of managers
Directorate:	Strategic Resources
Service:	Transformation
Job family:	**SM - Senior Management**
Date of issue:	April 2025

Job context

As the Assistant Director of Transformation, you are responsible with colleagues and Management Board to ensure the successful delivery of the Council's Transformation Strategy that builds upon local government reform. This requires strategic leadership to steer the council through a significant transformation programme.

As the Assistant Director of Transformation, you will be leading on the largest transformation programme local government has experienced within North Yorkshire. This is an excellent opportunity to shape the future of local government for our residents.

Given the nature and size of the transformation programme this role will involve close working with the Chief Executive, Corporate Director, Resources, other Corporate Directors, and other senior colleagues across the council. This will involve significant autonomy in order to co-ordinate activity and priorities.

You will lead a dedicated transformation team within the Resources Directorate, but you will also draw upon resources across all areas of the council in order to ensure successful implementation. This will require close liaison and influence with Management Teams across the council.

As the Assistant Director of Transformation, you will also lead as a research and development centre in organisational change, innovation and transformation tasked with ensuring that the Council remains at the forefront of important and emerging opportunities.

- Responsible for:
    - Leading a multi-disciplinary team which supports the Council's approach to change management including programme and project management, business analysis, business improvement and data and insight.
    - Drawing together a wider set of resources from across the council to deliver in line with the transformational priorities (i.e. areas not under direct control)
    - Develop and deliver a strategic approach to the commissioning of change management, identifying opportunities for improving efficiency and effectiveness through a mix of in-house provision, externally contracted services, and partnership arrangements with other organisations.
- To engage with partners in public and private sectors to deliver quality outcomes. To deliver constant improvements across the range of services through innovation, applying best practice and promoting customer care improvements.

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

Job Purpose:	To be responsible for the effective delivery of the Transformation across the Council post Local Government Reform, the delivery of benefits and improvements to service quality and outcomes.
Operational management:	• To lead the Council's Corporate Change and Programme Management functions to deliver the Council's Transformation Strategy and Programme. • To deliver the required Programme Management arrangements to ensure a successful delivery of targets and objectives. • To ensure that priorities are established within the Council's Transformation Programme and to deploy resources that are high performing. • To deliver the monitoring arrangements for the delivery of the Transformation Programme to ensure that Management Board are well sighted on key issues. • To deliver a Programme Plan that encompasses all key clients of the Transformation Strategy. • To lead on delivery of such initiatives deemed to be complementary to Transformation. • Ensure that complaints within each of the service's functions are dealt with efficiently and positively. • Advise the Director and Management Team in relation to legislation and relevant service issues. • Maximise commercialisation of services provided, demonstrating strong commercial awareness and the ability to balance this alongside competing priorities. • Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders. • 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.
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. Account to the Corporate Director for financial performance of the service, ensuring a balanced budget and efficiency targets are met. • Actively influence resources across the whole Council, and outside of direct control, in order to ensure optimal delivery of transformation and change. • 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 legislation.
Partnerships:	• Develop partnership arrangements to maximise the service potential, commerciality and in delivering corporate objectives where benefits to delivery can be achieved. • Ensure appropriate representation on directorate and inter-agency working groups, in order to ensure effective strategic management and planning of services. • Build strong and dynamic relationships and trust with elected Members, partners, stakeholders, contractors, communities, and external agencies to enhance profile, relationships, and reputation. • Understand the needs of communities, and a commitment to delivering outcomes with and for citizens, customers, and stakeholders. • Represent the Corporate Director and the directorate at service policy, operational & co-ordination forums with external organisations where added value for the Council can be gained by sharing and working collaboratively. • Act as lead and/or represent the Council on specific initiatives and areas to continually drive and improve the performance of the partnership.

Strategic management:	• To contribute to the formulation, and lead on the delivery, of the Transformation strategy in the aftermath of LGR and to deliver the required improvements and savings. • To ensure that plans, resources, and all necessary arrangements are in place to execute the Transformation strategy and Programme. • To ensure production and updating of the Transformation Strategy • To produce and support delivery of the Councils Target Operating Model • To develop governance arrangements that maximise delivery of the Transformation Strategy and its objectives and to then oversee delivery of such arrangements. • 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 develop and promote the service's contribution to corporate and directorate level priorities and objectives, aligning with political direction and decision making, ensuring that the Council's plans and priorities are integrated and developed as part of a comprehensive directorate service plan. • Advising Management Board on formulation and monitoring of progress relating to all aspects of the Transformation agenda • Supporting the Corporate Director at a management level and be an active member of the Directorate Management Team with collective responsibility for 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 Corporate Director and Chief Executive of the Council. • Drive transformational organisational change in own areas of responsibility in addition to wider corporate responsibilities in order to achieve excellent member, customer and partner relationships while delivering cost-effective, high-quality services to residents.
Communications:	• Ensure and contribute towards a communications plan is in place to deliver the Councils Transformation Strategy across the Council • Communicate and engage with staff a clear and consistent vision of the service's targets and activities, identify, and incorporate best practice. • Encourage good communication and effective working relationships across services/directorates. • Consult with the Corporate Director on service proposals which have significant financial or political implications for the Council. • Represent the Council at high level inquiries. • 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 and ensure that decisions are appropriately informed, and services delivered according to council priorities. • 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 relating to the service with staff, service users, councillors, Management Board, trade unions, partners, communities, and citizens in accordance with Council policy. • Communicate effectively across the Council on corporate changes of policy.
Systems and information:	• Provide information to inform strategy and support the delivery and monitoring of transformational plans. • Analyse complex data and information to inform transformational decision making. • Use the current business processes, and make improvements where possible, 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. • Commission a range of systems improvements across the Council. • 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.

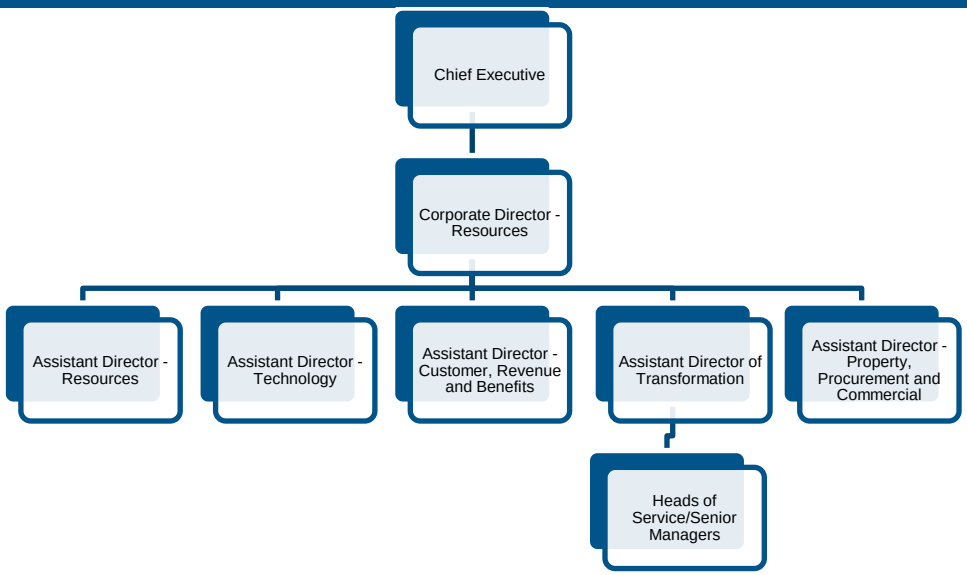
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • A clear understanding of the workings of local government and the current issues to be faced in a large, diverse Authority**,** particularly the financial, legal, and political context of public sector management. • Significant experience of strategic planning and implementation, policy development and management in a local authority, major independent service organisation or equivalent. • Knowledge of project management including business planning • An excellent understanding of policy formulation and implementation. • Proven track record of effective supplier, financial and workforce management • Knowledge/experience of current best practice standards both at local and national level. • Experienced in developing and implementing organisational culture change strategies within a large diverse organisation. • Professional qualification at degree level or equivalent in a relevant subject and management qualification.	• Prince 2 Practitioner or equivalent or appropriate experience.
Occupational Skills • Strong credible leadership with a passion for delivering improvement in services. • Excellent communication skills, strong negotiation and influencing skills and ability to effectively deal with the media. • Budget management skills to co-ordinate, monitor and review financial resources, evaluating competing budgetary priorities and establish effective performance measures. • Business planning and ability to develop, communicate and secure ownership of a clear vision and direction. • Takes ownership for informed decisions and delivering outcomes. • Development of practical and creative solutions to the management of strategic issues, resolves problems creatively, pragmatically, and flexibly. • Political awareness and capacity for partnership working in a highly devolved and accountable service. • Strong people management skills and leadership qualities including the ability to develop and motivate others.	
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	
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:	Assistant Director – Technology
Grade:	AD2
Responsible to:	Corporate Director of Resources
Staff managed:	Manages a group of managers
Directorate:	Strategic Resources
Service:	Technology
Job family:	**SM - Senior Management**
Date of issue:	September 2022

Job context

As an Assistant Director, you are responsible with colleagues and Management Board to ensure the success of the new Council following local government reform. This requires strategic leadership to steer the council through a significant transformation programme.

You will be a member of the Management Team in Strategic Resources and contribute to the wide council agenda. As the Assistant Director, you will lead and manage the Technology service to deliver an excellent, co-ordinated service for ICT across the council. Key to this role is integration of all 8 councils, working closely across Directorates and the transformation programme to enable day to day operations to continue as well as supporting the transformation of the digital agenda.

You will be responsible for:

- Producing and implementing the Council's ICT Strategy and contribute to other key strategies, ensuring alignment with the Council's priorities.
- Ensuring that the Council makes most effective use of its ICT systems and architecture by acting as the guardian of ICT systems and architecture.
- The development and delivery of effective data governance and data security
- Procuring external partnership and supplier arrangements to support the delivery of the Council's Information Security / ICT strategies and to effectively manage third party relationships to ensure that service quality, standards and targets are achieved.
- ICT systems and architecture
- Development and management of security, risks, standards, and policies to comply with relevant requirements and ensure that Council systems and data are secure and robust

As Assistant Director you will ensure the Council makes the best use of business intelligence, process, resources and technology to improve the efficiency of its services. You will engage with partners in public and private sectors to deliver quality outcomes, and to deliver constant improvements across the range of service through innovation, applying best practice and

promoting customer care improvements. You will ensure all services within your area are safe and deliver value for money and compliance with statutory duties and obligations.

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

Job Purpose:	**To be responsible for the effective delivery of the Technology service for North Yorkshire. To provide strategic leadership and direction, operational management and financial control for this service, ensuring delivery of high-quality strategic aims. Support the development of cross-council strategies across diverse services.**
Operational management:	• With significant autonomy and responsibility, co-ordinate activities and priorities which impact on agreed outcomes for the service and directorate. • To lead the operational development and delivery of services with partners, other council and public services, ensuring that the Council's statutory duties are met and delivered within financial, quality and performance standards. • Use innovative, creative thinking to build relationships, influence and negotiate complex contentious issues and develop, support and promote a strong results driven and customer focussed performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs. • Ensure that complaints within each of the service's functions are dealt with efficiently and positively. • Advise the Director and Management Team in relation to legislation and relevant service issues. • Maximise commercialisation of services provided, demonstrating strong commercial awareness and the ability to balance this alongside competing priorities. • To lead specific programmes as part of the Council's change and transformation programmes. • Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders. • 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.
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. Account to the Corporate Director for financial performance of the service, ensuring a balanced budget and efficiency targets are met. • Take overall 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 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 legislation.
Partnerships:	• Develop partnership arrangements across the council and beyond in order to maximise the service potential, commerciality and in delivering corporate objectives where benefits to delivery can be achieved.

	• Work closely with the Director of Transformation in order to ensure that technology-based enablers are effectively deployed to deliver the transformation agenda, particularly in relation to the implementation of LGR • Ensure appropriate representation on directorate and inter-agency working groups, in order to ensure effective strategic management and planning of services. • Build strong and dynamic relationships and trust with elected Members, partners, stakeholders, contractors, communities and external agencies to enhance profile, relationships and reputation. • Understand the needs of communities, and a commitment to delivering outcomes with and for citizens, customers and stakeholders. • Represent the Corporate Director and the directorate at service policy, operational & co-ordination forums with external organisations where added value for the Council can be gained by sharing and working collaboratively. • Act as lead and/or represent the Council on specific initiatives and areas to continually drive and improve the performance of the partnership.
Strategic management:	• To identify the needs of the service, produce and implement a future-focused ICT strategy for the Council. • To produce a business and performance plan, set challenging goals that focus on step change improvements and ensure that service objectives are achieved. • Manage the development of, and delivery of, appropriate initiatives to deliver strategies and policies. • To develop and promote the service's contribution to corporate and directorate level priorities and objectives, aligning with political direction and decision making, ensuring that the Council's plans and priorities are integrated and developed as part of a comprehensive directorate service plan. • Supporting the Corporate Director at a management level and be an active member of the Directorate Management Team with collective responsibility for 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 Corporate Director and Chief Executive of the Council. • Drive transformational organisational change, particularly through the use of technology, in order to achieve excellent member, customer and partner relationships while delivering cost-effective, high-quality services to residents.
Communications:	• Communicate and engage with staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice. • Encourage good communication and effective working relationships across services/directorates. • Consult with the Corporate Director on service proposals which have significant financial or political implications for the Council. • Represent the Council at high level inquiries. • 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 and ensure that decisions are appropriately informed and services delivered according to council priorities. • 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 relating to the service with staff, service users, councillors, Management Board, trade unions, partners, communities and citizens in accordance with Council policy. • Communicate effectively across the Council on corporate changes of policy.
Systems and information:	• Provide information and statistical reports to illustrate transformational plans and progress.

	• Analyse complex data and information to inform transformational decision making. • 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. • 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.

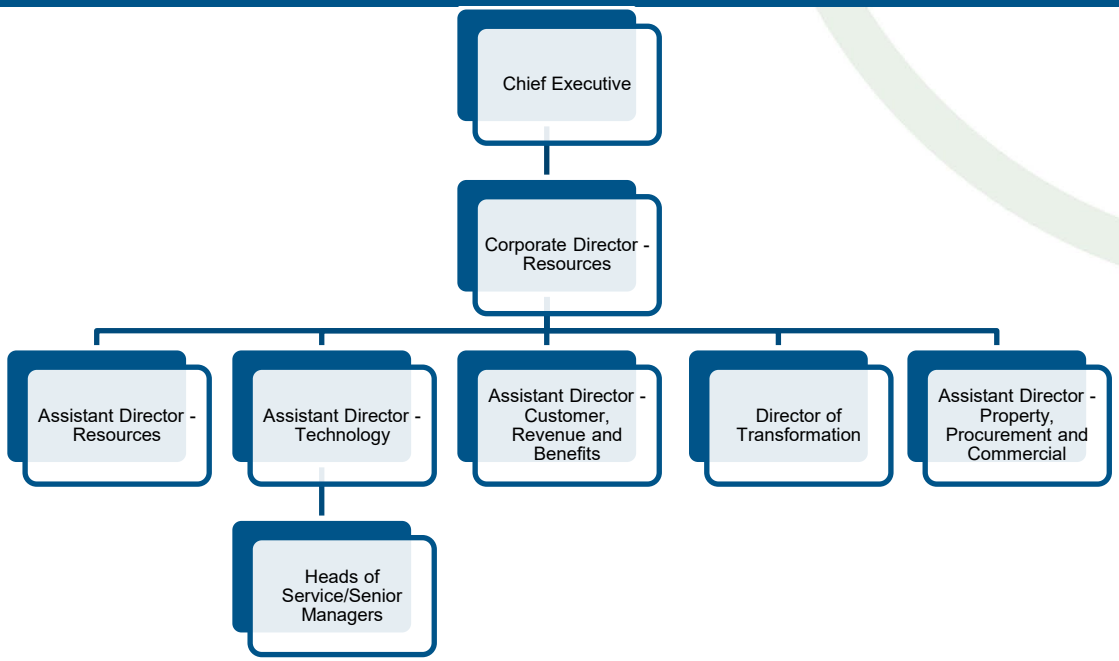
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Substantial knowledge of the national policy context, regulatory environment, financial legislation and key issues relevant to the service, including ICT at a senior level. • A clear understanding of the workings of local government and the current issues to be faced in a large, diverse Authority**,** particularly the financial, legal and political context of public sector management. • Significant experience of strategic planning and implementation, policy development and management in a local authority, major independent service organisation or equivalent. • Knowledge of project management including business planning • An excellent understanding of policy formulation and implementation. • Proven track record of effective supplier, financial and workforce management • Knowledge/experience of current best practice standards both at local and national level. • Experienced in developing and implementing organisational culture change strategies within a large diverse organisation.	• Prince 2 Practitioner or equivalent.
Occupational Skills • Strong credible leadership with a passion for delivering improvement in services. • Excellent communication skills, strong negotiation and influencing skills and ability to effectively deal with the media. • Budget management skills to co-ordinate, monitor and review financial resources, evaluating competing budgetary priorities and establish effective performance measures. • Business planning and ability to develop, communicate and secure ownership of a clear vision and direction. • Takes ownership for informed decisions and delivering outcomes. • Development of practical and creative solutions to the management of strategic issues, resolves problems creatively, pragmatically and flexibly. • Political awareness and capacity for partnership working in a highly devolved and accountable service. • Strong people management skills and leadership qualities including the ability to develop and motivate others. • Professional qualification at degree level or equivalent in a relevant subject and management qualification. • Membership of relevant professional body	

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

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.

NORTH YORKSHIRE COUNCIL | 1 April 2023

Post title:	Assistant Director Customer, Revenue and Benefits
Grade:	AD2
Responsible to:	Corporate Director, Resources
Staff managed:	Manages a group of managers
Directorate:	Resources
Service:	Property, Procurement and Commercial
Date of issue:	January 2023

Job context

As an Assistant Director, you are responsible with colleagues and Management Board to ensure the success of the new Council following local government reform. This requires strategic leadership to steer the council through a significant transformation programme.

In this role you will lead and manage the Customer, Revenue and Benefits service. Customer is key to the Council's operating model of One council, with one front door from day one so that the customer experience is as seamless as possible. As AD you will deliver a single corporate approach to the customer through:

- A single website;
- A single Customer Contact Centre;
- A single approach to face-to-face;
- Digital first ethos with appropriate access to channel of choice;
- Common Services Standards with performance reporting;
- Customer data / insight to inform business development;
- Resolve as many issues as possible at first point of contact, supported by technology with front to back office integration; and
- A main customer facing office in every district area – supported by around 30 separate access points providing face to face contact and mediated access to services.

You will ensure that benefits advice is accessible and professionally delivered to maximise the financial stability and security for individual customers and the wider council community. Managing services including council tax, business rates, housing and council tax benefit assessment, fraud and verification, grant claims, debt control and statistical returns.

You will be a member of the Management Team in Strategic Resources and contribute to the wider council agenda. You will lead and manage the Customer, Revenue and Benefits Services to deliver an excellent, coordinated service across the County. You will engage with partners in public and private sectors to deliver quality outcomes, and to deliver constant improvements across the range of services through innovation, applying best practice and promoting customer care improvements. You will ensure all services within your area are safe, and deliver value for money and compliance with statutory duties and obligations.

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

NORTH YORKSHIRE COUNCIL | 1 April 2023

Job Purpose:	**To be responsible for the effective delivery of the customer, revenue and benefits services for North Yorkshire. To provide strategic leadership and direction, operational management and financial control for this service, ensuring delivery of high quality strategic aims. Support the development of cross-council strategies across diverse services.**
Strategic management:	• 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. • Champion the customer in all areas of the Council's work and to identify and progress areas where the customer experience can be improved. • Manage the development of, and delivery of, appropriate initiatives to deliver strategies and policies. • To develop and promote the service's contribution to corporate and directorate level priorities and objectives, aligning with political direction and decision making, ensuring that the Council's plans and priorities are integrated and developed as part of a comprehensive directorate service plan. • Supporting the Corporate Director at a management level and be an active member of the Directorate Management Team with collective responsibility for 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 Corporate Director and Chief Executive of the Council. • Drive transformational organisational change in order to achieve excellent member, customer and partner relationships while delivering cost effective, high quality services to residents. • Ensure that the Council has relevant and appropriate corporate policies which set out strategic direction and priorities, meet the needs of communities, are mainstreamed and embedded appropriately within the work of all parts of the council, and protect the council from risk of legal and public challenge.
Operational management:	• With significant autonomy and responsibility, co-ordinate activities and priorities which impact on agreed outcomes for the service and directorate. • To lead the operational development and delivery of services with partners, other council and public services, ensuring that the Council's statutory duties are met and delivered within financial, quality and performance standards. • Use innovative, creative thinking to build relationships, influence and negotiate complex and/or contentious issues in order to 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 legal requirements relating to customer, revenue and benefits are adhered to. • Ensure that complaints within each of the service's functions are dealt with efficiently and positively. • Advise the Director and Management Team in relation to legislation and relevant service issues. • Maximise commercialisation of services provided, demonstrating strong commercial awareness and the ability to balance this alongside competing priorities. • To lead specific programmes as part of the Council's change and transformation programmes. • Overall responsibility for performance management of the customer, revenue and benefits services. • Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders.

	• 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.
Communications:	• Communicate and engage with staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice. • Encourage good communication and effective working relationships across services/directorates. • Consult with the Corporate Director on service proposals which have significant financial or political implications for the Council. • Represent the Council at high level inquiries. • 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 and ensure that decisions are appropriately informed and services delivered according to council priorities. • 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 relating to the service with staff, service users, councillors, Management Board, trade unions, partners, communities and citizens in accordance with Council policy. • Communicate effectively across the Council on corporate changes of policy.
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. Account to the Corporate Director for financial performance of the service, ensuring a balanced budget and efficiency targets are met. • Take overall 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 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 legislation.
Partnerships:	• Develop partnership arrangements across the council and beyond in order to maximise the service potential, commerciality and in delivering corporate objectives where benefits to delivery can be achieved. • Ensure appropriate representation on directorate and inter-agency working groups, in order to ensure effective strategic management and planning of services and that the customer voice is heard in service design and plans across the council and with partners. • Build strong and dynamic relationships and trust with elected Members, partners, stakeholders, contractors, communities and external agencies to enhance profile, relationships and reputation. • Close working with Technology and Transformation leads to co-design customer journeys that deliver improvements for customers, save resources and remain fit for purpose over time. • Understand the needs of communities, and a commitment to delivering outcomes with and for citizens, customers and stakeholders. • Represent the Corporate Director and the directorate at service policy, operational & co-ordination forums with external organisations where added value for the Council can be gained by sharing and working collaboratively.

	• Act as lead and/or represent the Council on specific initiatives and areas to continually drive and improve the performance of the partnership.
Systems and information:	• Provide information and statistical reports to illustrate transformational plans and progress. • Analyse complex data and information to inform transformational decision making. • 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. • Ensure all service systems are operated in accordance with policy and procedure. • Use customer experiential and other information to champion customer-focussed change across the Council and with partners.
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

Knowledge and Experience

- Substantial knowledge of the national policy context, regulatory environment, financial legislation and key issues relevant to the service, e.g. customer, revenue and benefits services.
- A clear understanding of the workings of local government and the current issues to be faced in a large, diverse Authority**,** particularly the financial, legal and political context of public sector management.
- Significant experience of strategic planning and implementation, policy development and management in a local authority, major independent service organisation or equivalent.
- 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 and issues facing the services they are responsible for, both at local and national level.
- Experienced in developing and implementing organisational culture change strategies within a large diverse organisation.
- Professional qualification at degree level or equivalent in a relevant subject and management qualification.
- Membership of relevant professional body.
- Good technical understanding of key technologies used to deliver customer service through multiple channel operation.

Occupational Skills

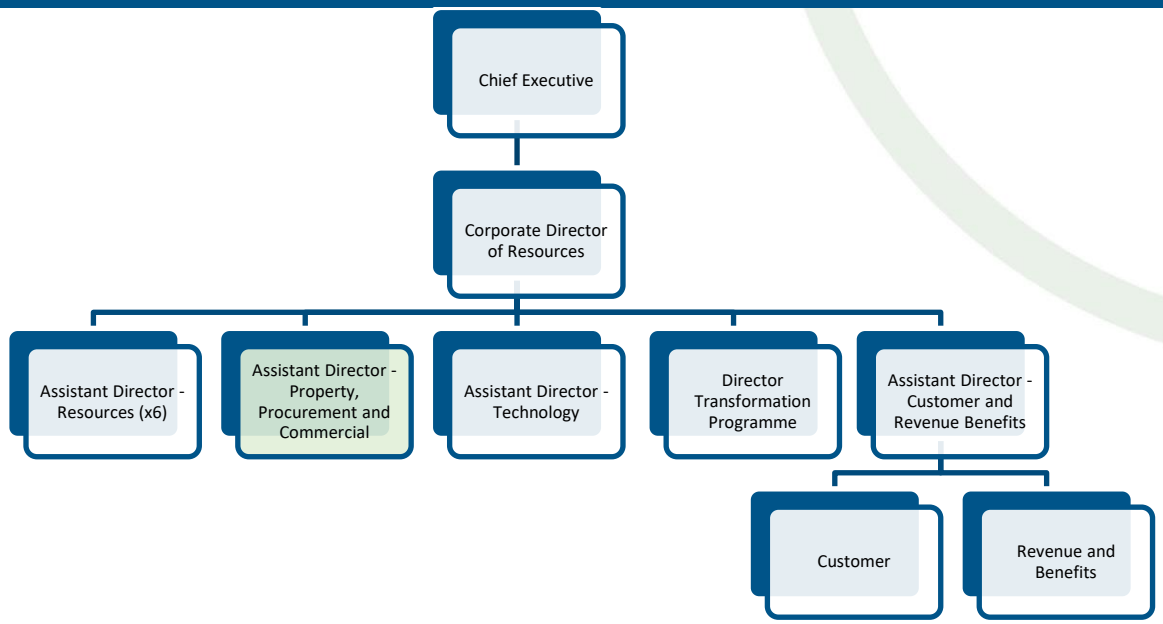
- Strong credible leadership with a passion for delivering improvement in services.
- Excellent communication skills, strong negotiation and influencing skills and ability to effectively deal with the media.
- Budget management skills to co-ordinate, monitor and review financial resources, evaluating competing budgetary priorities and establish effective performance measures.
- Business planning and ability to develop, communicate and secure ownership of a clear vision and direction.
- Takes ownership for informed decisions and delivering outcomes.
- Development of practical and creative solutions to the management of strategic issues, resolves problems creatively, pragmatically and flexibly.
- Political awareness and capacity for partnership working in a highly devolved and accountable service.
- Strong people management skills and leadership qualities including the ability to develop and motivate others.

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Assistant Director Adult Social Care
Grade:	AD2
Responsible to:	Corporate Director Health and Adult Services
Staff managed:	Manages a group of managers
Directorate:	Health and Adult Services
Service:	Adult Social Care
Date of issue:	January 2026

Job context

- The post holder will be a member of the Health and Adult Services 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 lead, jointly with the Assistant Director – Adult Social Care / Principal Social Worker and the Assistant Director - Service Development, the Adult Social Care Leadership Team to ensure effective services and strong practice across the County.
- The postholder will lead the Council's community social care teams in designated functions, as well leading countywide in-house social care provider services and care sector support and quality.
- The role will require the post holder to work with other Corporate Directors, elected members, and other senior colleagues across the Council.
- The post holder will have significant autonomy and responsibility when coordinating activities and priorities.
- To lead the Council's community social care teams in designated functions, Provider and Quality & Monitoring services ensuring that they are delivered well to meet financial, quality and performance standards.
- To take the lead for a specific geographical locality, linking with the Council's Local Area Committees and Teams (LATs) and with locality NHS partnerships
- Four direct reports, circa 1200 FTE and £100m budget
- The post holders base will be County Hall in Northallerton, however there is an expectation to work from a locality base at least one day per week.
- This post is subject to DBS disclosure. This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose:	**To lead the Council's community social care teams in designated localities, as well as Social Care Provider Services and Quality & Business Continuity, so that they are delivered well to meet financial, quality and performance standards.**
Operational management:	• To lead the Council's services, ensuring that they are delivered well to meet financial, quality and performance standards. • To lead the Council's work in designated functions, taking responsibility for joint leadership with the NHS and other partners.

	• To lead specific countywide programmes as part of the Council's change and transformation programmes. • To directly manage the Nominated Individual, who is the lead for Care Quality Commission registration arrangements. • To lead and manage the Directorate's quality assurance and improvement functions across internal and external provision. • To lead the operational development and delivery of intermediate integrated services with the NHS and other council and public services, ensuring that the Council's statutory duties are met and delivered within financial, quality and performance standards • To ensure effective arrangements are in place to prevent, resolve and divert activity where people do not need statutory adult social care services. • To promote independence, wellbeing and a community assets-based approach to social care practice at all stages in the customer pathway. • To ensure compliance with all statutory social care requirements, including the Care Act, the Health and Social Care Act 2008 (Regulated Activities) 2014, The Care Quality Commission (Registration) Regulations 2009, the Mental Health Act and the Mental Capacity Act and regulatory requirements.
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. • Account to the Corporate Director of Health & Adult Services for financial performance of your area of responsibility, ensuring a balanced budget and meeting any efficiency targets agreed. • In conjunction with the Head of HR to ensure the development and delivery of efficient and effective workforce development plans. • The management, performance, development & recruitment of staff including formally setting objectives and appraising performance • Take responsibility for own Continuing Professional Development and maintain a portfolio showing evidence of development
Partnerships/ Corporate Working:	• 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. • 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 Corporate Director – Health & Adult Services and represent the Directorate at policy, operational & co-ordination forums with external agencies & other Councils • To take the lead for a specific geographical locality, linking with the Council's Local Area Committees and Teams (LATs) and with locality NHS partnerships

Strategic management:	• To deputise for the Corporate Director Health & Adult Services and represent the Directorate with external agencies & other Council directorates. • Supports organisational change by ensuring the appropriate systems and resources are in place, and communicating and contributing to change effectively • To be responsible for the efficient implementation of the decisions and instructions of the Chief Executive, the Corporate Director Health & Adult Services, the County Council, it's Executive and other Committees. • To carry specific management responsibilities within Health & Adult Services and will be assigned development tasks across Health & Adult Services and the wider Council and its partnerships • Effectively implement national legislation, policies & guidance and Council policies • Develop and implement an annual Service Business Plan • Contribute to the annual programme of collaborative service development. • Act as the designated business continuity lead for the HAS Leadership Team
Communications:	• Appraise the Corporate Director Health & Adult Services & Executive Members 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 Corporate Director Health & Adult Services and Executive Members, senior officers, staff and partner organisations. • To promote the reputation and image of the Council positively when responding to complaints or to media queries. This may include responding to matters of a sensitive or controversial nature. • To lead and manage consultation and engagement activities with staff, service users, councillors, Management Board, trade unions, partners and citizens in accordance with Council policy. • Communicate effectively across the Council on corporate changes of policy.
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 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.
Performance management:	• To implement and embed a performance management culture to drive continuous improvement across all internal and external measures and inspection regimes. • To embed a project management culture to ensure change management and service redesign is managed using project management methodology. • To develop and embed approaches to utilise technology to maximum effect. • To be accountable for performance and quality within your area • To ensure there is an effective governance process for all commissioned or jointly commissioned services which assures legal and contractual compliance and ensures the required outcomes are delivered

Safeguarding:	• To ensure effective safeguarding within the service remit • To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate

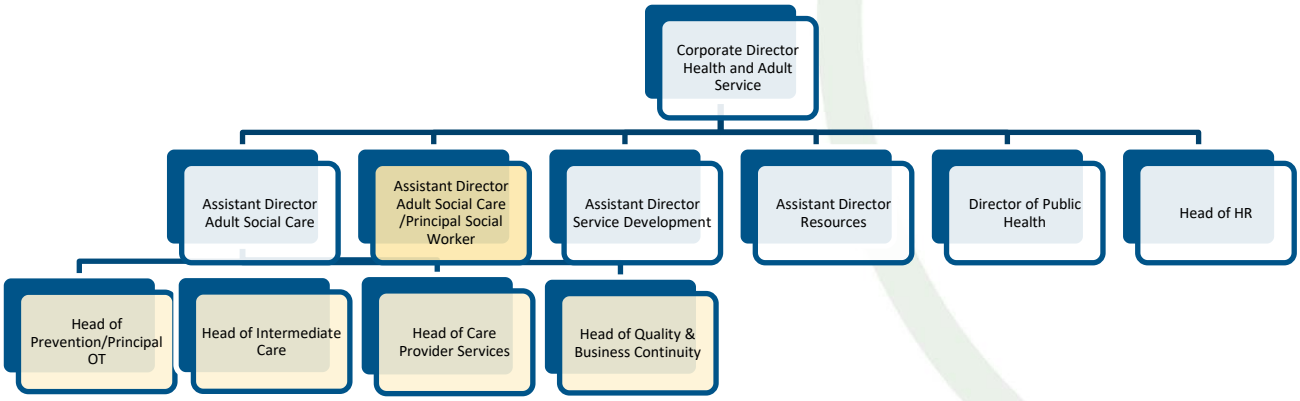
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of the legal framework applied to the Directorate's relationship to relevant customer groups. • Significant experience of cases involving resolution of complex legal and professional issues affecting the care or legal status of individuals via courts, case conferences or other formal processes. • Knowledge/experience of current good practice standards both at local and national level. • Substantial knowledge of current regulatory framework • Significant experience of social care operations, policy development and management in a local authority, major independent service organisation or equivalent. • Substantial experience of health/social care needs assessment and service provision. • Proven and effective experience of the management of substantial resources in a changing organisational environment, including human and financial resources. • Managerial / supervisory experience and the ability to be responsible for the performance of a group of senior managers. • Extensive experience of strategic planning and policy formulation and implementation. • Experience of cross agency practice with other agencies involved in the care of specific customer groups e.g. Acute / Community Health Services, Police and Education / Schools / FE Colleges • Experience of information management. • Experience of developing and implementing organisational culture change strategies within a large diverse organisation. • Experience of handling the media and the ability to deliver effective external and internal communication	
Occupational Skills • Possession of effective leadership skills and the ability to promote organisational policy and objectives. • Ability to manage diverse operational functions to deliver strategic objectives. • Ability to develop and maintain effective partnerships both within and outside the Directorate 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 the operational responsibilities of the post with the responsibility to contribute to the corporate agenda of the County Council. • Ability to develop and implement Directorate work plans and to set and monitor standards for all services to facilitate continuous improvement. • Staff management skills including recruitment and selection, performance management & development. • Planning and Project Management skills • Communication and presentation skills (written & oral) • Budget management skills • IT skills • Delivery focussed	
Behaviours • link	
Professional Qualifications • Education to degree level or equivalent	• Post graduate management qualification or equivalent
Other Requirements • Ability to travel across the County • Ability to undertake the HASLT 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 • Peacetime Emergency contact • In line with NYC Hybrid Working Policy, the expectation is that this role will be predominantly office based, with a maximum of two days per week worked from home	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Assistant Director Prevention and Service Development
Grade:	AD2
Responsible to:	Corporate Director Health and Adult Services
Staff managed:	Manages a group of managers
Directorate:	Health and Adult Services
Service:	Public Health/ Adult Social Care
Job family:	**SM - Senior Management**
Date of issue:	September 2023

Job context

The post holder will be a member of the Health and Adult Services 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 lead, jointly with the Assistant Director – Adult Social Care / Chief Social Care Practitioner and the Assistant Director – Adult Social Care, the Adult Social Care Leadership Team to ensure effective services and strong practice across the County.

The postholder will lead the Council's service development and targeted prevention services, leading commissioning, brokerage and contract management activity for Health & Adult Services, with the NHS, Children & Young People Services, and with other commissioners, providers and the public. The postholder will lead on the development of joint commissioning arrangements and ensure the quality, diversity and stability of the various care markets and wider associated sectors. The post holder will also lead the housing function across Health and Adult services, working in partnership with other directorates.

The postholder will lead the budget and scrutiny oversight across adult social care and seek assurance on budget management, achievement of savings and associated performance.

The role will require the post holder to work with other Corporate Directors, elected members, and other senior colleagues across the Council.

The post holder will have significant autonomy and responsibility when coordinating activities and priorities.

The post holders base will be County Hall in Northallerton, however it is expected that he/she will work from a locality base at least one day per week.

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

Job purpose	**This post is responsible for leading on prevention and social care commissioning and market development, supported housing development and support to Public Health commissioning**
Operational Management:	• To lead the Council's commissioning function for Adult Social Care, to support Public Health commissioning and to lead the interface with the NHS and other public services, ensuring that they are delivered well to meet financial, quality and performance standards

	• To lead prevention services ensuring that they are delivered well to meet financial, quality and performance standards. • To lead the directorates housing, technology and sustainability function working in partnership with other Council Directorates • To lead the Council's work in a designated geographical area, taking responsibility for joint leadership with the NHS and other partners • To lead specific countywide programmes as part of the Council's change and transformation programmes • To ensure effective arrangements are in place to prevent, resolve and divert activity where people do not need statutory adult social care and Public Health services • To ensure compliance with all statutory social care requirements, including the Care Act, the Mental Health Act and the Mental Capacity Act, in particular to promote the efficient and effective operation of the market for adult care and support as a whole, using a wide range of approaches to meet needs of all people who need care and support. • To be conversant with key aspects of Public Health policy and legislation • To implement and embed a performance management culture to drive continuous improvement across all internal and external measures and inspection regimes. • To embed a project management culture to ensure change management and service redesign is managed using project management methodology. • To be accountable for performance and quality within your area • To ensure there is an effective governance process for all commissioned or jointly commissioned services which assures legal and contractual compliance and ensures the required outcomes are delivered
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. • Account to the Corporate Director of Health & Adult Services 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 formally setting objectives and appraising performance • Take responsibility for own Continuing Professional Development and maintain a portfolio showing evidence of development • Direct line management of 5 people and indirect line management of 50+FTE – with a direct budget of £20m+ and co-ordination of directorate budgets of £180m+ • To be responsible under the general direction of the Corporate Director of Health & Adult Services for advising the Council, its Committees and Officers on the exercise of the Council's functions in relation to Health & Adult Services.
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. • To represent the Directorate at appropriate Regional and National Groups where added value for NYCC can be gained by sharing and working collaboratively with others. • Deputise for the Corporate Director Health & Adult Services and represent the Directorate at policy, operational & co-ordination forums with external agencies & other Council
Strategic management:	• To deputise for the Corporate Director Health & Adult Services and represent the Directorate with external agencies & other Council directorates.

	• Supports organisational change by ensuring the appropriate systems and resources are in place, and communicating and contributing to change effectively • To be responsible for the efficient implementation of the decisions and instructions of the Chief Executive, the Corporate Director of Health & Adult Services, the Council, its Executive and other Committees. • To carry specific management responsibilities within Health & Adult Services and will be assigned development tasks across Health & Adult Services and the wider Council and its partnerships • Effectively implement national legislation, policies & guidance and Council policies • Develop and implement an annual Service Business Plan • Contribute to the annual programme of collaborative service development. • Lead the budget and scrutiny oversight across adult social care and seek assurance on budget management, achievement of savings and associated performance, ensuring recovery plans are in place where needed.
Communications:	• Appraise the Corporate Director Health & Adult Services & Executive Members 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 Corporate Director Health & Adult Services and Executive Members, senior officers, staff and partner organisations. • To promote the reputation and image of the Council positively when responding to complaints or to media queries. This may include responding to matters of a sensitive or controversial nature. • To lead and manage consultation and engagement activities with staff, service users, councillors, Management Board, trade unions, partners and citizens in accordance with Council policy. • Communicate effectively across the Council on corporate changes of policy.
Systems and information:	• The post holder will be required to provide statistical reports to illustrate transformational plans and progress • The ability to analyse of complex data and information to inform transformational decision making is a key aspect to this role • The post holder must utilise the current business processes in relation to record keeping, financial monitoring and ICT
Safeguarding:	• 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 and understanding of the public health and social care environment, adult social care provision, contracting and procurement and partnership working; relevant legislation and research documents; NHS and different branches of local government • Significant understanding around the joint commissioning and contracting options and arrangements across health and care settings. • Knowledge of the requirements around CQC and provider standards. • Understand the care management assessment processes, best practice around financial payments arrangements for providers • Knowledge of legislation governing contracting and procurement including awareness of legislation in this area. • Knowledge of current good practice standards both at local and national level.	• Significant experience of adult social care operations

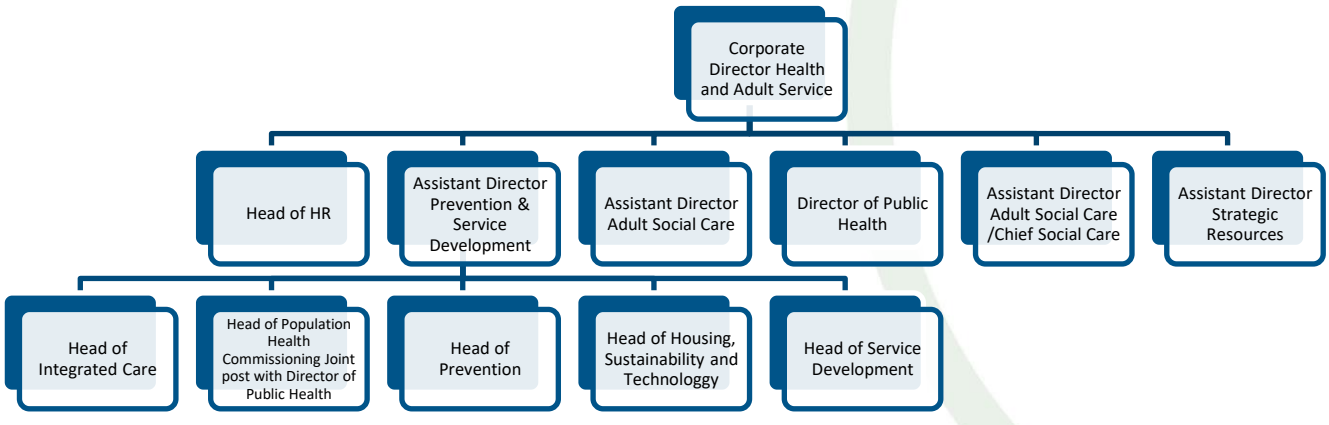
• Knowledge of cross agency practice with other agencies involved in the care of specific consumer groups. • Knowledge and understanding of an outcome focused approach to ensure better outcomes for people who need social care support or public health intervention • Knowledge of statutory requirements including requirements in respect of carers and equality and anti-discrimination legislation; maintaining a safe working environment; data protection and confidentiality. • Significant experience of policy development, management and strategic planning in a local authority, major independent service organisation or equivalent. • Significant experience of contracting and procurement activity including negotiating complex issues and technical contractual arrangements • Experience of developing and implementing quality assurance frameworks for provider services • Experience and skills to develop and deliver quality improvements with diverse provider organisations. • Experience of inspection of adult social care services. • Experienced in delivering better outcomes. • Significant experience of health/social care needs assessment and service provision with a thorough understanding of legislation, practice issues and tensions. • Proven and effective experience of the management of specific resources in a changing organisational environment, including human and financial resources. • Managerial/supervisory experience and the ability to be responsible for the performance of a group of managers. • Experience of partnership working. • Experience of a contracting culture preferably with a leadership role. • Experience of information capture, management and retrieval. • Experience of developing and implementing organisational culture change strategies. • Experience of dealing sensitively with members of the public and with complex/difficult situations. • Experience of responding to media enquiries and delivering effective external and internal communication strategies • Experience of promoting the achievement of equality standards throughout the organisation. • Experience of user and community consultation.	
Occupational Skills • Possession of effective leadership skills and the ability to promote Directorate, Public Health and Adult Social Care policy and objectives in a changing environment • Ability to manage diverse functions to deliver strategic objectives. • Ability to develop and maintain effective partnerships both within and outside the Directorate and to undertake strategic interagency work. • Ability to make effective decisions and sound professional judgements and to be accountable for them. • Ability to represent the Directorate at policy, operational and coordination forums with external agencies and other Council Directorates. • Ability to contribute to and implement an annual service performance plan and monitor standards to facilitate continuous improvement. • Possession of effective staff management skills including recruitment and selection, performance management and development.	

• Possession of planning and project management and implementation skills. • Ability to liaise and negotiate with external and internal partners • Ability to grasp complexity and make it tangible • Communication and presentation skills (written and oral). • Budget management skills • Ability to manage quality and service standards including those for teams integrated with other organisations. • IT skills • Time management skills. • Innovative • Incisive • Delivery focussed	
Behaviours • **link**	
Professional Qualifications • Education to degree level or equivalent. • Post graduate management qualification or equivalent.	• Contracting qualification.
Other Requirements • Ability to attend meetings outside of normal business hours	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Assistant Director - Economic Development, Regeneration, Tourism and Skills
Grade:	AD2
Responsible to:	Corporate Director of Community Development
Staff managed:	Manages a group of managers
Directorate:	Community Development
Service:	Culture, Arts, Libraries, Museums, Archives, Key Venues and Leisure
Job family:	SM - Senior Management
Date of issue:	May 2024

Job context

As an Assistant Director, you are responsible with colleagues and Management Board to ensure the success of the Council following the local government reform and introduction of the new Mayoral Combined Authority. This requires strategic leadership to steer the Council through a significant transformation programme.

You will be responsible for embedding standard operating models with newly integrated teams across the council and leading them through the transformation, creating culture that aligns to the Council values.

As the Assistant Director for Economic Development & Regeneration you will work closely with the Mayoral Combined Authority to support the Devolution Deal for York and North Yorkshire.

You will lead and manage the Economic Development, Regeneration, Tourism and Skills service to deliver an excellent, co-ordinated service across the sub region of York and North Yorkshire by supporting the Council and City of York developing high quality relationships with business and higher education, Libraries, Museums, Archives, Key Venues and Leisure service to deliver an excellent, co-ordinated service. You are responsible for ensuring effective implementation and compliance with legislative requirements and policy for these cross-cutting functions of the council. You will deliver improvements and efficiencies across the range of services through innovation, applying good practice and workforce engagement.

You will seek to promote and develop a “shared service approach” to economic development for the benefit of the sub region and all parties.

You will work closely with colleagues in planning, housing, transport, and highways to ensure that their strategies align with the economic strategy for the region.

You will lead on the Destination Management Plan for North Yorkshire, working closely with the AD for Culture, Arts, Libraries and Leisure and wider partners to promote North Yorkshire as a region to visit, invest and live in. As the Assistant Director you will develop and lead the Council’s assets to support agreed objectives, bringing together the teams across North Yorkshire and transforming the service.

You will lead the delivery of key regeneration projects across the County, as well as key work programmes such as the shared prosperity fund.

As Assistant Director you will build relationships and engage with partners in public and private sectors to deliver quality outcomes. You will lead and develop relationships with key stakeholders specifically with national government departments (primarily BEIS, DHLUC), government agencies including Skills Funding Agency, Homes England, Highways England, UKTI, Innovate UK and regional partners including local authorities across the North Yorkshire and East Riding at CEO and Leader level, further and higher education and business networks.

As a senior manager you will deliver constant improvements across the range of services through innovation, applying best practice and promoting customer care improvements.

In this role you will work closely with key stakeholders leading on Devolution to support the Mayoral Combined Authority.

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

Job Purpose:	**To be responsible for the effective delivery of the Economic Development, Regeneration, Tourism and Skills service for North Yorkshire. To provide strategic leadership and direction, operational management and financial control for this service, ensuring delivery of high quality strategic aims. Support the development of cross-council strategies across diverse services.**
Strategic management:	• 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. • Manage the development of, and delivery of, appropriate initiatives to deliver strategies and policies. • To develop and promote the service's contribution to corporate and directorate level priorities and objectives, aligning with political direction and decision making, ensuring that the Council's plans and priorities are integrated and developed as part of a comprehensive directorate service plan. • Supporting the Corporate Director at a management level and be an active member of the Directorate Management Team with collective responsibility for 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 Corporate Director and Chief Executive of the Council. • Drive transformational organisational change in order to achieve excellent member, customer and partner relationships while delivering cost-effective, high-quality services to residents.
Operational management:	• With significant autonomy and responsibility, co-ordinate activities and priorities which impact on agreed outcomes for the service and directorate. • To lead the operational development and delivery of services with partners, other council, and public services, ensuring that the Council's statutory duties are met and delivered within financial, quality and performance standards. • Use innovative, creative thinking to build relationships, influence and negotiate complex contentious issues and develop, support and promote a strong results

	driven and customer focussed performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs. • Ensure that complaints within each of the service's functions are dealt with efficiently and positively. • Advise the Director and Management Team in relation to legislation and relevant service issues. • Maximise commercialisation of services provided, demonstrating strong commercial awareness and the ability to balance this alongside competing priorities. • To lead specific programmes as part of the Council's change and transformation programmes. • Ensure the new council's values and behaviours are embedded across all services • Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders. • 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.
Partnerships:	• Develop partnership arrangements across the council and beyond to maximise the service potential, commerciality and in delivering corporate objectives where benefits to delivery can be achieved. • Ensure appropriate representation on directorate and inter-agency working groups, in order to ensure effective strategic management and planning of services. • Build strong and dynamic relationships and trust with elected Members, partners, stakeholders, contractors, communities and external agencies to enhance profile, relationships and reputation. • Understand the needs of communities, and a commitment to delivering outcomes with and for citizens, customers, and stakeholders. • Represent the Corporate Director and the directorate at service policy, operational and co-ordination forums with external organisations where added value for the Council can be gained by sharing and working collaboratively. • Act as lead and/or represent the Council on specific initiatives and areas to continually drive and improve the performance of the partnership.
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. Account to the Corporate Director for financial performance of the service, ensuring a balanced budget and efficiency targets are met. • Take overall 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 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 legislation.
Communications:	• Communicate to engage with staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice. • Encourage good communication and effective working relationships across services/directorates. • Consult with the Corporate Director on service proposals which have significant financial or political implications for the Council. • Represent the Council at high level inquiries. • 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

	and ensure that decisions are appropriately informed and services delivered according to council priorities. • 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 relating to the service with staff, service users, councillors, Management Board, trade unions, partners, communities and citizens in accordance with Council policy. • Communicate effectively across the Council on corporate changes of policy.
Systems and information:	• Provide information and statistical reports to illustrate transformational plans and progress. • Analyse complex data and information to inform transformational decision making. • 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. • 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

Knowledge and Experience

- Substantial knowledge of the national policy context, regulatory environment, financial legislation and key issues relevant to the service, e.g., economic policy framework at EU, national, regional and local level.
- A clear understanding of the workings of local government and the current issues to be faced in a large, diverse Authority**,** particularly the financial, legal and political context of public sector management.
- Significant experience of strategic planning and implementation, policy development and management in a local authority, major independent service organisation or equivalent.
- 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.
- Experienced in developing and implementing organisational culture change strategies within a large diverse organisation.
- Professional qualification at degree level or equivalent in a relevant subject and management qualification.
- Membership of relevant professional body

Occupational Skills

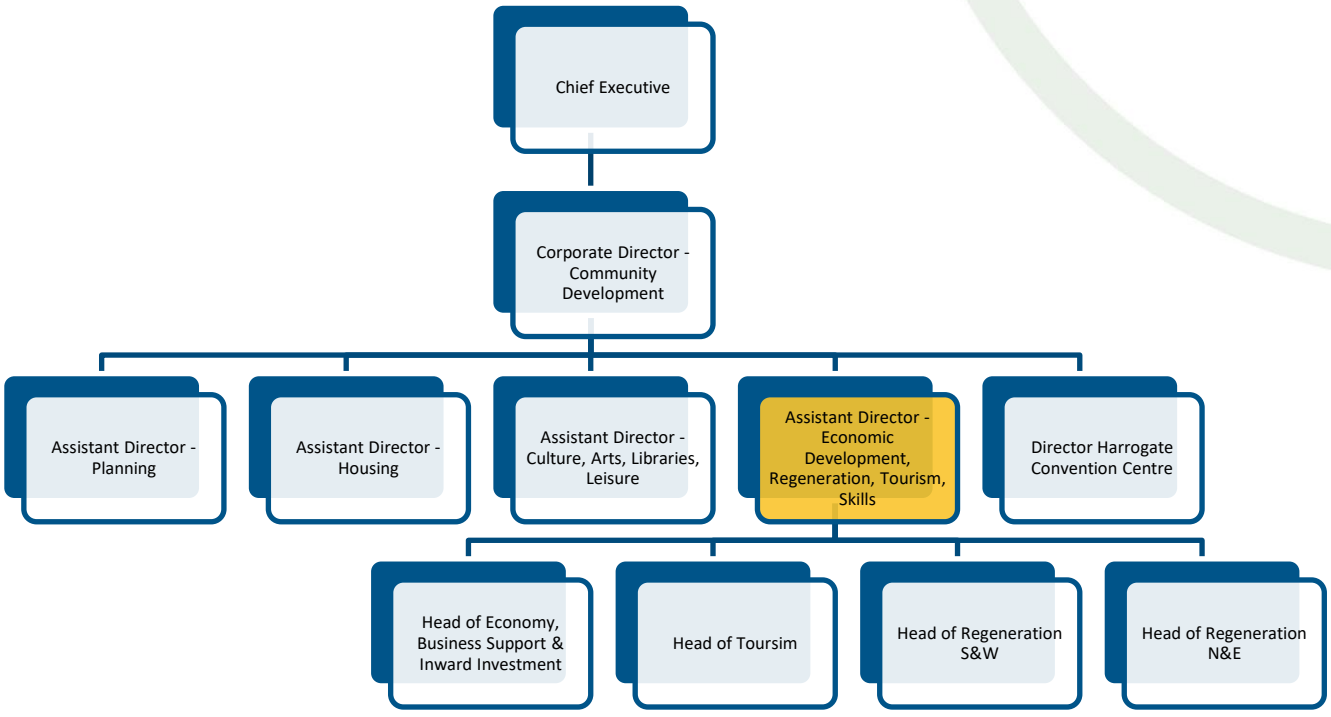
- Strong credible leadership with a passion for delivering improvement in services.
- Excellent communication skills, strong negotiation and influencing skills and ability to effectively deal with the media.
- Budget management skills to co-ordinate, monitor and review financial resources, evaluating competing budgetary priorities and establish effective performance measures.
- Business planning and ability to develop, communicate and secure ownership of a clear vision and direction.
- Takes ownership for informed decisions and delivering outcomes.
- Development of practical and creative solutions to the management of strategic issues, resolves problems creatively, pragmatically, and flexibly.
- Political awareness and capacity for partnership working in a highly devolved and accountable service.
- Strong people management skills and leadership qualities including the ability to develop and motivate others.

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Assistant Director - Culture, Arts, and Leisure
Grade:	AD2
Responsible to:	Corporate Director of Community Development
Staff managed:	Manages a group of managers
Directorate:	Community Development
Service:	Culture, Arts, Libraries, Museums, Archives, Key Venues and Leisure
Job family:	**SM - Senior Management**
Date of issue:	September 2022

Job context

As an Assistant Director, you are responsible with colleagues and Management Board to ensure the success of the new Council following local government reform. This requires strategic leadership to steer the Council through a significant transformation programme.

You will be responsible for integrating the teams across all eight councils and leading them through the transformation.

You will lead and manage a number of key services across Culture, Arts, Libraries, Museums, Archives, Key Venues and Leisure service to deliver an excellent, co-ordinated service. You are responsible for ensuring effective implementation and compliance with legislative requirements and policy for these cross cutting functions of the Council. You will deliver constant improvements and efficiencies across the range of services through innovation, applying good practice, workforce engagement and promoting customer focus.

As the Assistant Director you will deliver the service aims to build greater connections with communities supporting our corporate plan, enhancing the contribution of culture, arts, leisure and heritage in generating strong communities and wellbeing and contributing to the economic success of the region.

You will work closely with the AD Economic Development to develop the tourism strategy in partnership to promote North Yorkshire as a region to visit, invest and live in. Key elements of the tourism strategy will be delivered through the services you lead.

You will also be responsible for the overview and management of our key venues, such as the Harrogate Convention Centre and Scarborough Open Air Theatre.

You will build relationships and engage with partners to develop frameworks within which relevant local, regional, and national organisations can collaborate, access resources, and achieve improved outcomes for the region and its residents.

Set up lead on setting up the infrastructure to support our new tourism arrangements across the region

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

Job Purpose:	**To be responsible for the effective delivery of the Culture, Arts, Libraries, Museums, Archives, Key Venues and Leisure service for North Yorkshire. To provide strategic leadership and direction, operational management and financial control for this service, ensuring delivery of high quality strategic aims. Support the development of cross-council strategies across diverse services.**
Strategic management:	• 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. • Manage the development of, and delivery of, appropriate initiatives to deliver strategies and policies. • To develop and promote the service's contribution to corporate and directorate level priorities and objectives, aligning with political direction and decision making, ensuring that the Council's plans and priorities are integrated and developed as part of a comprehensive directorate service plan. • Supporting the Corporate Director at a management level and be an active member of the Directorate Management Team with collective responsibility for 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 Corporate Director and Chief Executive of the Council. • Drive transformational organisational change in order to achieve excellent member, customer and partner relationships while delivering cost effective, high quality services to residents.
Operational management:	• With significant autonomy and responsibility, co-ordinate activities and priorities which impact on agreed outcomes for the service and directorate. • To lead the operational development and delivery of services with partners, other council and public services, ensuring that the Council's statutory duties are met and delivered within financial, quality and performance standards. • Use innovative, creative thinking to build relationships, influence and negotiate complex contentious issues and develop, support and promote a strong results driven and customer focussed performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs. • Ensure that complaints within each of the service's functions are dealt with efficiently and positively. • Advise the Director and Management Team in relation to legislation and relevant service issues. • Maximise commercialisation of services provided, demonstrating strong commercial awareness and the ability to balance this alongside competing priorities. • To lead specific programmes as part of the Council's change and transformation programmes. • Ensure the new Council's values and behaviours are embedded across all services • Promote diversity and inclusion throughout the Council and through partnership and relationship with other stakeholders. • 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.
Partnerships:	• Develop partnership arrangements across the Council and beyond in order to maximise the service potential, commerciality and in delivering corporate objectives where benefits to delivery can be achieved.

	• Ensure appropriate representation on directorate and inter-agency working groups, in order to ensure effective strategic management and planning of services. • Build strong and dynamic relationships and trust with elected Members, partners, stakeholders, contractors, communities and external agencies to enhance profile, relationships and reputation. • Understand the needs of communities, and a commitment to delivering outcomes with and for citizens, customers and stakeholders. • Represent the Corporate Director and the directorate at service policy, operational & co-ordination forums with external organisations where added value for the Council can be gained by sharing and working collaboratively. • Act as lead and/or represent the Council on specific initiatives and areas to continually drive and improve the performance of the partnership.
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. Account to the Corporate Director for financial performance of the service, ensuring a balanced budget and efficiency targets are met. • Take overall 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 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 legislation.
Communications:	• Communicate and engage with staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice. • Encourage good communication and effective working relationships across services/directorates. • Consult with the Corporate Director on service proposals which have significant financial or political implications for the Council. • Represent the Council at high level inquiries. • 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 and ensure that decisions are appropriately informed and services delivered according to Council priorities. • 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 relating to the service with staff, service users, councillors, Management Board, trade unions, partners communities and citizens in accordance with Council policy. • Communicate effectively across the Council on corporate changes of policy.
Systems and information:	• Provide information and statistical reports to illustrate transformational plans and progress. • Analyse complex data and information to inform transformational decision making. • 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. • 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

Knowledge and Experience

- Substantial knowledge of the national policy context, regulatory environment, financial legislation and key issues relevant to the service.
- A clear understanding of the workings of local government and the current issues to be faced in a large, diverse Authority**,** particularly the financial, legal and political context of public sector management.
- Significant experience of strategic planning and implementation, policy development and management in a local authority, major independent service organisation or equivalent
- A successful track record of achievement at senior level in one or more of the specialisms of culture/heritage/arts/libraries/leisure/venue management.
- Knowledge of project management including business planning
- An excellent understanding of policy formulation and implementation.
- Proven track record of effective financial and workforce management
- Significant experience of writing large scale external funding bids and influencing partner external agencies to support bids.
- Knowledge/experience of current best practice standards both at local and national level.
- Experienced in developing and implementing organisational culture change strategies within a large diverse organisation.
- Professional qualification at degree level or equivalent in a relevant subject and management qualification.

Desirable:

- Membership of relevant professional body

Occupational Skills

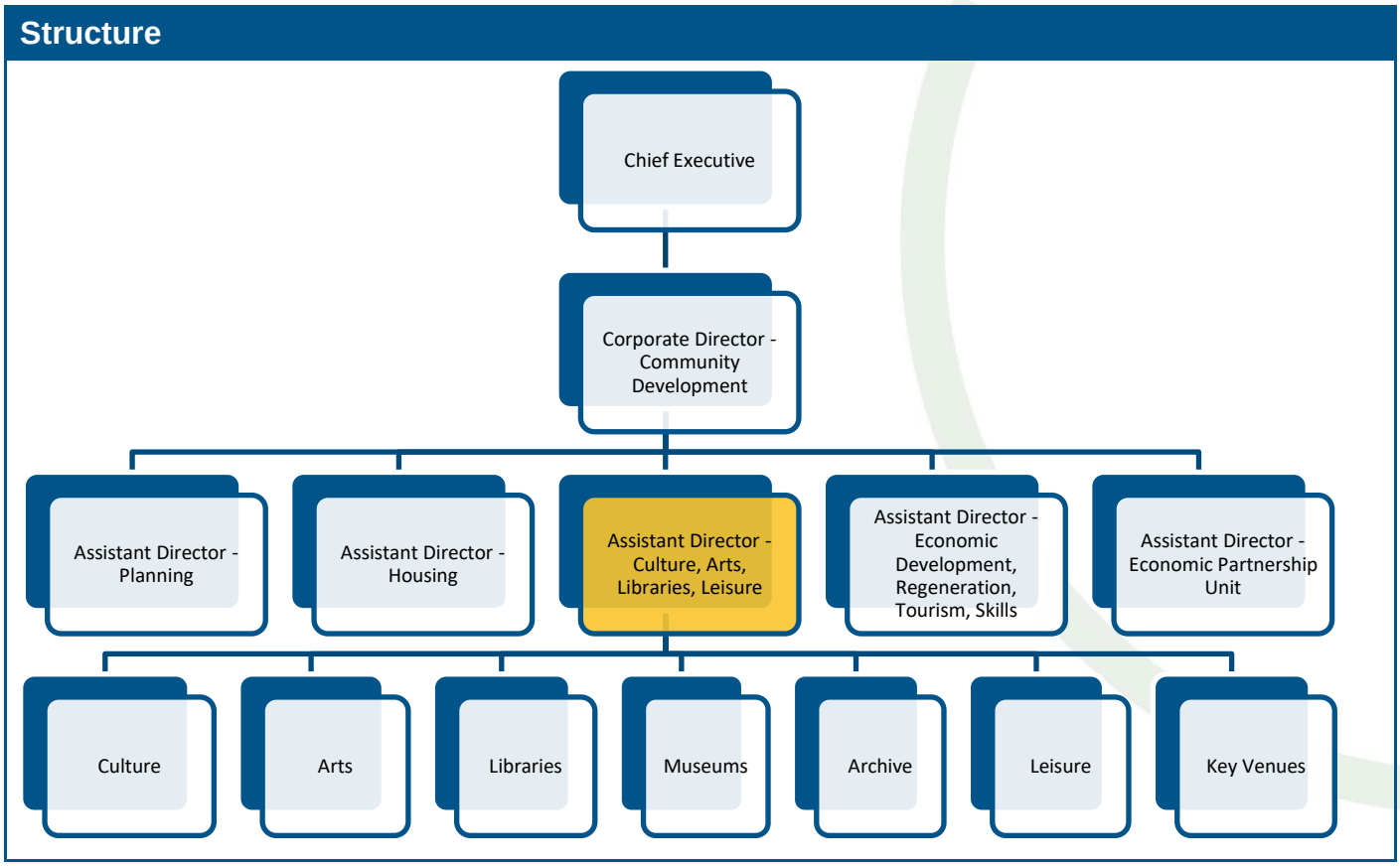
- Strong credible leadership with a passion for delivering improvement in services.
- Excellent communication skills, strong negotiation and influencing skills and ability to effectively deal with the media.
- Budget management skills to co-ordinate, monitor and review financial resources, evaluating competing budgetary priorities and establish effective performance measures.
- Business planning and ability to develop, communicate and secure ownership of a clear vision and direction.
- Takes ownership for informed decisions and delivering outcomes.
- Development of practical and creative solutions to the management of strategic issues, resolves problems creatively, pragmatically and flexibly.
- Political awareness and capacity for partnership working in a highly devolved and accountable service.
- Strong people management skills and leadership qualities including the ability to develop and motivate others.

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Assistant Director Children's Partnerships and Sufficiency
Grade:	AD2
Responsible to:	Corporate Director Children and Young People's Services
Staff managed:	Manages a group of managers
Directorate:	Children and Young People's Services
Service:	Children's Partnerships and Sufficiency
Date of issue:	January 2026

Job context

- The postholder will provide leadership for strategic sufficiency, commissioning, and partnership infrastructure that underpins children's services. Ensuring education, care, and early years provision are sufficient, sustainable, and high-quality.
- Will lead the council's statutory duties for school and childcare sufficiency, SEND partnership coordination, and transport for children and young people. This will include cross-system governance of safeguarding, SEND, and early years functions.
- Oversees commissioning, evaluation, and delivery support functions that enable the directorate to meet demand effectively and maintain value for money
- The role will require the post holder to work with other Corporate Directors, elected members, other senior colleagues across the Council and partner agencies.

The portfolio for the role includes:

- CYPS commissioning and contract management
- Partnerships and Safeguarding
- CYPS transport
- Early Years sufficiency
- School Place Organisation and Planning (including capital and PFI)

- Will be a member of the Children and Young People's Leadership Team and will carry shared responsibility with other senior team colleagues for the performance of the whole of Children and Young People's Services.
- Will lead, jointly with the Assistant Director – Children and Families and the Assistant Director – Inclusion and Education Leadership Team to ensure effective services and strong practice across the County. Act as a sponsor and maintain oversight of key cross-cutting CYPS transformation activity as identified with the Corporate Director.
- Will lead the Council's service development and targeted prevention services, leading commissioning, brokerage and contract management activity for Children and Young People's Services with other commissioners, providers and the public.
- Will manage the delegated budget and resources the budget and scrutiny oversight across the directorate and seek assurance on budget management, achievement of savings and associated performance.
- The post holder will have significant autonomy and responsibility when coordinating activities and priorities. Including taking a lead for Business Continuity and resilience planning for the Directorate, risk planning and information governance

The post holders base will be County Hall in Northallerton; however, it is expected that they will work from a locality base at least one day per week.

This post is subject to DBS disclosure.
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 advance North Yorkshire Council's corporate priorities and those of the North Yorkshire Children's Safeguarding Partnership ensuring collectively that priorities of the Children and Young People's Plan are delivered effectively and are having a positive impact on all children & young people.** • **To provide clear direction and innovative leadership to the strategies, functions and operational delivery of the portfolio service.** • **As a member of the Children and Young People's Service Leadership Team, to carry responsibility with other senior colleagues for the continual improvement in performance of the whole of the CYPS.** • **This post is responsible for leading on prevention and commissioning and market development and support to Public Health commissioning**

Operational management:	• To lead the Council's commissioning function for Children and Young People's Service, to support Public Health commissioning and to lead the interface with the NHS and other public services, ensuring that they are delivered well to meet financial, quality and performance standards
	• Ensure that the work of the Children's Partnerships and Sufficiency Service is monitored and quality assured.
	• Ensure that high standards are maintained in strategic planning, operational and performance management in the Children's Partnership and Sufficiency Service.
	• With significant autonomy and responsibility, co-ordinate activities and priorities which impact on agreed outcomes.
	• To lead the portfolio areas ensuring that they are delivered well to meet financial, quality and performance standards.
	• To lead specific countywide programmes as part of the Council's change and transformation programmes
	• To ensure compliance with all statutory requirements, including:
	  • Childcare Acts 1989 through 2016
	  • Children and Families Act 2014
	  • Education Act 1996
	  • Education and Skills Act 2008
	  • School Standards and Framework Act 1998
	  • Equality Act 2010
	  • Health and Social Care Act 2012
	  • Public Contracts Regulations 2015
	  • SEND Code of Practice (0–25 years)
	  • Working Together to Safeguard Children (Statutory Guidance)

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. • Account to the Corporate Director of CYPS 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 formally setting objectives and appraising performance

	• Take responsibility for own Continuing Professional Development and maintain a portfolio showing evidence of development • Formulate, promote and implement initiatives which maximise the effective use of resources for individual children's needs. This will include negotiation and work in partnership with other agencies to ensure effective operation of the same.
Partnerships/ Corporate working:	• Involve children and young people in designing, developing and reviewing services which are provided for them. • Ensure that staff within the service group work collaboratively with colleagues across the Directorate, Council and partner agencies and with external organisations (e.g., health, academies, colleges and free schools/statutory and non-statutory agencies) to ensure a shared commitment to improving outcomes for North Yorkshire children and young people. • Ensure appropriate representation on Directorate and Inter-Agency Working Parties and Planning Teams, in order to ensure effective strategic management and planning of services for individual children and families. • Build strong and dynamic relationships and trust with elected Members, partners, stakeholders, communities and external agencies to enhance profile and reputation. • Forge partnerships and work alongside others in the delivery of services that enhance and build self-reliance within North Yorkshire's communities. • Understand the needs of communities, and a commitment to delivering outcomes with and for citizens, customers and stakeholders. • Represent the Directorate at appropriate Regional and National Groups where added value for NYC can be gained by sharing and working collaboratively with others. • Represent the Directorate at appropriate corporate working groups (e.g. corporate risk and resilience, property board) • Deputise for the Corporate Director – CYPS and represent the Directorate at policy, operational & co-ordination forums with external agencies & other Councils. • Identify work with partners or other services.
Strategic management:	• Deputise for the Corporate Director – CYPS and positively represent the Directorate with external agencies & other Council directorates. • Work with the Head of Human Resources, CYPS and other Directorate colleagues to ensure an effective Workforce Development Strategy. • Lead necessary strategic change in a timely way through strong consultation and delivery processes which engages and listens to the views of all including parents and children and young people • Be responsible for the efficient implementation of decisions of the Management Board, its Executive and other Committees. • Carry out specific management responsibilities within CYPS alongside assigned development tasks across the directorate and the wider Council and its partnerships. • Effectively implement national legislation, policies & guidance and Council policies. • Develop and implement an annual Service Plan with clear milestones and delivery targets. • Lead specific countywide programmes as part of the Council's change and transformation programmes. • Implement and embed a performance management culture to drive continuous improvement across all internal and external measures and inspection regimes. • Embed a project management culture to ensure change management and service redesign is managed using project management methodology. • Be accountable for performance and quality within your area. • Ensure there is an effective governance and assurance process for all commissioned or jointly commissioned services which assures legal and contractual compliance and ensures the required outcomes are delivered.

Communications:	• Under the general direction of the Corporate Director-CYPS, advise the Council, its Committees and Officers on the exercise of the Council's functions in relation to CYPS. • Appraise the Corporate Director - CYPS & Executive Members of matters arising which are particularly sensitive in nature or are controversial. • Produce timely briefings and reports to a range of stakeholders including the Corporate Director - CYPS and Executive Members, senior officers, staff and partner organisations. • 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. • Lead and manage consultation and engagement activities with staff, service users, councillors, Management Board, trade unions, partners and citizens in accordance with Council policy.
Performance management:	• To implement and embed a performance management culture to drive continuous improvement across all internal and external measures and inspection regimes. • To embed a project management culture to ensure change management and service redesign is managed using project management methodology. • To be accountable for performance and quality within your area • To ensure there is an effective governance process for all commissioned or jointly commissioned services which assures legal and contractual compliance and ensures the required outcomes are delivered
Systems and information:	• The post holder will be required to provide statistical reports to illustrate transformational plans and progress • The ability to analyse of complex data and information to inform transformational decision making is a key aspect to this role • The post holder must utilise the current business processes in relation to record keeping, financial monitoring and ICT
Safeguarding:	• To be committed to safeguarding and promote the welfare of children, young people that you are responsible for and come into contact with, raising concerns as appropriate

Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge and understanding of the key issues relevant to the Children and Young People's Service. • Significant knowledge and understanding of children's social care and/or education provision, contracting and procurement and partnership working; relevant legislation and research documents; NHS and different branches of local government • Thorough understanding of inspection frameworks relevant to the role and successful experience of leading teams and partners through self-evaluation, inspection readiness, and inspection management. • Significant understanding around the joint commissioning and contracting options and arrangements across children and young people's settings. • Significant/demonstrable budget management experience including successful delivery of savings and ability to link budget and performance information to effectively monitor and manage financial performance	• An understanding of the Council's core values and objectives. • An understanding of the operation of other relevant agencies and the scope for multi-disciplinary work. • Direct senior management experience in one or more of the services relevant to the Children and Young People's Service.

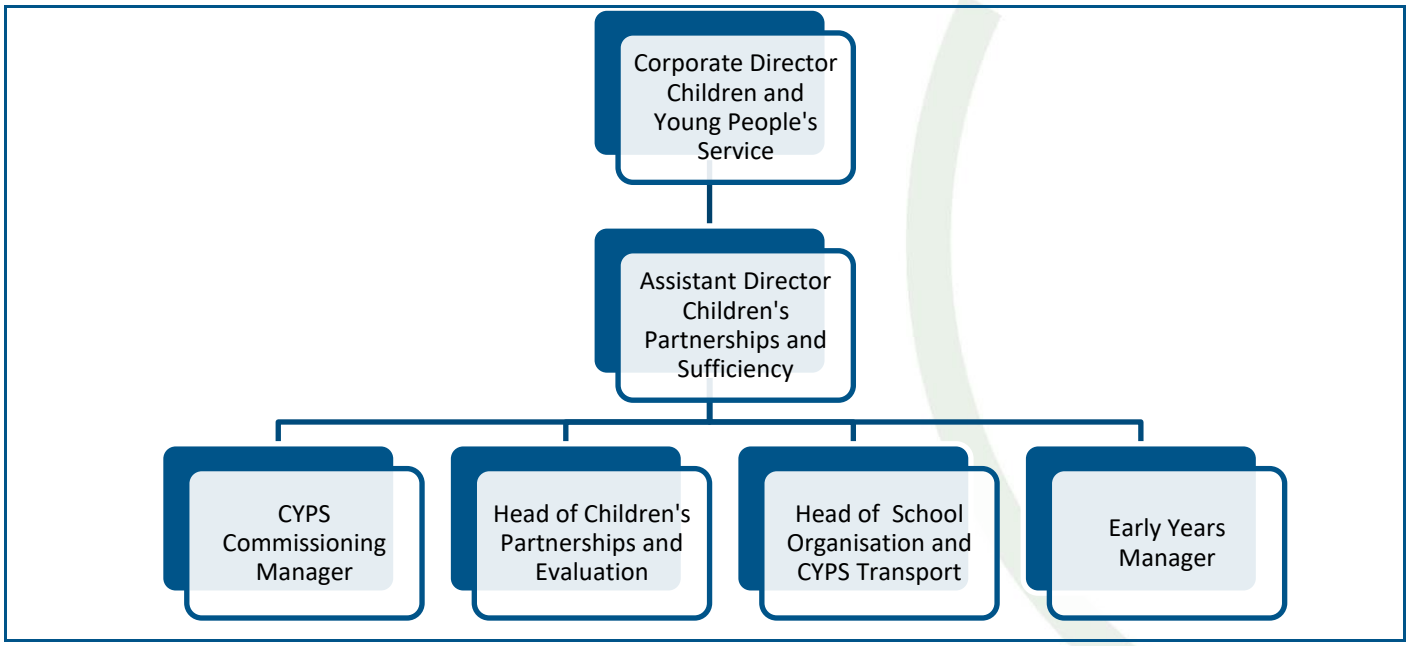
• Knowledge of legislation governing contracting and procurement including awareness of legislation in this area. • Knowledge of current good practice standards both at local and national level. • A clear understanding of the workings of local government and the current issues to be faced in a large, diverse Authority. • A clear understanding of the financial, legal and political context of public sector management. • A successful track record and background of consistent achievement as a senior manager in a large complex organisation. • A proven track record of leading and managing change effectively. • Experience of evaluating competing budgetary priorities and establishing effective performance measures. • Experience of working effectively in co-operation with a wide range of internal and external partners including statutory and non-statutory organisations. • Significant experience of policy development, management and strategic planning in a local authority, major independent service organisation or equivalent. • Significant experience of contracting and procurement activity including negotiating complex issues and technical contractual arrangements • Experience of developing and implementing quality assurance frameworks for provider services • Experience and skills to develop and deliver quality improvements with diverse provider organisations. • Managerial/supervisory experience and the ability to be responsible for the performance of a group of managers. • Experience of partnership working. • Experience of a contracting culture preferably with a leadership role. • Experience of information capture, management and retrieval. • Experience of developing and implementing organisational culture change strategies. • Experience of dealing sensitively with members of the public and with complex/difficult situations. • Experience of responding to media enquiries and delivering effective external and internal communication strategies • Experience of promoting the achievement of equality standards throughout the organisation. • Experience of user and community consultation.	• Relevant experience in a local government context. • Relevant experience of budget management/financial assurance
Occupational Skills • Ability to establish positive relationships with Elected Members, team colleagues, head teachers, governors and staff which generate confidence and respect. • Ability to lead, empower and motivate employees. • Ability to build effective teams and integrated relationships. • Ability to think and act strategically. • Ability to ensure that services are co-ordinated and provided in accordance with agreed priorities.	

• Ability to develop, communicate and secure ownership of a clear vision and direction. • Ability to handle, manage and interpret large/or complex data to provide insight and manage performance • Ability to develop practical and creative solutions to the management of strategic issues. • Possess political awareness and the capacity for partnership working in a highly devolved and accountable Service. • Ability to ensure equal access to and treatment in employment and service delivery. • Ability to adopt a consultative approach, be a good listener and oriented towards "customer" needs including children and young people. • Ability to think laterally whilst managing a complex multi discipline organisation. • Ability to lead by example. • Demonstrable, highly developed presentational and communication skills. • Ability to understand and comply with procurement and contracting legislation and guidelines and manage risk effectively	
Behaviours • **link**	
Professional Qualifications • Relevant degree or recognised professional qualification. • Evidence of Leadership qualification or comparable experience gained in a public service organisation (essential) • Evidence of significant professional development.	
Other Requirements • Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends. • Committed to the Council's corporate vision and objectives. • Highly motivated and not easily discouraged. • Form part of the out-of-hours emergency planning rota for CYPS	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Assistant Director Environmental Services and Climate Change
Grade:	AD2
Responsible to:	Corporate Director of Environment
Staff managed:	Manages a group of managers
Directorate:	Environment
Service:	Environmental Services
Job family:	**SM - Senior Management**
Date of issue:	September 2022

Job context

As an Assistant Director, you are responsible with colleagues and Management Board to ensure the success of the new Council following local government reform. This requires strategic leadership to steer the council through a significant transformation programme.

You will lead and manage a range of Environmental Services including Waste Services, Low Carbon and Natural capital services to deliver an excellent, coordinated service across the County. You are responsible for ensuring effective implementation and compliance with legislative requirements and policy for these cross cutting functions of the council. You will deliver improvements and efficiencies across the range of services through innovation, applying good practice, workforce engagement and promoting a customer

As Assistant Director you will engage with partners in public and private sectors to deliver quality outcomes, and to deliver constant improvements across the range of service through innovation, applying best practice and promoting customer care improvements. Ensure services are delivered are safe, and deliver value for money and compliance with statutory duties and obligations.

You will lead the transformation to bring together the 7 waste collection services with the waste disposal Authority. This will be a significant challenge, being one of the handful of services which directly effects every household in the County. In addition to managing waste collection and disposal, you will responsible through Yorwaste for the Household waste recycling centres, commercial waste collection and closed landfill sites.

You will be responsible for maintaining a productive relationship with Yorwaste such that the Council is able to fully take advantage of the commercial expertise within the company. You will also manage the relationship with Amey and Allerton Waste Recovery Park facility, and ensure that the contractual requirements are met.

In this role you will manage the cross cutting theme of low carbon, and be the lead officer for delivery of the Council's climate change action plan and ensure that climate change and sustainability are at the heart of all that we do. You will act as an ambassador for the Council in promoting recycling, reducing the use of natural resources and re-use, and promote behavioural change to protect and enhance the environment.

This job 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 portfolio of environmental services for North Yorkshire. To provide strategic leadership and direction, operational management and financial control for this service, ensuring delivery of high quality strategic aims. Support the development of cross-council strategies across diverse services.**
Operational management:	• With significant autonomy and responsibility, co-ordinate activities and priorities which impact on agreed outcomes for the service and directorate. • To lead the operational development and delivery of services with partners, other council and public services, ensuring that the Council's statutory duties are met and delivered within financial, quality and performance standards. • Use innovative, creative thinking to build relationships, influence and negotiate complex and/or contentious issues in order to 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 within each of the service's functions are dealt with efficiently and positively. • Advise the Director and Management Team in relation to legislation and relevant service issues. • Maximise commercialisation of services provided, demonstrating strong commercial awareness and the ability to balance this alongside competing priorities. • To lead specific programmes as part of the Council's change and transformation programmes. • Overall responsibility for performance management of allocated services. • Promote diversity and inclusion throughout the Council and through partnership and relationship with other stakeholders. • 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.
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. Account to the Corporate Director for financial performance of the service, ensuring a balanced budget and efficiency targets are met. • Take overall 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 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 legislation.
Partnerships:	• Develop partnership arrangements across the Council and beyond in order to maximise the service potential, commerciality and in delivering corporate objectives where benefits to delivery can be achieved. • Ensure appropriate representation on directorate and inter-agency working groups, in order to ensure effective strategic management and planning of services. • Build strong and dynamic relationships and trust with elected Members, partners, stakeholders, contractors, communities and external agencies to enhance profile, relationships and reputation.

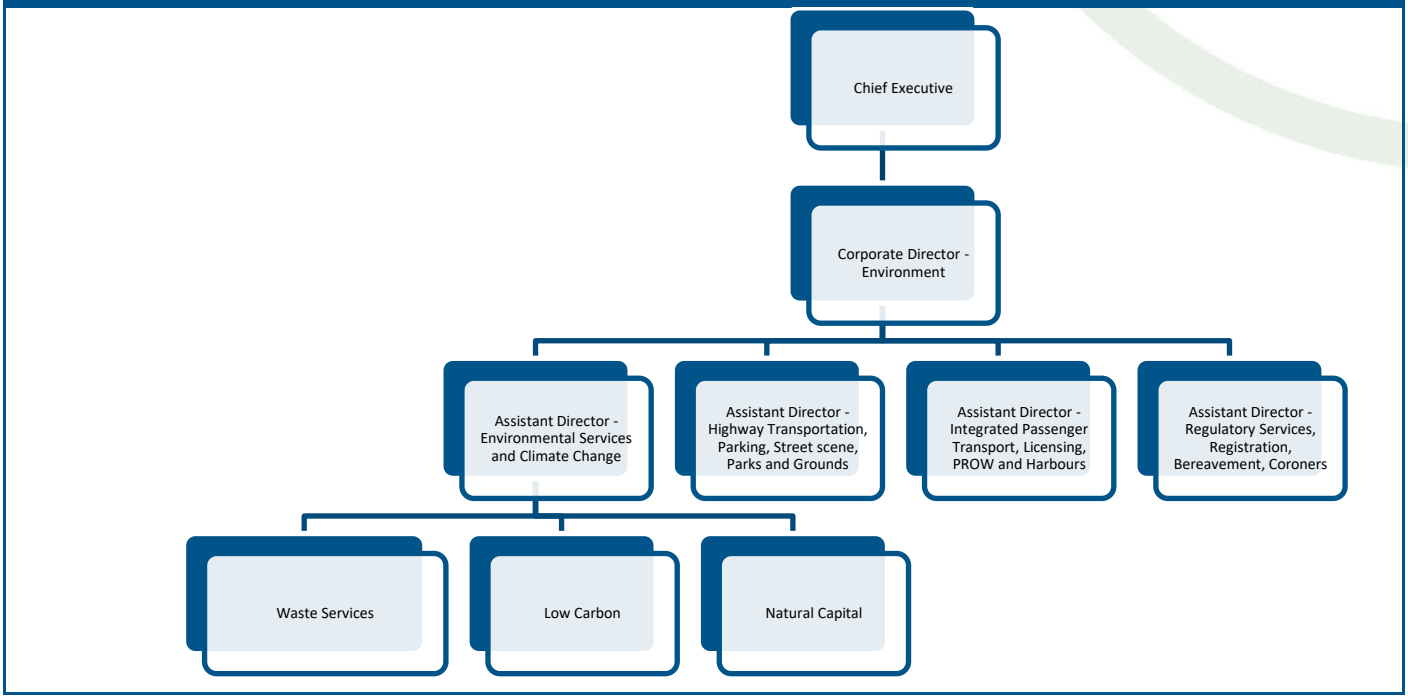
	• Understand the needs of communities, and a commitment to delivering outcomes with and for citizens, customers and stakeholders. • Represent the Corporate Director and the directorate at service policy, operational & co-ordination forums with external organisations where added value for the Council can be gained by sharing and working collaboratively. • Act as lead and/or represent the Council on specific initiatives and areas to continually drive and improve the performance of the partnership.
Strategic management:	• 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. • Manage the development of, and delivery of, appropriate initiatives to deliver strategies and policies. • To develop and promote the service's contribution to corporate and directorate level priorities and objectives, aligning with political direction and decision making, ensuring that the Council's plans and priorities are integrated and developed as part of a comprehensive directorate service plan. • Supporting the Corporate Director at a management level and be an active member of the Directorate Management Team with collective responsibility for 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 Corporate Director and Chief Executive of the Council. • Drive transformational organisational change in order to achieve excellent member, customer and partner relationships while delivering cost effective, high quality services to residents. • Ensure that the Council has relevant and appropriate corporate policies which set out strategic direction and priorities, meet the needs of communities, are mainstreamed and embedded appropriately within the work of all parts of the Council, and protect the Council from risk of legal and public challenge. • 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:	• Communicate and engage staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice. • Encourage good communication and effective working relationships across services/directorates. • Consult with the Corporate Director on service proposals which have significant financial or political implications for the Council. • Represent the Council at high level inquiries. • 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 and ensure that decisions are appropriately informed and services delivered according to Council priorities. • 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 relating to the service with staff, service users, councillors, Management Board, trade unions, partners, communities and citizens in accordance with Council policy. • Communicate effectively across the Council on corporate changes of policy. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
Systems and information:	• Provide information and statistical reports to illustrate transformational plans and progress.

	• Analyse complex data and information to inform transformational decision making. • 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. • 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 and Experience • Substantial knowledge of the national policy context, regulatory environment, financial legislation and key issues relevant to the service. • Comprehensive knowledge of Public/Private Partnerships waste contract structures with a good knowledge of standard form PPP/PFI contracts. • A clear understanding of the workings of local government and the current issues to be faced in a large, diverse Authority**,** particularly the financial, legal and political context of public sector management. • Significant experience of strategic planning and implementation, policy development and management in a local authority, major independent service organisation or equivalent. • 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 and issues facing the services they are responsible for, both at local and national level. • Experienced in developing and implementing organisational culture change strategies within a large diverse organisation. • Professional qualification at degree level or equivalent in a relevant subject and management qualification. • Membership of relevant professional body.	• In depth understanding of one or more aspects of low carbon and circular economies, such as agriculture, agri-tech, food manufacturing, bio-processing or renewable energy.
Occupational Skills • Strong credible leadership with a passion for delivering improvement in services. • Excellent communication skills, strong negotiation and influencing skills and ability to effectively deal with the media. • Budget management skills to co-ordinate, monitor and review financial resources, evaluating competing budgetary priorities and establish effective performance measures. • Business planning and ability to develop, communicate and secure ownership of a clear vision and direction. • Takes ownership for informed decisions and delivering outcomes. • Development of practical and creative solutions to the management of strategic issues, resolves problems creatively, pragmatically and flexibly.	

• Political awareness and capacity for partnership working in a highly devolved and accountable service. • Strong people management skills and leadership qualities including the ability to develop and motivate others.	
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**	

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Assistant Director Regulatory Services, Registration, Bereavement, Coroners Service
Grade:	AD2
Responsible to:	Corporate Director of Environment
Staff managed:	Manages a group of managers
Directorate:	Environment
Service:	Regulatory Services
Job family:	**SM - Senior Management**
Date of issue:	September 2022

Job context

As an Assistant Director, you are responsible with colleagues and Management Board to ensure the success of the new Council following local government reform. This requires strategic leadership to steer the council through a significant transformation programme.

You will lead and manage a range of Environmental Services including Regulatory Services, Registration, Bereavement and Coroners services to deliver an excellent, coordinated service across the County. You are responsible for ensuring effective implementation and compliance with legislative requirements and policy for these cross-cutting functions of the council. You will deliver improvements and efficiencies across the range of services through innovation, applying good practice, workforce engagement and promoting a customer focus.

As Assistant Director you will engage with partners in public and private sectors to deliver quality outcomes, and to deliver constant improvements across the range of service through innovation, applying best practice and promoting customer care improvements. Ensure services are delivered are safe, and deliver value for money and compliance with statutory duties and obligations.

You will lead the transformation to bring together the teams from across the 7 councils in Regulatory Services, covering a broad range of services such as trading standards, food hygiene, noise protection, pest control and environmental health. You will also be responsible for managing the national e-crime unit. Ensuring that business operates to a high standard and the public are kept safe is a key part of the role.

You will work closely with the Police, Fire and rescue and other agencies as part of the role. (Multi agency approach).

The post also covers registration and celebration services, as well as managing and maintaining the County's four crematoria and burial sites/closed burial sites. You will also manage the relationship with the coroner's service.

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

Job Purpose:	**To be responsible for the effective delivery of the regulatory, registration, bereavement and coroners service for North Yorkshire. To provide strategic leadership and direction, operational management and financial control for this service, ensuring delivery of high-quality strategic aims. Support the development of cross-council strategies across diverse services.**
Operational management:	• With significant autonomy and responsibility, co-ordinate activities and priorities which impact on agreed outcomes for the service and directorate. • To lead the operational development and delivery of services with partners, other council and public services, ensuring that the Council's statutory duties are met and delivered within financial, quality and performance standards. • Use innovative, creative thinking to build relationships, influence and negotiate complex and/or contentious issues in order to 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 within each of the service's functions are dealt with efficiently and positively. • Advise the Director and Management Team in relation to legislation and relevant service issues. • Maximise commercialisation of services provided, demonstrating strong commercial awareness and the ability to balance this alongside competing priorities. • To lead specific programmes as part of the Council's change and transformation programmes. • Overall responsibility for performance management of the regulatory, registration, bereavement and coroner services. • Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders. • 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.
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. Account to the Corporate Director for financial performance of the service, ensuring a balanced budget and efficiency targets are met. • Take overall 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 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 legislation.
Partnerships:	• Develop partnership arrangements across the council and beyond in order to maximise the service potential, commerciality and in delivering corporate objectives where benefits to delivery can be achieved. • Ensure appropriate representation on directorate and inter-agency working groups, in order to ensure effective strategic management and planning of services.

	• Build strong and dynamic relationships and trust with elected Members, partners, stakeholders, contractors, communities and external agencies to enhance profile, relationships and reputation. • Understand the needs of communities, and a commitment to delivering outcomes with and for citizens, customers and stakeholders. • Represent the Corporate Director and the directorate at service policy, operational & co-ordination forums with external organisations where added value for the Council can be gained by sharing and working collaboratively. • Act as lead and/or represent the Council on specific initiatives and areas to continually drive and improve the performance of the partnership.
Strategic management:	• 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. • Manage the development of, and delivery of, appropriate initiatives to deliver strategies and policies. • To develop and promote the service's contribution to corporate and directorate level priorities and objectives, aligning with political direction and decision making, ensuring that the Council's plans and priorities are integrated and developed as part of a comprehensive directorate service plan. • Supporting the Corporate Director at a management level and be an active member of the Directorate Management Team with collective responsibility for 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 Corporate Director and Chief Executive of the Council. • Drive transformational organisational change in order to achieve excellent member, customer and partner relationships while delivering cost-effective, high-quality services to residents. • Ensure that the Council has relevant and appropriate corporate policies which set out strategic direction and priorities, meet the needs of communities, are mainstreamed and embedded appropriately within the work of all parts of the council, and protect the council from risk of legal and public challenge.
Communications:	• Communicate and engage with staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice. • Encourage good communication and effective working relationships across services/directorates. • Consult with the Corporate Director on service proposals which have significant financial or political implications for the Council. • Represent the Council at high level inquiries. • 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 and ensure that decisions are appropriately informed and services delivered according to council priorities. • 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 relating to the service with staff, service users, councillors, Management Board, trade unions, partners, communities and citizens in accordance with Council policy. • Communicate effectively across the Council on corporate changes of policy.
Systems and information:	• Provide information and statistical reports to illustrate transformational plans and progress. • Analyse complex data and information to inform transformational decision making.

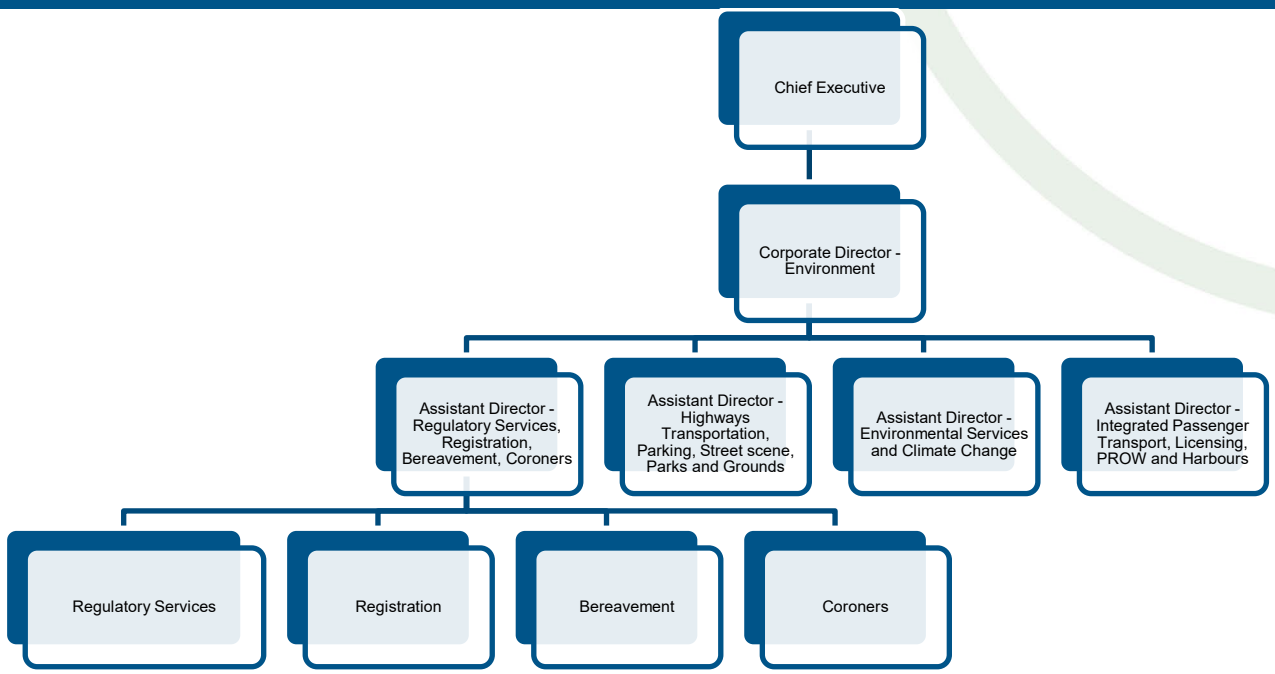
	• Use the current business processes in relation to record keeping, financial monitoring and ICT. • Sponsor the development of technology, other communication and data management processes to ensure the service remains effective, efficient and modern. • Ensure all service systems are operated in accordance 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 and Experience • Substantial knowledge of the national policy context, regulatory environment, financial legislation and key issues relevant to the service e.g. coroners law and procedural requirements, regulatory compliance. • A clear understanding of the workings of local government and the current issues to be faced in a large, diverse Authority**,** particularly the financial, legal and political context of public sector management. • Significant experience of strategic planning and implementation, policy development and management in a local authority, major independent service organisation or equivalent. • 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 and issues facing the services they are responsible for, both at local and national level. • Experienced in developing and implementing organisational culture change strategies within a large diverse organisation.	
Occupational Skills • Strong credible leadership with a passion for delivering improvement in services. • Excellent communication skills, strong negotiation and influencing skills and ability to effectively deal with the media. • Budget management skills to co-ordinate, monitor and review financial resources, evaluating competing budgetary priorities and establish effective performance measures. • Business planning and ability to develop, communicate and secure ownership of a clear vision and direction. • Takes ownership for informed decisions and delivering outcomes. • Development of practical and creative solutions to the management of strategic issues, resolves problems creatively, pragmatically and flexibly. • Political awareness and capacity for partnership working in a highly devolved and accountable service. • Strong people management skills and leadership qualities including the ability to develop and motivate others. • Professional qualification at degree level or equivalent in a relevant subject and management qualification. • Membership of relevant professional body.	
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

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:	Director of Public Health
Grade:	AD3
Responsible to:	Corporate Director HAS
Staff managed:	Manages a group of managers
Directorate:	Health and Adult Services
Service:	Public Health
Job family:	**SM - Senior Management**
Date of issue:	July 2024

Job context

The Director of Public Health is a registered public health specialist (i.e.**,** included in the GMC Specialist Register/GDC Specialist List or UK Public Health Register (UKPHR)). The post holder is a visionary and transformational leader with a full understanding of relationships and culture of organisations that impact on the wider determinants of health as well as health services. She/he will lead a team within North Yorkshire for the development of a Joint Strategic Needs Assessment for the local population and for the delivery of:

1. Health Improvement
   - Developing healthy, sustainable and cohesive communities through Health and Wellbeing Board.
   - Developing healthy lifestyles for individuals and communities.
   - Tackling specific issues based on local needs assessment such as childhood obesity, smoking.
   - Developing a strategy for reducing health inequalities.
2. Health Protection
   - Dealing with infectious disease threats including food and water borne disease supported by local Public Health England.
   - Preparing for emergencies including pandemic influenza.
   - Advising on environmental threats including pollution, noise and contaminated land.
3. Health Services Public Health
   - Population health care such as immunisation and screening programmes.
   - Supporting the commissioning of appropriate, effective, and equitable health care from the NHS locally.
   - Working collectively with the Director of Adult Social Services, the Director of Children's Services and clinical commissioners, to lead on the integration of health and social care services.

In order to develop and deliver the strategic vision of the local authority, the DPH is part of the senior management team of the Council and will have direct access to the Chief Executive and elected members for the exercise of the local authority's public health functions. Day to day line management accountability will be to the Director of Health and Adult Services, but the DPH will work corporately across all functions of the council to promote opportunities for action across the "life course". In a 2-tier local government context the DPH will play a powerful role in forging partnerships with, and influencing, all local agencies to ensure the widest possible participation in the health and wellbeing agenda.

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

Job specifics
Responsible to Corporate Director HAS for day-to-day line management with direct access to NYC Chief Executive and elected members for the exercise of the local authority's public health responsibilities.
Professional accountability to the Council and Secretary of State for health through (the) Chief Medical Officer.

The Director of Public Health is:

1. Trustworthy and independent professional accountable to Secretary of State through Public Health England as well as to the local population through the Local Authority.
2. Trained and experienced in all areas of public health practice and registered with the GMC or another appropriate regulatory body and accountable to them for their professional practice including ethical standards**.**
3. Able to demonstrate corporate skills in strategic leadership within an organisation**.**
4. A skilled and trusted communicator at all times particularly in a crisis.
5. Strongly committed to teaching and research in collaboration with academic departments.
6. Up to date and can demonstrate continuing professional development through appraisal and revalidation as a specialist with GMC or other regulator.
7. Highly visible to ensure in-depth knowledge of local communities and better working between the public and local organisations.
8. Able to show intellectual rigour and personal credibility to collaborative working and commissioning processes.
9. Demonstrably accomplished in improving the health of communities.
10. Able to lead across all local authority functions to district councils, NHS bodies, the private sector and the third sector indicating the impact of investment on public health and inequalities.

The Director of Public Health will:

1. Produce an independent annual report on the health of the population, progress on improving health and reducing inequalities and making recommendations**.**
2. Be principal adviser to 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**.**
3. Provide specialist public heath advice to commissioners on priorities for health and social care spending and the appropriate configuration of services within and between local authorities.
4. Support Local Resilience Forum in developing comprehensive multi-agency plans for the anticipated threats to public health**.**

Key tasks

The job description will be subject to review in consultation with the post holder in the light of the needs of the employing organisation and the development of the speciality of public health and any wider developments in the field of public health.

CORE COMPETENCY AREAS

Surveillance and assessment of the population's health and well-being

- To ensure the proper design, development and utilisation of major 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 the 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 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 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.

Policy and strategy development and implementation

- To lead on behalf of North Yorkshire on the communication, dissemination, implementation and delivery of national, regional and local policies and public health strategies, developing inter-agency and interdisciplinary strategic plans and programmes, with delegated authority to deliver key public health targets.
- To act in an expert advisory capacity on public health 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 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 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 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.

DEFINED COMPETENCY AREAS

Health Improvement

- To be responsible for designated areas of health improvement programmes, public health surveillance or population screening or geographical areas.
- To take an Executive 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.

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 targets.
- To ensure that effective local arrangements exist for covering 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.

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 and National Service Frameworks or equivalent national standards, guidance and frameworks.
- To lead the development of clinical networks, clinical governance and audit.
- To review evidence and providing 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 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 arm of Public Health England 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.

The Faculty of Public Health advises that in order to be shortlisted for a consultant post applicants who are not yet on the GMC Specialist Register/GDC Specialist List in dental public health/UK Public Health Register (UKPHR) must provide verifiable signed documentary evidence that an application for inclusion on one of these specialist registers is in progress as follows:

1. Applicants in training grades

Public health Specialist Registrars and Specialist Trainees in a recognised UK public health training scheme must provide evidence to confirm that they are within SIX months of award of their certificate of completion of training (CCT) and inclusion in the GMC Specialist Register/GDC Specialist List in dental public health/UKPHR at the date of interview (i.e**.,** the expected date of award of their CCT must fall no more than six months after the date of interview). *Please note that from January 2005 in England, May 2005 in Scotland and November 2005 in Northern Ireland and Wales, this period has been extended from the three months required previously.* The documentary evidence should be:
Either a RITA Form G (Final Record of Satisfactory Progress) ***or*** a letter from the postgraduate dean (or Faculty Adviser) specifying the expected date for completion of training (which must be not more than six months after the date of interview).

2. Applicants in non-training grades

2.1 Doctors (i.e. medical practitioners)
Doctors outside recognised UK public health training schemes fall into a number of categories:

- Those who have trained outside the UK, who may have specialist training and qualifications which they are seeking to have recognised by the General Medical Council (GMC) in order to gain registration with the GMC: these doctors may be shortlisted according to the following 2005 guidance from the Department of Health and Scottish Executive which indicates that *There will be some instances (for example when considering applicants trained outside the UK) where an AAC may choose to interview a candidate prior to [GMC] Specialist Register entry. In these circumstances, it will wish to be satisfied that subsequent Specialist Register entry is likely*. Employers should ask the applicant to provide documentary evidence that he/she has submitted an application to the GMC which is eligible for consideration at the time of application (for shortlisting).

- Those who have not completed specialist training in the UK who are seeking entry to the GMC Specialist Register through Article 14 of the European Specialist Medical Qualifications Order (ESMQO), which allows the GMC to consider not only training but also relevant experience: these doctors may have trained in or outside of the UK. Again, employers should ask the applicant to provide documentary evidence that he/she has submitted an application to the GMC which is eligible for consideration at the time of application (for shortlisting).

2.2 Applicants from a background other than medicine

- Other than trainees (see 1 above), applicants from a background other than medicine would normally be expected to have gained full registration with the UKPHR. However, exceptionally, individuals who can demonstrate that they have submitted a portfolio application to the UKPHR may be considered for shortlisting. Suitable evidence will be a letter from the UKPHR acknowledging receipt of the portfolio application.

- Other than trainees (see 1 above), applicants from a background in public health dentistry must be included in the GDC Specialist List in dental public health. However, those who can demonstrate that they have submitted an application for inclusion on the GDC specialist list in public health dentistry may be considered for shortlisting. Employers should ask the applicant to provide documentary evidence that he/she has submitted an application to the GDC which is eligible for consideration at the time of application (for shortlisting).

*Employers are advised that individuals should not take up consultant in public health medicine or consultant in public health posts (including DPH posts) until such point as they have gained entry to the GMC Specialist Register/GDC Specialist List in dental public health/UK Publi**c** Health Register. Although applicants will be able to provide documentary evidence that an application is in progress, no guarantee can be made as to the outcome of an application to the GMC/GDC/UKPHR specialist registers.*

The above guidance applies to applications for both general and defined specialist registration with the UKPHR. Individuals with defined specialist registration are eligible for consideration for shortlisting for, and appointment to, consultant posts including those at DPH level. In all appointments, employers will wish to ensure that an applicant's areas of competence meet those required in the person specification.

	The core focus of this job is to understand and enhance the health of the people of North Yorkshire. The post holder will do this by adopting an approach which: • **Understands the link between economic success and good health and takes a long-term approach to strategic improvement in both.** • **Develops a clear, targeted long term strategy that ensures health and social care, education, housing, jobs and economic policies and infrastructure are shaped in ways which deliver maximum improvements in health and wellbeing.** • **Minimises the adverse effects of demographic change and potential threats from poor health on the long-term sustainability of North Yorkshire. The challenges of a growth in numbers of older people and people with disabilities will require a medium-term approach that is central to the North Yorkshire Health and Wellbeing Strategy and the implementation of the North Yorkshire Review.**
Job purpose	**These roles are derived from Government policy and clearly identifies the unique contribution which local authorities can make to improve the health and wellbeing of communities through:** • **Their statutory responsibilities and powers with respect to health protection and health scrutiny.** • **The level, distribution and quality of services they directly commission or provide**. • **Strategic leadership-promoting and supporting partnership working by public and private sector agencies on key priorities such as community safety, alcohol and drugs prevention and treatment.** • **Community leadership-enabling Members to engage effectively with their communities with respect to health and intelligently holds the NHS and the local authority to account.** • **Advocacy and influence-national and local policy development.** • **The Director of Public Health is appointed according to procedures that replicate the statutory process for senior appointments to the NHS, including an Advisory Appointment Committee.**
Operational Management:	• Have responsibility for the health of the local population, for delivery of key public health goals (determined nationally in the public health outcomes framework and locally through the health and wellbeing strategy) and produce an independent annual report on the health of the local population. • Be the chief source of public health leadership and expert advice to the local authority and clinical commissioners on all aspects of public health; ensure that resources are brought to bear across the public sector to promote health and wellbeing for the whole community. • Be principal adviser to 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. • Play a key role in the commissioning of health services, by clearly identifying the health needs of the population and assessing services to ensure that they are

	clinically and cost effective, and supporting disinvestment where services are not effective in these terms. • Support Local Resilience Forum in developing comprehensive multi-agency plans for the anticipated threats to public health. • Work closely with Public Health England at the local level and with the NHS to ensure appropriate public health responses to the whole spectrum of potential problems, from local incidents and outbreaks to emergencies. • Lead on investment for improving and protecting the health of the population locally and reducing health inequalities through the way the ring-fenced grant is spent.
Resource management:	• Managing approx. 25 - 30 people. • Responsible for management of the ring-fenced public health grant of circa £15 million. • The directorate will offer training placements for PH trainees.
Partnerships:	Key relationships include: • Executive. • Corporate Management Board. • Local NHS bodies including Clinical Commissioning Groups. • Public Health England. • NHS Commissioning Board. • Health and Wellbeing Board. • Local Resilience Forum. • District Authorities.
Strategic management:	• The DPH has a strategic leadership role in the development of strategies, policies and plans. • S/he will have a lead role in co-ordinating activity to develop key strategies such as the Health and Wellbeing Strategy and plans to deliver the Public Health Outcomes Framework.
Communications:	• Produces 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. • Communicates with key local, regional and national groups including the Faculty of Public Health, Public Health England and the NHS Commissioning Board. • Provides expert advice to local authority elected members including providing report directly to the Executive and Overview and Scrutiny Committees.
Systems and information:	• The DPH will make high level use of information from a wide range of local government and NHS systems and sources. • Significant use is made of both national and local data. • High level information governance is required given the confidentiality of data and the need to share data on an interagency basis.
Safeguarding:	• 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 Health Protection Agency. • 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. For on call duties provided to other organisations as part of cross cover out of hours arrangements NHS North Yorkshire and York PCT cluster has confirmed that those organisations will provide indemnity for the post holder during transition year (these arrangements should be confirmed again prior to transfer to NYC). • Should a consultant have cause for genuine concern about an issue (including one that would normally be subject to confidentiality) and believes that disclosure would be in the public interest, he or she should have a right to speak out and be afforded

	statutory protection and should follow local procedures for disclosure of information in the public interest.

Person specification:	
Essential	**Desirable**
Knowledge and Experience • High level of understanding of epidemiology and statistics, public health practice, health promotion, health economics and health care evaluation. • Full understanding of and commitment to addressing relationships and cultures of organisations that impact on the wider determinants of health**.** • Full understanding of and commitment to delivery of improved health through mainstream local government and NHS activities. • Knowledge of methods of developing clinical quality assurance, quality improvement and evidence based clinical and/or public health practice**.** • Understanding of social and political environment. • Good understanding of interfaces between health and social care. • Understanding of NHS and local government cultures, structures and policies. • Experience of working in complex political and social environments.	• Minimum of three years' experience of public health practice at senior level. • Scientific publications, presentation of papers at conferences, seminars etc. • Experience of leading integration of services to improve outcomes.
Occupational Skills • High level project management skills. • Excellent staff and corporate management and development skills. • Excellent change management skills. • Budget management skills. • Strategic thinker with proven leadership skills. • Excellent oral and written communication skills (including dealing with the media). • Effective interpersonal, motivational and influencing skills. • Ability to respond appropriately in unplanned and unforeseen circumstances. • Good presentational skills (written and oral). • Sensible negotiator with practical expectation of what can be achieved. • Substantially numerate, with highly developed analytical skills using qualitative and quantitative data. • Computer literate. • Ability to design, develop, interpret and implement policies. • Ability to concentrate for long periods (e.g.**,** analyses, media presentations). • Resource management skills.	• Training and mentoring skills.
Behaviours • **link**	
Professional Qualifications • Inclusion in the GMC Specialist Register/GDC Specialist List or UK Public Health Register **(**UKPHR). • If included in the GMC/GDC Specialist Register 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. • Public health specialist registrar applicants who are not yet on the GMC Specialist Register/GDC Specialist List in dental public health/UKPHR must provide verifiable signed documentary evidence that they are within 6 months of gaining entry at the date of interview; **all** other applicants must provide	• MFPH by examination, by exemption or by assessment.

verifiable signed documentary evidence that they have applied for inclusion in the GMC/GDC/UKPHR specialist registers. • Applicants must meet minimum CPD requirements (i.e., be up to date) in accordance with Faculty of Public Health requirements or other recognised body.	
Other Requirements • Transformational and visionary leader. • Commitment to adding public health values to corporate agendas. • Strong commitment to public health principles. • 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.	

Career progression:

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

Structure



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

Post title:	Assistant Director – Housing
Grade:	AD3
Responsible to:	Corporate Director of Community Development
Staff managed:	Manages a group of managers
Directorate:	Community Development
Service:	Housing
Job family:	**SM - Senior Management**
Date of issue:	September 2022

Job context

As an Assistant Director, you are responsible with colleagues and Management Board to ensure the success of the new Council following local government reform. This requires strategic leadership to steer the council through a significant transformation programme.

In this newly created role, you will be responsible for, along with the Corporate Director for integrating the teams across all eight councils and leading them through the transformation.

You will lead and manage the Housing service to deliver an excellent, co-ordinated service, having overall responsibility for the management, maintenance and improvement of the Council's housing stock, including its sustainability. You will ensure the housing needs of the region are assessed regularly, and that the Council has an up to date and fit for purpose housing strategy. You will work closely with colleagues in planning and regeneration to support the Council's wider ambitions on place making and regeneration. You are responsible for ensuring effective implementation and compliance with legislative requirements and policy for these cross-cutting functions of the Council. You will deliver improvements and efficiencies across the range of services through innovation, applying good practice, workforce engagement and promoting a customer focus.

As the Assistant Director you will discharge the Council's statutory duties, including in relation to homelessness, allocations, private sector housing, housing adaptations, home energy efficiency in addition to the statutory requirements in relation to delivery of landlord services to council homes.

You will build relationships and engage with partners in public and private sectors to deliver quality outcomes.

As a senior manager you will deliver constant improvements across the range of services through innovation, applying best practice and promoting customer care improvements.

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

Job Purpose:	**To be responsible for the effective delivery of the Housing service for North Yorkshire. To provide strategic leadership and direction, operational management and financial control for this service, ensuring delivery of high-quality strategic aims. Support the development of cross-council strategies across diverse services.**
Operational management:	• With significant autonomy and responsibility, co-ordinate activities and priorities which impact on agreed outcomes for the service and directorate. • To lead the operational development and delivery of services with partners, other council and public services, ensuring that the Council's statutory duties are met and delivered within financial, quality and performance standards. • Use innovative, creative thinking to build relationships, influence and negotiate complex contentious issues and develop, support and promote a strong results driven and customer focussed performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs. • Ensure that complaints within each of the service's functions are dealt with efficiently and positively. • Advise the Director and Management Team in relation to legislation and relevant service issues. • Maximise commercialisation of services provided, demonstrating strong commercial awareness and the ability to balance this alongside competing priorities. • To lead specific programmes as part of the Council's change and transformation programmes. • Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders. • 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.
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. Account to the Corporate Director for financial performance of the service, ensuring a balanced budget and efficiency targets are met. • Take overall 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 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 legislation.
Partnerships:	• Develop partnership arrangements across the council and beyond in order to maximise the service potential, commerciality and in delivering corporate objectives where benefits to delivery can be achieved. • Ensure appropriate representation on directorate and inter-agency working groups, in order to ensure effective strategic management and planning of services. • Build strong and dynamic relationships and trust with elected Members, partners, stakeholders, contractors, communities and external agencies to enhance profile, relationships and reputation. • Understand the needs of communities, and a commitment to delivering outcomes with and for citizens, customers and stakeholders.

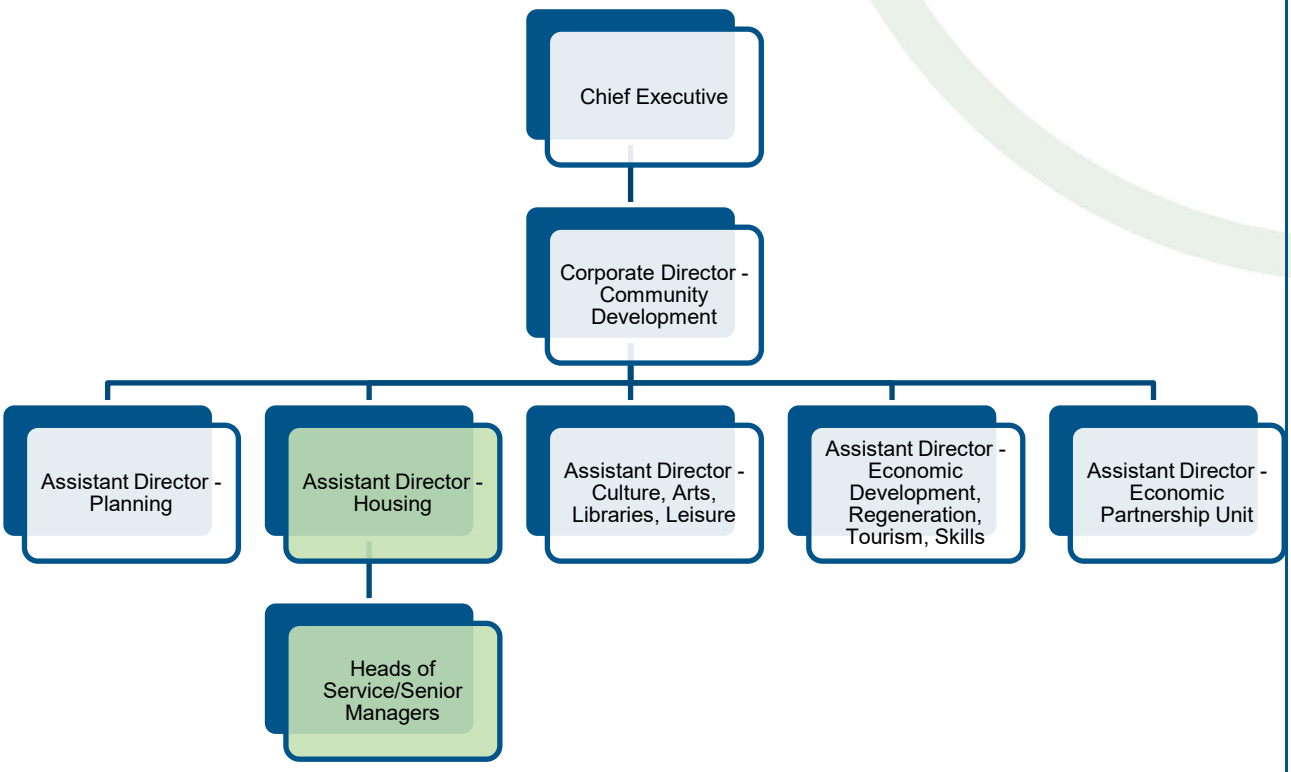
	• Represent the Corporate Director and the directorate at service policy, operational & co-ordination forums with external organisations where added value for the Council can be gained by sharing and working collaboratively. • Act as lead and/or represent the Council on specific initiatives and areas to continually drive and improve the performance of the partnership.
Strategic management:	• 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. • Manage the development of, and delivery of, appropriate initiatives to deliver strategies and policies. • To develop and promote the service's contribution to corporate and directorate level priorities and objectives, aligning with political direction and decision making, ensuring that the Council's plans and priorities are integrated and developed as part of a comprehensive directorate service plan. • Supporting the Corporate Director at a management level and be an active member of the Directorate Management Team with collective responsibility for 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 Corporate Director and Chief Executive of the Council. • Drive transformational organisational change in order to achieve excellent member, customer and partner relationships while delivering cost-effective, high-quality services to residents.
Communications:	• Communicate and engage with staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice. • Encourage good communication and effective working relationships across services/directorates. • Consult with the Corporate Director on service proposals which have significant financial or political implications for the Council. • Represent the Council at high level inquiries. • 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 and ensure that decisions are appropriately informed and services delivered according to council priorities. • 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 relating to the service with staff, service users, councillors, Management Board, trade unions, partners, communities and citizens in accordance with Council policy. • Communicate effectively across the Council on corporate changes of policy.
Systems and information:	• Provide information and statistical reports to illustrate transformational plans and progress. • Analyse complex data and information to inform transformational decision making. • 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. • 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 and Experience • Substantial knowledge of the national policy context, regulatory environment, financial legislation and key issues relevant to the service. • A clear understanding of the workings of local government and the current issues to be faced in a large, diverse Authority**,** particularly the financial, legal and political context of public sector management. • Significant experience of strategic planning and implementation, policy development and management in a local authority, major independent service organisation or equivalent • A successful track record of achievement at senior level in developing and implementing housing/property policies to achieve outcomes. • 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. • Experienced in developing and implementing organisational culture change strategies within a large diverse organisation. • Professional qualification at degree level or equivalent in a relevant subject and management qualification. • Membership of relevant professional body.	
Occupational Skills • Strong credible leadership with a passion for delivering improvement in services. • Excellent communication skills, strong negotiation and influencing skills and ability to effectively deal with the media. • Budget management skills to co-ordinate, monitor and review financial resources, evaluating competing budgetary priorities and establish effective performance measures. • Business planning and ability to develop, communicate and secure ownership of a clear vision and direction. • Takes ownership for informed decisions and delivering outcomes. • Development of practical and creative solutions to the management of strategic issues, resolves problems creatively, pragmatically and flexibly. • Political awareness and capacity for partnership working in a highly devolved and accountable service. • Strong people management skills and leadership qualities including the ability to develop and motivate others.	
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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Assistant Director – Place Shaping and Growth
Grade:	AD3
Responsible to:	Corporate Director of Community Development
Staff managed:	Manages a group of managers
Directorate:	Community Development
Service:	Place Shaping and Growth
Job family:	SM - Senior Management
Date of issue:	March 2025

Job context

As an Assistant Director, you will provide strategic leadership to guide the Council through significant transformation and improvement programs, ensuring alignment with Council values and legislative requirements.

As the Council lead officer for ***Growth and Investment*** you will provide leadership and co-ordination across a wide range of strategic and regulatory functions to proactively plan for and enable economic growth (homes and jobs) and thriving places in North Yorkshire. Key functions within the service include:

- North Yorkshire Growth Strategies & Evidence Base (including Local Plan, Economic Growth Strategy)
- Place-based Regeneration Programmes and Projects
- Business Engagement and Support
- Destination Management
- Investment, Delivery & Infrastructure for Growth
- Development Management
- Building Control

You will lead on proactive collaboration with the York and North Yorkshire Mayoral Combined Authority to ensure a shared service approach to Economic Growth and Investment services and to maximise economic benefits for North Yorkshire.

You will ensure a proactive approach to place-based collaboration and relationship management, developing high-quality relationships with a wide range of partner agencies, partnerships, businesses, higher education, and anchor institutions. You will oversee the development and delivery of Town Investment Plans for North Yorkshire's towns alongside key regeneration projects and work programs.

You will lead on the Destination Management Plan for North Yorkshire, working closely with the AD for Culture, Arts, Libraries and Leisure and wider partners to promote North Yorkshire as a region to live, visit, meet, invest and do business. As the Assistant Director you will develop and lead the Council's assets to support agreed objectives, bringing together the teams across North Yorkshire and transforming the service.

You will also have responsibility for supporting the Council's Chief Planner(s) and Head of Building Control to deliver the full range of statutory Planning services, including (1) that the Council works proactively with all parties to help generate consensus on the future planning within the region at

community and political level, engaging effectively with public and private sector partners to achieve quality outcomes and leading on the local plan process and develop new growth and place-shaping strategies for North Yorkshire; and (2) provision of a high performing development management function, which delivers high quality outcomes, enables a 'pro' growth approach and is recognised as best in class.

In the role of Assistant Director, you will build and maintain relationships with national government departments, agencies, regional partners, and business networks, prepare reports for executive committees and provide advice on complex growth and investment matters and ensure effective implementation of committee decisions, new legislation, and government advice. You will also drive constant improvements across services through innovation, best practices, and workforce engagement and promote customer care improvements and ensure high-quality service delivery.

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

Job Purpose:	To be responsible for the effective delivery of the Growth & Investment service for North Yorkshire. To provide strategic leadership and direction, operational management and financial control for this service, ensuring delivery of high-quality strategic aims. Support the development of cross-council strategies across diverse services.
Strategic management:	• 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. • Manage the development of, and delivery of, appropriate initiatives to deliver strategies and policies. • To develop and promote the service's contribution to corporate and directorate level priorities and objectives, aligning with political direction and decision making, ensuring that the Council's plans and priorities are integrated and developed as part of a comprehensive directorate service plan. • Supporting the Corporate Director at a management level and be an active member of the Directorate Management Team with collective responsibility for 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 Corporate Director and Chief Executive of the Council. • Drive transformational organisational change in order to achieve excellent member, customer and partner relationships while delivering cost-effective, high-quality services to residents.
Operational management:	• With significant autonomy and responsibility, co-ordinate activities and priorities which impact on agreed outcomes for the service and directorate. • To lead the operational development and delivery of services with partners, other council and public services, ensuring that the Council's statutory duties are met and delivered within financial, quality and performance standards. • Use innovative, creative thinking to build relationships, influence and negotiate complex contentious issues and develop, support and promote a strong result driven and customer focussed performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs. • Ensure that complaints within each of the service's functions are dealt with efficiently and positively. • Advise the Corporate Director and Management Team in relation to legislation and relevant service issues. • Maximise commercialisation of services provided, demonstrating strong commercial awareness and the ability to balance this alongside competing priorities. • To lead specific programmes as part of the Council's change and transformation programmes.

	• 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 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.
Partnerships:	• Develop partnership arrangements across the council and beyond to maximise the service potential, commerciality and in delivering corporate objectives where benefits to delivery can be achieved. • Ensure appropriate representation on directorate and inter-agency working groups, in order to ensure effective strategic management and planning of services. • Build strong and dynamic relationships and trust with elected Members, partners, stakeholders, contractors, communities and external agencies to enhance profile, relationships and reputation. • Understand the needs of communities, and a commitment to delivering outcomes with and for citizens, customers, and stakeholders. • Represent the Corporate Director and the directorate at service policy, operational and co-ordination forums with external organisations where added value for the Council can be gained by sharing and working collaboratively. • Act as lead and/or represent the Council on specific initiatives and areas to continually drive and improve the performance of the partnership.
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. Account to the Corporate Director for financial performance of the service, ensuring a balanced budget and efficiency targets are met. • Take overall 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 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 legislation.
Communications:	• Communicate to engage with staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice. • Encourage good communication and effective working relationships across services/directorates. • Consult with the Corporate Director on service proposals which have significant financial or political implications for the Council. • Represent the Council at high level inquiries. • 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 and ensure that decisions are appropriately informed and services delivered according to council priorities. • 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 relating to the service with staff, service users, councillors, Management Board, trade unions, partners, communities and citizens in accordance with Council policy. • Communicate effectively across the Council on corporate changes of policy.

Systems and information:	• Provide information and statistical reports to illustrate transformational plans and progress. • Analyse complex data and information to inform transformational decision making. • 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. • 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 and Experience • Substantial knowledge of the national policy context, regulatory environment, financial legislation and key issues relevant to the service. • In depth understanding of the workings of local government and the current issues to be faced in a large, diverse Authority, particularly the financial, legal and political context of public sector management. • Significant experience of strategic planning and implementation, policy development and management in a local authority, major independent service organisation or equivalent. • 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. • Experienced in developing and implementing organisational culture change strategies within a large diverse organisation. • Professional qualification at degree level or equivalent in a relevant subject and management qualification. • Membership of relevant professional body.	• In depth understanding of one or more aspects of low carbon and circular economies, such as agriculture, agri-tech, food manufacturing, bio-processing or renewable energy. • Achievement of relevant professional body for example RTPI, RICs or Institute of Economic Development
Occupational Skills • Significant political awareness, capable of establishing a high degree of personal credibility and capacity for partnership working in a highly devolved and accountable service. • Strong credible leadership with a passion for delivering improvement in services. • Excellent communication skills, strong negotiation and influencing skills and ability to effectively deal with the media, politicians, communities and businesses. • Budget management skills to co-ordinate, monitor and review financial resources, evaluating competing budgetary priorities and establish effective performance measures. • Business planning and ability to develop, communicate and secure ownership of a clear vision and direction. • Takes ownership for informed decisions and delivering outcomes. • Development of practical and creative solutions to the management of strategic issues, resolves problems creatively, pragmatically, and flexibly. Evaluates risks and balances these against anticipated benefits.	

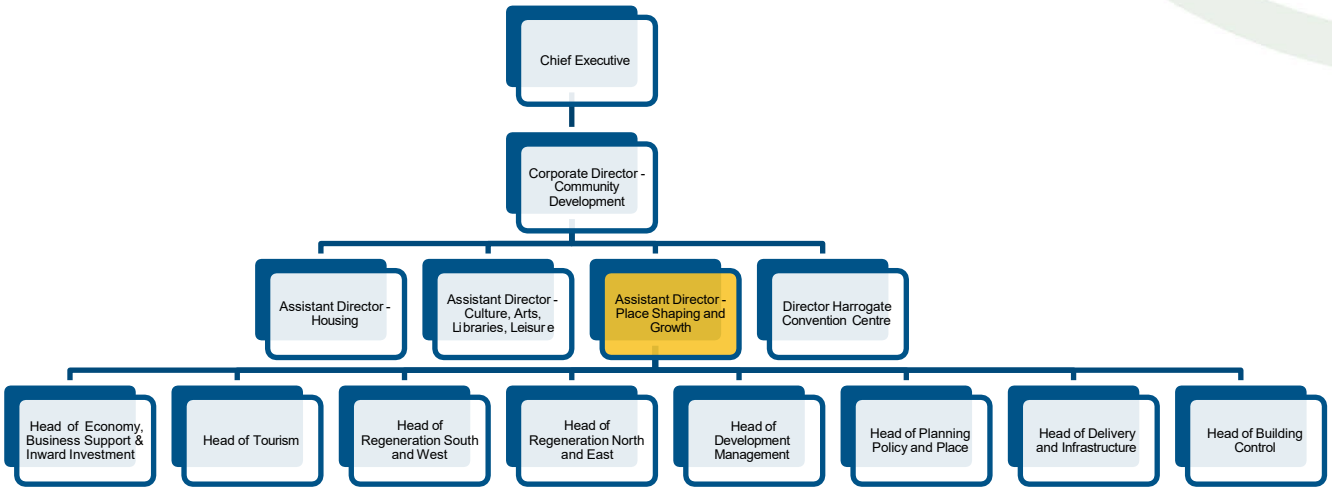
- Strong people management skills and leadership qualities including the ability to develop and motivate others.

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

Structure



*Note HoS to be subject of a restructure.

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

Post title:	Assistant Director - Planning
Grade:	AD3
Responsible to:	Corporate Director of Community Development
Staff managed:	Manages a group of managers
Directorate:	Community Development
Service:	Planning
Job family:	**SM - Senior Management**
Date of issue:	September 2022

Job context

As an Assistant Director, you are responsible with colleagues and Management Board to ensure the success of the new Council following local government reform. This requires strategic leadership to steer the council through a significant transformation programme.

In this newly created role, you will be responsible for integrating the planning teams across all eight councils and leading them through the transformation. You will be the Chief Planning Officer for the Council.

You will lead and manage the Planning service to deliver an excellent, co-ordinated range of development services to residents and businesses in the region on behalf of North Yorkshire Council as the Planning Authority.

As the Assistant Director you will proactively work with all parties to help generate consensus on the future planning within the region at community and political level.

You will engage with partners in public and private sectors to deliver quality outcomes. You will prepare executive committee reports, Secretary of State/Home Office monitoring reports and provide advice and support to the Director and Elected Members on complex and contentious planning matters. Attending committees as required and ensure that committee decisions, new legislation, Government advice etc are effectively implemented. As a senior manager you will deliver constant improvements across the range of development services through innovation, applying best practice and promoting customer care improvements.

You will be responsible for a high performing development management function, which delivers high quality outcomes and is recognised as best in class. 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. You will be responsible for a range of other functions, such as building control, street naming and numbering, land charges and searches, urban design, conservation and archaeology. You will also support and host the 2 Areas of outstanding natural beauty teams and lead on the White Rose Forest project for the Council.

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

Job Purpose:	**To be responsible for the effective delivery of the Planning service for North Yorkshire. To provide strategic leadership and direction, operational management and financial control for this service, ensuring delivery of high-quality strategic aims. Support the development of cross-council strategies across diverse services.**
Operational management:	• With significant autonomy and responsibility, co-ordinate activities and priorities which impact on agreed outcomes for the service and directorate. • To lead the operational development and delivery of services with partners, other council and public services, ensuring that the Council's statutory duties are met and delivered within financial, quality and performance standards. • Use innovative, creative thinking to build relationships, influence and negotiate complex contentious issues and develop, support and promote a strong results driven and customer focussed performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs. • Ensure that complaints within each of the service's functions are dealt with efficiently and positively. • Advise the Director and Management Team in relation to legislation and relevant service issues. • Maximise commercialisation of services provided, demonstrating strong commercial awareness and the ability to balance this alongside competing priorities. • To lead specific programmes as part of the Council's change and transformation programmes. • 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.
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. Account to the Corporate Director for financial performance of the service, ensuring a balanced budget and efficiency targets are met. • Take overall 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 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 legislation.
Partnerships:	• Develop partnership arrangements across the council and beyond in order to maximise the service potential, commerciality and in delivering corporate objectives where benefits to delivery can be achieved. • Ensure appropriate representation on directorate and inter-agency working groups, in order to ensure effective strategic management and planning of services. • Build strong and dynamic relationships and trust with elected Members, partners, stakeholders, contractors, communities and external agencies to enhance profile, relationships and reputation.

	• Understand the needs of communities, and a commitment to delivering outcomes with and for citizens, customers and stakeholders. • Represent the Corporate Director and the directorate at service policy, operational & co-ordination forums with external organisations where added value for the Council can be gained by sharing and working collaboratively. • Act as lead and/or represent the Council on specific initiatives and areas to continually drive and improve the performance of the partnership.
Strategic management:	• 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. • Manage the development of, and delivery of, appropriate initiatives to deliver strategies and policies. • To develop and promote the service's contribution to corporate and directorate level priorities and objectives, aligning with political direction and decision making, ensuring that the Council's plans and priorities are integrated and developed as part of a comprehensive directorate service plan. • Supporting the Corporate Director at a management level and be an active member of the Directorate Management Team with collective responsibility for encouraging 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 Corporate Director and Chief Executive of the Council. • Drive transformational organisational change in order to achieve excellent member, customer and partner relationships while delivering cost-effective, high-quality services to residents.
Communications:	• Communicate to staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice. • Encourage good communication and effective working relationships across services/directorates. • Consult with the Corporate Director on service proposals which have significant financial or political implications for the Council. • Represent the Council at high level inquiries. • 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 and ensure that decisions are appropriately informed and services delivered according to council priorities. • 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 relating to the service with staff, service users, councillors, Management Board, trade unions, partners and citizens in accordance with Council policy. • Communicate effectively across the Council on corporate changes of policy.
Systems and information:	• Provide information and statistical reports to illustrate transformational plans and progress. • Analyse complex data and information to inform transformational decision making. • 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. • Ensure all service systems are operated in accordance with policy and procedure.

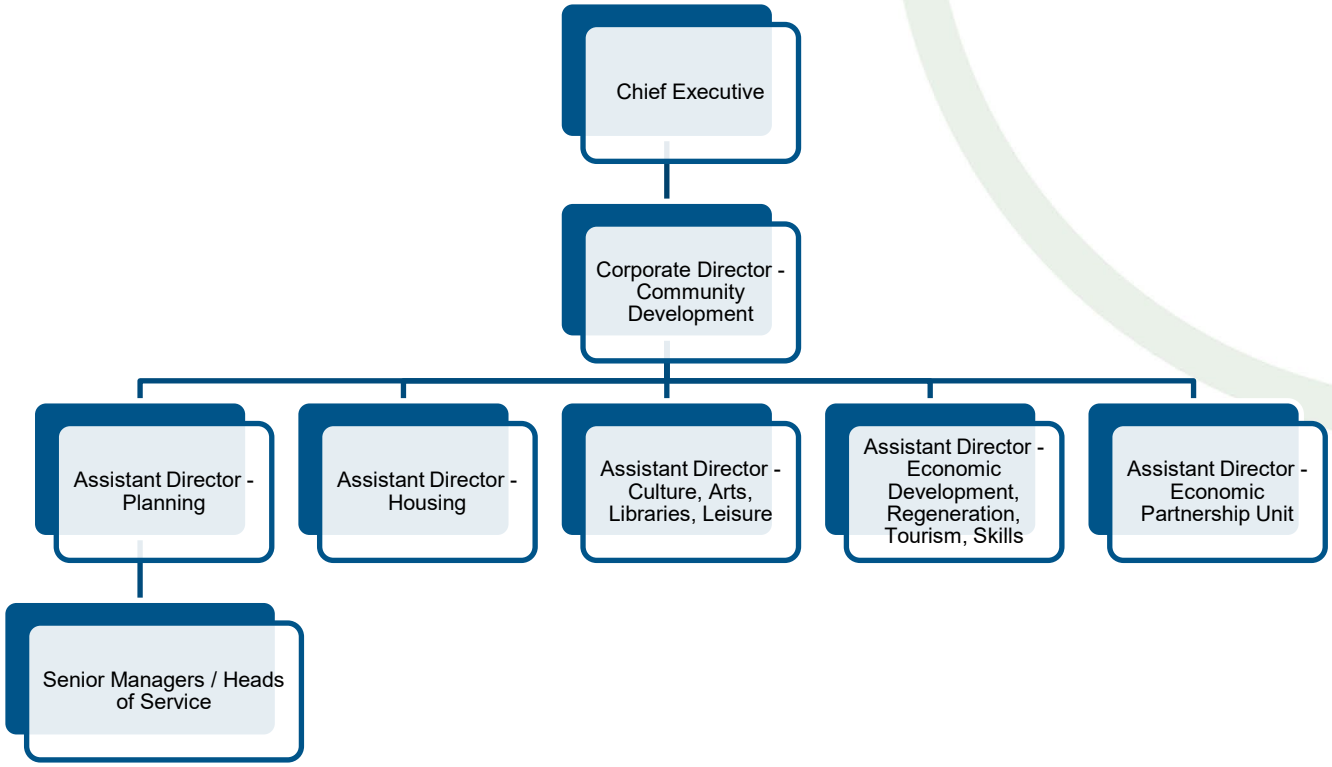
Safeguarding:	• To be committed to safeguarding and promote the welfare of children, young people and adults, ensuring concerns are actioned as appropriate.

Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Substantial knowledge of the national policy context, regulatory environment, financial legislation and key issues relevant to the service. • In-depth understanding of the workings of local government and the current issues to be faced in a large, diverse Authority, particularly the financial, legal and political context of public sector management. • Significant experience of strategic planning and implementation, policy development and management in a local authority, major independent service organisation or equivalent. • 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. • Experienced in developing and implementing organisational culture change strategies within a large diverse organisation. • Professional qualification at degree level or equivalent in a relevant subject and management qualification. • Specifically requires achievement of the RTPI Chartered status. • Membership of relevant professional body	• In depth understanding of one or more aspects of low carbon and circular economies, such as agriculture, agri-tech, food manufacturing, bio-processing or renewable energy.
Occupational Skills • Significant political awareness, capable of establishing a high degree of personal credibility and capacity for partnership working in a highly devolved and accountable service. • Strong credible leadership with a passion for delivering improvement in services. • Excellent communication skills, strong negotiation and influencing skills and ability to effectively deal with the media, politicians, communities and businesses. • Budget management skills to co-ordinate, monitor and review financial resources, evaluating competing budgetary priorities and establish effective performance measures. • Business planning and ability to develop, communicate and secure ownership of a clear vision and direction. • Takes ownership for informed decisions and delivering outcomes. • Development of practical and creative solutions to the management of strategic issues, resolves problems creatively, pragmatically and flexibly. Evaluates risks and balances these against anticipated benefits. • Strong people management skills and leadership qualities including the ability to develop and motivate others.	
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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Assistant Director Children and Families
Grade:	AD3
Responsible to:	Corporate Director – Children & Young People's Service
Staff managed:	Manages a group of managers
Directorate:	Children and Young People's Service
Service:	Children and Families
Date of issue:	April 2015

Job context

- The postholder will work collaboratively with partners and other agencies.
- The role will require the post holder to work with other Corporate Directors, elected members, and other senior colleagues across the Council.

The portfolio for the role includes:

- Assessment & safeguarding of children in need or at risk of harm**.**
- 0-19 prevention services.
- Looked After Children and child placement.
- Youth Justice Service.
- Developing Stronger Families.
- Education of Looked After Children.
- This post is subject to DBS disclosure.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Specifics

- Provide strategic leadership and direction to the strategies and operational delivery of all assessment and care management of all non-specialist children & families work.
- Discharge the LA's statutory responsibilities in respect of safeguarding and promoting the welfare of all children and young people in North Yorkshire.
- Lead, manage and contribute specialist knowledge to policy procedures and quality of practice for all elements of children's social care, including the LSCB, youth justice, homelessness, domestic abuse, fostering and adoption.
- Ensure effective commissioning of support from high quality providers which secures the quality of provision for all children and young people.
- Ensure that monitoring information on standards and the quality of provision is systematically reviewed and acted upon to minimise the risk of non-compliance with statutory timescales and requirements and associated inspection risk.
- Have lead responsibility on behalf of the Directorate, the Children's Trust and LSCB for ensuring the priorities for "Staying Safe" in the CYPP are based on rigours needs analysis**;** are delivered effectively by all relevant partners; and are the subject of regular performance reports to Elected Members, the Children's Trust and LSCB as appropriate.
- Lead on the delivery of preventative services across the County working with other services within the Directorate, partner agencies and the voluntary sector to ensure high quality effective and collaborative support services for children, young people and families.

Job purpose The core focus of this job is:

	• **To advance North Yorkshire Council's corporate priorities and those of the Children's Trust Board ensuring collectively that priorities of the Children and Young People's Plan are delivered effectively and are having a positive impact on all children & young people.** • **To provide clear direction and innovative leadership to the strategies, functions and operational delivery of the portfolio service.** • **As a member of the Children and Young People's Service Leadership Team, to carry responsibility with other senior colleagues for the continual improvement in performance of the whole of the CYPS.**
Operational Management:	• Ensure that the work of the Children and Families Service is monitored and quality assured. • Ensure that high standards are maintained in strategic planning, operational and performance management in the Children and Families Service. • With significant autonomy and responsibility, co-ordinate activities and priorities which impact on agreed outcomes. • Implement and embed a performance management culture to drive continuous improvement across all internal and external measures and inspection regimes. • Embed a project management culture to ensure change management and service redesign is managed using project management methodology. • Be accountable for performance and quality within your area. • Ensure there is an effective governance process for all commissioned or jointly commissioned services which assures legal and contractual compliance and ensures the required outcomes are delivered.
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. • Formulate, promote and implement initiatives which maximise the effective use of resources for individual children's needs. This will include negotiation and work in partnership with other agencies to ensure effective operation of the same. • Account to the Corporate Director - CYPS for financial performance of your area of responsibility, ensuring a balanced budget and meeting any efficiency targets agreed. • Ensure high quality management of people including personal development, recruitment of staff and the formal setting and review of objectives and performance. • Take responsibility for own Continuing Professional Development and maintain a portfolio showing evidence of development.
Partnerships:	• Involve users (children and young people/carers) in designing, developing and reviewing services which are provided for them. • Ensure that staff within the service group work collaboratively with colleagues across the Directorate, Council and partner agencies and with external organisations (e.g., academies, colleges and free schools/statutory and non-statutory agencies) to ensure a shared commitment to improving outcomes for North Yorkshire children and young people. • Ensure appropriate representation on Directorate and Inter-Agency Working Parties and Planning Teams, in order to ensure effective strategic management and planning of services for individual children and families. • Build strong and dynamic relationships and trust with elected Members, partners, stakeholders, communities and external agencies to enhance profile and reputation. • Forge partnerships and work alongside others in the delivery of services that enhance our County and build self-reliance within North Yorkshire's communities. • Understand the needs of communities, and a commitment to delivering outcomes with and for citizens, customers and stakeholders. • Represent the Directorate at appropriate Regional and National Groups where added value for NYC can be gained by sharing and working collaboratively with others.

	• Deputise for the Corporate Director – CYPS and represent the Directorate at policy, operational & co-ordination forums with external agencies & other Councils. • Identify work with partners or other services.
Strategic management:	• Deputise for the Corporate Director – CYPS and positively represent the Directorate with external agencies & other Council directorates. • Work with the Head of Human Resources, CYPS and other Directorate colleagues to ensure an effective Workforce Development Strategy. • Lead necessary strategic change in a timely way through strong consultation and delivery processes which engages and listens to the views of all including parents and children and young people. • Be responsible for the efficient implementation of decisions of the Management Board, its Executive and other Committees. • Carry out specific management responsibilities within CYPS alongside assigned development tasks across the directorate and the wider Council and its partnerships. • Effectively implement national legislation, policies & guidance and Council policies. • Develop and implement an annual Service Plan with clear milestones and delivery targets. • Lead specific countywide programmes as part of the Council's change and transformation programmes.
Communications:	• Under the general direction of the Corporate Director-CYPS, advise the Council, its Committees and Officers on the exercise of the Council's functions in relation to CYPS. • Appraise the Corporate Director - CYPS & Executive Members of matters arising which are particularly sensitive in nature or are controversial. • Produce timely briefings and reports to a range of stakeholders including the Corporate Director - CYPS and Executive Members, senior officers, staff and partner organisations. • 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. • Lead and manage consultation and engagement activities with staff, service users, councillors, Management Board, trade unions, partners and citizens in accordance with Council policy. • Ensure active participation of users (children and young people/carers) in decisions about services which affect them. • Communicate effectively across the Council on corporate changes of policy.
Systems and information:	• Provide IT information and statistical reports to illustrate transformational plans and progress. • Analyse complex data and information to inform transformational decision making. • Use the current business processes in relation to record keeping, financial monitoring and ICT.
Safeguarding:	• Be committed to safeguarding and promote the welfare of children and young people that you are responsible for and come into contact with, raising concerns as appropriate.

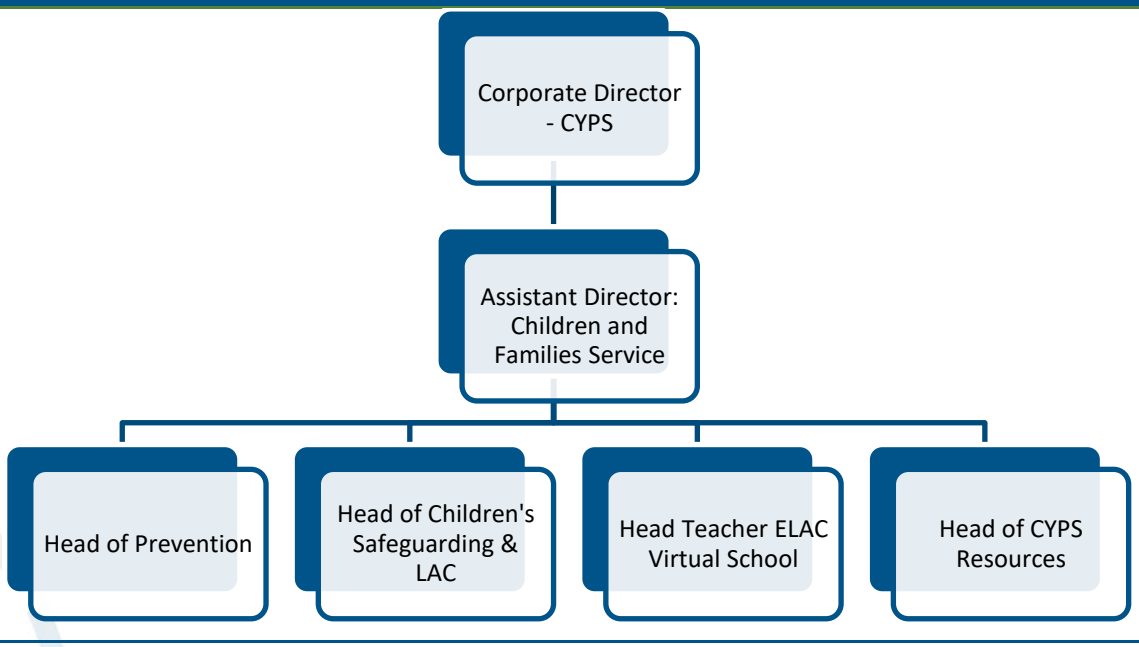
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Knowledge and a significant understanding of the key issues relevant to the Children and Young People's Service. • A clear understanding of the workings of local government and the current issues to be faced in a large, diverse Authority. • A clear understanding of the financial, legal and political context of public sector management. • Knowledge and significant understanding of Child Care Policies and Procedures, relevant legislation and research documents. • Knowledge of legislation, policies and standards relating to contemporary Children's Services as established by the Children Act 2004. • A successful track record and background of consistent achievement as a senior manager in a large complex organisation. • A successful track record of significant achievement in securing outcomes for children and young people and service delivery. • Significant experience of social care operations, policy development and resolution of complex legal and professional issues affecting the care or legal status of individuals via courts, case conferences or other formal processes. • Substantial experience in commissioning and providing childcare and family services, including significant, recent experience of managing child protection work. • A proven track record of leading and managing change effectively. • Experience of evaluating competing budgetary priorities and establishing effective performance measures. • Experience of working effectively in co-operation with a wide range of internal and external partners including statutory and non-statutory organisations.	• An understanding of the Council's core values and objectives. • An understanding of the operation of other relevant agencies and the scope for multi-disciplinary work. • Direct senior management experience in one or more of the services relevant to the Children and Young People's Service. • Relevant experience in a local government context.
Occupational Skills • Ability to establish positive relationships with Elected Members, team colleagues, headteachers, governors and staff which generate confidence and respect. • Ability to lead, empower and motivate employees. • Ability to build effective teams and integrated relationships. • Ability to think and act strategically. • Ability to ensure that services are co-ordinated and provided in accordance with agreed priorities. • Ability to develop, communicate and secure ownership of a clear vision and direction. • Ability to develop practical and creative solutions to the management of strategic issues. • Possess political awareness and the capacity for partnership working in a highly devolved and accountable Service. • Ability to ensure equal access to and treatment in employment and service delivery. • Ability to adopt a consultative approach, be a good listener and oriented towards "customer" needs including children and young people. • Ability to think laterally whilst managing a complex multi discipline organisation. • Ability to lead by example. • Demonstrable, highly developed presentational and communication skills.	

Behaviours • link	
Professional Qualifications • Professional social services qualification e.g., CQSW, CSS, DipOT, DiPSW or equivalent. • Relevant degree or recognised professional qualification. • Evidence of significant professional development.	• Management qualification. • Higher degree or equivalent.
Other Requirements • Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends. • Committed to the Council's corporate vision and objectives. • Highly motivated and not easily discouraged. • Personal and professional demeanour and credibility which commands the confidence of members, senior managers, staff, external partners and other stakeholders. • A high degree of probity and integrity. • A commitment to learning and achievement. • Able to travel around the whole of 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:	Assistant Director Education and Inclusion
Grade:	AD3
Responsible to:	Corporate Director – Children and Young People's Service
Staff managed:	Manages a group of managers
Directorate:	Children and Young People's Service
Service:	Education and Inclusion
Date of issue:	October 2025

Job context

- The postholder will work collaboratively with partners and other agencies.
- The role will require the post holder to work with other Corporate Directors, elected members, and other senior colleagues across the Council.

The portfolio for the role includes:

- Special Educational needs and disabilities.
- Specialist Support services.
- Personalisation and transition planning.
- Behaviour & Specialist SEN functions.
- Virtual School
- Education in relation to, school improvement, governance, outdoor learning and music
- Adult Learning and Skills
- Apply knowledge and significant understanding of relevant key issues to improve education outcomes
- In the context of national reform, seek to establish and champion system change which successfully impacts on education outcomes across the county
- Ensure delivery of statutory functions and responsibilities relating to education, inclusion and SEND, which fall within the duties of the Director of Children's Services
- Act as sponsor and maintain oversight of key CYPS transformation activity including – Inclusion and HNB transformation, , outdoor learning development, digital EHCPs, synergy replacement.
- Act as the senior officer responsible for liaison with DfE Regions Group relating to SEND, schools and related council services
- Act as the senior officer responsible for liaison with Ofsted, Senior HMI relating to the local area SEND inspections, schools and related council services
- Lead and represent CYPS at corporate level groups including JCNC, corporate workforce wellbeing, customer, risk management and property
- Liaise closely with the council's independent auditors in planning and reporting thematic audits in schools and within education and inclusion services

- This post is subject to DBS disclosure.
- 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 advance North Yorkshire Council's corporate priorities and those of the North Yorkshire Children's Safeguarding Partnership ensuring collectively that priorities of the Children and Young People's Plan are**

	delivered effectively and are having a positive impact on all children & young people. • **To provide clear direction and innovative leadership to the strategies, functions and operational delivery of the portfolio service.** • **As a member of the Children and Young People's Service Leadership Team, to carry responsibility with other senior colleagues for the continual improvement in performance of the whole of the CYPS.**
Operational Management:	• Ensure that the work of the Education and Inclusion Service is monitored and quality assured. • Ensure that high standards are maintained in strategic planning, operational and performance management in the Education and Inclusion Service. • With significant autonomy and responsibility, co-ordinate activities and priorities which impact on agreed outcomes.
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. • Formulate, promote and implement initiatives which maximise the effective use of resources for individual children's needs. This will include negotiation and work in partnership with other agencies to ensure effective operation of the same. • Account to the Corporate Director - CYPS for financial performance of your area of responsibility, ensuring a balanced budget and meeting any efficiency targets agreed. • Ensure high quality management of people including personal development, recruitment of staff and the formal setting and review of objectives and performance. • Take responsibility for own Continuing Professional Development and maintain a portfolio showing evidence of development.
Partnerships:	• Involve children and young people in designing, developing and reviewing services which are provided for them. • Ensure that staff within the service group work collaboratively with colleagues across the Directorate, Council and partner agencies and with external organisations (e.g., academies, colleges and free schools/statutory and non-statutory agencies) to ensure a shared commitment to improving outcomes for North Yorkshire children and young people. • Ensure appropriate representation on Directorate and Inter-Agency Working Parties and Planning Teams, in order to ensure effective strategic management and planning of services for individual children and families. • Build strong and dynamic relationships and trust with elected Members, partners, stakeholders, communities and external agencies to enhance profile and reputation. • Forge partnerships and work alongside others in the delivery of services that enhance our and build self-reliance within North Yorkshire's communities. • Understand the needs of communities, and a commitment to delivering outcomes with and for citizens, customers and stakeholders. • Represent the Directorate at appropriate Regional and National Groups where added value for NYC can be gained by sharing and working collaboratively with others. • Deputise for the Corporate Director – CYPS and represent the Directorate at policy, operational & co-ordination forums with external agencies & other Councils. • Identify work with partners or other services.
Strategic management:	• Deputise for the Corporate Director – CYPS and positively represent the Directorate with external agencies & other Council directorates. • Work with the Head of Human Resources, CYPS and other Directorate colleagues to ensure an effective Workforce Development Strategy. • Lead necessary strategic change in a timely way through strong consultation and delivery processes which engages and listens to the views of all including parents and children and young people.

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	• Be responsible for the efficient implementation of decisions of the Management Board, its Executive and other Committees. • Carry out specific management responsibilities within CYPS alongside assigned development tasks across the directorate and the wider Council and its partnerships. • Effectively implement national legislation, policies & guidance and Council policies. • Develop and implement an annual Service Plan with clear milestones and delivery targets. • Lead specific countywide programmes as part of the Council's change and transformation programmes. • Implement and embed a performance management culture to drive continuous improvement across all internal and external measures and inspection regimes. • Embed a project management culture to ensure change management and service redesign is managed using project management methodology. • Be accountable for performance and quality within your area. • Ensure there is an effective governance process for all commissioned or jointly commissioned services which assures legal and contractual compliance and ensures the required outcomes are delivered.
Communications:	• Under the general direction of the Corporate Director-CYPS, advise the Council, its Committees and Officers on the exercise of the Council's functions in relation to CYPS. • Appraise the Corporate Director - CYPS & Executive Members of matters arising which are particularly sensitive in nature or are controversial. • Produce timely briefings and reports to a range of stakeholders including the Corporate Director - CYPS and Executive Members, senior officers, staff and partner organisations. • 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. • Lead and manage consultation and engagement activities with staff, service users, councillors, Management Board, trade unions, partners and citizens in accordance with Council policy. • Ensure active participation of children and young people in decisions about services which affect them. • Communicate effectively across the Council on corporate changes of policy.
Systems and information:	• Provide IT information and statistical reports to illustrate transformational plans and progress. • Analyse complex data and information to inform transformational decision making. • Use the current business processes in relation to record keeping, financial monitoring and ICT.
Safeguarding:	• Be committed to safeguarding and promote the welfare of children and young people that you are responsible for and come into contact with, raising concerns as appropriate.

Person specification:	
Essential	**Desirable**
Knowledge and Experience • Knowledge and a significant understanding of the key issues relevant to the Children and Young People's Service. • A clear understanding of the workings of local government and the current issues to be faced in a large, diverse Authority.	• An understanding of the Council's core values and objectives. • An understanding of the operation of other relevant

• Experience of school leadership, governance, or school improvement experience in school or across the system • A clear understanding of the financial, legal and political context of public sector management. • Thorough understanding of inspection frameworks relevant to the role and successful experience of leading teams and partners through self-evaluation, inspection readiness, and inspection management. • Substantial knowledge of the assessment, support and funding arrangements for children with special education needs and disabilities. • Experience of working closely with the local children's safeguarding partnership in the essentials, and perhaps • A successful track record and background of consistent achievement as a senior manager in a large complex organisation. • A successful track record of significant achievement in inclusive education and service delivery. • A proven track record of leading and managing change effectively. • Experience of evaluating competing budgetary priorities and establishing effective performance measures. • Experience of working effectively in co-operation with a wide range of internal and external partners including statutory and non-statutory organisations.	agencies and the scope for multi-disciplinary work. • Direct senior management experience in one or more of the services relevant to the Children and Young People's Service. • Relevant experience in a local government context. • experience as a DSL in the desirables. •
Occupational Skills • Ability to establish positive relationships with Elected Members, team colleagues, head teachers, governors and staff which generate confidence and respect. • Ability to lead, empower and motivate employees. • Ability to build effective teams and integrated relationships. • Ability to think and act strategically. • Ability to ensure that services are co-ordinated and provided in accordance with agreed priorities. • Ability to develop, communicate and secure ownership of a clear vision and direction. • Ability to develop practical and creative solutions to the management of strategic issues. • Possess political awareness and the capacity for partnership working in a highly devolved and accountable Service. • Ability to ensure equal access to and treatment in employment and service delivery. • Ability to adopt a consultative approach, be a good listener and oriented towards "customer" needs including children and young people. • Ability to think laterally whilst managing a complex multi discipline organisation. • Ability to lead by example. • Demonstrable, highly developed presentational and communication skills.	
Behaviours • link	
Professional Qualifications • Relevant degree or recognised professional qualification. • Evidence of significant professional development.	Qualified Teacher Status (QTS)
Other Requirements • Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends. • Committed to the Council's corporate vision and objectives. • Highly motivated and not easily discouraged.	

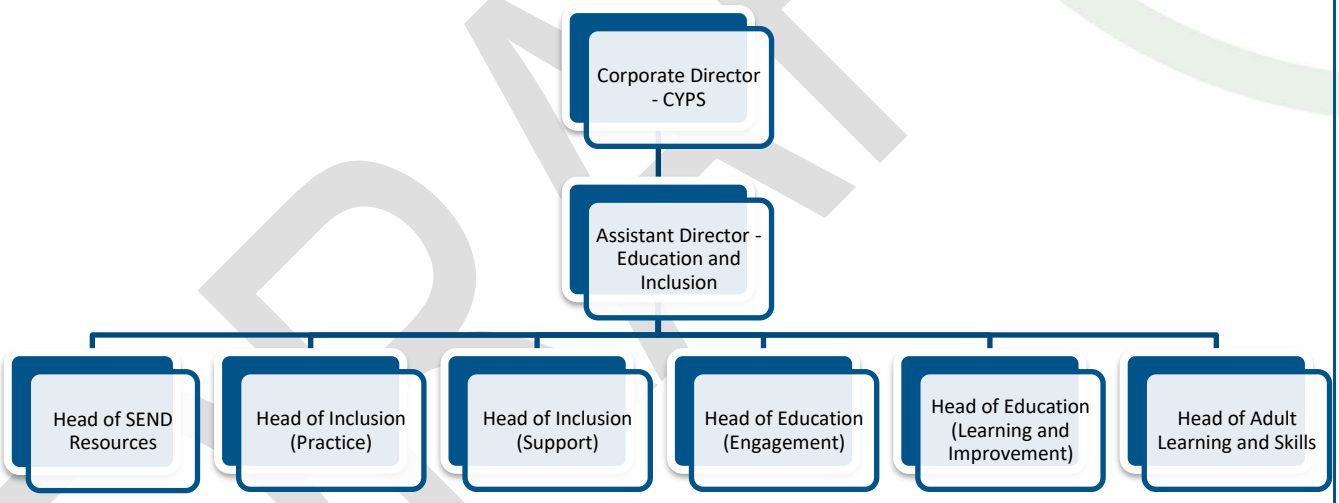
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- Personal and professional demeanour and credibility which commands the confidence of members, senior managers, staff, external partners and other stakeholders.
- A high degree of probity and integrity.
- A commitment to learning and achievement.
- Able to travel around the whole of the County.
- Form part of the out-of-hours emergency planning rota for CYPS

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Assistant Director Highway & Transportation, Parking Services, Street Scene, Parks and Grounds
Grade:	AD3
Responsible to:	Corporate Director of Environment
Staff managed:	Manages a group of managers
Directorate:	Environment
Service:	Highways & Transportation
Job family:	**SM - Senior Management**
Date of issue:	September 2022

Job context

As an Assistant Director, you are responsible with colleagues and Management Board to ensure the success of the new Council following local government reform. This requires strategic leadership to steer the Council through a significant transformation programme.

You will lead the key functions that impact on the street scene and environment including Highway & Transportation, Parking Services, Street cleansing, Parks and Grounds services to deliver an excellent, coordinated service across the County.

As Assistant Director you will engage with partners in public and private sectors to deliver quality outcomes, and to deliver constant improvements across the range of service through innovation, applying best practice and promoting customer care improvements. You will ensure that services are delivered safely and deliver value for money and compliance with statutory duties and obligations.

You will lead the transformation to bring together the teams from across the 7 councils in parking services, parks & grounds and street scene.

You are responsible for:

- Highways & Transportation
  - Network Strategy – including development and co-ordination of transport strategy, policy and planning and road safety.
  - Highway Operations – including maintenance, management and improvement of the highway network and winter maintenance, ensuring compliance with the Council's statutory duties under all relevant legislation. 2004.
  - Commercial Services – including delivering a seamless service with our teckal company, NY Highways
- Parking Services
  - Management of parking services across the County, including civil parking enforcement, penalty charge notices and permit administration
- Street Scene
  - Street cleansing

- Parks and Grounds
  - Ensure the effective and efficient management, maintenance and operation of the Council's parks and grounds.

This job 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 portfolio of highways, transportation and environmental services for North Yorkshire. To provide strategic leadership and direction, operational management and financial control for this service, ensuring delivery of high-quality strategic aims. Support the development of cross-council strategies across diverse services.**
Operational management:	• With significant autonomy and responsibility, co-ordinate activities and priorities which impact on agreed outcomes for the service and directorate. • To lead the operational development and delivery of services with partners, other council and public services, ensuring that the Council's statutory duties are met and delivered within financial, quality and performance standards. • Use innovative, creative thinking to build relationships, influence and negotiate complex and/or contentious issues in order to 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 within each of the service's functions are dealt with efficiently and positively. • Advise the Director and Management Team in relation to legislation and relevant service issues. • Maximise commercialisation of services provided, demonstrating strong commercial awareness and the ability to balance this alongside competing priorities. • To lead specific programmes as part of the Council's change and transformation programmes. • Overall responsibility for performance management of allocated services. • Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders. • 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.
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. Account to the Corporate Director for financial performance of the service, ensuring a balanced budget and efficiency targets are met. • Take overall 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 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 legislation.
Partnerships:	• Develop partnership arrangements across the council and beyond in order to maximise the service potential, commerciality and in delivering corporate objectives where benefits to delivery can be achieved.

	• Ensure appropriate representation on directorate and inter-agency working groups, in order to ensure effective strategic management and planning of services. • Build strong and dynamic relationships and trust with elected Members, partners, stakeholders, contractors, communities and external agencies to enhance profile, relationships and reputation. • Understand the needs of communities, and a commitment to delivering outcomes with and for citizens, customers and stakeholders. • Represent the Corporate Director and the directorate at service policy, operational & co-ordination forums with external organisations where added value for the Council can be gained by sharing and working collaboratively. • Act as lead and/or represent the Council on specific initiatives and areas to continually drive and improve the performance of the partnership.
Strategic management:	• 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. • Manage the development of, and delivery of, appropriate initiatives to deliver strategies and policies. • To develop and promote the service's contribution to corporate and directorate level priorities and objectives, aligning with political direction and decision making, ensuring that the Council's plans and priorities are integrated and developed as part of a comprehensive directorate service plan. • Supporting the Corporate Director at a management level and be an active member of the Directorate Management Team with collective responsibility for 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 Corporate Director and Chief Executive of the Council. • Drive transformational organisational change in order to achieve excellent member, customer and partner relationships while delivering cost-effective, high-quality services to residents. • Ensure that the Council has relevant and appropriate corporate policies which set out strategic direction and priorities, meet the needs of communities, are mainstreamed and embedded appropriately within the work of all parts of the council, and protect the council from risk of legal and public challenge.
Communications:	• Communicate and engage with staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice. • Encourage good communication and effective working relationships across services/directorates. • Consult with the Corporate Director on service proposals which have significant financial or political implications for the Council. • Represent the Council at high level inquiries. • 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 and ensure that decisions are appropriately informed and services delivered according to council priorities. • 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 relating to the service with staff, service users, councillors, Management Board, trade unions, partners, communities and citizens in accordance with Council policy. • Communicate effectively across the Council on corporate changes of policy. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.

Systems and information:	• Provide information and statistical reports to illustrate transformational plans and progress. • Analyse complex data and information to inform transformational decision making. • 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. • 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 and Experience • Substantial knowledge of the national policy context, regulatory environment, financial legislation and key issues relevant to the service. • A clear understanding of the workings of local government and the current issues to be faced in a large, diverse Authority**,** particularly the financial, legal and political context of public sector management. • Significant experience of strategic planning and implementation, policy development and management in a local authority, major independent service organisation or equivalent. • 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 and issues facing the services they are responsible for, both at local and national level. • Experienced in developing and implementing organisational culture change strategies within a large diverse organisation. • Professional qualification at degree level or equivalent in a relevant subject and management qualification, specifically Civil Engineering with Chartered Civil Engineer status. • Substantial post qualification experience in Highways or Transportation discipline. • Membership of relevant professional body.	• Health and Safety qualification.
Occupational Skills • Strong credible leadership with a passion for delivering improvement in services. • Excellent communication skills, strong negotiation and influencing skills and ability to effectively deal with the media. • Budget management skills to co-ordinate, monitor and review financial resources, evaluating competing budgetary priorities and establish effective performance measures. • Business planning and ability to develop, communicate and secure ownership of a clear vision and direction. • Takes ownership for informed decisions and delivering outcomes. • Development of practical and creative solutions to the management of strategic issues, resolves problems creatively, pragmatically and flexibly. • Political awareness and capacity for partnership working in a highly devolved and accountable service.	

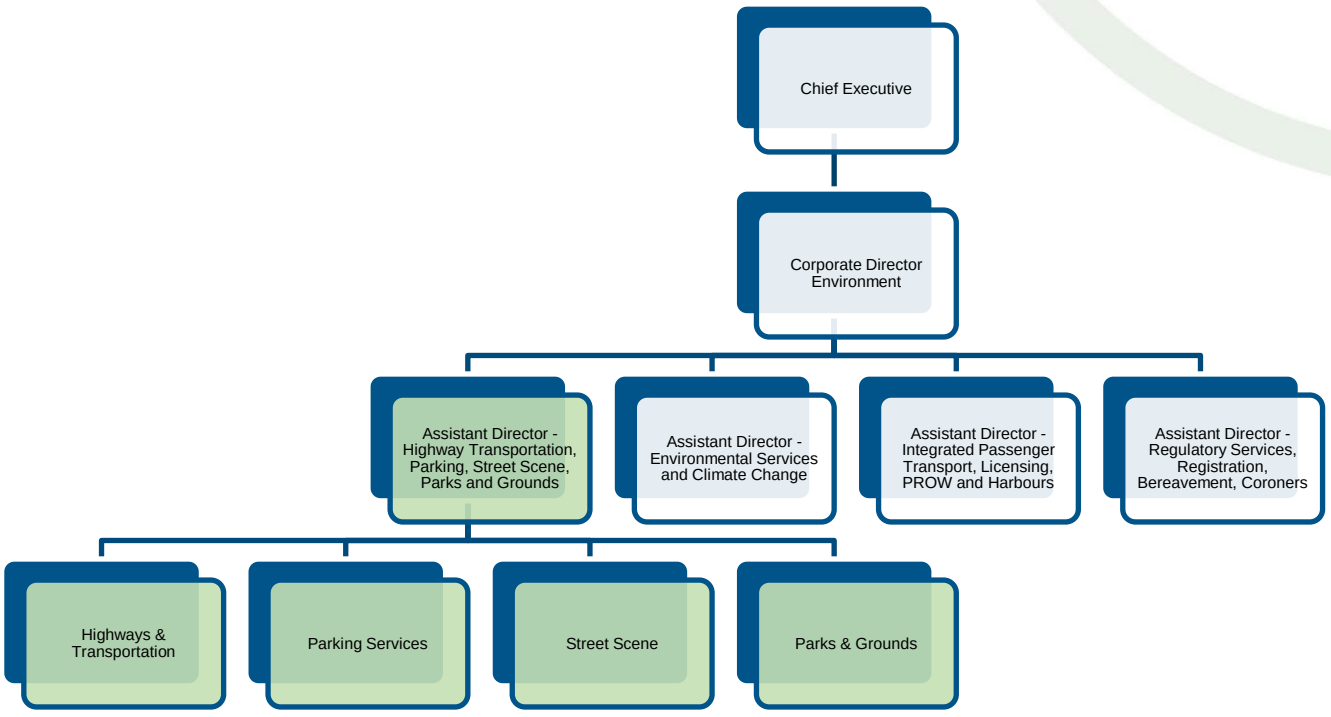
- Strong people management skills and leadership qualities including the ability to develop and motivate others.

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

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:	Director of First North Law and Head of Legal (People)
Grade:	SM2
Responsible to:	Assistant Chief Executive Legal and Democratic Services (ACE LDS)
Staff managed:	Manages a team of specialist professionals
Directorate:	Legal and Democratic
Service:	Legal Services
Job family:	**SM - Senior Management**
Date of issue:	September 2023

Job context

- First North Law (FNL) is a team of North Yorkshire legal specialists, providing legal services nationwide. First North Law is dedicated to providing professional, client-centred services to a range of public, private and third sector organisations and the Director of the company will be responsible for delivering pragmatic and cost effective solutions to address our growing customers' legal challenges. The post holder will assist the Board to develop an innovative business plans and support in implementation.
- To be a Director on the Board of First North Law.
- To develop and grow the business of First North Law.
- To provide management support to the legal team within the Council.

The role will include:

- The provision of a comprehensive, efficient and effective legal service to the Council, and external clients, and the management and supervision of the FNL team and other Council legal teams as directed in providing that service.

A comprehensive legal service includes the following:

- The development of the legal service provided in the above areas to all clients of FNL and to the Council in accordance with the requirements of the FNL Business Plan and Council's Service Plan.
- The preparation and presentation of cases in courts, tribunals and inquiries.
- The instruction of Counsel and attendance with Counsel.
- The interviewing of witnesses and preparation of statements of evidence.
- Attendance and advice at meetings.
- Joining project teams for the delivery of significant projects.
- Undertaking research and providing written or verbal advice.
- Attending Officer and Member meetings, or meetings of external client organisations to give legal advice**,** as necessary.
- Drafting and/or advising on Council, Committees and Executive reports and minutes.
- The preparation and presentation of appropriate training.
- Monitoring legislation and case law developments and advising the Council and Directorates and clients accordingly.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Note that First North Law is a flexible unit and although the primary duties of the post are set out above it is foreseeable that the postholder will be required to work within different teams in the office as the demands of FNL

and the Council dictate and post holders must demonstrate such flexibility and the ability to undertake a diversity of legal work within the overall framework of the post.

Job Purpose:	**This role will provide directorship for First North Law and provide operational support for the Council as a member of the Legal and Democratic Services Senior Management Team. The post holder will be responsible for leading and implementing the Business Plan for First North Law. The post holder will be responsible for marketing and management of the law firm. It will ensure the profitability and growth of the company through finance and business planning and ensure compliance with the appropriate Solicitors Regulation Authority.** **The role is also to provide and ensure the provision of a comprehensive legal service to the Council, Directorates, Committees and Members including legal advice and representation in relation to the people related services including children's and adult social services, education, employment, debt recovery, all related litigation and other local government law areas as required.**
Operational management:	To manage and supervise the First North Law team and other Council internal legal teams as directed and plan the workload. The post is responsible for: • Supervision for legal staff. • Performance appraisal. • Recruitment. • Development and Training. • Induction. This will involve managing relevant staff within the team and contributing to the SMT discussions on the strategic and operational direction of both the internal and external service provided. As a Director of First North Law the post holder will provide strategic management of the company. This will involve identifying existing and new areas to grow the FNL customer base and ensuring that appropriate resources are available to deliver such services. To provide a key role in the provision of the strategic direction of the company and being responsible for delivering that strategy. Assist the ACE(LDS) in ensuring the legality of the Council's operations. Assist the ACE(LDS) with the planning and development of the Legal Service in accordance with Council and Service objectives, and to achieve the most efficient and effective ways of working. Contribute to the development of effective mechanisms to measure the Service's performance, and of policies and procedures necessary for the proper functioning of the Legal Service in accordance with Law Society requirements and for the securing of accreditation.

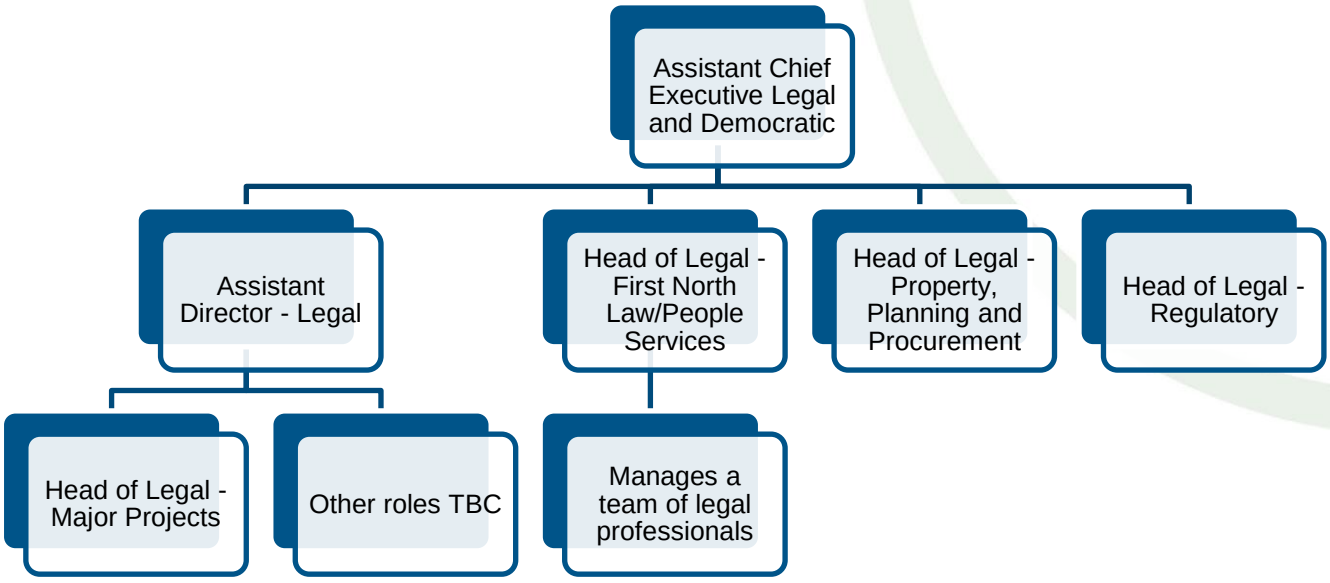
Resource management:	To contribute to the development and management of First North Law and LDS by: ♦ Managing the staffing and budgets of First North Law. ♦ Contribution to LDS Service Plan and leading FNL Business Plan. ♦ Representing the ACE(LDS) at Senior Officer and Member meetings. ♦ Contribution to the development of LDS Practice Manual and leading FNL Practice Manual. ♦ Participation in team and management meetings of FNL. ♦ Preparation and contribution to briefing papers and newsletters. ♦ Responsible for performance management within. Ensuring compliance in relation to FNL and FNL policies
Partnerships:	• The post holder will work with a wide range of partners either through the Council or through FNL as there is a desire to expand our legal services provision and this role will be key to interacting and engaging with existing and future partners in ensuring that client's expectations are met in the delivery of legal services to those organisations. • The role will be a director in a wholly owned company of the Council and a member of the Senior Management Team for Legal and Democratic Services within the Council with the ability to work in partnership and trade with a number of organisations.
Strategic management:	• Ensuring that the Company has the appropriate strategic Management at a board and directorship level to promote and operate the business to be a successful venture. • Providing strategic management to LDS to ensure it operates as a good internal legal service
Communications:	The post holder will liaise with a wide range of clients and market the business to new clients. The post holder will actively ensure that LDS and FNL provides a quality service to clients. This responsibility includes: • Compliance with: ♦ Law Society Practice Management Standards and other professional requirements including the Law Society Professional Conduct Rules. ♦ Lexcel standards. ♦ LDS quality standards. ♦ Solicitors Regulation Authority Rules. • Conducting and participating in quality standard audits. Being responsible for implementing any learning from such audits in FNL • Compliance with and operation of FNL and LDS Risk Management Policy. This obligation applies to post holder's duties generally but with particular relevance to risk assessment being undertaken on each item of casework.
Systems and information:	To ensure that First North Law meet all statutory and operational requirements through use of computer software systems including case management and finance systems. To assist LDS and FNL meeting statutory requirements in relation to security, protection, accessibility and practices for the information that is held. In particular, to ensure efficient and lawful use of ICT systems including: • LDS time costing system. • Legal research tools e.g. Butterworths. • Developing and maintaining information held on the Council's Internet and Intranet sites.
Safeguarding:	The Council and First North Law have the ability to provide legal advice to vulnerable children and adults and therefore the post holder will have to demonstrate an appreciation of appropriate safeguarding considerations

Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Expertise in an appropriate area of law. • Knowledge of the relevant SRA Rules with regards to running a private law firm. This will require a knowledge and ability to ensure that FNL can keep its professional registration and complies with the relevant rules regarding professional standards, ethics and accountancy. • Ability to grow the business and work within the SRA Rules • Extensive post qualification experience of providing legal advice support and representation. • Experience of managing a team of staff. • Successful experience of marketing and business development	Knowledge of marketing and business growth
Occupational Skills • Clear, concise and logical verbal and written communication skills. • An ability to interact positively with clients and colleagues. • Excellent presentation and interpersonal skills. • To critically analyse diverse information presented in a variety of formats. • To make decisions which may involve difficult choices or considered risks and is able to make decisions based on relevant information. • To use creative and innovative solutions for difficult issues, to identify possible causes of problems and implement solutions to minimise future occurrence. • To work productively under pressure to achieve deadlines and targets, and help others to do so, and effectively cope with conflicting, complex demands and achieve objectives despite setbacks and challenges. • Risk management • To confidently use persuasion, influencing and/or negotiation techniques to influence others in difficult situations. • Team leadership and strong people management ability as well as being able to work successfully as part of a team. • Familiarity with ICT systems including research tools, internet and intranet. • Self-motivated, flexible and decisive. • Budgetary, and commercial/business awareness and the management of resources.	
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. • Ability to travel around UK

Career progression:

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

Structure



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

Post title:	Senior Fleet Manager
Grade:	SM1
Responsible to:	Assistant Director Environment & Transport
Staff managed:	Manages a multidisciplinary team
Directorate:	Environment
Service:	Fleet Services
Job family:	**SM - Senior Management**
Date of issue:	April 2025

Job context

The Senior Fleet Manager is the senior responsible person for the management of the Council's fleet, vehicle workshops including:

- To act as "responsible person" in respect of the Operator's Licence and as statutory transport manager for the operation of goods vehicles.
- To lead on the strategic and operational management of Council vehicles and the management of corporate fleet operating procedures, general road risk and driving at work policy and procedure. This includes supporting Brierley Group companies with the management of their fleets to ensure co-operation across the portfolio.
- To lead on the strategic and operational management on the Council's vehicle maintenance workshops.
-

Fleet Management

The post holder will lead and manage the Fleet Service with a sound understanding of strategic, operational and professional fields. Required to deal effectively with complex, confidential, and sensitive situations and provide expert guidance and advice. The role will lead the development of service plans, management of budgets, resource allocation and the setting and delivery of key objectives for the future. The postholder has the autonomy to innovate and resolve all issues and would only escalate matters of significant reputational or financial risk for determination.

There are over 1000 vehicles and other plant and trailer assets in the fleet. There are 250 additional vehicles in the wider Brierley Group.

The post holder is responsible for the management of fleet items, the operating procedures for fleet vehicles and will act as the "responsible person" as part of the Operator Licence. The Council operates 150 large goods vehicles from 11 operating centres and 140 passenger vehicles in accordance with the Goods Vehicles (Licensing of Operators) Regulations 1995 and the Transport Act 1985. The postholder will ensure full compliance with this legislation.

The Council has more than 2000 fleet drivers and a significant number of drivers that use their own vehicles for work. The Council fleet operates for about 5million miles per annum and the grey fleet for about 6million miles. The postholder is responsible for the management of corporate road risk across the authority with responsibility for the development of policy relating to the driving at work.

The post holder is responsible for the development of the corporate fleet to ensure regulatory; safety and environmental standards are met, and that best value is achieved. The post holder must ensure that any fleet items enable services across the Council to deliver their functions, meet sustainability goals and provide travel options for staff.

Strategic fleet development is critical to future transformation and the Council's Climate Change ambitions and the post holder is responsible for the development and implementation of the fleet replacement programme to ensure the carbon neutrality goals are met (ambition is set for 2030). The Council's Fleet Services will explore future commercial opportunities and the postholder will develop commercial strategies to maximise income and manage all operations cost effectively to ensure the fleet service provide a commercially attractive service for customers.

The post holder is responsible for the detailed specification of vehicles used across the Council and will support other Brierley Group companies including NY Highways. The Council and Brierley Group operate high value, complex vehicles such as winter vehicles, buses, refuse collection vehicles and other highways maintenance & operational vehicles. These vehicles have a unit price of up to £250k each.

The postholder will take a strategic view and work with Brierley Group companies including NY Highways, suppliers, and other local authorities to ensure rationalisation and co-operation realising fleet and workshop transformation and ensure optimum vehicle replacement.

The post holder is required to act as senior user for ICT systems used by fleet operators both Corporately and across the Brierley Group of companies such as telematics and fleet systems.

- The annual cost of providing fleet services is an estimate of £10m revenue. **Managing a team of 14 profession fleet staff members plus a further 20 workshop technicians and supervisors.**

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 Senior Fleet Manager will deliver the Council's functions in relation to fleet and operational passenger transport activities. To ensure high quality and compliant services in line with relevant legislation and to work closely with key partners to develop strategy, policies and procedures, ensure the delivery of effective service, perform a strategic and technical advisory role on fleet matters and maintain effective relationships with key stakeholders and partners.**
Operational Management:	• To act as senior manager, statutory named Operator License holder and overall responsible person as well as nominated statutory transport manager for both passenger and goods services. To ensure safe and compliant operation of vehicles and to ensure drivers are employed in accordance with our undertakings. • To act as Council fleet manager. To provide asset management of vehicles and to lead on the management of corporate road risk. To manage vehicle operations across the Council and ensure that they meet all required standards of maintenance, testing and licensing. • Managing a team of 14 profession fleet staff members plus a further 20 workshop technicians and supervisors. • To lead the development and realisation of fleet and workshop transformation across NYC, suppliers, other local authorities, and Brierley Group companies in partnership with Brierley group stakeholders. • To manage the network of vehicle maintenance workshops • To act as senior user for shared ICT systems across the corporate and Brierley Group portfolio. • To plan and review the strategic development of the fleet and manage the forward vehicle replacement programme.

	• To lead and implement change on vehicle related strategic / countywide projects. • Lead for service planning and delivery and work collaboratively with all directorates to identify solutions to their transport and travel needs. Responsible for leading vehicle-based transformation projects across the Council • To act as lead officer for the management of corporate road risk including grey fleet and lead the development and implementation of driving at work policy and procedures. • To provide contract management for NYC fleet contracts and support the wider Brierley Group. • To manage the fleet expenditure on behalf of directorates. • To complete complex vehicle specifications for all services to meet operational requirements. • To act as technical specialist regarding the operation of vehicles in all services. • Budget management and management of assets
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 tasks such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
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. • To lead partnership working across the Council, wider Brierley Group companies, suppliers and other local authorities with fleet and workshop development and ensure that activities are aligned, where appropriate, with other changes taking place corporately and across Directorates • To work with Environment Operations to ensure the safe and compliant operation of large goods vehicles and good driver management
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.

	• Lead in the development and implementation of change across the Council and wider Brierley Group for vehicle and workshop-based projects. • To lead on the development of future fleet strategy for vehicles to reach carbon neutral goals and work with services to develop new ways of operating to meet these goals. • Lead in the development of new ways of internally delivering passenger services that maximise efficiency and effectiveness. • To lead on the production, monitoring and review of the corporate procedures and policies relating to road risk. • Manage relationships with key suppliers of vehicles and other services. • To determine strategy, objectives, targets, and lead the development of policies
Communications:	• 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

Person Specification:	
Essential	**Desirable**
Knowledge and Experience • In-depth knowledge of operator, vehicle and driver licensing requirements relating to passenger, transport, goods transport, light commercial and other specialist vehicles. Significant experience of fleet management including the operation, maintenance, and licensing of light commercial, goods and passenger vehicles • Knowledge of vehicle maintenance requirements and vehicle workshop operations. • Knowledge of staff rostering and vehicle scheduling. • Knowledge of procurement rules and process generally and of vehicles and vehicles related services and equipment. Detailed knowledge of	

vehicle specifications across all vehicle types and regulatory requirements • Knowledge and understanding of HR policies relating to the management of people in the workplace. • Knowledge and understanding of financial accounting methods. • Detailed knowledge of road risk management and workplace health and safety in a transport environment. • Significant knowledge of induction, training, and recruitment practices for transport staff. • Knowledge of fleet ICT systems. • Knowledge of, and demonstrated success in, effective management of staff, budgets and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management • Experience of developing and implementing organisational culture change within a large diverse organisation • Experience of delivering large, complex, high value projects. • Experience in leading and managing the engagement of partners within complex developments. • Comprehensive experience at a senior level of managing a large diverse workforce including part time and out posted staff and performance. • Significant experience operating at a senior level in a transport service or related environment. • Experience of passenger transport operations including those for passengers with additional needs and local bus services • Experience of contract management • Experience of successful implementation of organisational change. • Proven experience in successfully managing costs and income in a dynamic commercial environment. • Experience of leading the implementation of complex strategic projects relating to vehicle fleets	
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 • A professional qualification e.g., Certificate of Professional Competence (CPC) or Chartered Institute of Logistics and Transport (CILT) Certificate / Diploma or equivalent (or demonstrable equivalent experience). • Educated to degree level or equivalent experience. • Must have Transport Manager Certificate of Competence (Road Haulage) • Must have Transport Manager Certificate of Competence (PSV)	• Management qualification

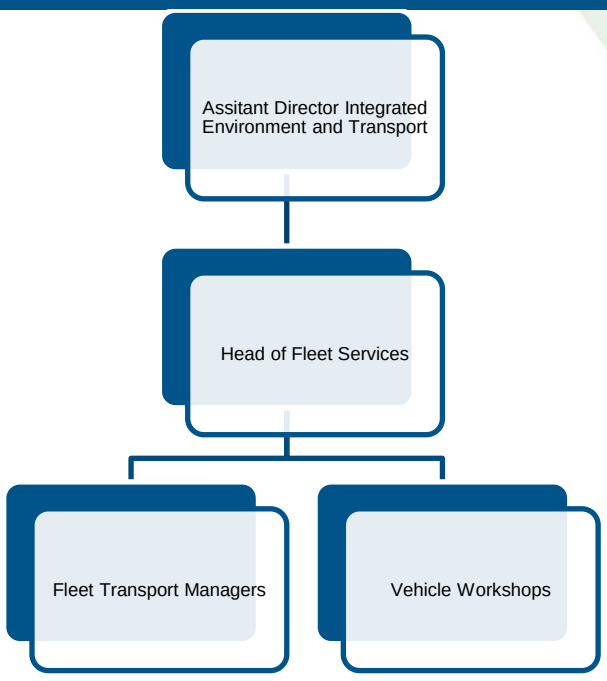
Other Requirements

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

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Head of Legal (Regulatory Services)
Grade:	SM1
Responsible to:	Assistant Chief Executive (Legal and Democratic Services) (ACE(LDS))
Staff managed:	Manages a team of specialist professionals
Directorate:	Central
Service:	Legal and Democratic Services
Job family:	**SM - Senior Management**
Date of issue:	June 2023

Job context

- The Legal Service is part of Legal and Democratic Services (LDS) within the Chief Executive's Group.
- NYC provides a range of services to the North Yorkshire area, and the role of the Legal Service is to support the provision by providing a comprehensive and efficient legal service to the Directorates, the Council's Executive, full Council, Committees and Members, and external clients.
- The nature of the work requires a flexible and versatile approach as it will change from time to time in response to the changing needs of the Council, and its developing initiatives.
- The post is required to work with colleagues and Members at every level within the organisation, with external clients and partners, and to manage the performance of staff within its responsibility.
- The budget of the service is in part dependent on income from external sources and the post must play its part in ensuring successful income generation including support for First North Law when required, and in ensuring compliance with Law Society Professional Standards, and the achievement of Lexcel accreditation.
- Qualified lawyers must have a practising certificate.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

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

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.

- **Anti-social behaviour & community safety**
- **Assets of Community Value**
- **Building control.**
- **Food safety and environment (save waste)**
- **Health and safety.**
- **Housing.**
- **Information Governance**
- **Licensing - alcohol and entertainment licences, taxis, street trading & establishments.**
- **Revenues and benefits.**

and criminal prosecutions relating to all of the above as well and other local government law areas as required by Legal and Democratic Services' external clients.

Operational Management:	• To manage and supervise the Legal Regulatory Services Team and plan the workload. The Team comprises the staff set out above. The post is responsible for: ➢ Supervision ➢ Performance appraisal. ➢ Recruitment. ➢ Development and Training. ➢ Induction. • The post is also expected to participate in the people management aspects of LDS as a whole as part of the Senior Management Team. Responsible for: • The provision of a comprehensive, efficient and effective legal service to the Council, and external clients, and the management and supervision of the Corporate Services Team in providing that service. A comprehensive legal service includes the following: • The development of the legal service provided in the above areas to the Council and all clients in accordance with the requirements of the Service Plan. • The preparation and presentation of cases in courts, tribunals and inquiries. • The instruction of Counsel and attendance with Counsel. • The interviewing of witnesses and preparation of statements of evidence. • Attendance and advice at meetings. • Joining project teams for the delivery of significant Council projects. • 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.
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.
Partnerships:	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
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 • 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).
Communications:	• text
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.

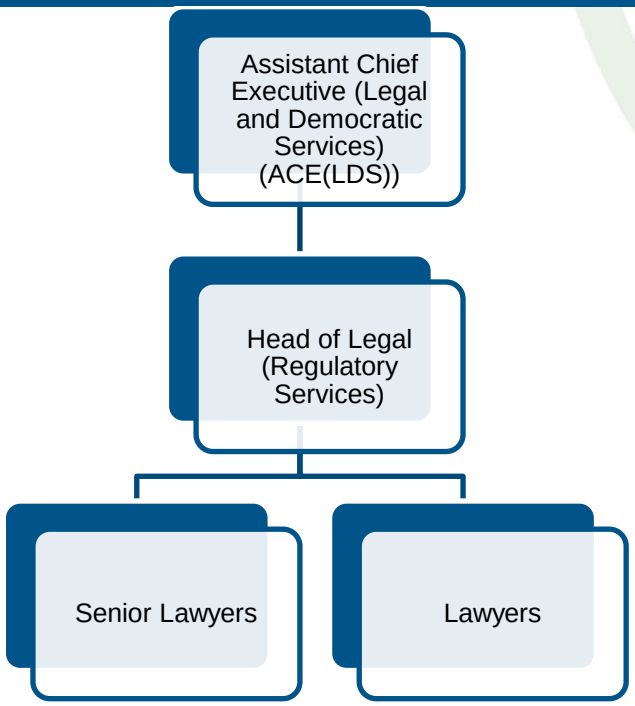
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Knowledge of Local Government law areas. • Expertise in law in some of the main subject areas of responsibility e.g. housing, licensing, community safety and associated litigation • Knowledge of local government and administrative structures • Extensive post qualification experience of providing legal advice support and representation in a local government context • Experience of managing a team of staff. • Substantial advocacy experience in courts, tribunals or inquiries.	• Familiarity with ICT systems including research tools, internet and time costing systems.

• Working in a corporate and political context. • Attendance at committees to report and advise.	
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 • **link**	
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 Democratic Services and Scrutiny
Grade:	SM1
Responsible to:	Assistant Chief Executive (Legal and Democratic Services)
Staff managed:	Manages a team of specialist professionals
Directorate:	Central Services
Service:	Legal and Democratic Services
Job family:	**SM - Senior Management**
Date of issue:	July 2023

Job context

Democratic Services Team is managed by the Head of Democratic Services and Scrutiny.

Legal and Democratic Services support the provision of comprehensive and efficient legal and democratic services to the Council's Directorates, Members, external clients and members of the public. This includes:

- the development and management of the service to meet corporate strategic objectives, in particular ensuring the proper and efficient conduct of the Council's decision making process, supporting Councillors and the communities of North Yorkshire through the provision of extensive committee support
- being responsible for delivering democratic support to the committee meetings, including those which, for legal, political or other reason, are of a particularly onerous nature
- ensuring that effective overview and scrutiny is in place which acts as a check and balance, supports policy and strategy development and provides a mechanism for the review of decisions made by the Executive
- the development and management of the Schools Admissions Appeals Team and oversight of this statutory service, in line with the Department of Education School Admissions Appeals code
- the contract management of two commissioned, statutory services: HealthWatch North Yorkshire; and the Independent Health Complaints and Advocacy Service
- encouraging and enabling public engagement with the democratic process through direct contact with the public of North Yorkshire
- supporting Councillors in their work in the Electoral Division and promoting democratic mechanisms by which the Council can be both locally accountable and responsive.

The budget of Legal and Democratic Services is increasingly dependent on income from external sources and the post holder must ensure excellent client care to protect, promote and optimise income generation opportunities.

The provision of effective overview and scrutiny is a key aspect of the work of Democratic Services. There are currently 6 thematic overview and scrutiny committees, the Police Fire and Crime Panel and the Looked After Children Group.

Overview and scrutiny: enables Councillors to become directly involved in the development of policy and strategy and the performance management of the Council; acts as a critical friend and providing Executive Members and senior officers with a non-partisan forum; provides a structure, through the call-in process, for scrutinising specific decisions of the Executive.

This role requires the highest levels of political awareness, communication skills, tact and diplomacy. The post holder will be at the forefront supporting and advising the Council's elected Members, senior officers, stakeholders and members of the public regarding the democratic process and overview and scrutiny.

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

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

Job Purpose:	**To be responsible to the Assistant Chief Executive (Legal and Democratic Services) for the effective and efficient direction, control, motivation and overall management of Democratic Services, School Admissions Appeals and Overview and Scrutiny.**
Operational management:	• To line manage employees within the service effectively, including undertaking regular 121s, appraisals and performance reviews, personal development and workload management • To line manage employees in a number of different teams at a number of different locations, ensuring that work is carried out to a common standard throughout • To participate in the preparation of the Legal and Democratic Services Service Plan and to participate in monitoring the successful ongoing achievement of the Plan • To lead on the development and implementation of the democratic services business continuity plan • To identify the training and development needs of employees in the Democratic Services and Scrutiny team and oversee succession planning. • To lead on the preparation and delivery of training sessions, with support from the Training and Learning team, for Officers and Members.
Resource management:	• Budget manager responsibility for contracts relating to Democratic Services, School Admission Appeals, Overview and Scrutiny, Healthwatch North Yorkshire and the Independent Health Complaints and Advocacy Service, ensuring its proper administration and control, including involvement in the annual budget preparation, monitoring and control of income and expenditure, and monitoring the achievement of savings against targets. (Budget of approximately £925,000 : £638,000 Democratic Services and £285,000 Healthwatch North Yorkshire and the Independent Health Complaints and Advisory Service.) • With the Assistant Chief Executive (Legal and Democratic Services) review the provision, delivery and expenditure of the service to ensure that customer needs are being met within financial constraints and that value for money is being achieved • To lead on the development and implementation of opportunities for income generation by providing democratic and school admission appeals services to other local authorities
Partnerships:	• Develop and maintain productive and co-operative working relationships with all relevant parities including Council Members, Senior Officers, Directorates and external partners. • Liaise with MPs, Government, outside agencies and partners at the highest level on issues relating to the democratic process and overview and scrutiny. • Represent the Council at external meetings in respect of the Council's overview and scrutiny function. • Support and manage joint scrutiny reviews with neighbouring authorities in Yorkshire and Humber and the North East

	• Lead on the development and management of sub-regional peer networks for overview and scrutiny and democratic services
Strategic management:	• To ensure the proper and effective running of the Council's decision making process, including overview and scrutiny functions, in accordance with the Council's Constitution, legislation and other requirements. • To ensure the proper and effective running of the School Admission Appeals service in line the with statutory Department of Education School Admissions Appeals code • To ensure that proper and effective running of HealthWatch North Yorkshire and the Independent Health Complaints and Advocacy Service in line with the contracts for those statutory services • To develop and promote local democracy, accountability and community leadership in line with new and emerging initiatives with a particular focus upon being locally accountable and responsive in the new North Yorkshire Council. • To continuously review and develop democratic and constitutional policy and procedure as a consequence of keeping abreast of service strategies, frameworks and new/emerging legislation. • Identify the skills, knowledge and talent needed for the future delivery of an effective and resilient service in light of growing commercialisation, and the changing landscape of public engagement as a consequence of social media. • To act as the Single Point of Contact for the Council's Petitions Scheme and advise members, officers and the public on its operation • Fulfil the responsibilities of the Lead Officer for the Police Fire and Crime Panel with regard to complaints • Fulfil the responsibilities of the designated Scrutiny Officer (Local Government Act 2000) to promote the role of and provide support for overview and scrutiny committees & the North Yorkshire Police and Crime Panel.
Communications:	• Represent the Assistant Chief Executive (Legal and Democratic Services) at senior officer and Member meetings. • Liaise regularly with Councillors, senior officers and colleagues to ensure that democratic process, overview and scrutiny requirements are clearly understood, providing professional advice as necessary to ensure compliance with the Constitution. • To act as a single point of contact for Councillors and to assist them with queries arising from their work in their Electoral Division, particularly following elections and by-elections • To act as a single point of contact for community/interest groups, stakeholders, Parish and Town Councils and the public on issues relating to their involvement in the democratic process and overview and scrutiny. • Represent Democratic Services and Overview and Scrutiny on internal and external working groups, providing advice and guidance as appropriate. • Ensure regular communications within the democratic services teams across a number of sites and across the Council to share and implement best practice and appropriate processes and solutions. • To lead on the implementation of the recording and broadcasting of committee meetings across a range of sites and venues

	• Ensure that concise, accurate and timely agendas, papers, minutes and briefings to support the democratic process for the Council's overview and scrutiny committees are produced and published. • Research and write reports for Committees, Members, Management Board, and Directorate leadership teams as required. • Provide briefings for committee chairs, members and senior officers on committee papers, related governance issues and matters relating to overview and scrutiny • Draft press releases on behalf of committee chairs • Lead on the response to press enquiries submitted for Democratic Services • Lead on the response to complaints submitted for Democratic Services • Lead on the response to Freedom of Information requests for Democratic Services • Lead on the response to data protection related issues for Democratic Services
Systems and information:	• Prime instigator/user of the committee management software - lead and champion for the on-going development, via an external host, for the Council's on-line presence covering committees and councillor information. • Lead and champion of e-democracy for councillors, senior officers, managers and colleagues to facilitate paper light working to achieve savings. • Budget management role conducted on-line via Oracle. • Data owner for: committee on-line including records from 2000 to date, published Councillor details • Prime user of Council Chamber integrated sound and e voting system.

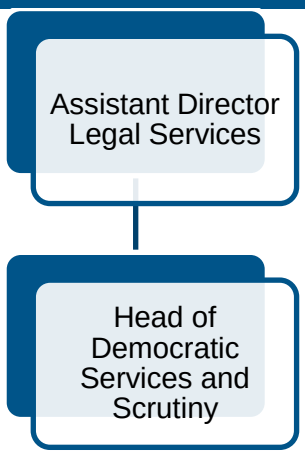
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Understanding of the key drivers for change in local government services and related sectors • Extensive knowledge of the complexities of the democratic process within Local Government, Local Government Constitutional legal frameworks and the law relating to local authority meetings • Knowledge of the Local Government Ethical Framework • Understanding of best practice elsewhere in relation to overview and scrutiny • Significant knowledge of operating in a politically sensitive environment • Understanding and knowledge of national and local democratic processes • Understanding the impact of social media on democratic processes • Commercial awareness, business focussed approach • Understanding of ICT systems including research tools and committee management software. • Recent and significant experience in the conduct of Local Authority decision making processes at a senior level • Experience of advising Members about the Code of Conduct • Experience of managing a team of staff and the associated budget • Experience of service development, performance management and organisational change	• Understanding of the use of social media in relation to Democratic Services • Understanding of the planning, provision and operation of health services in particular the role of user, patient and public involvement in service development and commissioning • Experience of organising, conducting and supporting Council and Executive meetings • Experience of devising, organising, and/or delivering training for councillors • Experience of managing high profile challenging meetings

• Experience of developing, implementing and updating business continuity plans • Experience of promoting and managing public engagement in local authority or similar meetings • Experience of responding to Freedom of Information requests • Experience of investigation data breaches and complaints and responding to them • Experience of drafting press releases and responding to press enquiries	• Experience of working with external business partners and clients • Experience of income generation • Experience of tactfully handling difficult political situations • Experience of liaising with highly vexatious customers
Occupational Skills • Line Management skills • Time management skills • Clear, concise and logical verbal and written communication skills • The ability to speak with authority in public • An ability to interact positively with colleagues, clients and elected members • Influencing and negotiation skills • Good interpersonal skills • Ability to assimilate new initiatives, technology and software and interpret information • Ability to effectively determine requirements in accordance with service / client needs • Analytical skills – effectively researches new and existing initiatives, critically analysing diverse information presented in a variety of formats • Tact, diplomacy and assertiveness to firmly guide the most senior strategic decision takers – Members and officers - to ensure the legality of decision making • Problem solving skills - uses creativity and innovation • Decision making skills – Makes decisions which may involve difficult choices or considered risks • Resilience – effectively copes with ambiguity and conflicting and complex demands Intermediate IT skills.	• Managing high profile and/or difficult public meetings • Entrepreneurial skills – identifies an opportunity for new business and brings this to fruition to achieve additional income
Behaviours • **link**	
Professional Qualifications • Degree, or equivalent, in a relevant professional area; or demonstrable equivalent experience.	• ICSA qualification, or equivalent.
Other Requirements • Flexible approach to working practices and times	• 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 Business Analysis
Grade:	SM1
Responsible to:	Director of Transformation
Staff managed:	Manages a team of specialist professionals
Directorate:	Central Services
Service:	Transformation
Job family:	**SM - Senior Management**
Date of issue:	June 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.

The Business Analysis Team is part of the Transformation function within Central Services. The team work closely with all directorates and other experts as required to identify options for change to achieve service improvements and deliver savings. This includes changes to organisational structures, business processes, digital, technology, culture and ways of working for both back office and frontline staff. Changes will have significant budget implications and will have an impact on hundreds of staff across the council as well as customers/service users and partner organisations.

Changes may have significant budget implications and an impact on hundreds of staff across the council as well as citizens, customers, service users and partner organisations.

The team also own and develop the Business Architecture for the council and work closely with other Systems Enterprise Architecture and Solutions teams to ensure alignment between business and technical architecture principles and practices.

The post holder has line management responsibility of the Business Analyst team and must provide leadership and direction to the team ensuring standards are set and the competence of all staff is maintained to deliver a professional service to all stakeholders.

The post holder is a key member of the Transformation senior leadership team. The post holder will undertake business analysis, requirements definition, organisational design and business process improvement activities for large, complex initiatives working closely with other staff across the Transformation service and service experts across the council.

The post holder will manage the delivery of key business analysis initiatives which will require strong clear leadership and an ability to resolve challenging issues working with a wide range of stakeholders.

This post has prime responsibility for an annual budgets and expenditure of circa £860,000.

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

Job purpose	**The core focus of this job is to lead the large and complex business analysis service for the organisation, ensuring that services provided meet the needs of the organisation. Much of this work will be about challenging existing working practices and procedures using best practice change methodologies and tools with the potential to have significant impact on services provided to customers/service users.** **The post holder will work closely with a wide range of internal and external stakeholders, including directors, senior managers and staff across the organisation.** **The post holder will continually develop and enhance the standard NYC change methodologies and provide mentoring and leadership for teams working on change definition projects and advise on change management issues.**
Operational management:	• To act as lead officer for the business change service and provide leadership and direction to a team of staff. • To ensure that the business change service delivered meets organisational requirements. • Act as deputy for the Transformation Director as and when required in relation to all business change, business analysis and benefits management responsibilities. Business analysis • Responsibility for business analysis service where the advice given, and decisions made will have a measurable impact on the efficiency and effectiveness of the organisation. • Establish the contribution that business analysis can make to business objectives, defining strategies, validating and justifying business needs, conducting feasibility studies, producing high-level and detailed business models, preparing business cases, considering the implications of change on the organisation and all stakeholders. • Guide/influence senior management towards accepting change brought about through process and organisational change. Benefits management • Works with operational managers to provide analysis that helps ensure maximum improvements are made as groups of projects deliver their products into operational use. • Communicates the change programme vision to staff at all levels of the business and keeps a focus on business objectives. • Maintains the business case for funding the analysis service and confirms continuing business viability at regular intervals. Organisation design and implementation • Establishes and communicates the need and rationale for organisational structure and culture change through provision of effective business analysis. • Leads organisational change by removing obstacles, advocating and lobbying for change at the highest levels. • Puts in place mechanisms to reinforce and embed organisational and culture change. Acts as a role model for desired behaviours and sets consistent standards and expectations.

	• Champions the importance and value of requirements management principles and selecting effective requirements management life cycle models. • Develops organisational policies, standards, and guidelines for requirements definition and management. • Plans and leads scoping, requirements definition and priority setting for complex, strategic programmes. • Drives adoption of, and adherence to, policies and standards. Develops new methods and organisational capabilities for requirements management. Business process improvement • Directs the identification, evaluation and adoption of new or existing technologies to improve business processes. • Aligns business strategies, enterprise transformation, and technology strategies. • Embeds strategic business process improvement into the governance and leadership of the organisation. • Directs the creation and review of a cross-functional, enterprise-wide approach and culture for embracing business process management. • Deputise for the Director of Transformation as required and appropriate.
Communications:	• Ensures good working relationships and communications with colleagues, customers and senior managers, being open, honest and inviting involvement and participation. • Facilitates structured and unstructured meetings, workshops and other change events for a range of audiences including senior managers, service managers and their teams, internal and external stakeholders and customer/ community representatives. • Presents findings from business analysis activity and other associated work to the relevant groups as required. • Prepares and presents reports to senior managers relating to business analysis activities as required. • Provides clear leadership to the team of staff to ensure unambiguous direction and performance management.
Partnership:	• Works with senior managers and staff in operational and corporate services to identify opportunities for changes which will improve services, improve the customer experience or increase efficiency. • Works with directors, heads of service, senior managers and staff in partner organisations to design new models of service delivery and ways of working. • Develops and communicates tailored change management plans for senior stakeholder groups. Provides guidance and makes suggestions to support change sponsors.
Resource management:	• Provides leadership and management for resources assigned to business analysis activity. • Through their team structure, provide leadership, coaching and direction to staff 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 and manage the overall work of the team, taking responsibility for decision making of escalated issues. • To be proactive in the promotion of continuous personal development of all team members, including self. • 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.

	• Manage all aspects of spend and budget relating to maintaining the service including forecasting and future planning. • Resource management to ensure adequate resources are available to support, develop and deliver business analysis required by the council.. • Develops and enhances NYC change methodologies, standards and approaches. • Provides mentoring and technical support for others involved in business analysis activity.

Strategic management:	• Lead in the development and implementation of business change programmes
	• Coordinate and participate in the activities of steering groups to ensure that implementation meets with required objectives and desired outcomes.
	• Coordinate all aspects of planning in relation to individual business analysis work and combine to form a coherent and coordinated business change programme.
	• Develop, own and maintain business analysis plans and other associated documentation.
	• Produce consolidated progress reports for the boards, steering groups and senior stakeholders as and when required.
	• Produce reports on specific topics relevant to the work being undertaken as and when required.
	• Manage relationships with key stakeholders and suppliers.
	• Monitor quality of deliverables, acceptance and sign-off processes.
	• Develop Service and 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 business analysis practice by:
	  ○ setting, developing and embedding relevant business change 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.

Systems and information:	• Use appropriate ICT tools including Microsoft Office, Visio, SharePoint and other specialist tools such as Project Vision and Engage Process. • Identify functional and non-functional requirements for technical solutions to support business analysis. • Work with business partners and technical teams to identify how technology could be used to support new business processes and ways of working.

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 • Excellent understanding of business change methodologies e.g., Lean, Six-Sigma, BPM, TQM. • Excellent knowledge and understanding of requirements elicitation and analysis tools and techniques. • Good understanding of programme and project management methodologies. • Excellent understanding of change management theory. • Knowledge and understanding of HR policies and procedures relating to organisational change. • Excellent knowledge and understanding of Organisational Development. • Knowledge and understanding of how operational budgets are constructed. • Good functional understanding of key technologies to support. transformation, e.g., business intelligence, CRM, automation, mobile computing, digital services). • Significant experience at a senior level in a Business Change function. • Effective management/leadership experience in managing staff and performance. • Experience of leading business analysis activities following a methodology where potential savings or efficiencies are in excess of £1m pa. • Experience of operating at a senior level to identify cross-service and cross-partner change opportunities. • Experience of working with senior management teams to objectively challenge established ways of working, supported by relevant budget and performance data. • Experience of working with a wide range of customers, service users and/or community representatives. • Experience of writing and presenting proposals to senior staff including directors. • Experience of analysing complex and varied data to identify and quantify issues. • Experience of change recommendations being successfully implemented. • Experience of running large-scale change workshops with senior stakeholders including from partner organisation. • Experience of negotiating with senior stakeholders to agree content of proposals. • Experience of preparing business cases for significant change proposals (e.g., savings over £1m pa) including supporting financial and performance data. • Experience in providing customer facing presentations to diverse stakeholders. • Evidence of working with senior management teams and other stakeholders, including customer and community representatives, to devise creative solutions to service-based issues. • Significant experience as a business analyst / change analyst / change manager role in a customer/client facing environment.	• Awareness of local authority policies, procedures and relevant legislation. • Coaching/mentoring experience • Local government experience • Experience of successful partnership working

Occupational Skills • Ability to plan, manage and report on work required to undertake complex business change work. • Ability to confidently use persuasion, influencing and/or negotiation techniques to influence others in difficult situations. • Demonstrably strong interpersonal skills. • Ability to work at all levels of the organisation including directors and members. • Ability to work with senior stakeholders to generate creative and innovative solutions for difficult issues. • Ability to identify possible causes of problems and recommend solutions to minimise future occurrence. • Ability to break information into component parts to identify trends and projections, and to pinpoint key information from large amounts of complex data to influence well-reasoned conclusions. • Ability to use tools from standard methodologies to conduct analysis. • Ability to make and be accountable for effective recommendations and sound professional judgements. • Ability to make recommendations which may involve difficult conversations. • Ability to analyse and use financial and performance data to inform complex business cases. • Ability to act calmly during difficult circumstances and recover quickly from setbacks. • Ability to present high level, complex information in an appropriate format.	
Behaviours • **link**	
Professional Qualifications • Educated to degree level or equivalent experience at a level commensurate with this role. • Evidence of on-going commitment to CPD. • Relevant advanced qualification, e.g., BCS business analysis advanced diploma, Lean Six-Sigma Black-Belt / Champion or equivalent experience.	• Programme or project management qualification (MSP, PRINCE2 or similar) • Agile working
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 Catering and Cleaning
Grade:	SM1
Responsible to:	Assistant Director – Property Procurement and Commercial
Staff managed:	Manages a group of managers
Directorate:	Resources
Service:	Facilities Management
Date of issue:	October 2025

Job context

This post will lead NYC's catering, cleaning and caretaking services – trading as NYES and has direct budget responsibility in excess £28m annually. The role requires agility and flexibility to lead and direct more than one function operating in quite different ways, to different timeframes (3 distinct budgets with 2 different accounting periods – financial year (Cleaning/Caretaking) and academic year (Catering) and with differing skill sets at the 'front line'.

The chief responsibilities will include:

- Overall leadership and responsibility for the Catering, Cleaning and Caretaking traded services, through a senior team of operational managers
- Responsibility for catering, cleaning and caretaking services to NYC establishments and commercial clients [predominantly maintained schools and Multi Academy Trusts, both in and out of North Yorkshire] including oversight of any commercial contracts, budgets, expenditure and income and related processes and procedures, through the leadership and supervision of staff and contributing to contract and performance improvement.
- Working with the Corporate and Assistant Director to investigate and implement business development opportunities including those outside the geographical boundary of North Yorkshire, leading and driving a commercial approach to catering, cleaning and caretaking services delivered on behalf of NYC
- Responsibility for direct line management of 5 staff, plus Leadership of service staff employed across all traded services totalling approx.1,027.
- Lead the in-house technical support team, which encompasses Training, Compliance and Development functions.
- The Post holder must be flexible and be able to travel extensively both across and outside of the geographical county
- An Enhanced Disclosure Barring Service (DBS) clearance is required

Job purpose	**To lead and manage the Facilities Management of NYC, namely Catering, Caretaking and Cleaning functions, both in-house and on a traded basis.**
Operational Management:	• To lead on determining strategy, setting objectives and targets and to the development of policies across the operational remit of the Service Unit and the Directorate. • To provide leadership, management and direction to the catering, cleaning and caretaking 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, with a total budget responsibility of approx. £28m pa. • To lead and oversee the service in such a way as to protect its financial and operational viability by maintaining current levels as far as possible and securing additional business to maximise income generation. • To develop and maintain an innovative and responsive approach to the management of responsible services 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 Technology & Change and/or Procurement. • 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 – Property, Procurement and Commercial at meetings as required. • Represent the FM service and Resources Directorate at appropriate groups, contributing to corporate policy and implementing NYC corporate and Directorate policy.
Resource management:	• Staff Management – To provide leadership, management and direction to all staff within the catering and cleaning Services, 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 • Specifically, lead the in-service Technical Support team (in-house training, development and compliance team), including recruitment, induction, development and performance management, in addition to leading the service senior operational managers. • Performance Management - to determine standards and Key Performance Indicators (KPIs) for all sections of the cleaning and catering 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. • Lead the two add-on service functions under their own budgets and traded SLA's – Catering Heavy Equipment replacement/repair scheme and the Legionella & Asbestos monitoring service.
Partnerships:	• Liaise with a broad range of clients and customers, both linked to and external of NYC. • Represent the function/service at intra and inter agency meetings. • Effectively promote your role in sustaining good relationships across Council Directorates, Services and functions, plus external clients and customers.
Strategic management:	• Act as a recognised expert within a specialist field. • To provide excellent leadership, management and direction of senior operational managers and staff in the catering and cleaning service. • Lead and develop and implement policies and procedures at service level. • Lead and contribute to the development of practice and policy across the service. • Lead and contribute to the annual business planning process and to service planning including the identification and achievement of service team objectives, income generation and client satisfaction.

Communications:	• Actively contribute to relevant management teams within the wider Resources Directorate. • To prepare reports and advise Management Board, 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 Director or Assistant Director.
Systems and information:	• Use systems and information as appropriate to quality assure the work of all catering and cleaning staff. • Effectively evidence leadership and management oversight of critical decisions and practice. • Lead and encourage the team to share information and best practice. • Ensure relevant service information is available to service clients and customers both internal and external to the Council as appropriate.
Safeguarding:	• To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate. • Being the DBS decision maker for positive DBS checks on behalf of the service, in conjunction with senior HR/recruitment colleagues.

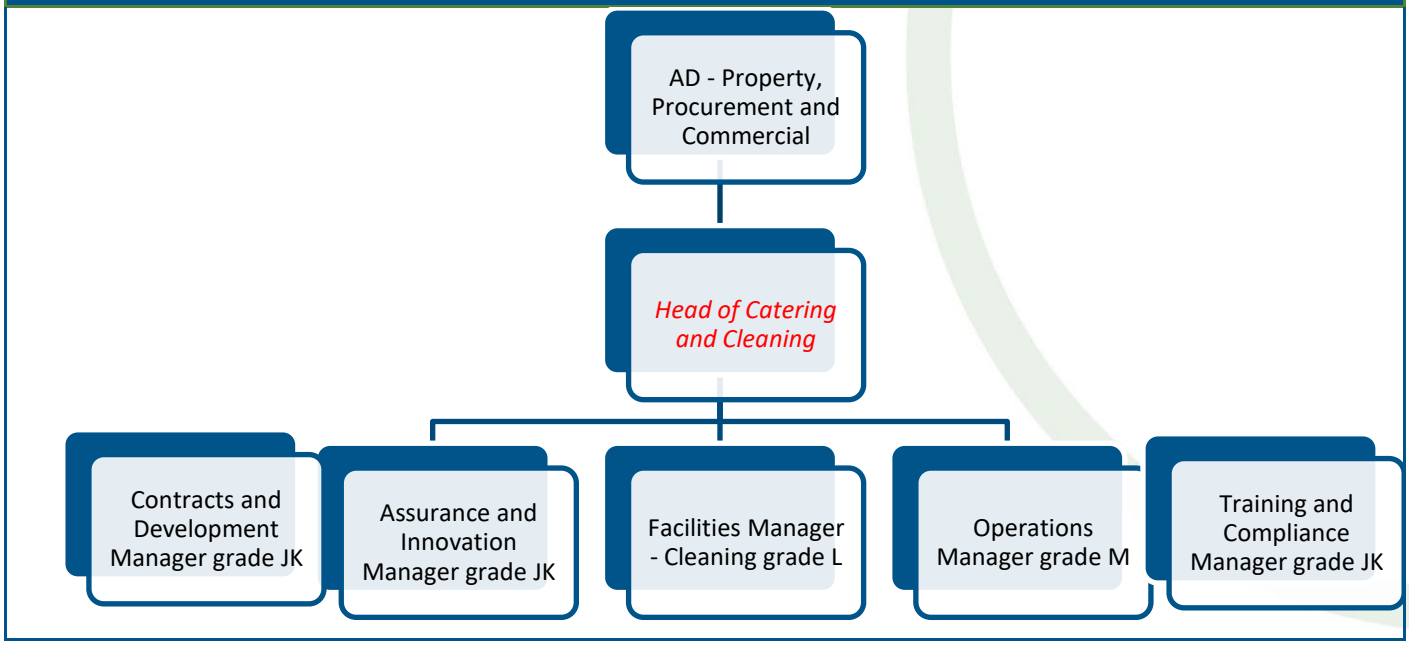
Person specification:	
Essential	**Desirable**
Knowledge and Experience • In-depth knowledge of Budget Processes including Preparation, Management and Monitoring; and commercial practices and risk assessments. • Knowledge of Procurement and Contract Management relating to catering and cleaning issues. • Information Systems and Needs Analysis. • Extensive understanding of relevant legislative requirements relating to catering and cleaning 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 relevant 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 leadership and management, including successful management of a significant budget and effective performance leadership 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. • Proven ability to manage and account for large corporate budgets with commercial acumen	
Behaviours • **link**	
Professional Qualifications • Relevant level of Health & Safety qualification [level 6] • Relevant management qualification/accreditation or equivalent experience • Food Safety Level 4 • Cleaning Safety qualifications • Evidence of further development	
Other Requirements • Ability to travel across a wide geographical region, ie; NY county and beyond.	

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 Commercial Services Technology
Grade:	SM1
Responsible to:	Assistant Director Technology
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Technology
Job family:	SM - Senior Management
Date of issue:	September 2025

Job context

- This post is one of the senior leadership team for North Yorkshire Council (NYC) Technology Services. We provide the ICT services which enable the organisation and its partners to achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire. The current user base includes approximately 10,500 staff and 625,000 citizens of North Yorkshire. Increasingly the council is working in partnership with other organisations, communities, and volunteers to deliver services as well as offering commercial services to other public and private sector customers. Technology services and products therefore need to take account of an increasingly wide and diverse user base.

- Our Technology Vision is to provide effective Technology Services and drive innovation and efficiency across all services to ensure that our organisation and partners can achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire.

- We want to have a Technology Workforce that:
  - feels valued for the contribution of individuals and teams,
  - works with agility and flexibility across and between our teams,
  - has a spirit of creativity and continuous learning,
  - and the capabilities and skills to deliver a first-class service.
- Within NYC we want Technology to be a Service that:
  - is a valued partner and trusted advisor for our NYC customers,
  - is knowledgeable about and proactively guiding and supports our customers,
  - seeks innovative solutions to support service transformation,
  - continuously improves our service provision.
- Across North Yorkshire we want Technology to be a Service that:
  - enables our NYC customers to deliver world class services to our residents,
  - role models the provision of best value to save and invest in NYC services,
  - boldly supports partnership beyond NYC with honesty and integrity,
  - collaborates with our services and partners to ensure maximum value.

- Technology senior leadership team is made up of the following Head of Service roles are:
  1. The Head of Enterprise Architecture, Solutions, and Infrastructure
  2. The Head of Systems and Applications
  3. The Head of Technology Support
  4. The Head of Security and Governance
  5. The Head of Technology Commercial Services

- All Heads of Service roles will have responsibility (within their composed remit) for:
  - Setting strategy, inspiring, and mobilising a wide range of ICT and management responsibilities.
  - Influencing the developments within ICT providers at the highest levels.

- Developing long-term strategic relationships with customers, partners, industry leaders and government.
- Leading on the formulation and implementation of the council's ICT strategy and advises on the implications of emerging technologies for the wider business environment.
- Delivery of complex technical ideas to both technical and non-technical audiences at all levels.
- Communicates the potential impact of emerging technologies on the council and its services and assesses the risks of using or not using such technologies with ICT colleagues, Senior Management, Members, Customers, suppliers, and partners.
- Assessment and advise on the impact of legislation and ensure compliance.
- Ensuring the provision of committed resources to Transformation Services to develop adequate systems, structures, and processes to ensure risk averse transfer of innovative solutions from projects to live production.
- Preparation of business cases and investment requests for developing and growing all aspects of their area of Technology.
- NYC has a number of key third party contracts that provide specific technical solutions, the post holder is responsible for the supplier service level management.

Technology Commercial Services

- Responsible for implementing IT service management policy and practice relating to commercial service level management, working closely with other senior managers in the T&C service.
- Lead Schools ICT and the non-schools' commercial team - a commercial service providing ICT services to over 500 customer organisations.
- Identifying opportunities to improve efficiency and effectiveness by aligning the activities of Technology commercial services with other functions across Technology.
- Expected to build highly effective relationships with internal and external customers to ensure that services offered by Technology Services meet their needs.
- Responsibility for achieving income generation and profit targets set in commercial strategies.

Job Purpose:	**The core focus of this job is to lead delivery of a portfolio of services to support a range of clients (internal and external through partnerships and/or commercial arrangements).** **The Technology commercial services teams (commercial and schools) will be picking up additional responsibilities due to our convergence into a single organisation however this does not substantially change the role, or functions within that service.**
Operational management:	**All** • Lead in the introduction and use of new techniques, methodologies**,** and tools. • Provide ICT support and technical consultancy to the business, change functions and associated project teams. • To advise the Assistant Director on changing legislation and professional standards and their adoption. • Personally**,** and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance in collaboration with services. • Advise the service about relevant market analysis, changing legislation, professional standards**,** and their implementation. • Work with other managers in Technology to ensure that all technology related work is effectively planned and delivered. • Maintain customer contact during and after the sales process to pre-empt any issues and identify further opportunities. • Work with nominated service managers to ensure that a catalogue of available technology services is created and maintained and that service level agreements are complete and cost effective.

	• Work with Service Management Office to ensure that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented. • Negotiate with relevant parties in respect of disruptions and major amendments to the provision of services. • Review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities, customers, and targeted groups. • Develop, support, and promote a strong results-driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development. • Lead specific workstreams, programmes and projects as part of the Council's transformation programme. **Commercial** • Lead the development of commercial products and services to both support other NYC commercial services and for the direct sales and delivery from Technology Services. • Qualify new commercial opportunities from a Technology perspective. • Lead the Technology elements of bid processes for commercial opportunities. • Provide input to the development of contracts from a Technology perspective and work with relevant Technology managers/service owners to ensure that Technology contractual commitments are understood and can be delivered. • Lead on the management of commercial customer accounts including the development and continuous improvement of contract performance management and stakeholder management. • Review commercial service delivery to ensure that agreed targets are met and prepares proposals to meet forecast changes in the level or type of service. • Set strategies for commercial service delivery that support the strategic needs of the client organisation.
Resource management:	• Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management, and direction to the managers of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal. • As the responsible budget holder plan, direct and monitor the preparation of annual revenue and capital estimates within the budgetary allocation agreed by the Council, account to the Assistant Director for the financial performance of the service. • Give leadership, management, and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal. • Develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency, and effectiveness. • Support the delivery of corporate initiatives in delivering transformational change.
Partnerships:	• Work with a range of internal and external partners and agencies, to develop and maintain co-operative relationships and to understand the opportunity and feasibility for service delivery and product development. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place across the Council. • Represent the service at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.

	• Work with key suppliers to understand the opportunity and feasibility for service delivery and product development.
Strategic management:	**All** • To have a lead role in determining strategy, setting objectives and targets and to the development of policies across the operational remit of the Service and the Directorate, and, working with the Assistant Director, to be accountable for the Council's service strategy. • Lead on the continuing development of the action plans to deliver the strategy, setting out the full part that the service will play in the achievement of the Directorate's plan and the promotion of the plans to all stakeholders. • Leads development and communication of the organisation's policies for corporate governance of information. • Leads on the strategic plans for ICT, which satisfy the current and ongoing needs of the organization's business strategy, and the current and future capabilities of ICT. • Deputise for the Assistant Director as required and represent the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates as relates to remit and scope of role. • Ensures compliance between business strategies, enterprise transformation activities and technology directions, setting strategies, policies, standards, and practices. • Prepare and communicate the Technical Strategic vision to Senior Management and Directors and prepare and monitor its delivery action plan. **Commercial** • Work with NYES to ensure that Schools ICT sales, marketing and product/service development is aligned to the commercial objectives and strategy of the organisation. • Set operational standards, strategies, and procedures across technical components in the areas of Commercial Service Delivery.
Communications:	• Influence and liaise with lead partners in the business as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Develop professional network relationships with service managers across the Council to gather and communicate the technical vision. • Ensure timely and appropriate communication and engagement with key stakeholders. • Preparation of business cases and investment requests for developing and growing all aspects of own area of Technology.
Systems and information:	• Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide, customers and to partners. • Use relevant IT systems and tools to support the management, delivery, and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Person Specification:	
Essential	**Desirable**

Knowledge and Experience **All** • Significant knowledge of current good practice standards at local and national level in relation to the business of the service. • Knowledge and understanding of how technologies and digital technology approaches can enable service transformation. • In depth understanding of the business and technical issues associated with the analysis, design, development, and support of information systems. • Knowledge of statutory requirements, including equality standards. • Knowledge of effective management of staff, budgets, and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management. • Experience of designing and implementing an ICT Strategy. • Extensive experience of the management of resources in a changing organisational environment, including human and financial resources. • Extensive experience of strategic planning, policy development and implementation of performance management. • Experience of brokering and establishing new business relationships and partnerships. • Experience of development and implementing commercial strategies. • Experience of managing commercial customer accounts. Experience of leading bid opportunities for commercial contracts.	• Understanding of service management methodologies, tools, and techniques such as ITIL. • Knowledge of Agile Methodologies. • Knowledge of human centred design. • Knowledge of project delivery methodologies. • Recent experience of working in the public sector. • Experience of planning and delivering technology services and leading transformation programmes. •
Occupational Skills • Ability to assimilate new initiatives, technology and software and interpret information. • Effective leadership skills and the ability to promote organisational policy and objectives • Effective organisational skills to manage diverse operational functions delivering strategic objectives • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. • Effective change management skills. • Excellent communication skills. • Ability to analyse complex data and to influence well-reasoned conclusions. • Ability to make, and be accountable for, effective decisions and sound professional judgements. • Effective interpersonal, influencing and negotiating skills. • Ability to inspire and influence across the organisation and with partners. • Ability to effectively collaborate, promote and support multi-disciplinary team working. • Ability to innovate and to lead the organisation to deliver innovative ways of working.	•
Behaviours link	
Professional Qualifications • Educated to degree level or equivalent experience. • Professionally qualified in a relevant specialism or equivalent experience, e.g. Enterprise Architecture or Cyber Security. • Recognised management qualification or equivalent experience.	• Service management qualification, e.g. ITIL practitioner.

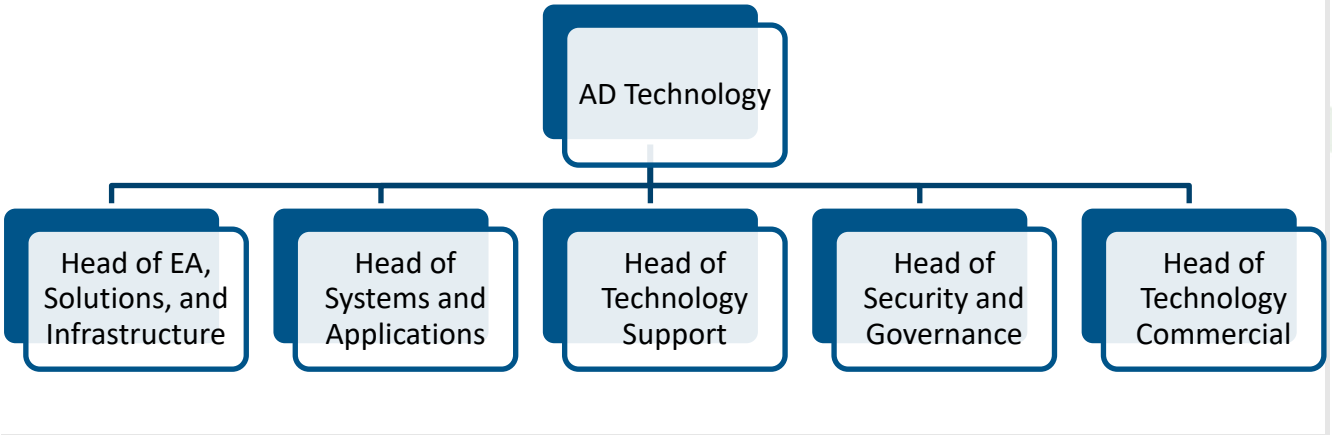
Other Requirements

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

Career progression:

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

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.

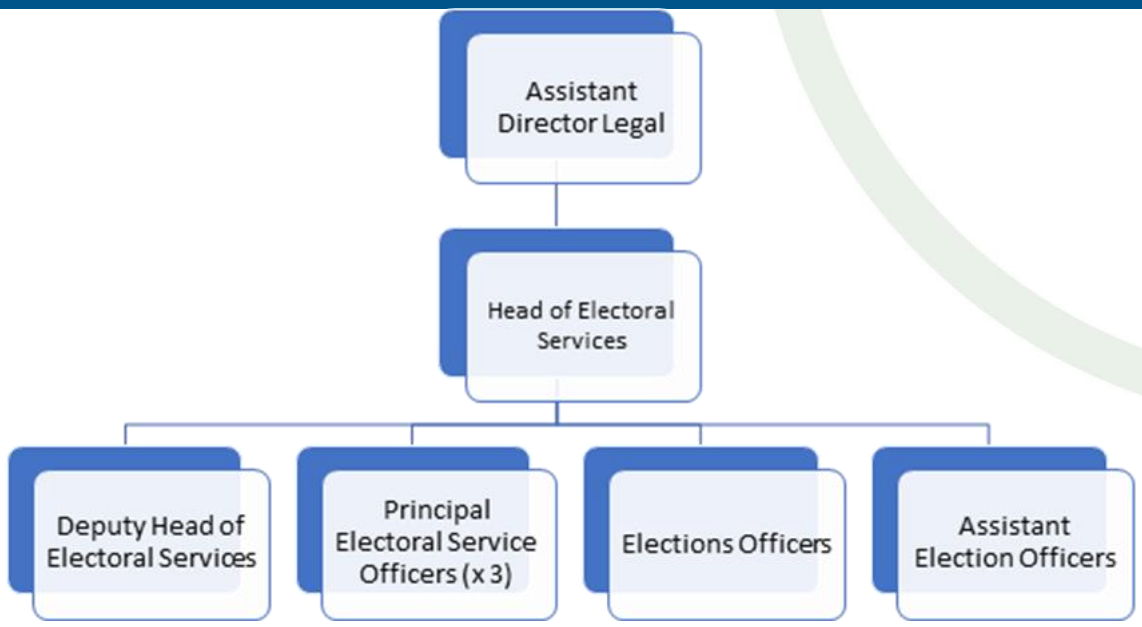
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • A thorough working knowledge of the law and practice of elections and electoral registration work with experience of problem solving as well as having up to date knowledge of electoral management software. • To have knowledge of 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 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 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.

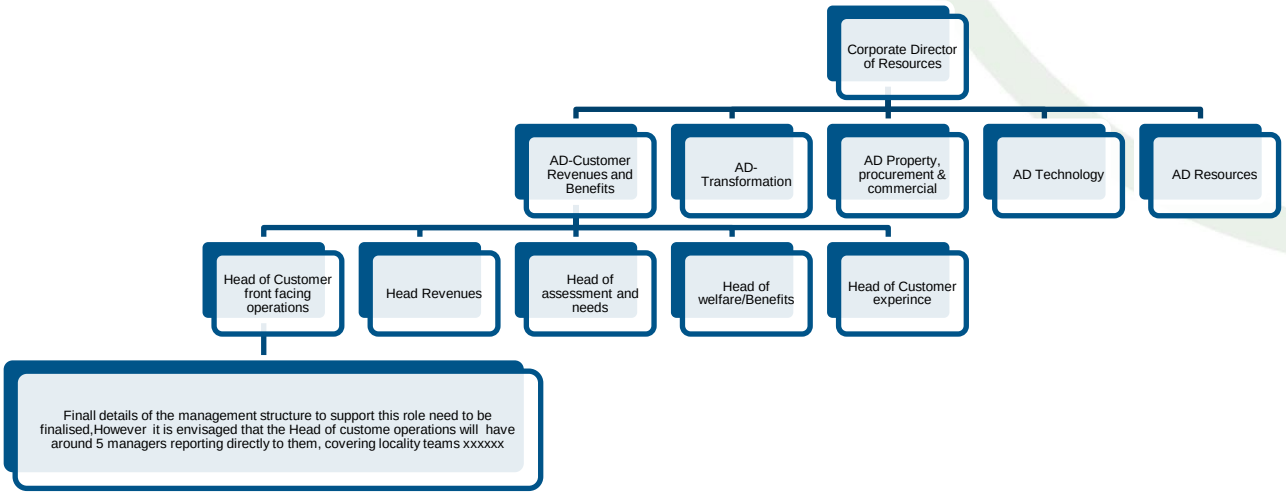
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Thorough knowledge and understanding of relevant service legislation, best practice and contemporary issues. • Experience of successful strategic management and a proven track record of leading in the formulation and delivery of strategic objectives and policies within a large, multi-disciplined organisation • A demonstrable track record of leading and managing multi-disciplinary teams and delivering outcomes that require collaborative approaches both within the organisation and with external partners. • Extensive experience and demonstrable success in the generation and management of organisational and cultural change and of securing the support of others in the process. • ▪Experience of financial and performance management within a comparable organisation. • Recent experience and achievement at a senior management level within an organisation of comparable scope and complexity. Knowledge of standards and best practice in relation to Customer Services. Strong analytical skills and an aptitude for developing innovative solutions to complex problems. • Excellent interpersonal and communication skills to relate effectively to, and command the respect trust and confidence of employees, Council Members, the community and other stakeholders**.** • Excellent presentation skills, with proven ability to communicate effectively and persuasively to a wide range of audiences both horizontally and vertically throughout the organisation. • Excellent persuasion and negotiating skills, in order to motivate people and partnerships and influence outcomes critical to the success of the Service. • Able to analyse complex information quickly, reaching and articulating decisions with clarity, to deliver solutions that command support. • Sound financial management and budget Experience. • Applied understanding of the technical issues across the professional service area. • Able to think and act strategically, be proactive, solve problems and make decisions. • Proven business, people and change management experience. • Ability to provide insight and constructive challenge that directly influences decision making and outcomes of the section**.** • A strong knowledge of, safeguarding, equality, GDPR and confidentiality rules. • Knowledge of project management including business planning. • An excellent understanding of policy formulation and implementation. • Proven track record of effective financial and workforce management. • Knowledge/experience of current best practice standards both at local and national level	

• 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 front**s** 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.	

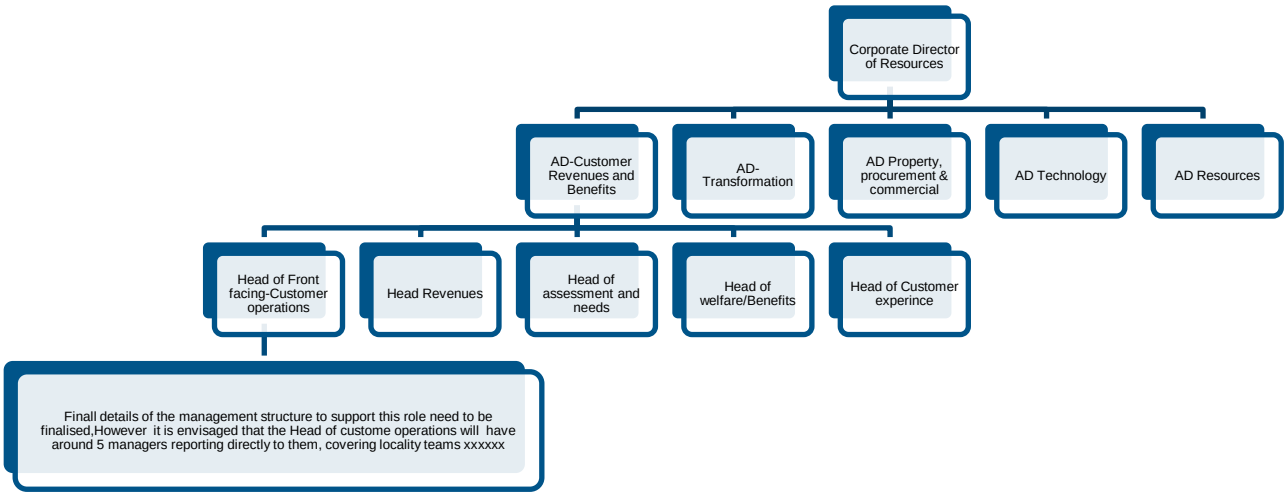
• Excellent interpersonal and communication skills to relate effectively to, and command the respect trust and confidence of employees, Council Members, the community, and other stakeholders. • Excellent presentation skills, with proven ability to communicate effectively and persuasively to a wide range 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 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

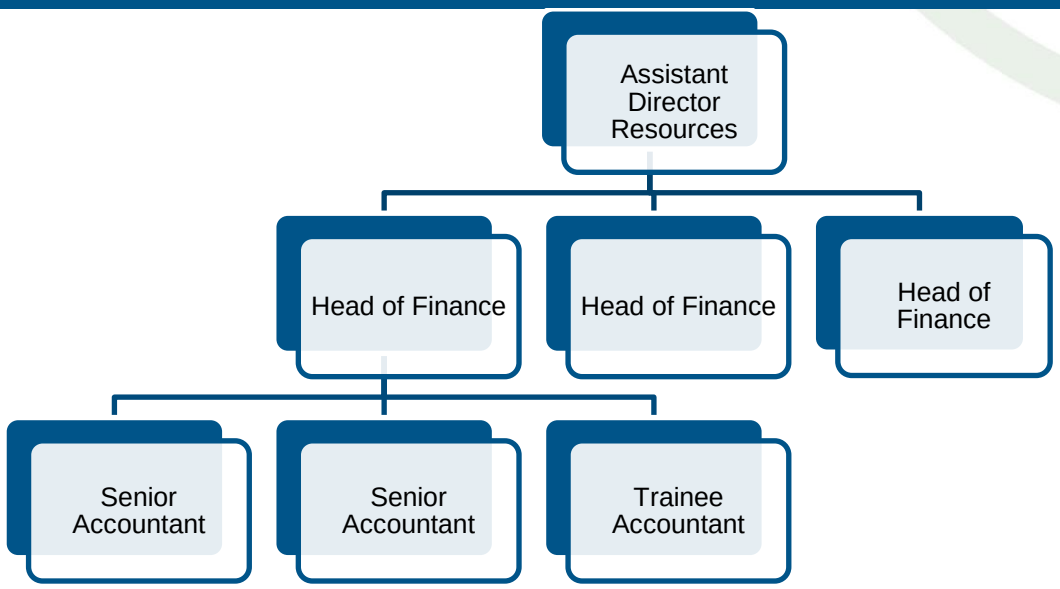
	• Financial management and reporting • Final Accounts • Project support – including investment appraisals and financial modelling and savings tracking • Value for money reviews • Benchmarking • Service specific returns • Financial horizon scanning • Advise the Assistant Director, Resources Leadership 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	Compentency 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 Financial Assessments and Benefits
Grade:	SM1
Responsible to:	Assistant Director – Customer, Revenue and Benefits
Staff managed:	Manages a team of staff across different locations
Directorate:	Resources
Service:	Financial Assessments and Benefits
Date of issue:	April 2024

Job context

- To lead on policy development in relation to the Directorate's Financial Assessment and Charging policies and ensure they are effectively implemented.
- To ensure welfare benefits advice is accessible and professionally delivered to maximise the financial stability and security for individual customers and the wider NYC community.
- To manage and develop the Benefit, Assessment and Charging Teams across the County to provide an effective and efficient service for NYC customers.
- To lead, manage and develop the Income Maximisation Team (IMT)
- To contribute to the development of the ControCC system, responsible for the billing and payments for clients and providers within Adult Social Care
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Specifics

- This is a complex environment and specialised knowledge is required. As the Welfare Reforms have continued to be implemented (April 2013 to 2019) the complexity has increased and the service is expected to be sufficiently well equipped to deal with these changes and able to provide accurate and informed advice, support and information to citizens of North Yorkshire.
- The role has a high profile with NYC Executive, Councillors and Management Board due to the challenges faced when charging clients, paying providers and challenging welfare benefits awards with Department for Work and Pensions, particularly linked to the recent and ongoing change in the national financial climate.
- The postholder will be responsible for developing the non-residential charging policy and the residential services policy, both now encompassed with the Care Act 2014. These underpin the basis of means tested financial assessments to determine the clients charge against services received. This remains a challenging area which is high profile with Councillors and frequently receives complaints.
- The postholder will lead and manage the Benefit and Assessment staff that are based across the County and provide a county wide service as well as having ultimate responsibility for the outcomes delivered by the office based Financial Administration service (BSS) for and on behalf of the BACs service.
- The postholder will hold direct responsibility for the Court of Protection team and the service for around 600 clients (vulnerable adults) in North Yorkshire, values of £10.5m invested, £150k annual fees, 30 properties (£3m), transactions of £17.5m income and expenditure annually

Job purpose

To lead and manage the Benefits, Assessment and Charging service in NYC.

Operational Management:	• To provide the professional leadership and management of the Benefit, Assessment and Charging Service, the Court of Protection Team and the ContrOCC Development team. • To manage and develop the Income Maximisation Team as part of the HAS Prevention offer (£21m as at 01.03.19) • To work collaboratively with internal colleagues (Operational Social Work teams/Public Health/IT/Finance/Credit Control/Legal/Internal Audit/Business Support) to ensure the effectiveness and efficiency of the service. • To develop and maintain effective partnership working agreements with external agencies (DWP/District Councils/Office of the Public Guardianship/Voluntary Organisations) to ensure that the BAC and CoP, services are well informed and can provide up to date and accurate advice, whilst reducing any duplication of effort between partner agencies as part of supporting citizens of North Yorkshire.
Resource management:	• To provide leadership and management of the Benefits, Assessment and Charging service, the Court of Protection team, Income Maximisation Team and the ContrOCC Development teams who are located across the County and the office staff mostly located in 4 offices in Scarborough, Harrogate, Selby and Hambleton respectively plus various sub offices, including Malton, Whitby, Skipton. • To ensure consistency of approach across the county and that staff are clear about their performance, targets and expectations through appropriate supervision arrangements and appraisal. • To ensure that the resources allocated within all four of these areas and in each specific service team are used in an efficient and effective way to meet the needs and outcomes for customers and the corporate organisation. • To act as lead officer for the collection of client income and in conjunction with Legal Services and Credit Control, ensure that debts are pursued and collected appropriately
Partnerships:	• The postholder has significant involvement and is required to develop and maintain professional relationships with external agencies, including District Councils, Office of Public Guardianship and the Department for Work and Pensions. The postholder will need to keep abreast of the changes, review linkages and develop new arrangements as appropriate. • To act as the responsible contract liaison officer with contracted services (Welfare Benefit Unit and Citizen Advice Bureaux). To monitor and review the service in conjunction with the Contract, Procurement and Quality Assurance Team in conjunction with the Directorates budget strategy and commissioning plans.
Strategic management:	• The post holder must be highly skilled at interpreting advice and guidance in order to formulate and update the Directorates Charging policies. Policy development will need to reflect current advice and guidance from the Dept. of Health. • To lead on the development and maintenance of written staff briefings, guidance and procedures. • To commission training and ongoing advice primarily to the Benefit and Assessment, Court of Protection and ContrOCC Development team members but also to ensure general awareness for the Financial Assessment (BSS) staff.
Communications:	• To convey complex information in a simple and understandable manner to Councillors, Senior Managers, staff and general public using a variety of means including use of PowerPoint presentations, reports, leaflets, letters and staff briefings. • Will chair meetings for internal and external staff involved in the function in order to develop, lead and ensure consistency and knowledge sharing. • Adaptable style of communication dependent on the subject matter as the post holder will deal with a range of issues from policy to complaints
Systems and information:	• To be responsible for and appropriately manage effective IT systems and the related budget transactions (ContrOCC) to ensure the effective collection of income equating

	to c£13m of residential service income (c900 clients) and £15m non-residential service income (3700 clients) • To be responsible for and appropriately manage effective and secure IT systems to ensure effective payment of £85m for residential services (500 providers), £22m for non-residential services and payments of £13m (900 clients) in receipt of Direct Payments. • To ensure effective IT systems are in place (CASPAR) for the management of finances for the c600 clients supported in the Court of Protection team. • To ensure arrangements are in place to guarantee ensure security of data for highly confidential financial information including staff awareness of their roles and responsibilities in relation to data governance. • To constantly examine new ways of working to improve the customer experience as well as deliver services more efficiently and effectively
Safeguarding:	• The postholder will ensure the safety of vulnerable people in line with the North Yorkshire Multi Agency Safeguarding Adults Procedures, and Health and Adults Services operational guidance.

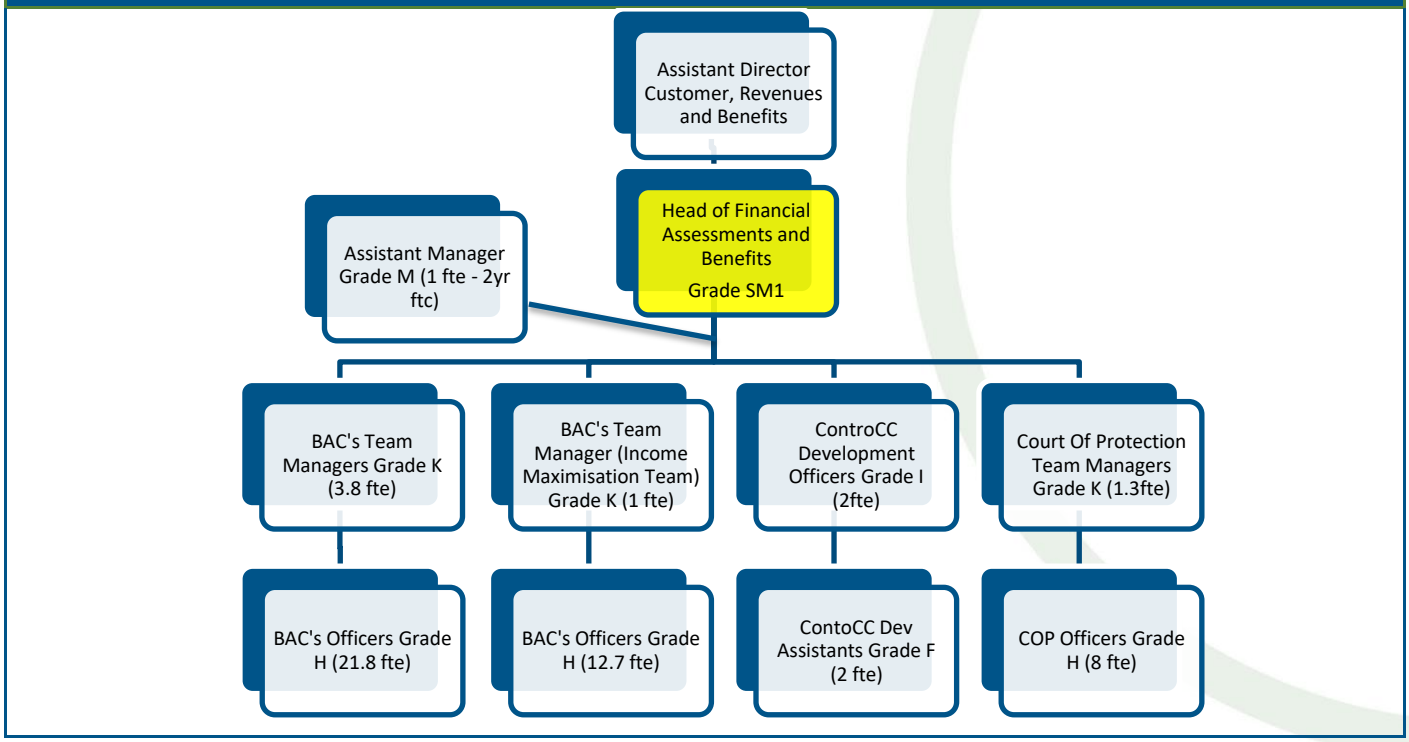
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Welfare benefit rules and procedures • Extensive knowledge and understanding of the Care Act 2014 for both residential and community based services and forthcoming changes in relation to implementation of Welfare Benefit Reforms • Extensive knowledge of CRAG and Fairer Charging/Contribution Policy • Extensive knowledge of the rules governing welfare benefits awards • Extensive knowledge of the rules governing clients who are supported through the Office of Public Guardianship (the Court of Protection team) • Extensive experience of managing financial assessments • Responsibility for managing budgets • Extensive experience of using and developing payment, charging and client billing systems • Local Government experience • Significant inter agency collaboration • Working across boundaries and corporately within a large complex organisation • Contract management	• NYC Charging Policies and Procedures
Occupational Skills • Ability to develop and implement Council strategies in pursuit of agreed goals. • Ability to work sensitively within a political environment and to develop relationships with all stakeholders that command respect, trust and confidence. • An ability to provide clear, appropriate, balanced and unambiguous advice. • High level of Customer focus. • Highly developed partnership working with other Directorate staff and External Organisations. • Ability to co-ordinate, monitor and review the use of financial resources • Able to monitor and manage contracts to ensure effective service delivery • Exercise professional judgement to make key decisions which have far and wide reaching implications	

• Possess high level persuasion, influencing and negotiation skills to achieve strategic objectives • The knowledge and ability to manage projects • Resilience to work productively within and deliver against deadlines and recover quickly from setbacks • Leading and managing staff teams over a large geographical area • Organisational review and change management skills • Supervisory skills including target setting, performance appraisal and quality standards • Able to present complex information (written and oral) in an assessable format suitable for a varied audience and ability to review effectiveness of approach • The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.	
Behaviours • **link**	
Professional Qualifications • Degree level qualification or equivalent demonstrable work based experience, including evidence of literacy and numeracy skills • Evidence of further professional development, preferably in a related field	
Other Requirements • Ability to travel for work purposes • Willing to work with others in a team environment • Good interpersonal skills • Ability to work without close supervision	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Head of 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**

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

OFFICIAL - SENSITIVE

	• 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.

OFFICIAL - SENSITIVE

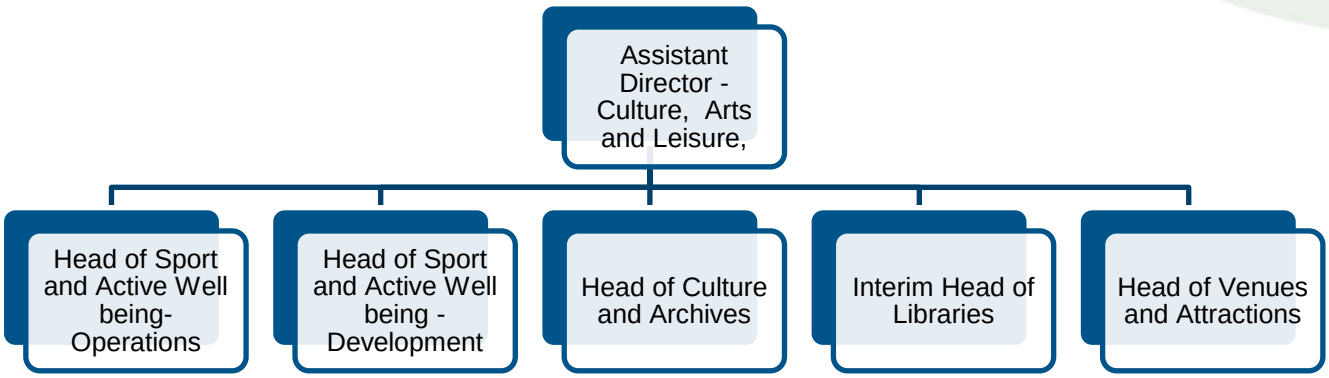
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of the national policy context, regulatory environment, current good practice standards and key issues both at local and national level in relation to cultural/archive services. • Knowledge of statutory requirements, 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	

OFFICIAL - SENSITIVE

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 - SENSITIVE

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.

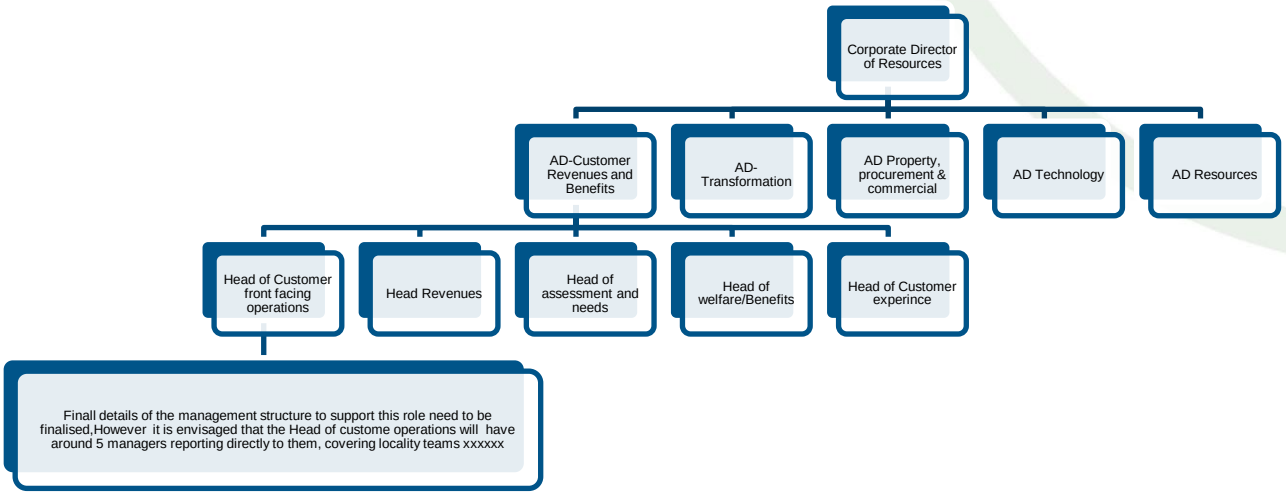
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Thorough knowledge and understanding of relevant service legislation, best practice and contemporary issues. • Experience of successful strategic management and a proven track record of leading in the formulation and delivery of strategic objectives and policies within a large, multi-disciplined organisation • A demonstrable track record of leading and managing multi-disciplinary teams and delivering outcomes that require collaborative approaches both within the organisation and with external partners. • Extensive experience and demonstrable success in the generation and management of organisational and cultural change and of securing the support of others in the process. • ▪Experience of financial and performance management within a comparable organisation. • Recent experience and achievement at a senior management level within an organisation of comparable scope and complexity. Knowledge of standards and best practice in relation to Customer Services. Strong analytical skills and an aptitude for developing innovative solutions to complex problems. • Excellent interpersonal and communication skills to relate effectively to, and command the respect trust and confidence of employees, Council Members, the community and other stakeholders**.** • Excellent presentation skills, with proven ability to communicate effectively and persuasively to a wide range of audiences both horizontally and vertically throughout the organisation. • Excellent persuasion and negotiating skills, in order to motivate people and partnerships and influence outcomes critical to the success of the Service. • Able to analyse complex information quickly, reaching and articulating decisions with clarity, to deliver solutions that command support. • Sound financial management and budget Experience. • Applied understanding of the technical issues across the professional service area. • Able to think and act strategically, be proactive, solve problems and make decisions. • Proven business, people and change management experience. • Ability to provide insight and constructive challenge that directly influences decision making and outcomes of the section**.** • A strong knowledge of, safeguarding, equality, GDPR and confidentiality rules. • Knowledge of project management including business planning. • An excellent understanding of policy formulation and implementation. • Proven track record of effective financial and workforce management. • Knowledge/experience of current best practice standards both at local and national level	

• 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 front**s** 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.	

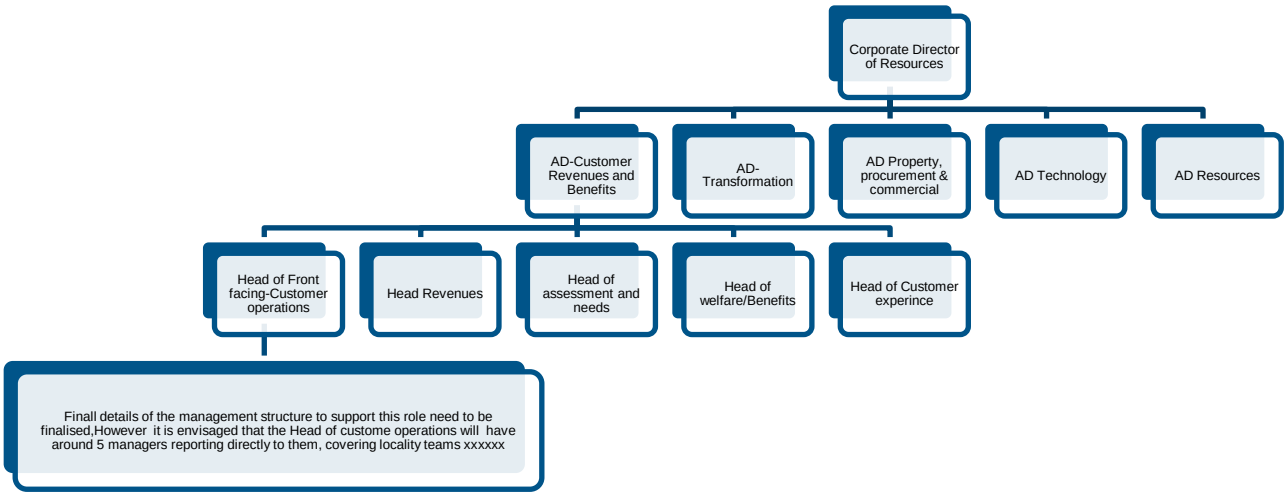
• Excellent interpersonal and communication skills to relate effectively to, and command the respect trust and confidence of employees, Council Members, the community, and other stakeholders. • Excellent presentation skills, with proven ability to communicate effectively and persuasively to a wide range 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 Early Years and Childcare Sufficiency
Grade:	SM1
Responsible to:	Assistant Director – Children's Partnerships and Sufficiency
Staff managed:	Manages a team of support roles
Directorate:	Children and Young People's Service
Service:	Children's Partnerships and Sufficiency
Date of issue:	January 2026

Job context

- The job purpose is to ensure that the statutory duties of the Local Authority pertaining to early years and childcare are met.
- Links will be required with CYPS and corporate service teams and business units, health partners, the private, voluntary and independent early years sector and schools.
- The post holder has budget management responsibility that includes oversight of government grant income. There are no income generation responsibilities as part of the role
- The post is office based (County Hall) with requirements to travel county-wide. Home / flexi working will be part of the working conditions. The post holder will be required to travel across county to fulfil the post requirements.
- An ability to fulfil all spoken aspects of the role with confidence through the medium of English.
- To assess and produce reports as required on the context of North Yorkshire's early years to the Department for Education, Schools Forum, the Lead Member for Learning Education and Skills, and CYPS teams and colleagues.
- To liaise closely with colleagues across CYPS who deliver early years services and produce briefings on new early years policy initiatives and their implications for North Yorkshire.
- Maintain a sound knowledge of relevant legislation, research and practice.
- In partnership with colleagues across CYPS, lead and coordinate policy initiatives around 'school readiness' and 'early language and communication skills' to ensure cross-cutting themes are joined up and in line with both national and local priorities.
- In partnership with the School Improvement Team, Schools Finance, and Strategic Planning Team represent North Yorkshire in local, regional and national contexts relating to early years statutory duties.
- To produce specialist reports, and analysis as required, for LA decision makers on early years duties.
- In collaboration with Schools Finance**,** be responsible for preparing and presenting reports relating to Early Years provision, funding, and outcomes to the Schools Forum, ensuring compliance with statutory requirements and alignment with local priorities.
- To work in partnership with Public Health to align Early Years strategies with health and wellbeing priorities, including reducing inequalities, promoting school readiness, and supporting integrated early help pathways.
- To work with School Improvement colleagues to ensure that robust evidence and analysis of Early Years performance informs inspection preparation and improvement planning.
- To contribute to inspection processes and improvement planning, ensuring Early Years provision is fully represented in ILACS, SEND and JTAI inspections, and other statutory reviews
- Ensure that contextual information for CYPS managers and partners is comprehensive and current, in order to inform decisions and strategic developments in line with national and local priorities.

- To attend regular cross-team meetings to ensure effective co-ordination of activity within required timescales, and that information known by colleagues is up to date and comprehensive.
- To work collaboratively with system and multi-agency partners including the Police, DfE and Ofsted.
- To develop and ensure on-line and other IAG for parents, prospective parents and providers is comprehensive, current and regularly updated to enhance and sustain 'self-service' systems.
- To respond to FOI and other information requests relating to early education in North Yorkshire as required.
- Provide a key point of reference for early years, and contact for professionals within and beyond CYPS, eg. Press Office.
- Plan and deliver presentations and facilitate workshops both internally, and with partners, in order to maintain effective communications with early years providers, schools and others, e.g. Leadership Forums, Child-minder briefings.
- Provide management of the Family Information Service, providing strategic oversight and line-management of the Childcare Expansion Programme and Wraparound Childcare provision.

Job purpose	**To ensure that the statutory duties of the Local Authority pertaining to the interpretation and implementation of national, regional and local policy in Early Years and childcare are met.**
Operational Management:	• To implement national, local and regional policy as it relates to early years education and wraparound childcare provision to meet community needs across North Yorkshire. • To monitor and shape the local childcare market ensuring statutory duties of sufficiency and access are delivered. • To undertake termly updates, analyse findings, compile and publish reports. • To liaise with School Improvement colleagues to provide targeted support to early years providers, childminders and other CYPS Service teams to implement local, regional and national policy effectively. • In partnership with CYPS colleagues ensure information, advice and support is available to families, childminders, early years and wraparound settings and schools. • To liaise with School Improvement, Schools Finance and Strategic Planning colleagues to produce briefings for colleagues on new and emerging early years policy initiatives and their implications for North Yorkshire. • In collaboration with Schools Finance, be responsible for preparing and presenting reports relating to Early Years provision, funding, and outcomes to the Schools Forum, ensuring compliance with statutory requirements and alignment with local priorities. • To work with School Improvement colleagues to undertake analysis of early years performance to inform inspection preparation and improvement planning. • To contribute to inspection processes and improvement planning, ensuring Early Years provision is fully represented in ILACS, SEND and JTAI inspections, and other statutory reviews • Maintain a sound knowledge of relevant legislation, research and practice.
Resource management:	• To manage the FIS budget, government grants relating to early years and wraparound childcare initiatives, and other delegated funding allocated to the postholder. • Lead and manage the Family Information Service to ensure strong service delivery.
Partnerships:	• To have a commitment to shared values and the common purpose of developing a culture of inter-agency working, including statutory bodies, third and private sector organisations • To support providers and schools through positive relationships. • To represent the Council's interests at multi-agency events.

	• To work collaboratively with multi-agency and system partners including the Police, DfE and Ofsted.
Strategic management:	• Under the direction of the Assistant Director, contribute to shaping the Council's strategies for early years and childcare duties. • To provide support for early years providers and CYPS colleagues in preparing and implementing strategic plans and action plans which support local, regional and national policies. • To support the development, implementation, and review of protocols, policies and procedures related to market sector development and the delivery of early years education and wraparound childcare provision.
Communications:	• To support the provision and update of information advice and guidance to early years and wraparound providers, childminders, internal and external partners and members of the public on aspects of the early years education and childcare agenda. • To ensure that key agencies, front line staff, providers and parents have easy access to information, advice and guidance regarding developments in early years education and childcare provision. • To attend regular cross- team meetings to ensure effective co-ordination of activity within required timescales, and that information known by colleagues is up to date and comprehensive. • To develop and ensure on-line and other IAG for parents, prospective parents, providers, and prospective providers is comprehensive, current and regularly updated to enhance and sustain 'self-service' systems. • Support the preparation and delivery of briefings for, and reports to, a variety of meetings, including Leadership Forums, CYPS and other council briefings, and provider networks. • Provide a key point of reference for early years and childcare, and a contact for colleagues and professionals, within and beyond, CYPS. • Work with the Council's communications team to respond to media interest and enquiries. • To respond to FOI, complaints, Councillor and MP enquiries, and other information requests relating to early education and childcare provision in North Yorkshire as required. • Liaise with Ofsted in relation to market management, inspection outcomes and complaints about providers.
Systems and information:	• To comply with the Council's policies and supporting documentation in relation to data protection, information security, confidentiality, and data sharing protocols and procedures • To analyse data and information produced and produce reports as required. • Liaise with internal teams to ensure FIS systems are robust and fit for purpose.
Safeguarding:	• To promote the safeguarding and welfare of children. • Contribute to safeguarding review meetings with Ofsted and the LADO. • Contribute to NYSCP meetings and sub-groups. • 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.

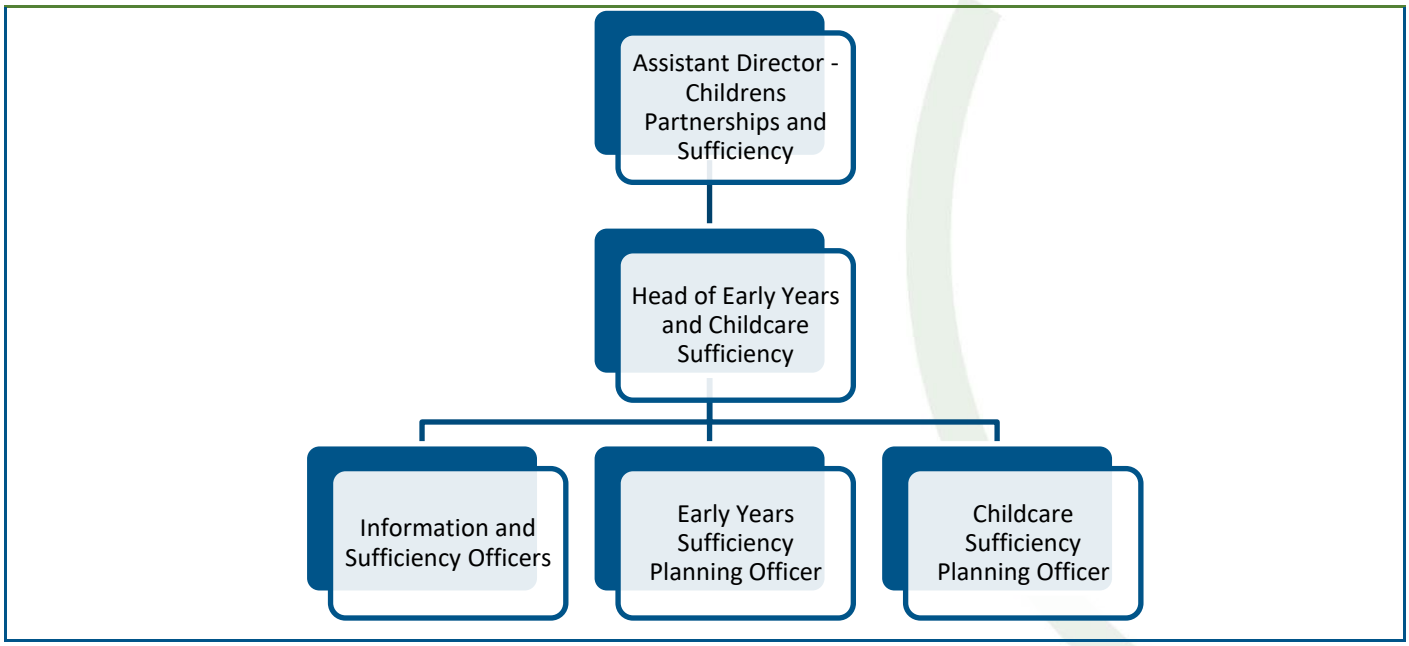
Person specification:	
Essential	**Desirable**

Knowledge and Experience • Extensive knowledge of current guidance, policy and legislation with respect to statutory duties for early years and childcare. • Extensive knowledge of leadership, teaching and learning with regard to the Early Years Foundation Stage. • Extensive knowledge of assessment data as it pertains to children aged 0-5. • Extensive knowledge of the Ofsted Inspection framework as it applies to Early Years, childminders, settings and schools. • Recent experience of analysing and producing strategic reports at local or county levels. • Recent experience of supporting early years providers and childminders to provide effective practice and provision. • Recent experience of responding to provider, parental and colleague enquiries about early years education and childcare provision.	Experience of Early Years leadership in a school or setting or Local Authority Experience of responding to media enquiries.
Occupational Skills • Good interpersonal and communication skills. • Customer-facing role requiring the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post. • Ability to interpret policy effectively and provide guidance through governance arrangements as to effective implementation of policy. • Ability to manage workload as required in order to work to timescales and changing and competing priorities. • Ability to assimilate new initiatives, technology and software and interpret information. • Ability to manage change with a positive approach. • Ability to work effectively with colleagues across CYPS. • Ability to line-manage colleagues effectively.	
Behaviours • **link**	
Professional Qualifications A professional early education and childcare qualification at degree level or equivalent (or demonstrable equivalent experience).	
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 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.

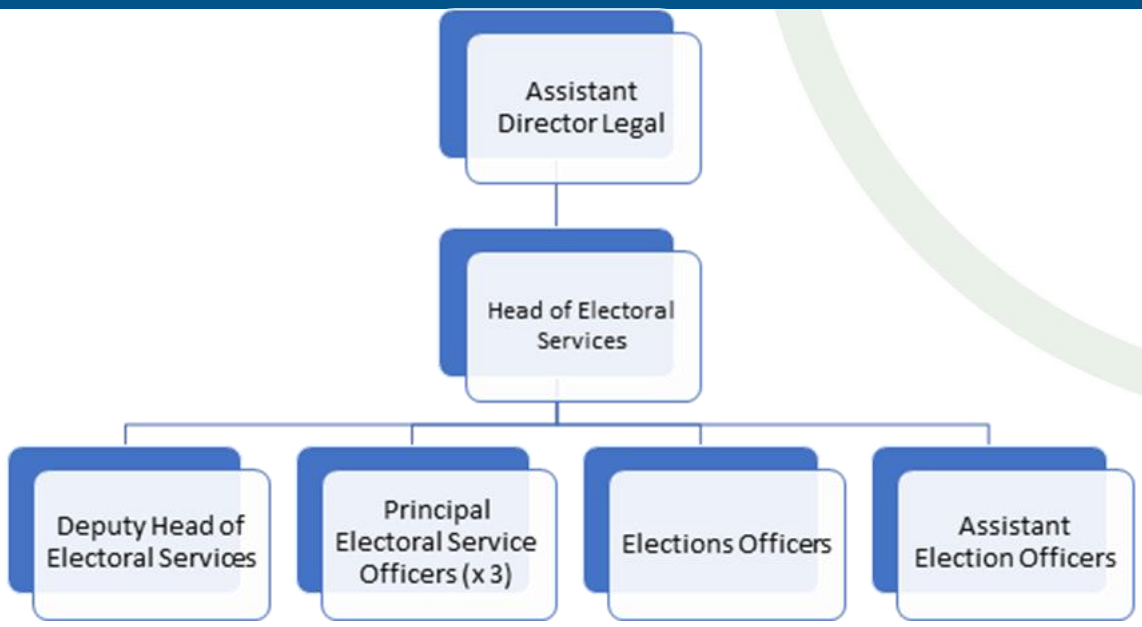
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • A thorough working knowledge of the law and practice of elections and electoral registration work with experience of problem solving as well as having up to date knowledge of electoral management software. • To have knowledge of 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 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

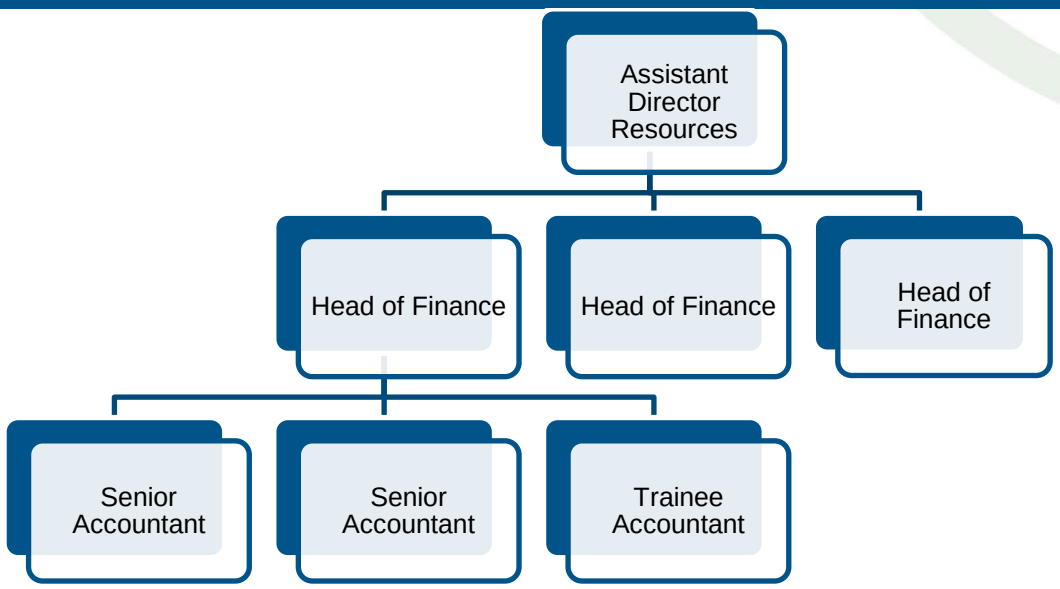
	• Financial management and reporting • Final Accounts • Project support – including investment appraisals and financial modelling and savings tracking • Value for money reviews • Benchmarking • Service specific returns • Financial horizon scanning • Advise the Assistant Director, Resources Leadership 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	Compentency 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 Financial Assessments and Benefits
Grade:	SM1
Responsible to:	Assistant Director – Customer, Revenue and Benefits
Staff managed:	Manages a team of staff across different locations
Directorate:	Resources
Service:	Financial Assessments and Benefits
Date of issue:	April 2024

Job context

- To lead on policy development in relation to the Directorate's Financial Assessment and Charging policies and ensure they are effectively implemented.
- To ensure welfare benefits advice is accessible and professionally delivered to maximise the financial stability and security for individual customers and the wider NYC community.
- To manage and develop the Benefit, Assessment and Charging Teams across the County to provide an effective and efficient service for NYC customers.
- To lead, manage and develop the Income Maximisation Team (IMT)
- To contribute to the development of the ControCC system, responsible for the billing and payments for clients and providers within Adult Social Care
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Specifics

- This is a complex environment and specialised knowledge is required. As the Welfare Reforms have continued to be implemented (April 2013 to 2019) the complexity has increased and the service is expected to be sufficiently well equipped to deal with these changes and able to provide accurate and informed advice, support and information to citizens of North Yorkshire.
- The role has a high profile with NYC Executive, Councillors and Management Board due to the challenges faced when charging clients, paying providers and challenging welfare benefits awards with Department for Work and Pensions, particularly linked to the recent and ongoing change in the national financial climate.
- The postholder will be responsible for developing the non-residential charging policy and the residential services policy, both now encompassed with the Care Act 2014. These underpin the basis of means tested financial assessments to determine the clients charge against services received. This remains a challenging area which is high profile with Councillors and frequently receives complaints.
- The postholder will lead and manage the Benefit and Assessment staff that are based across the County and provide a county wide service as well as having ultimate responsibility for the outcomes delivered by the office based Financial Administration service (BSS) for and on behalf of the BACs service.
- The postholder will hold direct responsibility for the Court of Protection team and the service for around 600 clients (vulnerable adults) in North Yorkshire, values of £10.5m invested, £150k annual fees, 30 properties (£3m), transactions of £17.5m income and expenditure annually

Job purpose

To lead and manage the Benefits, Assessment and Charging service in NYC.

Operational Management:	• To provide the professional leadership and management of the Benefit, Assessment and Charging Service, the Court of Protection Team and the ContrOCC Development team. • To manage and develop the Income Maximisation Team as part of the HAS Prevention offer (£21m as at 01.03.19) • To work collaboratively with internal colleagues (Operational Social Work teams/Public Health/IT/Finance/Credit Control/Legal/Internal Audit/Business Support) to ensure the effectiveness and efficiency of the service. • To develop and maintain effective partnership working agreements with external agencies (DWP/District Councils/Office of the Public Guardianship/Voluntary Organisations) to ensure that the BAC and CoP, services are well informed and can provide up to date and accurate advice, whilst reducing any duplication of effort between partner agencies as part of supporting citizens of North Yorkshire.
Resource management:	• To provide leadership and management of the Benefits, Assessment and Charging service, the Court of Protection team, Income Maximisation Team and the ContrOCC Development teams who are located across the County and the office staff mostly located in 4 offices in Scarborough, Harrogate, Selby and Hambleton respectively plus various sub offices, including Malton, Whitby, Skipton. • To ensure consistency of approach across the county and that staff are clear about their performance, targets and expectations through appropriate supervision arrangements and appraisal. • To ensure that the resources allocated within all four of these areas and in each specific service team are used in an efficient and effective way to meet the needs and outcomes for customers and the corporate organisation. • To act as lead officer for the collection of client income and in conjunction with Legal Services and Credit Control, ensure that debts are pursued and collected appropriately
Partnerships:	• The postholder has significant involvement and is required to develop and maintain professional relationships with external agencies, including District Councils, Office of Public Guardianship and the Department for Work and Pensions. The postholder will need to keep abreast of the changes, review linkages and develop new arrangements as appropriate. • To act as the responsible contract liaison officer with contracted services (Welfare Benefit Unit and Citizen Advice Bureaux). To monitor and review the service in conjunction with the Contract, Procurement and Quality Assurance Team in conjunction with the Directorates budget strategy and commissioning plans.
Strategic management:	• The post holder must be highly skilled at interpreting advice and guidance in order to formulate and update the Directorates Charging policies. Policy development will need to reflect current advice and guidance from the Dept. of Health. • To lead on the development and maintenance of written staff briefings, guidance and procedures. • To commission training and ongoing advice primarily to the Benefit and Assessment, Court of Protection and ContrOCC Development team members but also to ensure general awareness for the Financial Assessment (BSS) staff.
Communications:	• To convey complex information in a simple and understandable manner to Councillors, Senior Managers, staff and general public using a variety of means including use of PowerPoint presentations, reports, leaflets, letters and staff briefings. • Will chair meetings for internal and external staff involved in the function in order to develop, lead and ensure consistency and knowledge sharing. • Adaptable style of communication dependent on the subject matter as the post holder will deal with a range of issues from policy to complaints
Systems and information:	• To be responsible for and appropriately manage effective IT systems and the related budget transactions (ContrOCC) to ensure the effective collection of income equating

	to c£13m of residential service income (c900 clients) and £15m non-residential service income (3700 clients) • To be responsible for and appropriately manage effective and secure IT systems to ensure effective payment of £85m for residential services (500 providers), £22m for non-residential services and payments of £13m (900 clients) in receipt of Direct Payments. • To ensure effective IT systems are in place (CASPAR) for the management of finances for the c600 clients supported in the Court of Protection team. • To ensure arrangements are in place to guarantee ensure security of data for highly confidential financial information including staff awareness of their roles and responsibilities in relation to data governance. • To constantly examine new ways of working to improve the customer experience as well as deliver services more efficiently and effectively
Safeguarding:	• The postholder will ensure the safety of vulnerable people in line with the North Yorkshire Multi Agency Safeguarding Adults Procedures, and Health and Adults Services operational guidance.

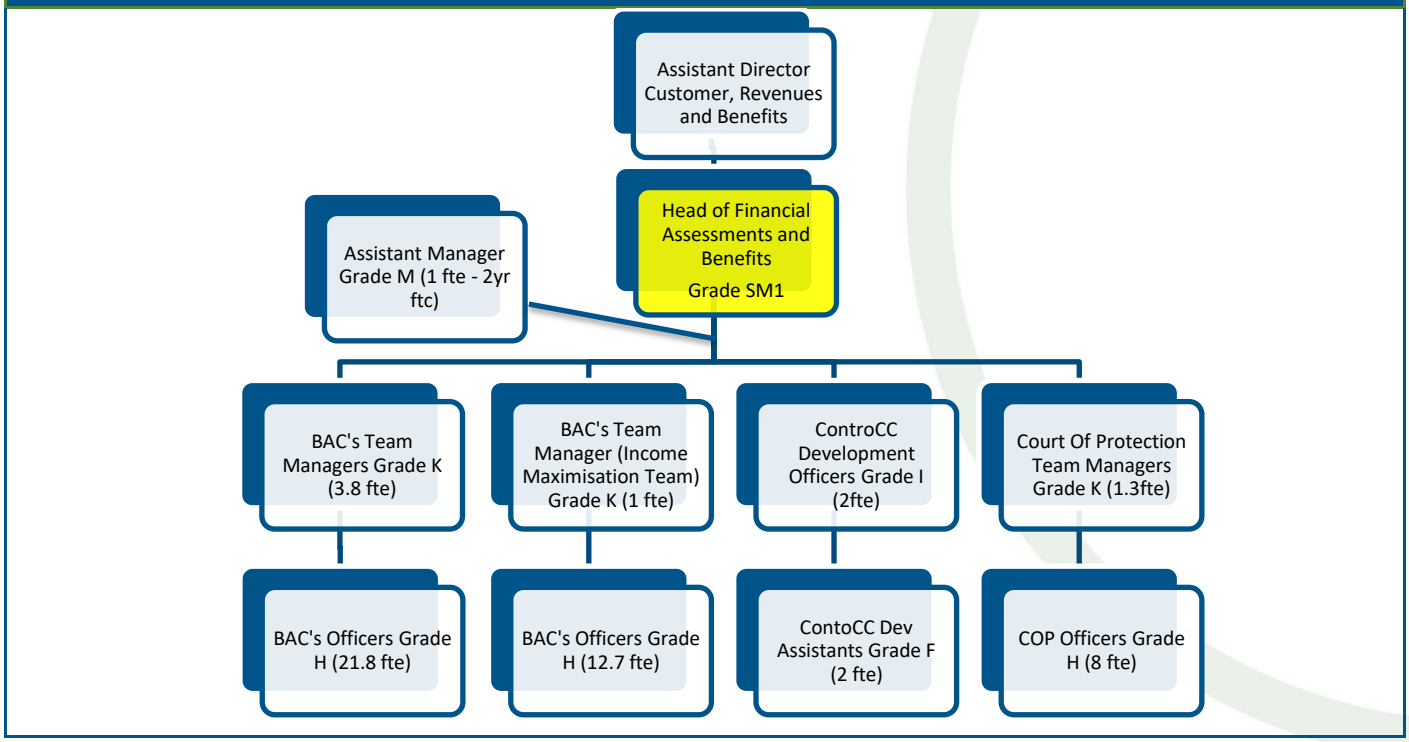
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Welfare benefit rules and procedures • Extensive knowledge and understanding of the Care Act 2014 for both residential and community based services and forthcoming changes in relation to implementation of Welfare Benefit Reforms • Extensive knowledge of CRAG and Fairer Charging/Contribution Policy • Extensive knowledge of the rules governing welfare benefits awards • Extensive knowledge of the rules governing clients who are supported through the Office of Public Guardianship (the Court of Protection team) • Extensive experience of managing financial assessments • Responsibility for managing budgets • Extensive experience of using and developing payment, charging and client billing systems • Local Government experience • Significant inter agency collaboration • Working across boundaries and corporately within a large complex organisation • Contract management	• NYC Charging Policies and Procedures
Occupational Skills • Ability to develop and implement Council strategies in pursuit of agreed goals. • Ability to work sensitively within a political environment and to develop relationships with all stakeholders that command respect, trust and confidence. • An ability to provide clear, appropriate, balanced and unambiguous advice. • High level of Customer focus. • Highly developed partnership working with other Directorate staff and External Organisations. • Ability to co-ordinate, monitor and review the use of financial resources • Able to monitor and manage contracts to ensure effective service delivery • Exercise professional judgement to make key decisions which have far and wide reaching implications	

• Possess high level persuasion, influencing and negotiation skills to achieve strategic objectives • The knowledge and ability to manage projects • Resilience to work productively within and deliver against deadlines and recover quickly from setbacks • Leading and managing staff teams over a large geographical area • Organisational review and change management skills • Supervisory skills including target setting, performance appraisal and quality standards • Able to present complex information (written and oral) in an assessable format suitable for a varied audience and ability to review effectiveness of approach • The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.	
Behaviours • **link**	
Professional Qualifications • Degree level qualification or equivalent demonstrable work based experience, including evidence of literacy and numeracy skills • Evidence of further professional development, preferably in a related field	
Other Requirements • Ability to travel for work purposes • Willing to work with others in a team environment • Good interpersonal skills • Ability to work without close supervision	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Head of 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

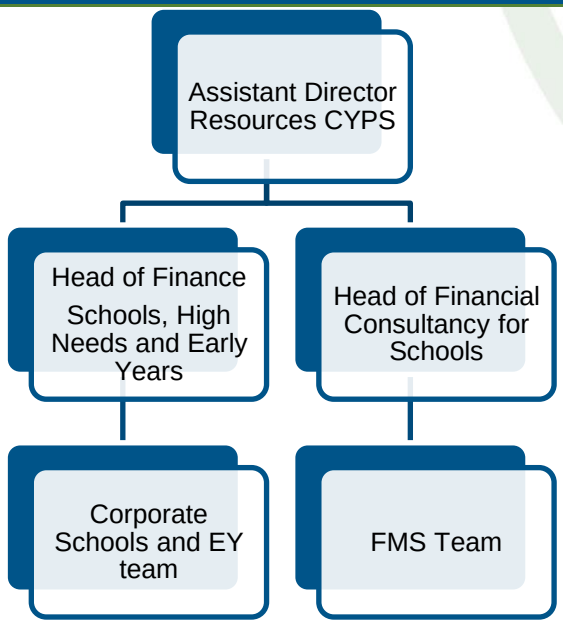
Behaviours

- **link**

Career progression:

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

Structure



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

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

Job context

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

This role is responsible for:

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

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

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

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

Job purpose	**Responsible for the provision of landlord services to 8,400 council homes across North Yorkshire, including the allocation of homes, effective tenancy and neighbourhood management, the development and delivery of the council's tenant involvement strategy.**
Operational Management:	• To lead the on the operational delivery of the council's landlord service, ensuring that a quality housing management service is provided. • To manage a group of managers and specialists within the service, providing a variety of roles to manage council homes. • To lead on the development and implementation of the council's tenant involvement strategy, ensuring compliance with the social housing tenants charter. • To lead on the Choice Based Lettings Partnership, ensuring the effective allocation of homes. • Use innovative, creative thinking to build relationships; influence and negotiate complex contentious issues; and develop, support and promote a strong results driven and customer focussed performance culture, ensuring the provision of cost-effective; efficient; high quality services in line with identified needs. • Ensure that complaints and statutory appeals are dealt with efficiently and positively • Advise the Assistant Director Housing and wider management team in relation to legislation and relevant service issue. Identify, develop and cascade relevant information including legal and policy updates relating to landlord services to relevant staff and managers. • To lead specific programmes as part of the council's change and transformation programmes including the development and delivery of business cases for countywide improvements. • Promote diversity and inclusion throughout the service and through partnership and relationships with other stakeholders. • Responsible for the wellbeing, health and safety of staff in line with the Health & Safety Policies and practices. • To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required. • To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.
Resource management:	• Supporting the Assistant Director Housing and Finance Director for Community Development to develop and deliver the housing Investment programme meeting budget and quality targets. • Be responsible as the budget holder for resources in respect of allocated budgets within the council's scheme of delegation of financial responsibility. • To be responsible for income maximisation including the effective recovery of rents. • This will include the effective spending and monitoring of a significant capital programme to maintain the council stock. • To ensure the effective use of resources through identifying, assessing and evaluating different approaches, including utilising value for money criteria to demonstrate cost effectiveness.

	• To take a proactive approach to maximising external funding opportunities, including various funding streams to support the council's housing ambitions. • Account to the Assistant Director Housing and Corporate Director for financial performance of the service, ensuring that effective monitoring systems are in place and that a balanced budget and efficiency targets are achieved. • Take overall control and stewardship of assets and resources used in the provision of services, ensuring compliance with all governance, legal and regulatory requirements. • To lead and manage staff ensuring they are consulted, supported, motivated, appraised and developed to enable them to fulfil their roles effectively and to the highest standards possible to meet current and future service needs. • Ensure the health and safety of all persons and premises under your control are in accordance with the provisions of Health and Safety.
Partnerships:	• Establish and maintain effective working relationships with internal and external partners, including other directorates; statutory bodies; community groups; Government bodies and registered providers. • Lead on the CBL Partnership, ensuring that on-going relationships with RPs are maintained. • Promote close working relationships with senior colleagues working on wider corporate priorities and projects to ensure effective cross service working and proactive delivery of housing. • Deputise for the Assistant Director Housing as required and represent the directorate at policy, organisational, co-ordination and consultation forums with external agencies as well as other council directorates within the service area or wider directorate. • Identify and work effectively with all relevant stakeholders to support service development and transformation. • To work collaboratively with other local authority staff and partner agencies to influence an integrated and co-ordinated approach to achieving key targets and required outcomes. • Work with communities and service users to ensure they can influence service development
Strategic management:	• To support the Assistant Director Housing on the development and implementation of the councils housing strategy. Setting challenging goals that focus on step change improvements that ensure the councils ambitions regarding its council housing stock and growth are met. • Leading on the development and implementation of the council's tenant involvement strategy • Leading on the development and implementation of the council's plans and strategy to expand its community alarm service. • Providing professional/strategic advice and recommendations to the Assistant Director Housing and leadership team of the council. Support the council to shape and deliver its housing strategy by developing and implement strategies and plans and projects that meet and exceed the council's aims. • Supporting the Assistant Director Housing at a management level and be an active member of the management team. Collective responsibility for the delivery of the wider housing strategy and service plans as well as establishing a culture which promotes the values and behaviours of the council. • To ensure on-going continuous improvement within teams and drive transformational change within the service to ensure cost effective, high quality services to residents. • To work unsupervised and take responsibility for own workload, dealing with complex issues and delegating work, as appropriate. • Take direction from the Assistant Director Housing in relation to exceptionally complex or highly politically sensitive issues. • Establish and maintain effective working relationships with strategic partners and to lead on the development of consistent and effective services at a locality level

	• Develop policies, guidance and procedures to ensure consistent working practices across locality teams. • Ensure the required budget savings are delivered in line with objectives and ensure all procurement and commissioning activity related to the service area provides value for money.
Communications:	• Encourage good communication and effective working relationships across services/directorates. • Communicate and engage with staff and tenants a clear and consistent vision of the service's targets and activities. Identify and incorporate best practice. • Represent, through provision of specialist advice, the preparation of reports and information, the work of the service to members and senior officers of the council so that they can perform their executive, scrutiny and representational responsibilities. Ensure decisions are appropriately informed and services delivered according to council priorities. • Oversee the production of written information which is clear and concise, including articles for the website, tenant newsletters, processes for staff, procedures and guidance documents, etc. • Lead on tenant engagement and consultation processes to help shape services, improve performance and support the delivery of the council's wider housing strategy. • Negotiate and influence others whilst taking forward change and transformation projects. • Represent the directorate at appropriate meetings. Promoting, liaising, consulting and engaging with managers, staff and people who use our services. • Respond to media enquiries as requested by the Assistant Director Housing and the Corporate Director Community Development and appraise them of any matters arising which are particularly sensitive or controversial in nature
Systems and information:	• Using IT systems to maximise performance • Provide information and statistical reports to illustrate transformational plans and progress. • Analyse data and information to inform transformational decision making. • Use the current business processes in relation to record keeping, financial monitoring and ICT. • Support the Assistant Director Housing and wider corporate leads on the development of technology, other communication and data management processes to ensure the service remains effective, efficient and modern. • Ensure all service systems are operated in accordance with policy and procedure.
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 & Experience • Comprehensive knowledge and understanding of the council housing landlord function and the different branches of local government. • Significant technical knowledge of housing landlord/ tenant issues including the requirements of the housing act regarding tenancy management. • Significant knowledge of regulatory requirements regarding compliance and tenant safety.	

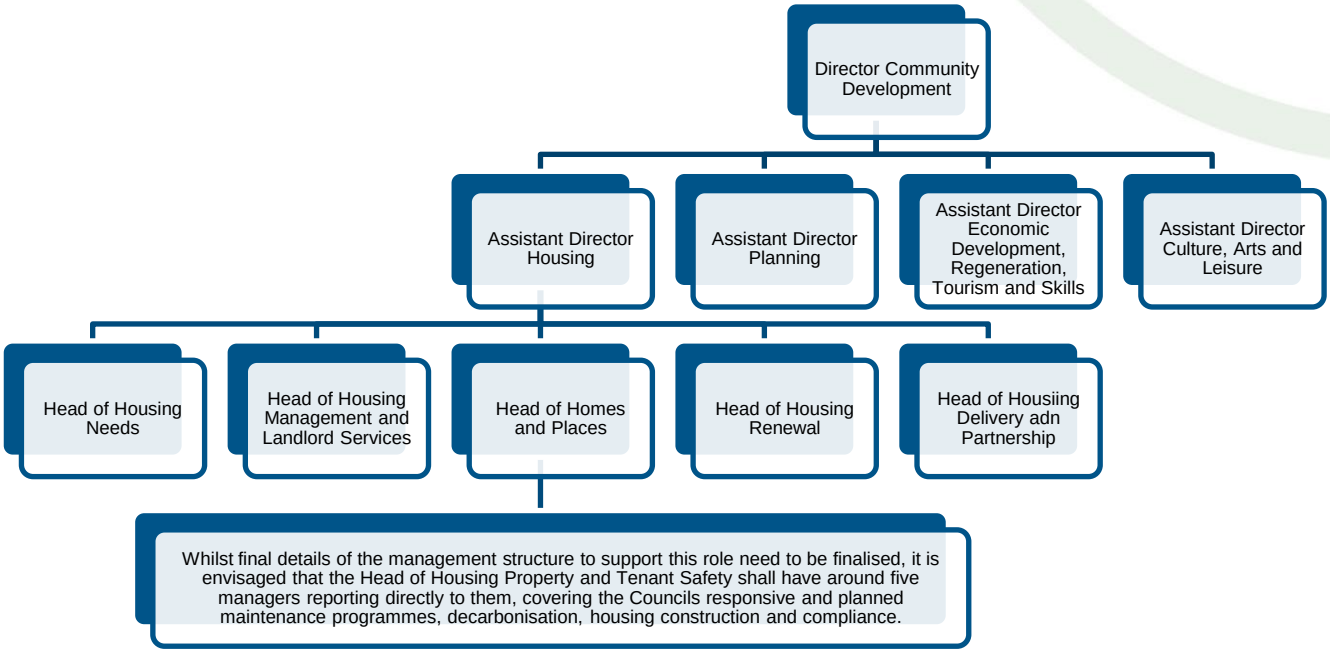
• Significant knowledge of tenant involvement issues and the social housing tenant's charter. • Strong knowledge of community alarms services and assistive technology. • A strong knowledge of, safeguarding, equality and anti-discrimination. Maintaining a safe working environment, GDPR and confidentiality rules. • Knowledge of project management including business planning. • An excellent understanding of policy formulation and implementation. • Proven track record of effective financial and workforce management. • Knowledge/experience of current best practice standards both at local and national level. • Knowledge and understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role. • Experience of commissioning services and developing strategies at a senior level.	
Occupational Skills • Ability to set and meet objectives and targets to deliver continuous improvement. • Staff management skills including recruitment and selection, performance management & development. • Ability to programme and monitor workloads and delegate tasks effectively. • Project management and implementation skills. • Experience of liaising and negotiating with external and internal partners. • Communication and presentation skills (written & oral). • Budget management skills including effective use of resources. • IT skills. • Time management skills. • Experience of dealing sensitively with members of the public and with complex/difficult situations. • Experience of strategic planning and policy formulation and implementation.	
Behaviours • **link** • Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends. • Committed to the council's corporate vision and objectives. • Highly motivated and not easily discouraged. • Personal and professional demeanour and credibility which commands the confidence of members, senior managers, staff, external partners and other stakeholders. • A high degree of probity and integrity. • A commitment to learning and achievement. • Able to travel for business purposes	
Professional Qualifications • Professional qualification in housing (CIH Level 5 Diploma in Housing) • NB. The Government are currently consulting on proposed legislation to make it mandatory for various housing management and property roles to have CIH Level 4 or 5 Diplomas. • This role falls within this criteria. If the proposals are enacted it shall become an essential and contractual requirement that this post holder has a Level 5 Diploma. • In the case of existing employees this would mean being sponsored by the Council to work towards this qualification within an agreed timescale. • Membership of relevant professional body	

Other Requirements

Career progression:

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

Structure



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

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

Job context

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

This role is responsible for:

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

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

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

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

Job purpose	**To be responsible for the effective delivery of housing and homelessness services to vulnerable people across North Yorkshire. To provide strategic leadership and direction, operational management and financial control for homelessness services, ensuring delivery of the councils homelessness strategy.**
Operational Management:	• To lead the on the operational delivery and development of homelessness services with partners, other councils and public services. Ensuring that the council's statutory duties are met and delivered within financial, quality and performance standards. • Use innovative, creative thinking to build relationships, influence and negotiate complex contentious issues and develop, support and promote a strong results driven and customer focussed performance culture. Ensuring the provision of cost-effective, efficient, high quality services in line with identified needs. • Ensure that complaints and statutory appeals are dealt with efficiently and positively. • Ensure that the work of locality teams supports the council's statutory and legal obligations including safeguarding. • Advise the Assistant Director Housing and wider management team in relation to legislation and relevant service issues. Identify, develop and cascade relevant information and legal and policy updates relating to homelessness to relevant staff and managers. • To lead specific programmes as part of the council's change and transformation programmes including the development and delivery of business cases for countywide improvements. • Promote diversity and inclusion throughout the service and through partnership and relationship with other stakeholders. • Responsible for the wellbeing, health and safety of staff in line with the Health & Safety Policies and practices. • To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required. • Represent the Assistant Director Housing in their absence, where necessary. • Set strategic objectives and approach. • To ensure good relationship management is in place with other organisations. • To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.
Resource management:	• Be responsible as the budget holder for resources in respect of allocated budgets within the council's scheme of delegation of financial responsibility. • To ensure the effective use of resources through identifying, assessing and evaluating different approaches including utilising value for money criteria to demonstrate cost effectiveness. • Account to the Assistant Director Housing and Corporate Director for financial performance of the service, ensuring that effective monitoring systems are in place and that a balanced budget and efficiency targets are achieved. • Work with the Head of Housing Development on capital programmes to ensure effective delivery and spend against related projects.

	• Take overall control and stewardship of assets and resources used in the provision of services ensuring compliance with all governance, legal and regulatory requirements. • To lead and manage staff ensuring that they are consulted, supported, motivated, appraised and developed to enable them to fulfil their roles effectively, to the highest standards possible and meet current and future service needs. • Ensure the health and safety of all persons and premises under your control are in accordance with the provisions of Health and Safety.
Partnerships:	• Establish and maintain effective working relationships with internal and external partners including other directorates, statutory and voluntary sector partners and Government bodies and landlords. • Establish and maintain effective working relationships with landlords including registered providers. • Deputise for the Assistant Director Housing as required and represent the directorate at policy, organisational, co-ordination and consultation forums with external agencies, other council directorates within the service area or wider directorate. • Identify and work effectively with all relevant stakeholders to support service development and transformation. • To work collaboratively with other local authority staff and partner agencies to influence an integrated and co-ordinated approach to achieving key targets and required outcomes. • To work collaboratively across the Housing Service, the Community Development Directorate and wider directorates to provide specialist input to inform commissioning; policy development; and service planning and redesign. • To develop and deliver new joint working and commissioning arrangements with health and other partners. • Work with communities and service users to ensure they can influence service development
Strategic management:	• To develop and deliver the council's homelessness strategy setting challenging goals that focus on step change improvements that ensure housing needs are met. • Supporting the Assistant Director Housing at a management level and be an active member of the management team with collective responsibility for the delivery of the wider housing strategy and service plans as well as establishing a culture which promotes the values and behaviours of the council. • As a member of the directorate management team, provide general support on service matters to the Assistant Director Housing and Corporate Director. • To ensure on-going continuous improvement within teams and to drive transformational change within the service to ensure cost effective, high quality services to residents. • To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate. • Take direction from the Assistant Director Housing in relation to exceptionally complex or highly politically sensitive issues. • Establish and maintain effective working relationships with strategic partners and to lead on the development of consistent and effective services at a locality level. • Evaluate activity at a strategic level to ensure the continued relevance of strategies as policy and practice moves forward. • Develop policies, guidance and procedures to ensure consistent working practices across locality teams. • Ensure that the required budget savings are delivered in line with objectives and ensure all procurement and commissioning activity related to the service area provides value for money. • To secure investment from external bodies, including Government to support the development of innovative new approaches to prevent homelessness and reduce rough sleeping.

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, etc. • Lead engagement and consultation processes to support the delivery of the homelessness strategy and associated policies and initiatives. • Communicate effectively with staff and senior management in respect of all activity and development. • Negotiate and influence others whilst taking forward change and transformation projects. • Represent the directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services. • Respond to media enquiries as requested by the Assistant Director Housing and the Corporate Director Community Development and appraise them of any matters arising which are particularly sensitive or controversial in nature
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

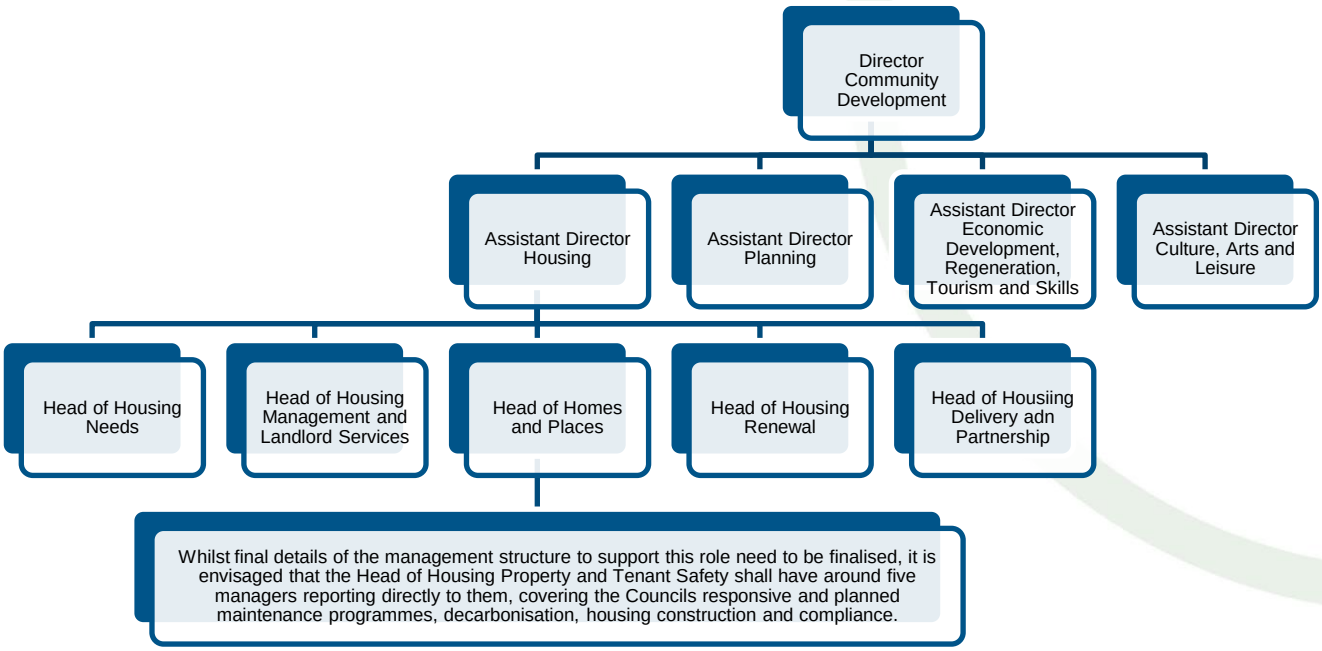
Person specification:	
Essential	**Desirable**
Knowledge • Comprehensive knowledge and understanding of the housing and homelessness environment and the different branches of local government. • Significant knowledge of current good practice standards in meeting housing needs at local and national level. • Detailed specialist knowledge of legislation and policy surrounding commissioning. • Knowledge of statutory requirements, including homelessness legislation; wider housing legislation and compliance regulations. • A strong knowledge of, safeguarding, equality and anti-discrimination, maintaining a safe working environment, GDPR and confidentiality rules. • Knowledge of project management including business planning. • An excellent understanding of policy formulation and implementation. • Proven track record of effective financial and workforce management.	

• Knowledge/experience of current best practice standards both at local and national level • Knowledge and understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role. Significant experience of commissioning services and developing strategies at a senior level.	
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 • **link** • Able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends. • Committed to the council's corporate vision and objectives. • Highly motivated and not easily discouraged. • Personal and professional demeanour and credibility which commands the confidence of members, senior managers, staff, external partners and other stakeholders. • A high degree of probity and integrity. • A commitment to learning and achievement. • Able to travel for business purposes.	
Professional Qualifications • Professional qualification 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 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 is 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

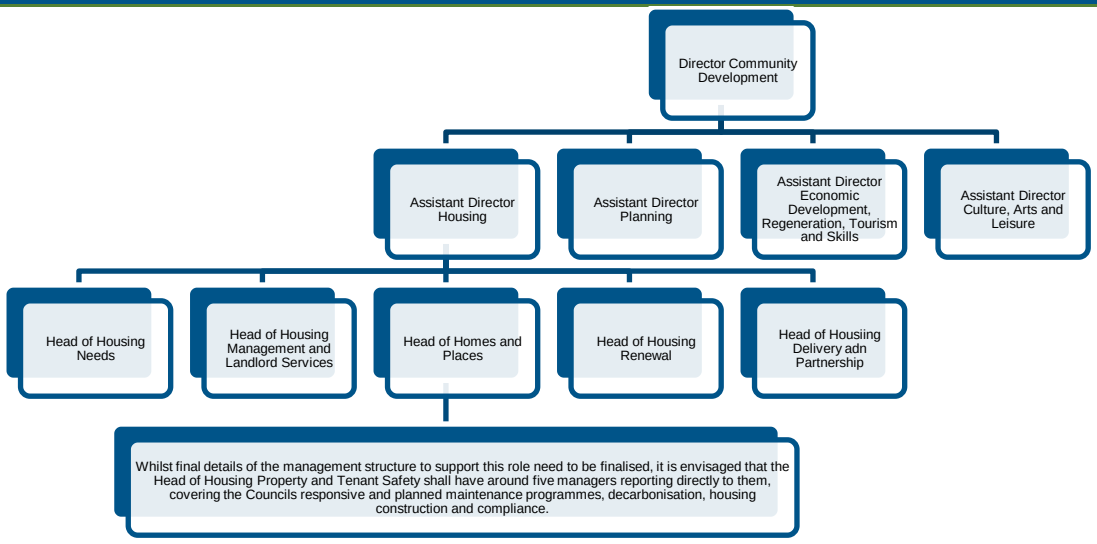
Person specification:	
Essential	**Desirable**
Knowledge • Comprehensive knowledge and understanding of the regulatory housing, social care and housing retrofit environment and the different branches of local government. • Significant knowledge of current good practice standards in meeting housing needs 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.

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.

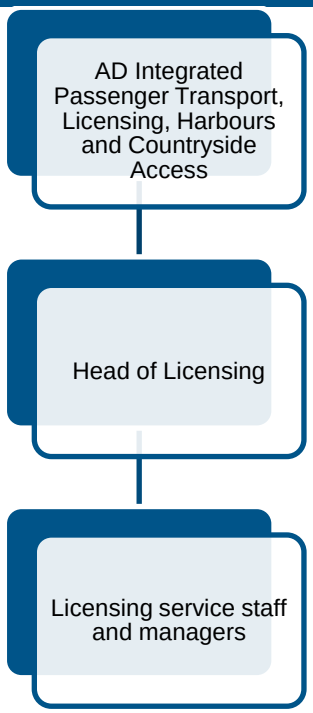
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of current good practice standards both at local and national level in relation to licensing. • Knowledge of relevant statutory requirements, including equality standards. • Knowledge of relevant law enforcement 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 Legal (Projects & Regeneration)
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:	December 2025

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, its 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, its Directorates, Committees and Members including legal advice and representation in relation to:** • **the Council's high profile and high value capital projects** • **the Council's regeneration work** • **the Council owned companies and other corporate delivery models** • **local authority governance including in relation to the Council's status as harbour authority.** • **under contract to the Legal and Democratic Services' external clients.**
Operational Management:	• To manage and supervise the Legal Projects & Regeneration Team and plan the workload. The post is responsible for: ➢ Supervision ➢ Performance appraisal. ➢ Recruitment. ➢ Development and Training. ➢ Induction.

	• The post is also expected to participate in the people management aspects of LDS as a whole as part of the Senior Management Team
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 commercial projects and regeneration and any associated 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. • Responsible for performance management within the areas covered by the Projects and Regeneration Team. • Ensuring compliance in relation to the Projects and Regeneration 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 Legal Projects and Regeneration 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/external legal specialists and attendance thereon. • 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 Projects and Regeneration Legal 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).

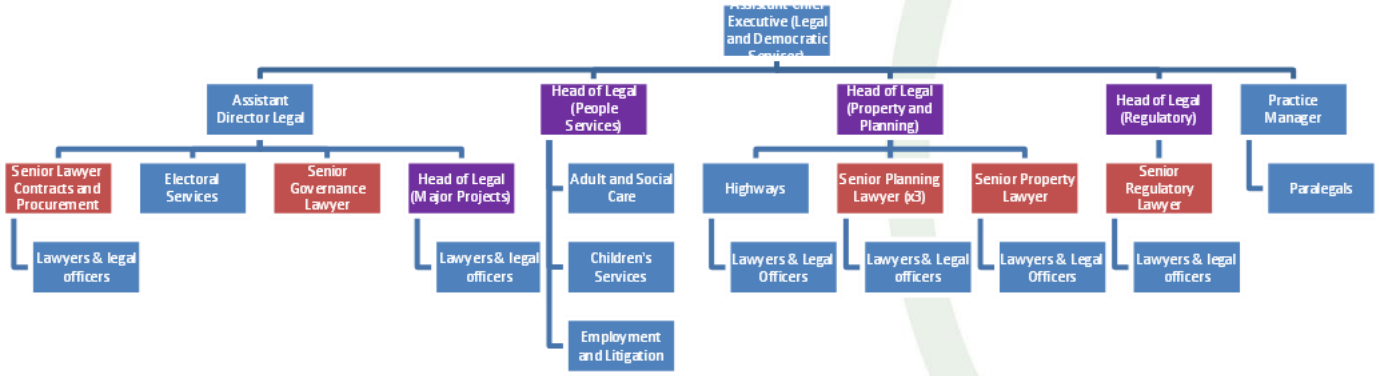
Person Specification:	
Essential	**Desirable**
Knowledge • Knowledge of local government law • Expertise in law in the main subject areas of responsibility being regeneration and construction projects; joint ventures/collaboration arrangements; and other commercial transactions • Understanding of procurement and subsidy control laws • Understanding of the local government processes surrounding site disposal, site acquisition and assembly • 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. • Working in a corporate and political context. • Attendance at committees to report and advise Members and senior officers	• Familiarity with ICT systems including research tools, internet, and time costing systems.
Occupational Skills • Clear, concise, and logical verbal and written communication skills.	• Time management 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 • 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 Projects and Programmes
Grade:	SM1
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.

Our Projects and Programmes team works collaboratively with diverse and specialist colleagues across NYC, its partners and external suppliers to define and deliver project and programme goals within agreed parameters such as time, cost and quality. They make sure all project components are considered, resources are co-ordinated, milestones monitored**,** and risks mitigated. No two projects or programmes are ever exactly the same. Successful project and programme delivery is key to the organisation realising the identified benefits arising from transformation and change activity.

The post holder is a key member of the Transformation senior leadership team. The post holder will manage an operational budget of circa £2,000,000.00 and a team of approximately 40 Project and Programme management professionals with the aim of delivering the Council's change portfolio which by nature is very large and complex delivering significant benefits (multi-million £). The post holder will directly line manage a group of Managers.

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

Job Purpose:	**The core focus of this job is to: Ensure that the Council's ambitions in relation to the delivery of the Transformation Portfolio are met through building, leading and sustaining highly effective and efficient, project, programme and other relevant change management services.**
Operational management:	• Provide project and programme management services to support the delivery of a very large, and complex transformation/change portfolio delivering significant benefits (£multi-million). • Lead and manage a team of project and programme professionals delivering the change/transformation programme across the full range of Council 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.

	• Ensure programmes, projects and other change initiatives are being managed in accordance with agreed methodologies and standards including project planning, business cases, risk management, resource management, benefits management, quality management, governance and reporting. • Ensure, where appropriate, that project management activities/outputs are aligned with other relevant specialisms, practices and processes across the organisation. • Provide support and direction to senior project and programme management professionals and intervene where appropriate to ensure successful achievement of project/programme objectives and the benefit realisation. • Review and lead changes to structures, procedures and working methods, including the development of investment cases that will improve the efficient use of resources and the effectiveness of service delivery to internal and external customers.
Resource management:	• Manages budgets as delegated ensuring that expenditure is kept within existing allocations. • 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. • Manage all aspects of spend and budget relating to maintaining the service including forecasting and future planning. • Maximise opportunities to commercialise service provision where appropriate. • Be responsible for ensuring that excellent quality project and programme management capability and capacity is available to support the needs of the wider organisation through delivery of the Transformation and Change portfolio. • Ensure project and programme resource is allocated according to the needs of the organisation to deliver its corporate and strategic aims and objectives. • Develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Be responsible for ensuring that project and programme professionals develop high quality, proportionate business cases aligned to corporate governance requirements and Transformation standards which maximise success in project and programme delivery and subsequent benefits realisation. • Be responsible for ensuring appropriate project and programme delivery resource is monitored and managed effectively to ensure value for money and continued project and programme viability. • Provide leadership, management and direction to the service through the establishment and promotion of service objectives, KPIs, performance plans, priority setting and regular reviews to ensure continued achievement of these. • Carry out people management activities such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues for line managed staff and staff in the wider 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:	• Ensure effective delivery of the service both internally across the organisation and through collaboration with external bodies/partners. • Develop and maintain excellent stakeholder relationships at all levels of the organisation and with partners as appropriate. • Work with other Senior Managers across the organisation to ensure the Projects and Programmes Service is delivered in alignment with the Council's overarching operating model. • Maintain positive working relationships with other Senior Managers within Transformation and other departments to ensure effective cross-team working and successful project/programme delivery.

	• Work collaboratively with other Transformation Services to design and deliver cohesive approaches to the delivery of change/Transformation initiatives with specific responsibility for those relating to project/programme delivery. • Work with a range of partners/agencies, both internal and external, to develop and maintain effective collaboration and strong working relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates. • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Directorates when required. • Work with key suppliers to understand the opportunity and feasibility for service delivery and product development.

Strategic management:	• Develop Service and 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.
	• Deputise for the Director of Transformation as required and appropriate.

Communications:	• Influence and liaise with senior officers and lead representatives from all areas of the Council as required to ensure that Transformation/Change delivery planning and implementation is carried out consistently and effectively. • Promote the Council's priorities, policies, Corporate Plan and deliver the projects and programmes service aligned to the Council's Operating Model. • Manage challenging situations effectively and pro-actively to improve the performance of staff, projects and programmes by maintaining communication and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with senior officers, managers, staff, and other stakeholders in challenging situations. • Prepare and present complex or sensitive information to a wide range of senior stakeholders (internal and external) clearly and concisely to ensure consistent understanding and appreciation of complex delivery issues and resolution approaches to meet the needs of the organisation.

	• Produce written reports as required including evaluation and impact statements for distribution service and organisation wide and to external partners, members and publicly available documents.
Systems and information:	• Deliver a successful Projects and Programme Service based on effective use of data and information to support sound decision making. • Ensure that systems and processes to support the service are consistent with the Council standards and procedures and meet the needs of the service. • Lead on the identification, implementation and use of programme, project and change management tools, ensuring these are fit for purpose to enable effective service delivery. • Drive data quality standards to ensure provision of timely and accurate portfolio information is available to stakeholders across the organisation. • Promote and ensure consistent use of key line of business systems/tools across the service to ensure effective management, delivery and development of projects, programmes and services and effective data-based decision making. • Develop performance management controls within the service to measure productivity and promote quality initiatives. • 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 • Excellent understanding of programme, project and change management methodologies and delivery approaches. • Significant knowledge of current good practice in relation to the development and implementation of transformed services. • Excellent knowledge and understanding of factors that can enable service transformation, e.g., technology, people/culture, process, policy etc. • 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 and GDPR standards. • Extensive experience of providing project management, programme management and change management services. • Extensive experience of leading projects and change teams/functions in a fast paced, multi-disciplinary environment. • Significant experience of leading major change initiatives in a complex environment. • Demonstrable experience of operating at a senior level to implement cross-service/partnership change initiatives. • 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, staff and resources.	• Coaching/mentoring experience. • Local government experience.
Occupational Skills • Ability to analyse complex data and to influence well-reasoned conclusions.	

- Ability to make, and be accountable for, effective decisions and sound professional judgements.
- Effective interpersonal skills and the ability to negotiate and influence at a senior level with council chief officers.
- Ability to guide and coach project professionals on approaches to complex project/programme delivery, issue resolution, processes and techniques.
- Ability to inspire and influence across the organisation and with partners.
- Ability to effectively collaborate, promote and support multi-disciplinary team working and maintain effective partnerships both within and outside of the Directorate/organisation.
- Effective leadership skills and the ability to promote functional and 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 and recommend where programmes need to drive change.
- **Programme Management**
  - Ability to set the direction and conduct of programme management, including application of appropriate methodologies.
  - Ability to plan, direct, and co-ordinate activities to manage and implement complex programmes from contract /proposal initiation to full integration and embedding into “business as usual”.
  - Ability to align programme objectives with business objectives.
  - Ability to plan, schedule, monitor, and report on activities related to programmes, ensuring that there are appropriate and effective governance arrangements, supported by comprehensive reporting and communication.
- **Project Management**
  - Ability to set the direction and conduct of project management, including application of appropriate methodologies.
  - Ability to lead project planning, scheduling, controlling and reporting activities for strategic, high impact, high risk projects.
  - Ability to manage risk and ensure that solutions to problems are implemented in line with change control processes.
- Ability to lead on the identification, implementation and use of programme, project and change management tools and applications.

Behaviours

- **link**

Professional Qualifications

- Educated to degree level or equivalent experience.
- Professionally qualified in the specialist area, e.g., MSP Practitioner, PRINCE2 Practitioner, BSC Diploma or equivalent experience.
- Recognised management qualification or equivalent experience.

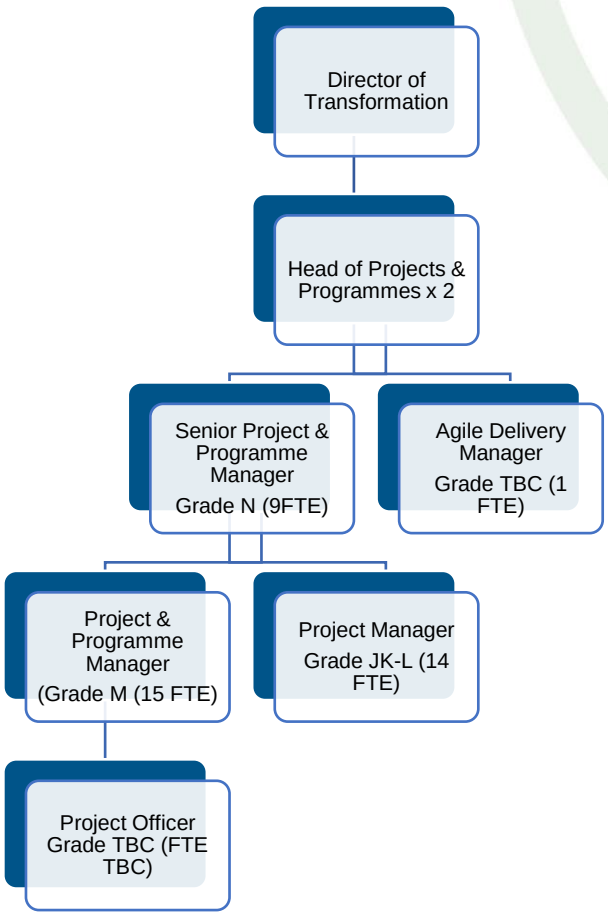
Other Requirements

- 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



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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 Security and Governance
Grade:	SM1
Responsible to:	Assistant Director Technology
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Technology
Job family:	SM - Senior Management
Date of issue:	September 2025

Job context

- This post is one of the senior leadership team for North Yorkshire Council (NYC) Technology Services. We provide the ICT services which enable the organisation and its partners to achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire. The current user base includes approximately 10,500 staff and 625,000 citizens of North Yorkshire. Increasingly the council is working in partnership with other organisations, communities, and volunteers to deliver services as well as offering commercial services to other public and private sector customers. Technology services and products therefore need to take account of an increasingly wide and diverse user base.

- Our Technology Vision is to provide effective Technology Services and drive innovation and efficiency across all services to ensure that our organisation and partners can achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire.

- We want to have a Technology Workforce that:
  - feels valued for the contribution of individuals and teams,
  - works with agility and flexibility across and between our teams,
  - has a spirit of creativity and continuous learning,
  - and the capabilities and skills to deliver a first-class service.
- Within NYC we want Technology to be a Service that:
  - is a valued partner and trusted advisor for our NYC customers,
  - is knowledgeable about and proactively guiding and supports our customers,
  - seeks innovative solutions to support service transformation,
  - continuously improves our service provision.
- Across North Yorkshire we want Technology to be a Service that:
  - enables our NYC customers to deliver world class services to our residents,
  - role models the provision of best value to save and invest in NYC services,
  - boldly supports partnership beyond NYC with honesty and integrity,
  - collaborates with our services and partners to ensure maximum value.

- The Technology senior leadership team is made up of the following Head of Service roles:
  1. Head of Enterprise Architecture, Solutions, and Infrastructure
  2. Head of Technology Systems and Applications
  3. Head of Technology Support
  4. Head of Technology Security and Governance
  5. Head of Technology Commercial Services

- All Heads of Service roles will have responsibility (within their composed remit) for:
  - Setting strategy, inspiring, and mobilising a wide range of ICT and management responsibilities.
  - Influencing the developments within ICT providers at the highest levels.

- Developing long-term strategic relationships with customers, partners, industry leaders and government.
- Leading on the formulation and implementation of the council's ICT strategy and advises on the implications of emerging technologies for the wider business environment.
- Delivery of complex technical ideas to both technical and non-technical audiences at all levels.
- Communicates the potential impact of emerging technologies on the council and its services and assesses the risks of using or not using such technologies with ICT colleagues, Senior Management, Members, Customers, suppliers, and partners.
- Assessment and advise on the impact of legislation and ensure compliance.
- Ensuring the provision of committed resources to Transformation Services to develop adequate systems, structures, and processes to ensure risk averse transfer of innovative solutions from projects to live production.
- Preparation of business cases and investment requests for developing and growing all aspects of their area of Technology.
- NYC has several third-party contracts that provide specific technical solutions, the post holder is responsible for the supplier service level management.

- Security and Governance.
  - Ensuring delivery resilient and high performing Information Governance and Information Security service.
  - Leading the Cyber Security function SOC.
  - Managing the matrix emergency and disaster recovery service for technology.
  - Managing the detection and management of cyber risk in existing systems and infrastructure.
  - Defining and recommending the mitigation of cyber risk in change, both internally aligned with Service Management and externally with Transformation Teams.
  - The management of the SMO ensuring effective governance is at the heart of Technology Services.

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

Job Purpose:	**This role is essential due to the increased threats we face as a digital organisation and the potential for attack that is exponentially increased during this time of consolidation and change. Leadership of this function will also include management of information governance and security services.**
Operational management:	**All** • Lead in the introduction and use of new techniques, methodologies, and tools. • Provide ICT support and technical consultancy to the business, change functions and associated project teams. • To advise the Assistant Director on changing legislation and professional standards and their adoption. • Personally, and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance in collaboration with services. • Advise the service about relevant market analysis, changing legislation, professional standards, and their implementation. • Work with other managers in Technology to ensure that all technology related work is effectively planned and delivered. • Maintain customer contact during and after the sales process to pre-empt any issues and identify further opportunities. • Work with nominated service managers to ensure that a catalogue of available technology services is created and maintained and that service level agreements are complete and cost effective.

	• Work with Service Management Office to ensure that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented. • Negotiate with relevant parties in respect of disruptions and major amendments to the provision of services. • Review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities, customers**,** and targeted groups. • Develop, support**,** and promote a strong results-driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development. • Lead specific workstreams, programmes and projects as part of the Council's transformation programme. **Security and Governance.** • Ensures that the authority maximises the use of its data, through governance processes and the use of data security products. • Direct the delivery of adaptive technical solutions required to support the NYC Service continuity and Disaster Recovery plans. • Design and introduction of a matrix Security Operations Centre SOC • Management of cyber risk in existing systems and infrastructure. • Management of mitigation of cyber risk in change, both internally aligned with Service Management and externally with Transformation Teams. • Provide strategic leadership for the Service Management Office (SMO).
Resource management:	• Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management, and direction to the managers of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal. • As the responsible budget holder plan, direct and monitor the preparation of annual revenue and capital estimates within the budgetary allocation agreed by the Council, account to the Assistant Director for the financial performance of the service. • Give leadership, management, and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal. • Develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency, and effectiveness. • Support the delivery of corporate initiatives in delivering transformational change.
Partnerships:	• Work with a range of internal and external partners and agencies, to develop and maintain co-operative relationships and to understand the opportunity and feasibility for service delivery and product development. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place across the Council. • Represent the service at policy, operational and co-ordination forums with external agencies and other Council Directorates when required. • Work with key suppliers to understand the opportunity and feasibility for service delivery and product development.
Strategic management:	**All** • To have a lead role in determining strategy, setting objectives and targets and to the development of policies across the operational remit of the Service and the

	Directorate, and, working with the Assistant Director, to be accountable for the Council's service strategy. • Lead on the continuing development of the action plans to deliver the strategy, setting out the full part that the service will play in the achievement of the Directorate's plan and the promotion of the plans to all stakeholders. • Leads development and communication of the organisation's policies for corporate governance of information. • Leads on the strategic plans for ICT, which satisfy the current and ongoing needs of the organization's business strategy, and the current and future capabilities of ICT. • Deputise for the Assistant Director as required and represent the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates as relates to remit and scope of role. • Ensures compliance between business strategies, enterprise transformation activities and technology directions, setting strategies, policies, standards, and practices. • Prepare and communicate the Technical Strategic vision to Senior Management and Directors and prepare and monitor its delivery action plan. **Security and Governance** • Manage the strategy for addressing cyber risk arising from IT operations and IT-enabled change. • Set operational standards, strategies, and procedures across technical components in the areas of Cyber and Information Security. • Set operational standards, strategies, and procedures across technical components in the areas of Service Management.
Communications:	• Influence and liaise with lead partners in the business as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Develop professional network relationships with service managers across the Council to gather and communicate the technical vision. • Ensure timely and appropriate communication and engagement with key stakeholders. • Preparation of business cases and investment requests for developing and growing all aspects of own area of Technology.
Systems and information:	• Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide, customers and to partners. • Use relevant IT systems and tools to support the management, delivery, and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

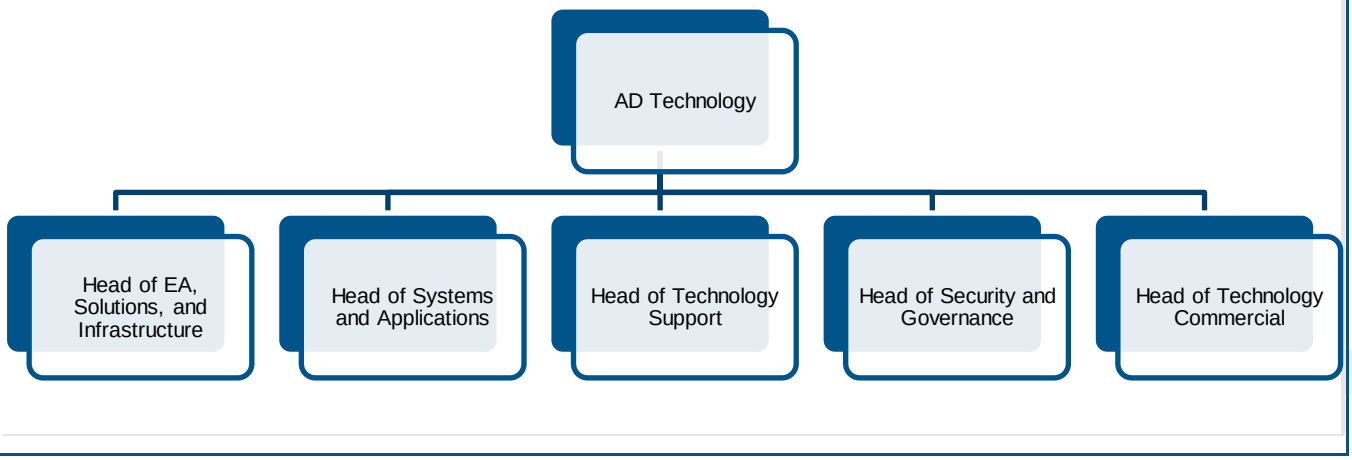
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of current good practice standards at local and national level in relation to the business of the service. • Knowledge and understanding of how technologies and digital technology approaches can enable service transformation.	• Understanding of service management methodologies, tools, and techniques such as ITIL. • Knowledge of Agile Methodologies.

• In depth understanding of the business and technical issues associated with the analysis, design, development**,** and support of information systems. • Knowledge of statutory requirements, including equality standards. • Knowledge of effective management of staff, budgets, and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management. • Experience of designing and implementing an ICT Strategy. • Extensive experience of the management of resources in a changing organisational environment, including human and financial resources. • Extensive experience of strategic planning, policy development and implementation of performance management. • Experience of brokering and establishing new business relationships and partnerships.	• Knowledge of human centred design. • Knowledge of project delivery methodologies. • Recent experience of working in the public sector. • Experience of planning and delivering technology services and leading transformation programmes.
Occupational Skills • Ability to assimilate new initiatives, technology and software and interpret information. • Effective leadership skills and the ability to promote organisational policy and objectives**.** • Effective organisational skills to manage diverse operational functions delivering strategic objectives**.** • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. • Effective change management skills. • Excellent communication skills. • Ability to analyse complex data and to influence well-reasoned conclusions. • Ability to make, and be accountable for, effective decisions and sound professional judgements. • Effective interpersonal, influencing and negotiating skills. • Ability to inspire and influence across the organisation and with partners. • Ability to effectively collaborate, promote and support multi-disciplinary team working. • Ability to innovate and to lead the organisation to deliver innovative ways of working.	
Behaviours • link	
Professional Qualifications • Educated to degree level or equivalent experience. • Professionally qualified in a relevant specialism or equivalent experience, e.g. Enterprise Architecture or Cyber Security. • Recognised management qualification or equivalent experience.	• Service management qualification, e.g. ITIL practitioner.
Other Requirements • Ability to travel across the County and beyond. • Ability to attend meetings outside of normal business hours. • Evidence of professional development.	

Career progression:

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

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 the skill specific areas over the course of the selection process.

Post title:	Head of Service Design and Digital Adoption
Grade:	SM1
Responsible to:	Director of Transformation
Staff managed:	Manages a team of specialist professionals
Directorate:	Central Services
Service:	Transformation
Job family:	**SM - Senior Management**
Date of issue:	June 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.

The post-holder is a key member of the Transformation senior leadership team. The post holder will lead the development and implementation of core service design and digital capabilities that support the Council's strategic aims, collaborating effectively across corporate functions and Directorates/Service Areas to scope and deliver high quality customer experiences and to ensure a coherent and coordinated approach. They will ensure the development, agreement and implementation of appropriate principles and standards relating to the design of council services and ensure that digital services are aligned with, and support, other customer channels including telephone and face to face.

The post-holder will lead a multi-disciplined, matrix managed teams which includes business analysts, project managers, developers, and others and will directly manage user experience, service design and product design and delivery resources. They will ensure the successful delivery of corporate approaches to service design and the use of digital products within these and will also be responsible for the ongoing support and continuous improvement of digital and automation products. They will also work with the commercial team to identify and develop service design approaches and digital products that provide opportunities to generate income and with the corporate Communications Team to ensure links with their service offer.

The post-holder will have prime responsibility for an annual staffing budget of circa £600k per annum and will directly impact on the utilisation of other IT resources to a value of circa £1m per annum.

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

Job Purpose:	**To lead and accelerate the transformation of council services, ensuring that services are user-centric in their design and execution, and produce quantifiable improvements to customers and/or cost savings to the council. The post holder will work closely with a wide range of internal and external stakeholders including senior managers and staff across the organisation to support the successful delivery of the transformation programme. They will have direct responsibility for leading multi-disciplinary, matrix managed, teams who are developing and providing ongoing support and improvement of council services and the technology that supports them.**
Operational management:	• Lead in the development and implementation of core capabilities digital capabilities that support the organisation's strategic aims. • Provide leadership and direction to staff working in Service design and digital adoption team. • Develop and implement a service design catalogue including use of agreed processes and technologies to support. • Lead on the development and implementation of modern approaches to the delivery of digital products and services including agile, user experience (UX) practice, service design and automation. • Be responsible for the quality of digital products and service designs ensuring that these meet agreed quality standards. • Lead on user experience design practice at the council, ensuring adherence to relevant technical strategies, policies, standards and practices (including security). • Specify ergonomic standards to ensure that user experience is addressed in product and service design. • Create and manage Service Level Agreements for digital and automation products • Lead the analysis of digital products and services to detect deficiencies and recommend solutions for improvement. • Define metrics to measure and demonstrate the value of digital products and core service design approaches. • Develop and review strategies to support future delivery of services incorporating digital products and best practice service design methods to meet the organisation's business needs. • Inspire and motivate others to achieve, providing support to improve performance and to achieve objectives and goals. • Develop and manage a rolling programme plan for the development of digital products and core service capabilities ensuring identification and allocation of resources to effectively deliver priority projects. • Anticipate changes in requirement. Develop and implement product retirement and transitioning strategies.
Resource management:	• Through their team structure, provide leadership, coaching and direction to staff 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 and manage the overall work of the team, taking responsibility for decision making of escalated issues. • To be proactive in the promotion of continuous personal development of all team members, including self. • Manages budgets as delegated ensuring that expenditure is kept within existing allocations.

	• 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. • Manage all aspects of spend and budget relating to maintaining the service including forecasting and future planning. • Resource Management to ensure adequate resources are available to support, develop and manage digital products and service designs work. • Forecast and manage the demand for service design and digital adoption. • Responsible for the management of multi–skilled project and product teams.
Partnerships:	• Provide specialist advice to Directorate service leads and other key stakeholders regarding the commissioning, development and implementation of service change and digital adoption projects ensuring that these are aligned to industry best practice. • Liaise as required with partner organisations on digital projects and issues as appropriate. • Promote inter agency working in the use of digital products and service design approaches when, planning and developing services with other agencies. • Record, summarise, share and feedback information to ensure all partners are appropriately informed. • Work in a team context, forging and sustaining relationships across agencies and respecting the contribution of others working with customers.

Strategic management:	• Develop a team plan for the service design and digital adoption team in line with key performance objectives, priorities and quality assurance principles.
	• Contribute to Corporate Directorate and cross Directorate strategic developments through actively promoting and developing the contribution of the service design and digital adoption team to both County and Directorate level priorities and objectives as set out in the Corporate Plan and Service Plan.
	• Provide direction on the production, monitoring and review of the procedures and policies for digital products and service design.
	• Assist the senior management team in identifying business opportunities to develop and enhance the service to the customers.
	• Identify and develop business process improvement opportunities.
	• Provide consultancy to the Directorates to ensure that technical proposals are translated into practical deliverables.
	• Develop Service and 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. • Deputise for the Director of Transformation as required and appropriate.
Communications:	• Establish excellent relationships with customers. • Work with internal colleagues to raise awareness of service design and digital approaches, tools and user-centric approaches to design of council services. • Develop and use effective communication systems appropriate to the audience. • Negotiate effectively with external agencies to ensure best value for the Council. • Liaise with internal colleagues and external organisations to deliver and procure services as required. • Prepare and present reports to senior governance boards, steering groups, members and other stakeholders. • Provide clear leadership to the team of staff to ensure clear direction and performance management.
Systems and information:	• Commission customer insight, online analytics and user research to ensure service design start with user need and are actively co-designed with relevant customer groups. • Use data and information as appropriate to quality assure digital products and service designs. • Ensure service information is available to customers and the general public as appropriate. • Champion the use of tools of digital and automation tools to enable organisational transformation and delivery of efficiency benefits.
Safeguarding:	• To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

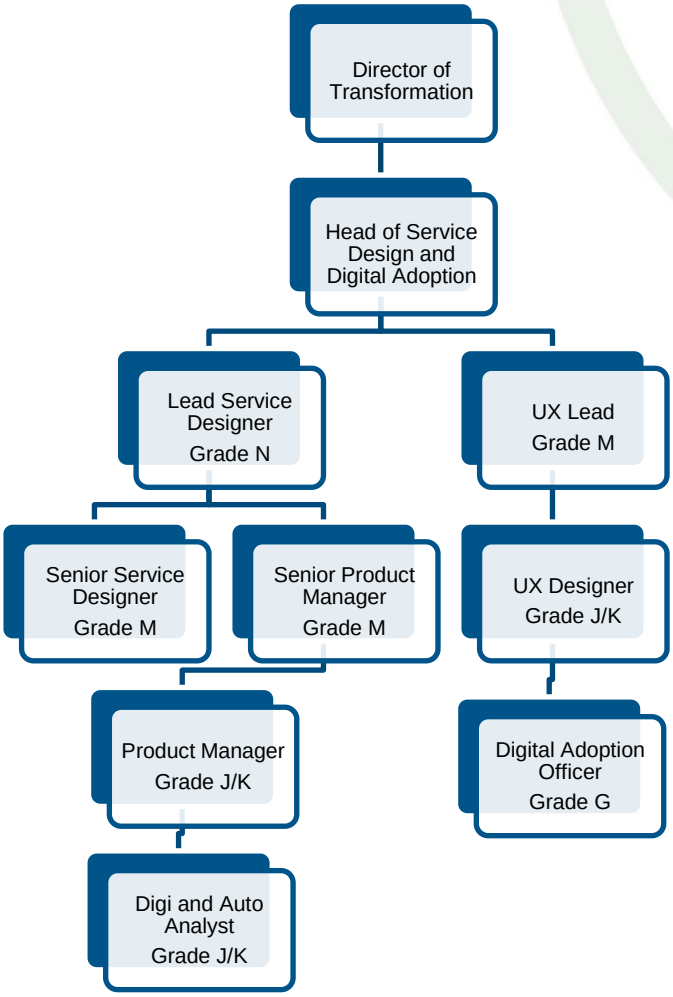
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • In depth understanding of the business and technical issues associated with the development and implementation of digital products and services. • Excellent understanding and practical application of product management and agile methodologies. • Excellent understanding and practical application of project and programme management methodologies. • Good understanding of IT service management policies and practices • Knowledge and understanding of service provision. • Excellent understanding of the use of web analytics and broader customer insight to drive improvements. • Broad understanding of digital products and services best practice, trends and capabilities and the wider government digital agenda. • Extensive experience of planning and delivering service change initiatives in a large, complex organisation. • Significant experience of leading teams working with agile and/or product management approaches. • Extensive experience of leading, planning and delivering digital or service transformation programmes. • Experience of operating at a senior level to implement cross-service change initiatives.	• Knowledge of working with PRINCE2, Agile and Scrum or similar methodologies, • Good knowledge of local government context including current issues impacting on provision of council services • Awareness of local authority policies, procedures and relevant legislation including ICT security and GDPR. • Understanding of the complexity and diversity of the organisation's transformation agenda

• Experience of developing positive business relationships at all levels, and with partners, to achieve business objectives. • Successful implementation of change through the development of digital services and products. • Experience of managing diverse service development teams including service designers, business analysts, developers and user experience designers. • Experience in negotiating and resolving challenging situations. • Significant experience of managing multi-disciplinary teams in a matrix management environment. • Experience and understanding of techniques to keep stakeholders informed and engaged.	
Occupational Skills • Analytical skills – ability to analyse and interpret high level information to influence strategic decisions. • Decision making skills – ability to make decisions which involve difficult choices or considered risks. • Strong interpersonal, influencing and negotiating skills – ability to influence internal and external stakeholders. • Ability to balance the needs of the customer with a corporate approach. • Ability to lead and motivate a multi-disciplinary team. • Intermediate ICT skills in Microsoft office applications. • Ability to manage financial and staff resources. • Excellent time management skills to manage a complex workload, prioritise and set deadlines. • Ability to plan, manage and deliver large complex programmes including ensuring delivery of constituent projects. • Good presentation and written skills – ability to prepare and present reports on complex issues. • Ability to work in a pressured environment, dealing with competing demands and determine priorities.	
Behaviours • **link**	
Professional Qualifications • Qualification or equivalent experience relevant to the specific context of the role. • Recognised Management/Administrative qualification or equivalent experience. • Educated to degree level or equivalent experience.	• MSP (Managing Successful Programme practitioner) • Prince 2 Practitioner, Agile or Scrum
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 the skill specific areas over the course of the selection process.

Post title:	Head Of Service National E Crime and NY Tech
Grade:	SM1
Responsible to:	Assistant Director Regulatory Services, Registrars, Coroners and Bereavement Services
Staff managed:	Manages a group of managers
Directorate:	Environmental Services
Service:	Regulatory
Job family:	**SM - Senior Management**
Date of issue:	May 2023

Job context

North Yorkshire Council is a joint host authority, alongside City of York Council, for the National Trading Standards (NTS) eCrime Team. Reporting to the Assistant Director (Regulatory Services), the post holder will lead the NTS eCrime Team comprising four sub-elements across NYC and CYC covering investigations, digital forensics, co-ordination of national enforcement activity and maintaining local capability.

The post holder will also manage the NY tech team providing internal and external services to support trading standards and regulatory investigation work.

The post holder will work with the NTS Board to set national priorities for e-crime using the Intelligence Operating Model (IOM). The post holder will utilise the tasking processes of the IOM to determine the work of the NTS eCrime Team, and to influence the direction that local and regional trading standards teams and wider law enforcement partners, both in the UK and internationally, take in respect to e-crime enforcement activity. The post holder will monitor and co-ordinate joint enforcement action between local authorities, UK and international law enforcement partners and the private sector in order to ensure any such activity has the optimum effect.

In addition the role of the post is:

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

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

Job Purpose	**The core focus of this job is to lead delivery of a portfolio of services to support a range of clients (internal and external through partnerships and/or commercial arrangements). Services to specific clients will be subject to individual requirements reflecting the different needs of different organisations.**
Operational Management:	• Working with the National Trading Standards Board and the National Trading Standards Intelligence Team, oversee national assessment and tactical tasking of measures to tackle nationally significant online consumer harm. • Develop a three-year business plan, including objectives and performance measures, for the delivery of all aspects of the NTS eCrime Team to be agreed by the NTS Board, annual report is provided by the post holder to NTS Board on progress. • Working with Assistant Director respond to new funding announcements outside of business plan (in year requests), to put forward resource proposals for new programme activity. • Commission an annual national e-crime control strategy to be produced by the NTS Intelligence Team and approved by the NTS Board. • Represent the NTS eCrime Team at the National Tactical Tasking and Co-ordination Group and ensure all intelligence packages and targets are allocated to the NTS eCrime Team, Regional Investigations Teams or local trading standards authorities/groups as appropriate and ensure that regional and local authorities/groups receive support from the NTS eCrime Team as appropriate and in line with nationally set priorities. • Ensure the NTS eCrime Team meets national targets and performance indicators set by the National Trading Standards Board, and report to the Board on delivery and performance against those targets. • Provide support and leadership to the NTS eCrime Team and broader NTS teams in ensuring appropriate quality standards (e.g. ISO 17025 and ISO 17020) are achieved and maintained when seizing, handling and processing digital forensic evidence. • Identify capacity and knowledge gaps nationally across the trading standards landscape, developing appropriate training programmes and support mechanisms to meet the needs identified. Give evidence as necessary in criminal or civil proceedings arising in the course of duties of the post holder.
Resource management:	• Co-ordinate each of the four sub-elements of the NTS eCrime Team in order to ensure successful delivery to the agreed performance measures and national Control Strategy. • In consultation with the Digital Forensics and Quality Standards Manager and the NTS eCrime Investigations Manager, allocate forensic and investigative support as appropriate to assist partners in e-crime enforcement activities. • Ensure the overall effective management of the NTS eCrime Team budget and any other budgets allocated by the Department for Business, Energy and Industrial Strategy (BEIS). • Manage buildings, specialist equipment and any other infrastructure as designated to the post holder. • Manage the performance of staff through effective monitoring of targets, performance appraisal, development and training, recruitment and selection, induction, and ensure that appropriate resources are in place. • Influence and motivate officers from the eCrime Investigations Team and NTS Intelligence Team, and other operational partners in order to ensure effective delivery of the NTS eCrime Team priorities.

	• Responsible for the management of change and accountability of staff allocated to the post holder.
Partnerships:	• Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required. • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required. • Liaise with the NTS Board, the Regional Investigations and eCrime Governance Group, regional trading standards groups, NTS Regional Investigations Teams, local trading standards, wider law enforcement and the private sector to facilitate effective delivery of the NTS eCrime Team priorities. • Influence senior decision makers in other UK law enforcement organisations to improve the overall landscape in tacking online consumer harm. • Represent NTS on relevant national, European and international working groups (e.g. European e-Enforcement Expert Group, International Consumer Protection Enforcement Network) • Engage with and influence senior officers in international consumer protection authorities and law enforcement partners to tackle cross-border and overseas criminals targeting UK consumers. • Engage with senior politicians and government ministers on areas of policy and regulatory strategy that impact upon e-crime enforcement. • Influence how online platforms, internet service providers, web hosting companies etc. (nationally and internationally) respond to issues of online consumer harm.
Strategic management	• Lead the service in devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders. • Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy. Lead in the development of new ways of working that maximise efficiency and effectiveness. • Formulation and implementation of projects, business plans and business accounts. • Development of security, infrastructure and quality standards strategies to cover 3-year period. • Prepare for future demands by identifying and reviewing upcoming trends in e-crime by horizon scanning, developing innovative enforcement approaches to respond to those trends. Maintain a high level of knowledge of e-crime issues, including the strategies and policies implemented by partner agencies and overseas regulators/law enforcement.
Communications:	• Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services.

	• Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations. • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate. • Work in close co-operation with the NTS Board, the NTS Intelligence Team, and other organisations as required, especially NTS Regional Investigation Teams, local trading standards services and regional trading standards groups. • Ensure good information sharing takes place to support partnership working and improve national and international e-crime enforcement. • Effectively communicate the objectives of the NTS eCrime Team to local and regional trading standards authorities, wider law enforcement partners and the private sector. • Prepare press statements and press releases as appropriate, conduct media interviews and appearances, liaise with national media outlets for NTS eCrime Team related matters and represent NTS more broadly with other media enquiries. • Support effective communications between staff and service users and partners
Systems and information:	• Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice. • Develop and maintain a good understanding of the Intelligence Operating Model and/or National Intelligence Model and implement their systems and procedures to facilitate effective delivery of the NTS eCrime Team priorities.
Safeguarding:	• To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

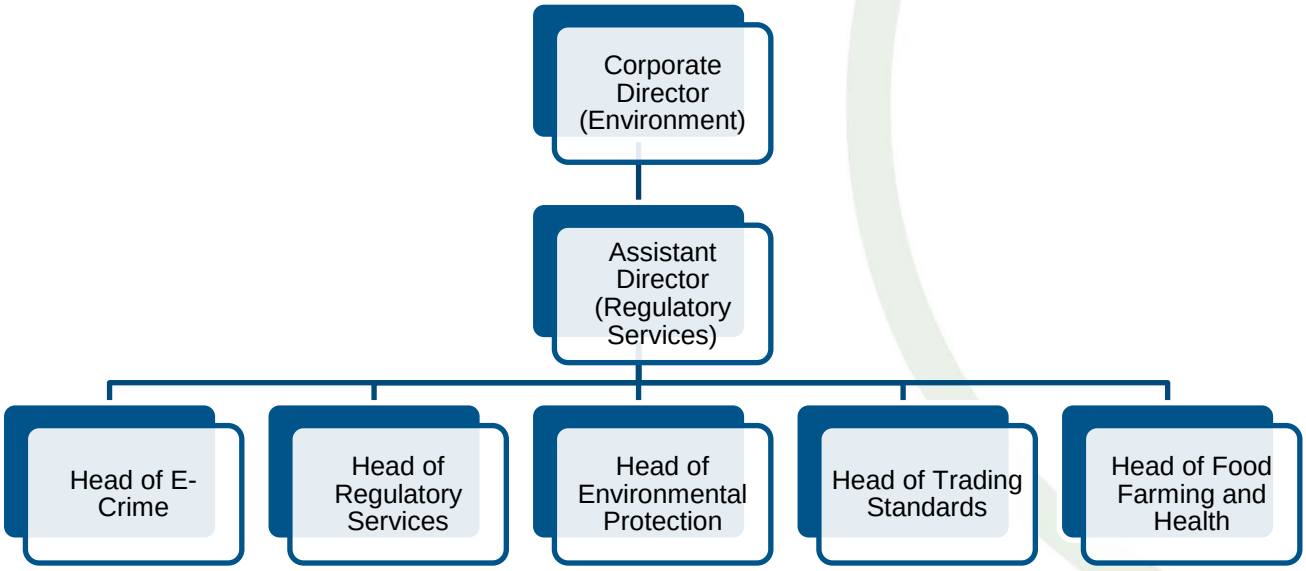
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • In depth knowledge and understanding of the Intelligence Operating Model and/or National Intelligence Model. • Detailed knowledge of the trading standards landscape at national, regional and local level. • Detailed knowledge of quality standards and their application in the field of digital forensics (e.g. ISO 17025 and ISO 17020) • Knowledge and understanding of trading standards legislation and investigative methods including digital forensics. • Knowledge of the wider law enforcement landscape at a national and international level.	• Experience of responding to media enquiries. • Knowledge of internet related technologies and internet architecture (e.g. DNS, web hosting etc.) • Experience of writing detailed technical reports. • Experience of e-crime investigations and digital evidence recovery.

• Proven experience of operating at a senior level in a trading standards environment. • Proven experience of successfully developing, leading and motivating a team of staff. • Proven experience of explaining detailed and technical information to a varied audience.	
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 in the specialist area – see context statement for further details	• Member of Institute of Cyber Digital Investigation Professionals
Other Requirements • Ability to travel across the County**.** • Ability to attend meetings outside of normal business hours**.** • Evidence of professional updating and development	• Own Vehicle/Transport

Career progression:

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

Structure



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

Post title:	Head Of Service Environmental Protection
Grade:	SM1
Responsible to:	Assistant Director Regulatory Services, Registrars, Coroners and Bereavement Services
Staff managed:	Manages a group of managers
Directorate:	Environment Directorate
Service:	Regulatory
Job family:	**SM - Senior Management**
Date of issue:	May 23

Job context

- The Head of Environmental Protection oversees the regulatory service responsible for ensuring the protection of the health, safety and wellbeing of residents and visitors to North Yorkshire and to protect the interests of legitimate businesses. This is achieved by providing advice and guidance and where necessary by enforcing relevant legislation to deliver the Council's statutory Environmental Health functions.

  The purpose of the post is:

- To contribute to the policy making and strategic direction of Regulatory Services.
- To manage the section team allocated to the post holder and any budget or other resources associated with that team.
- To give operational direction to the section.
- To lead and represent Regulatory Services on any corporate issues as designated to the post holder by the Assistant Director (Regulatory Services) or Head of Regulatory Services.
- To deputise for the Assistant Director (Regulatory Services) or Head of Regulatory Services**,** as necessary.
- Budget holder for the section with responsibility to maximise income from any possible commercial activities.

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

Specific Requirements of the Role

To develop and oversee the Environmental Protection Service responsible for:

- Protecting the health, safety and wellbeing of the County's residents, businesses, and visitors.
- Providing high-quality support and advice to County's residents and businesses.
- Protecting the health, safety, and welfare of workers and those affected by the activities of business by enforcing workplace health and safety legislation and investigating workplace accidents and fatalities in relevant businesses.
- Regulating prescribed industrial processes through a permitting regime to ensure that emissions to air, water and land are minimised and in accordance with required standards.
- Protecting the health of private water supply users by ensuring that the water meets the required safety parameters and supplies are suitably maintained.
- Monitoring the air quality in the County including working with other departments such as Licensing and Highways to gain improvements and where exceedances in pollution standards are identified declaring and then managing Air Quality Management Areas.
- Ensuring that land in the County does not present an unacceptable risk to human health, controlled waters, ecological systems, crops, livestock, buildings, and property by identifying and dealing with the Contaminated Land in accordance with the regime as set out in Part 2A of the Environmental Protection Act 1990.

- Responding to Planning and Licensing consultations to minimise the impact upon the environment and residential amenity and ensuring the fulfilment of Licensing Objectives under the Licensing Act 2003 for prevention of public nuisance.
- Investigating and determining statutory nuisances and when required taking enforcement action to abate the nuisance.
- Working in partnership with key statutory agencies such as the Food Standards Agency, the Food Crime Unit, the Health and Safety Executive, the Drinking Water Inspectorate, the Environment Agency, the UK Health Security Agency, the Animal Plant and Health Agency and the Department for the Environment, Food Farming and Rural Affairs. This includes working to framework agreements, statutory codes of practice and the provision of statutory prescribed performance returns, and the production of policies and procedures.
- Entering Primary Authority Partnerships with business to provide assured advice, coordinate enforcement action and where requested, develop inspection plans that other local authorities are obliged to adhere to. Fees are charged for this service.
- Investigating complaints about drainage issues and where appropriate taking enforcement action to rectify identified defects.
- Inspecting and registering premises and practitioners undertaking skin piercing treatments (tattooing, semi-permanent skin colouring, cosmetic piercing, electrolysis, acupuncture) to ensure activities are carried out in accordance with local byelaws to reduce the risk of transmission of blood-borne virus infections such as HIV, Hepatitis B and Hepatitis C.
- Arranging public health funerals when the body of any person who has died/been found dead within the County where it appears that suitable arrangements for the disposal of the body have not been made. This includes making a search of the deceased's property and investigating their personal circumstances.
- Attending exhumations of full body burials or cremated remains to ensure that respect for the deceased person is maintained and public health, and health and safety requirements are observed and protected.
- Investigating reports of filthy and/or verminous premises and taking enforcement action where appropriate to clear premises and properties that are infested by vermin, such as rats, mice, insects, or parasites, or in such a filthy or unwholesome condition as to be prejudicial to health.
- Inspecting and licensing of caravan and camp sites to ensure that the health, safety and welfare of residents and users are protected.
- Investigating reports of illegal encampments on Council land and taking enforcement action where appropriate against illegal encampments on Council land and providing advice to private landlords who have illegal encampments.
- Investigating and taking enforcement action for fly tipping on public land including the removal of any items which are seriously detrimental to the local amenity and the removal of motor vehicles which have been abandoned without lawful authority.
- Protecting public health and safety by dealing with stray/found stray dogs by seizure where appropriate and having designated kennels to house the dogs. Having arrangements in place for Public Spaces Protection Orders to prevent persistent or continuing dog fouling.
- Protecting public health by enforcing where appropriate smoke free legislation in enclosed areas of workplaces and public buildings.
- Protecting the health and safety of residents by enforcing the minimum age limit for using sunbeds in commercial settings.
- Protecting business interests by the enforcement of Sunday trading opening hours and the opening of large retail stores on Christmas Day.

- Maintain high level partnership working in relation to all partners to ensure satisfaction with service delivery of the team.

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

Job Purpose	**The core focus of this job is to lead delivery of a portfolio of services to support a range of clients (internal and external through partnerships and/or commercial arrangements). Services to specific clients will be subject to individual requirements reflecting the different needs of different organisations.**
Operational Management:	• To deliver the Council's functions in relation to Environmental Protection related services and other related regulatory activities. To ensure high quality and compliant services in line with the relevant legislation and to work closely with key partners to develop policies and procedures, ensure the delivery of an effective regulatory inspection and reactive response regime, perform a strategic and technical advisory role on matters within the Regulatory Services remit and maintain effective relationships with key stakeholders and partners. • Act as the Service's lead officer on Environmental protection legislation, ensuring delivery of the Service's statutory duties. • Act as lead officer for service planning and performance management. • Act as lead officer on recruitment and selection. • Co-ordinate the maintenance and implementation of the Authority's/Service's designated emergency response plans. • To assist the Assistant Director (Regulatory Services) and Head of Regulatory Services in the development and implementation of effective prosecution/enforcement policy and procedures. • Provide an effective prosecution system including instructing counsel and liaising with barristers, solicitors and the courts. • Give evidence as necessary in criminal or civil proceedings arising in the course of duties of the post holder. • To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and business. • To advise the wider service on relevant changing legislation, professional standards and their implementation. • To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs. • To lead specific programmes as part of the Council's change and transformation programme.
Resource management:	• Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability. • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.

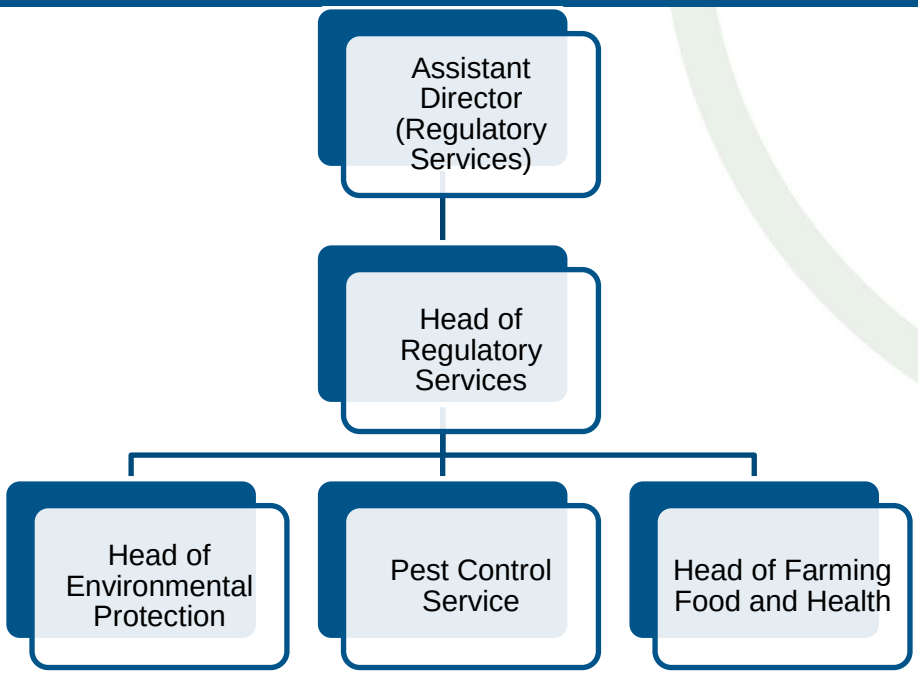
Partnerships:	• Work with a range of partners/agencies, both internal and external, such as the Health and Safety Executive, the Drinking Water Inspectorate, the Environment Agency, the UK Health Security Agency, the Animal Plant and Health Agency and the Department for the Environment, Food Farming and Rural Affairs. This includes working to framework agreements, statutory codes of practice and the provision of statutory prescribed performance returns, and the production of policies and procedures. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required. • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required and as set out in the 'Job Context' set out above.
Strategic management	• Lead the service in devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders. • Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the Assistant Director and Head of Regulatory Services, to be accountable for service strategy. • Lead in the development of new ways of working that maximise efficiency and effectiveness.
Communications:	• Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations. • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate. • Support effective communications between staff and service users and partners
Systems and information:	• 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 Food hygiene, standards and safety. • Knowledge of statutory requirements, including the Human Rights Act 1998, the Regulation of Investigatory Powers Act 2000, the Freedom of Information Act 2000, the Data Protection Act 1998 and equality standards. • Substantial experience of working as an Environmental Health Officer in relevant areas. • Substantial working knowledge of Environmental Health regulations/legislation. • Knowledge of, and demonstrated success in, effective management of staff, budgets and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management • Experience of developing and implementing organisational culture change within a large diverse organisation	• 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 • Degree in Environmental Health (BSc or MSc) • A qualified Environmental Health Officer registered by the Environmental Health Registration Board. • Membership of the Chartered Institute of Environmental Health. • Evidence of a minimum of 20 hours Continuing Professional Development per year or other requirements to meet professional competence.	• A relevant degree (Environmental Health, law, consumer protection, agriculture, food technology) Recognised management qualification • Chartered Membership of the Chartered Institute of Environmental Health. • Level 3 certificate (or equivalent) for the enforcement of animal welfare legislation.
Other Requirements • Ability to travel across the County**.** • Ability to attend meetings outside of normal business hours**.** • Evidence of professional updating and development	• Own Vehicle/Transport

Career progression:

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

Structure



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

Post title:	Head Of Service Farming Food and Health
Grade:	SM1
Responsible to:	Assistant Director Regulatory Services, Registrars, Coroner and Bereavement Services
Staff managed:	Manages a group of managers
Directorate:	Environment Directorate
Service:	Regulatory
Job family:	**SM - Senior Management**
Date of issue:	May 2023

Job context

- The Farming Food and Health Service plays a vital role in protecting the farm to fork food chain and overseeing the regulatory framework in relation to Food Safety. This section also delivers a number of Public Health Service Level Agreements in respect to alcohol and tobacco control and the promotion of a healthier food scheme. The regulatory function of this section aims to promote business growth by providing a level playing field for compliant business and targeting enforcement activities at rogue traders. The section also undertakes a number **of** public health related activities aimed at protecting children from the harmful effects of alcohol and tobacco and tackling the obesity agenda issues. These activities contribute to the Council's public health outcomes.

  The purpose of the post is:

- To contribute to the policy making and strategic direction of Regulatory Services.
- To manage the section team allocated to the post holder and any budget or other resources associated with that team.
- To give operational direction to the section.
- To lead and represent Regulatory Services on any corpora**te issues** as designated to the post holder by the Assistant Director (Regulatory Services) or the Head of Regulatory Services.
- To deputise for the Assistant Director (Regulatory Services) or the Head of Regulatory Services as necessary.
- To work with the Yorkshire and Humber Trading Standards Group, particularly the Regional Co-ordinator and members of the Executive, to improve local, regional and national trading standards delivery, and to represent the Service and the region at regional and national level.
- To work with the Fire Service, Ambulance Service and North Yorkshire police to facilitate service delivery.
- Work with Citizens Advice to improve the quality of notifications and referrals received from the Citizens Advice Consumer Helpline.
- Budget holder for the section and the regional intelligence unit with responsibility to maximise income from commercial activities.

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

<u>Specific Requirements of the Role</u>

- Oversee the delivery of effective statutory functions as assigned to the postholder including the development, monitoring and delivery of business plans ensuring that any national and local framework targets or performance indicators are met.
- Give evidence as necessary in criminal or civil proceedings arising in the course of duties of the post-holder.
- Prosecute on behalf of the County Council in Magistrate Court proceedings and act as instructing officer at Crown Court, County Court or higher court as necessary.

- Co-ordinate the maintenance and implementation of the Authority's/Service's designated emergency response plans.
- To deal with requests made under the provisions of the Freedom of Information Act 2000 and Environmental Information Regulations etc. as and when required.
- The post-holder is expected to maintain at least 20 hours Continual Professional and Personal Development per annum.
- Oversee an effective regulatory service to ensure that food manufactured, prepared, exported, imported, and offered for sale in the County complies with safety and hygiene requirements by working with the food industry and where necessary taking enforcement action. This is achieved by carrying out a range of interventions including advice and education, inspection/audit of food businesses using a risk-based system, investigating complaints about food and the hygiene of food premises, sampling of food for local, regional or national initiatives/surveillance, and in response to complaints and to support investigations, issuing export certificates and other attestations to enable business to export their products outside the UK and where appropriate carrying out controls on imported foodstuffs; responding to reports from the Food Standards Agency and other local authorities regarding foodstuffs that fail to comply with food law, investigating food fraud and other criminality linked to food.
- Protecting the health of communities by investigating cases/suspected cases and outbreaks of food poisoning and food borne disease.
- Oversee the effective delivery of the Public Health Service Level Agreements for Alcohol, Tobacco and Healthy Eating.
- Oversee the negotiation and management of the authority's service contract with appropriate public analysts.
- Oversee the preparation of the authority's annual Food Standard Plan for the Food Standards Agency.
- Chair the North Yorkshire Local Resilience Forum Animal Infectious Diseases Group.
- Maintain funding from Public Health and other partners to ensure continuity of service for the team.
- Maintain high level partnership working in relation to all partners to ensure satisfaction with service delivery of the team.

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

Job Purpose	**The core focus of this job is to lead delivery of a portfolio of services to support a range of clients (internal and external through partnerships and/or commercial arrangements). Services to specific clients will be subject to individual requirements reflecting the different needs of different organisations.**
Operational Management:	• To oversee delivery of the Council's functions in relation to Farming Food and Health related services and other related regulatory activities. To ensure high quality and compliant services in line with the relevant legislation and to work closely with key partners to develop policies and procedures, ensure the delivery of an effective regulatory inspection and reactive response regime, perform a strategic and technical advisory role on matters within the Regulatory Services remit and maintain effective relationships with key stakeholders and partners. • Act as the Service's lead officer on animal health and welfare legislation, ensuring delivery of the Service's statutory duties. • Act as the Service's lead officer on agriculture and food hygiene, standards and safety legislation, ensuring delivery of the Service's statutory duties. • Act as liaison officer for the Food Standards Agency. • Act as liaison officer for Public Health related delivery functions.

	• Act as lead officer for service planning and performance management. • Act as lead officer on recruitment and selection. • Co-ordinate the maintenance and implementation of the Authority's/Service's designated emergency response plans. • To assist the Assistant Director (Regulatory Services) and the Head of Regulatory Services in the development and implementation of effective prosecution/enforcement policy and procedures. • Provide an effective prosecution system including instructing counsel and liaising with barristers, solicitors and the courts. • Give evidence as necessary in criminal or civil proceedings arising in the course of duties of the post holder. • To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and business. • To advise the wider service on relevant changing legislation, professional standards and their implementation. • To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs. • To lead specific programmes as part of the Council's change and transformation programme. •
Resource management:	• Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability. • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
Partnerships:	• Work with a range of partners/agencies, both internal and external, such a such as the Food Standards Agency, the Food Crime Unit, and North Yorkshire Local Resilience Forum Animal Infectious Diseases Group and to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required and as set out in the 'Job Context' set out above.

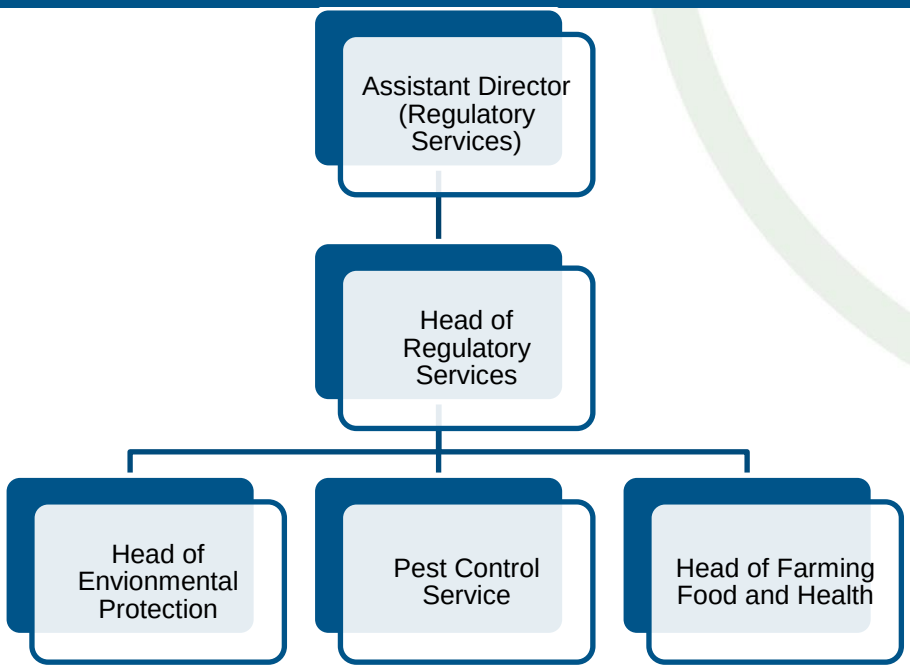
Strategic management	• Lead the service in devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders • Personally and through team members deliver the targets set down in the 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. • Support effective communications between staff and service users and partners
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 Food hygiene, standards and safety. • Knowledge of statutory requirements, including the Human Rights Act 1998, the Regulation of Investigatory Powers Act 2000, schedule 5 of the Consumer Rights Act 2015, the Freedom of Information Act 2000, the Data Protection Act 1998 and equality standards. • Knowledge of effective management of staff, budgets and resources. • Knowledge of, and demonstrated success in, effective management of staff, budgets and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management • Experience of developing and implementing organisational culture change within a large diverse organisation	• 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 • Relevant degree or qualification and experience which demonstrate professional competence comprehensively covering the range of regulatory functions connected to food, farming and health that the Council administers	• A relevant degree (Environmental Health, law, consumer protection, agriculture, food technology) Recognised 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	• Own Vehicle/Transport

Career progression:

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

Structure



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

Post title:	Head Of Service Trading Standards
Grade:	SM1
Responsible to:	Assistant Director Regulatory Services, Registrars, Coroners and Bereavement Services
Staff managed:	Manages a group of managers
Directorate:	Environmental Services
Service:	Regulatory
Job family:	**SM - Senior Management**
Date of issue:	May 2023

Job context

- The Trading Standards Services is the Local Weights and Measures Authority for North Yorkshire and delivers statutory functions in relation to weights and measures, fair trading, product safety, consumer credit, food safety, feed safety, animal health and tobacco control. The Service hosts the Regional Intelligence Unit, and the National Trading Standards e-Crime Team in partnership with City of York Council, on behalf of the Yorkshire and Humber Trading Standards Group.
- The Trading Standards Service also delivers and essential safeguarding function to vulnerable and elderly residents across the county against all forms of fraud and financial abuse. This is achieved through the investigation of offences, prosecution of offenders and asset confiscation to compensation for victims. In addition, prevention and awareness raising activities are undertaken to protect those at risk and to prevent repeat victimisation. This delivers a Public Health service level agreement. The team also leads on Proceeds of Crime Act asset confiscation from offenders.

The purpose of the post is:

- To contribute to the policy making and strategic direction of Trading Standards and Regulatory Services.
- To manage the section team allocated to the post holder and any budget or other resources associated with that team.
- To give operational direction to the section.
- To lead and represent Regulatory Services and Trading Standards on any corporate trading standards issues as designated to the post holder by the Assistant Director (Regulatory Services).
- To deputise for the Assistant Director (Regulatory Services) as necessary.
- To work with the Yorkshire and Humber Trading Standards Group, particularly the Regional Co-ordinator and members of the Executive, to improve local, regional and national trading standards delivery, and to represent the Service and the region at regional and national level.
- To work with the Fire Service, Ambulance Service and North Yorkshire police to facilitate service delivery.
- Work with Citizens Advice to improve the quality of notifications and referrals received from the Citizens Advice Consumer Helpline.
- Budget holder for the section and the regional intelligence unit with responsibility to maximise income from commercial activities.

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

<u>Specific Requirements of the Role</u>

- Oversee the delivery of effective statutory functions as assigned to the postholder including the development, monitoring and delivery of business plans ensuring that any national and local framework targets or performance indicators are met.

- Give evidence as necessary in criminal or civil proceedings arising in the course of duties of the post-holder.
- Prosecute on behalf of the Council in Magistrate Court proceedings and act as instructing officer at Crown Court, County Court or higher court as necessary.
- Co-ordinate the maintenance and implementation of the Authority's/Service's designated emergency response plans.
- To deal with requests made under the provisions of the Freedom of Information Act 2000 and Environmental Information Regulations etc. as and when required.
- The post-holder is expected to maintain at least 20 hours Continual Professional and Personal Development per annum.

- Act as Chief Inspector of Weights and Measures in accordance with section 72 of the Weights and Measures Act 1985.
- Act as Quality Executive for the authority's metrological notified body status.
- Act as co-ordinator for the purposes of the Regulation of Investigatory Powers Act 2000 and associated codes of practice.
- Act as an authoriser and designated person for the purposes of the Regulation of Investigatory Powers Act 2000.
- Act as senior appropriate officer for the purposes of section 378 of the Proceeds of Crime Act 2002.
- Manage the Yorkshire and Humber Trading Standards Group Regional Intelligence Unit.
- Represent the Council on the Yorkshire and Humber Trading Standards Group Executive.

- Act as an authoriser and designated person for the purposes of the Regulation of Investigatory Powers Act 2000.
- Act as senior appropriate officer for the purposes of section 378 of the Proceeds of Crime Act 2002.
- Deliver the Public Health Service Level Agreement in relation to the safeguarding and protection of elderly and vulnerable victims from all forms of frauds and financial abuse.
- Maintain funding from Public Health and other partners to ensure continuity of service for the team.
- Maintain high level partnership working in relation to all partners to ensure satisfaction with service delivery of the team.

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

Job Purpose	**The core focus of this job is to lead delivery of a portfolio of services to support a range of clients (internal and external through partnerships and/or commercial arrangements). Services to specific clients will be subject to individual requirements reflecting the different needs of different organisations.**
Operational Management:	• To deliver the Council's functions in relation to Trading Standards and related activities. To ensure high quality and compliant services in line with the relevant legislation and to work closely with key partners to develop policies and procedures, ensure the delivery of an effective regulatory inspection and reactive response regime, perform a strategic and technical advisory role on matters within the Trading Standards remit and maintain effective relationships with key stakeholders and partners. • To assist the Assistant Director (Regulatory Services) in the development and implementation of effective prosecution/enforcement policy and procedures.

	• Provide an effective prosecution system including instructing counsel and liaising with barristers, solicitors and the courts. • Act as lead officer in relation to the Enterprise Act 2002 and develop and implement policy and procedures for effective use of the Act. • Ensure delivery of the Authority's statutory duties in relation to Safety of Sports Grounds legislation. • Ensure delivery of the Authority's statutory duties in relation to metrology, fair trading, product safety, consumer credit and environmental protection legislation. • Act as lead for the Authority on the Regulation of Investigatory Powers Act 2000 and ensure compliance with the legislation. • Develop and implement an effective tasking process for consumer complaints and manage the Service's tactical tasking processes. • Oversee the Service's continuing professional development and training. • Oversee the implementation of the National Trading Standards Intelligence Operating Model across the Service and provide an intelligence collation and research facility. • Oversee the work of the Yorkshire and Humber Trading Standards Group Regional Intelligence Unit. • Identify capacity and knowledge gaps nationally across the trading standards landscape, developing appropriate training programmes and support mechanisms to meet the needs identified. • Give evidence as necessary in criminal or civil proceedings arising in the course of duties of the post holder. • To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and business. • To advise the wider service on relevant changing legislation, professional standards and their implementation. • To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs. • To lead specific programmes as part of the Council's change and transformation programme. • Act as the Service's lead officer on serious and complex frauds, including those perpetrated by Organised Crime Groups, dealing with cases of local, regional and national significance. • Act as the Service's lead officer in relation to Proceeds of Crime Act confiscation including ensuring use of the ARIS scheme to provide income to sustain MAST staffing continuity. • Maintain specialist knowledge of investigational codes of practice and procedures including surveillance authorisation, infringement charging, arrest, custody and bail procedures. • Act as the Service's lead in relation to safeguarding. • Produce policy guidance in relation to arresting offenders, custody procedures, bail and charging of offenders.
Resource management:	• Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability. • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service.

	• To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • 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 and as set out in the 'Job Context' set out above.
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.

	• Support effective communications between staff and service users and partners
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 trading standards. • Knowledge of statutory requirements, including the Human Rights Act 1998, the Regulation of Investigatory Powers Act 2000, schedule 5 of the Consumer Rights Act 2015, the Freedom of Information Act 2000, the Data Protection Act 1998 and equality standards. • Knowledge of effective management of staff, budgets and resources. • Knowledge of, and demonstrated success in, effective management of staff, budgets and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management • Experience of developing and implementing organisational culture change within a large diverse organisation	• 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 • Diploma in Trading Standards or Diploma in Consumer Affairs and Trading Standards (with passes in metrology, food, product safety, animal health, agriculture and fair trading). Chartered Trading Standards Practitioner.	• A relevant degree (law, consumer protection, agriculture, food technology) Recognised 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	• Own Vehicle/Transport

Career progression:

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

Structure



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

Post title:	Technology Head of Service – Support
Grade:	SM1
Responsible to:	Assistant Director Technology
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Technology
Job family:	**SM - Senior Management**
Date of issue:	September 2025

Job context

- This post is one of the senior leadership team for North Yorkshire Council (NYC) Technology Services. We provide the ICT services which enable the organisation and its partners to achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire. The current user base includes approximately 10,500 staff and 625,000 citizens of North Yorkshire. Increasingly the council is working in partnership with other organisations, communities**,** and volunteers to deliver services as well as offering commercial services to other public and private sector customers. Technology services and products therefore need to take account of an increasingly wide and diverse user base.

- Our Technology Vision is to provide effective Technology Services and drive innovation and efficiency across all services to ensure that our organisation and partners can achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire.

- We want to have a Technology Workforce that:
  - feels valued for the contribution of individuals and teams,
  - works with agility and flexibility across and between our teams,
  - has a spirit of creativity and continuous learning,
  - and the capabilities and skills to deliver a first-class service.
- Within NYC we want Technology to be a Service that:
  - is a valued partner and trusted advisor for our NYC customers,
  - is knowledgeable about and proactively guiding and supports our customers,
  - seeks innovative solutions to support service transformation,
  - continuously improves our service provision.
- Across North Yorkshire we want Technology to be a Service that:
  - enables our NYC customers to deliver world class services to our residents,
  - role models the provision of best value to save and invest in NYC services,
  - boldly supports partnership beyond NYC with honesty and integrity,
  - collaborates with our services and partners to ensure maximum value.

- Technology senior leadership team is made up of the following Head of Service roles:
  1. Head of Enterprise Architecture, Solutions, and Infrastructure
  2. Head of Systems and Applications
  3. Head of Technology Support
  4. Head of Security and Governance
  5. Head of Technology Commercial Services

- All Heads of Service roles will have responsibility (within their composed remit) for:
  - Setting strategy, inspiring, and mobilising a wide range of ICT and management responsibilities.

- Influencing the developments within ICT providers at the highest levels.
- Developing long-term strategic relationships with customers, partners, industry leaders and government.
- Leading on the formulation and implementation of the council's ICT strategy and advises on the implications of emerging technologies for the wider business environment.
- Delivery of complex technical ideas to both technical and non-technical audiences at all levels.
- Communicates the potential impact of emerging technologies on the council and its services and assesses the risks of using or not using such technologies with ICT colleagues, Senior Management, Members, Customers, suppliers, and partners.
- Assessment and advise on the impact of legislation and ensure compliance.
- Ensuring the provision of committed resources to Transformation Services to develop adequate systems, structures, and processes to ensure risk averse transfer of innovative solutions from projects to live production.
- Preparation of business cases and investment requests for developing and growing all aspects of their area of Technology.
- NYC has a number of key third party contracts that provide specific technical solutions, the post holder is responsible for the supplier service level management.

Technology Support

- Responsible for information and communication systems, digital office tools, physical technology provision and support as well as Asset & Request Management functions; supporting the organisation's culture and employee experience, engagement, and utilisation to facilitate innovative and flexible working practises.
- Ensure the provision of excellent customer service and direct timely personal support to staff both remotely and in person.
- Rationalise and centralise asset management, equipment rationalisation and maximise value through effective ordering and stock management.

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

Job Purpose:	**The technology support service will provide the first and second line support to the organisation as a flexible demand led service that balances local face to face support provision and centralised service delivery. D** **The deployment will be demand led and include direct connectivity to specialist teams which will require matrix leadership across the other functional areas.**
Operational management:	**All** • Lead in the introduction and use of new techniques, methodologies**,** and tools. • Provide ICT support and technical consultancy to the business, change functions and associated project teams. • To advise the Assistant Director on changing legislation and professional standards and their adoption. • Personally**,** and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance in collaboration with services. • Advise the service about relevant market analysis, changing legislation, professional standards**,** and their implementation. • Work with other managers in Technology to ensure that all technology related work is effectively planned and delivered. • Maintain customer contact during and after the sales process to pre-empt any issues and identify further opportunities.

	• Work with nominated service managers to ensure that a catalogue of available technology services is created and maintained and that service level agreements are complete and cost effective. • Work with Service Management Office to ensure that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented. • Negotiate with relevant parties in respect of disruptions and major amendments to the provision of services. • Review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities, customers**,** and targeted groups. • Develop, support**,** and promote a strong results-driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development. • Lead specific workstreams, programmes and projects as part of the Council's transformation programme. **Technology Support** • Responsible for information and communication systems, digital office tools, physical technology provision and support asset & request management functions. • Consolidation of assets to delivery best value for money and consistency. • Implement tools, techniques**,** and services to provide excellent first point of contact service resolution. • Ensure customer focussed delivery and connectedness across all sites and locations across NYC in the delivery of effective and efficient service desk, modelling delivery based on organisational as well as process and production maturity.
Resource management:	• Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management, and direction to the managers of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal. • As the responsible budget holder plan, direct and monitor the preparation of annual revenue and capital estimates within the budgetary allocation agreed by the Council, account to the Assistant Director for the financial performance of the service. • Give leadership, management, and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal. • Develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency, and effectiveness. • Support the delivery of corporate initiatives in delivering transformational change.
Partnerships:	• Work with a range of internal and external partners and agencies, to develop and maintain co-operative relationships and to understand the opportunity and feasibility for service delivery and product development. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place across the Council. • Represent the service at policy, operational and co-ordination forums with external agencies and other Council Directorates when required. • Work with key suppliers to understand the opportunity and feasibility for service delivery and product development.

Strategic management:	**All** • To have a lead role in determining strategy, setting objectives and targets and to the development of policies across the operational remit of the Service and the Directorate, and, working with the Assistant Director, to be accountable for the Council's service strategy. • Lead on the continuing development of the action plans to deliver the strategy, setting out the full part that the service will play in the achievement of the Directorate's plan and the promotion of the plans to all stakeholders. • Leads development and communication of the organisation's policies for corporate governance of information. • Leads on the strategic plans for ICT, which satisfy the current and ongoing needs of the organization's business strategy, and the current and future capabilities of ICT. • Deputise for the Assistant Director as required and represent the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates as relates to remit and scope of role. • Ensures compliance between business strategies, enterprise transformation activities and technology directions, setting strategies, policies, standards, and practices. • Prepare and communicate the Technical Strategic vision to Senior Management and Directors and prepare and monitor its delivery action plan. **Technology Support** • Set operational standards, strategies, and procedures across technical components in the areas of Technical Support.
Communications:	• Influence and liaise with lead partners in the business as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Develop professional network relationships with service managers across the Council to gather and communicate the technical vision. • Ensure timely and appropriate communication and engagement with key stakeholders. • Preparation of business cases and investment requests for developing and growing all aspects of own area of Technology.
Systems and information:	• Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide, customers and to partners. • Use relevant IT systems and tools to support the management, delivery, and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

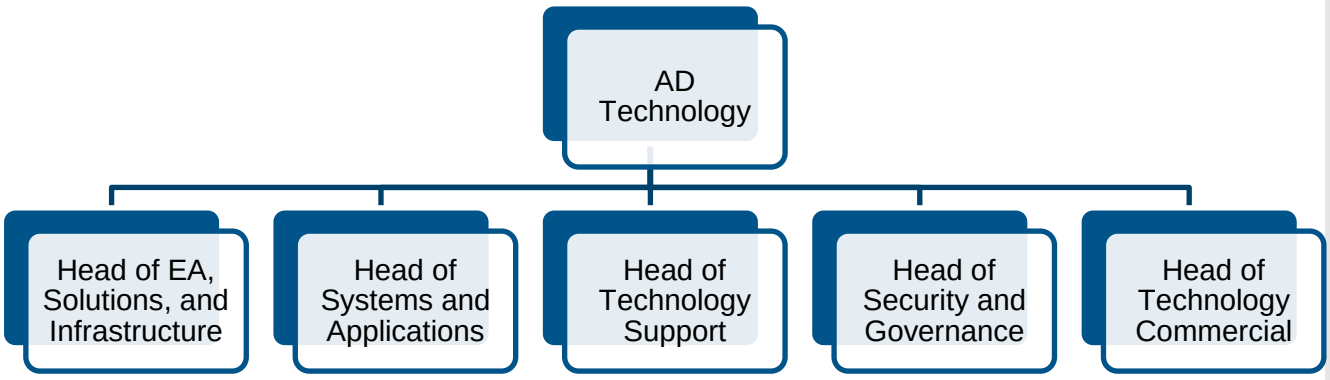
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of current good practice standards at local and national level in relation to the business of the service. • Knowledge and understanding of how technologies and digital technology approaches can enable service transformation. • In depth understanding of the business and technical issues associated with the analysis, design, development**,** and support of information systems. • Knowledge of statutory requirements, including equality standards. • Knowledge of effective management of staff, budgets, and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management. • Experience of designing and implementing an ICT Strategy. • Extensive experience of the management of resources in a changing organisational environment, including human and financial resources. • Experience of brokering and establishing new business relationships and partnerships.	• Understanding of service management methodologies, tools, and techniques such as ITIL. • Knowledge of Agile Methodologies. • Knowledge of human centred design. • Knowledge of project delivery methodologies. • Recent experience of working in the public sector. • Experience of planning and delivering technology services and leading transformation programmes. • Experience of development and implementing commercial strategies. • Experience of managing commercial customer accounts. • Experience of leading bid opportunities for commercial contracts.
Occupational Skills • Ability to assimilate new initiatives, technology and software and interpret information. • Effective leadership skills and the ability to promote organisational policy and objectives**.** • Effective organisational skills to manage diverse operational functions delivering strategic objectives**.** • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. • Effective change management skills. • Excellent communication skills. • Ability to analyse complex data and to influence well-reasoned conclusions. • Ability to make, and be accountable for, effective decisions and sound professional judgements. • Effective interpersonal, influencing and negotiating skills. • Ability to inspire and influence across the organisation and with partners. • Ability to effectively collaborate, promote and support multi-disciplinary team working. • Ability to innovate and to lead the organisation to deliver innovative ways of working.	

Behaviours • link	
Professional Qualifications • Educated to degree level or equivalent experience. • Professionally qualified in a relevant specialism or equivalent experience, e.g. Enterprise Architecture or Cyber Security. • Recognised management qualification or equivalent experience.	• Service management qualification, e.g. ITIL practitioner.
Other Requirements • Ability to travel across the County and beyond. • Ability to attend meetings outside of normal business hours. • Evidence of professional development.	

Career progression:

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

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: Head of Venue Sales & Marketing Harrogate Convention Centre
Grade:	SM1
Responsible to:	Director 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:	October 2025

Job context

Harrogate Convention Centre is one of the UK's leading conference and exhibition venues in the heart of the beautiful Yorkshire spa town of Harrogate.

The venue delivers £45m of economic impact each year to the North Yorkshire region and the recent announcement of the new £7m investment in additional large flexible conference rooms will take the venue to the next level. HCC now requires an experienced conference and exhibition sales professional to lead the sales and marketing functions to even greater success.

HCC currently operates as a service of North Yorkshire Council within the Community Development Directorate and a key challenge for the Head of Venue Sales & Marketing involves working directly with the Director of HCC, to maximise the return on the investment planned to complete in autumn 2026 (Studio 2).

The Head of Venue Sales & Marketing role will be responsible for driving the sales function to attract high quality conferences, exhibitions, and events to the destination.

In this senior role, you will be pivotal in developing and delivering our sales & marketing strategy, managing a team of professionals to ensure that Harrogate Convention Centre continues to grow income while enhancing the reputation of the venue as one of the leading conference centres in the UK.

The ideal candidate will be passionate about our industry, our destination, our venue and dedicated to securing long-term relationships and hire contracts with event organisers for many years to come. They will also be the driving force behind the brand and marketing strategy for the venue to maximise the attraction of business events to our North Yorkshire venue.

The main duties and responsibilities of the role will include:

- Working with the Director of Harrogate Convention Centre to devise and monitor sales & marketing strategies for all market segments ensuring the venue is achieving its key performance indicators and wider strategic objectives.
- Devising and managing sales targets and key performance indicators, while managing budgets for both sales and marketing functions.
- Having a genuine passion for building and developing long-term relationships with key existing and potential clients, nurturing relationships to ensure a high-quality experience which maximises their event capabilities and opportunities within the venue.

- To lead both teams to maximise business development, in line with HCC's business objectives to secure multi-year returning contracts and ancillary incomes.
  - Strategically managing the venue bookings diary to maximise profit and minimise dark days.
  - Managing and monitoring the venue's theoretical diaries to ensure the optimal product mix is achieved.
- Developing and leading the venue sales & marketing team, being always available to provide guidance, support, and direction on day-to-day activities, ensuring the Team's work is coordinated across sectors to secure optimal diary utilization, and high sales calls and conversion rates.
- Regularly attending events and trade shows, pro-actively representing Harrogate Convention Centre in a professional and engaging manner while being recognised as an industry champion. This may involve working some evening and weekends during the year.

Job purpose:	**To lead and inspire the sales and marketing teams of Harrogate Convention Centre to deliver higher increased lettings and optimal commercial performance.**
Sales & Marketing Management:	• To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of the Sales and Marketing Teams at the venue. • Devise and launch a new 5-year sales strategy for HCC to include a dedicated strategic plan for the launch and sale of the Centre's new £7m investment in the development of Studio 2. • Devise and launch a new Marketing & Communications strategy for the venue to increase awareness, drive new enquires, while retaining current customers of the Centre. • To maximise diary utilisation and formulation of the venue's theoretical diaries • Maximise commercialisation of marketing & branding services • To develop, support and promote a strong, result driven and client-driven performance culture ensuring the provision of cost-effective, efficient, high-quality services to new and existing clients. • Set and monitor sales call rates, targets, and conversion rates. • Devise and manage familiarisation trips with prospective event organisers and agencies.
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 sales and marketing 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 give leadership, management, and direction to staff of the sales and marketing 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. • Drive and lead the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development. • Champion market intelligence and innovation by identifying emerging trends, benchmarking against leading venues, and translating insights into actionable strategies that position HCC as a national leader in the business events sector.
Partnerships:	• Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships.

	• Build strong relationships with local hoteliers and take a leading role to ensure each property supports the strategic objectives of the convention centre. • Work collaboratively with Visit North Yorkshire and Events North Yorkshire. • Work in unison with the Operational, Commercial and Catering senior managers. • Represent HCC within the conference, exhibition, and events market.
Strategic management:	• Lead the Sales & Marketing Teams in devising and implementing strategies that feed into the HCC service plan to ensure consistent, high quality and effective delivery of the sales and marketing service. Ensures the promotion of the plan to all stakeholders. • Personally, and through team members deliver the targets set down and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of procedures across the remit of the sales & marketing functions, working with their line manager, to be accountable for strategy. • Lead in the development of new ways of working that maximise efficiency and effectiveness.
Communications:	• Respond to media enquiries as requested and appraise their line 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. • Establish a communications strategy with the Director of HCC and communications team.
Systems and information:	• Manage and improve the use of the venues Momentous Software offer from a sales perspective. • Produce written reports and hold regular meetings with all team members. • Use relevant IT systems and tools to support the management, delivery, and development of services, ensuring records are accurate and current.

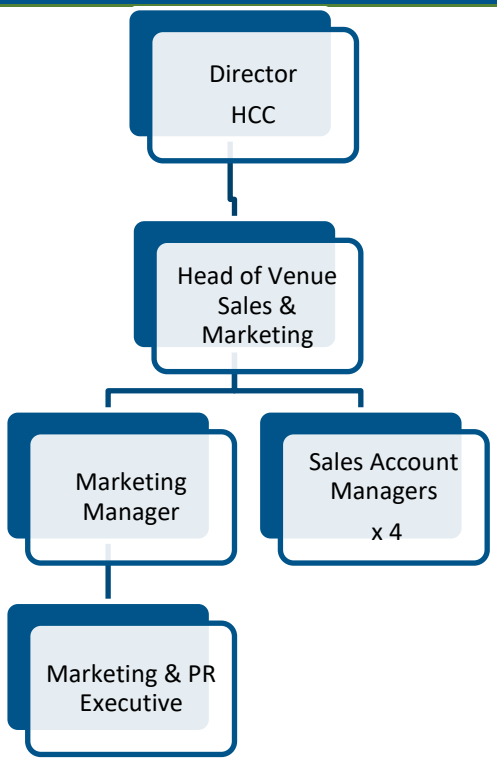
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of the conference, exhibition, and events sector. • Venue sales experience. • Sales management experience. • Knowledge of effective management of staff, budgets, and resources. • Marketing and branding strategy experience. • Strong structured sales and presentation skills. • Highly skilled sales negotiation background.	• Knowledge of Momentous Software • Destination management experience
Occupational Skills	

• Effective leadership skills and the ability to promote organisational vision and objectives. • Management of diverse functions to deliver strategic objectives. • Enterprise skills including ability to develop and sustain effective income generation, drive business cases, and create viable business models. • Ability to develop and maintain effective partnerships both within and outside the venue's directorate. • Work collaboratively with the venues operational and commercial teams to achieve the wider strategic objectives of HCC. • Act as a strategic partner across with all HCC departments to increase efficiency, drive incomes and save costs. • Ability to negotiate and influence at a senior level with customers and colleagues.	
Behaviours • link	
Professional Qualifications • Degree educated – preferably a business or marketing degree. • Degree equivalent industry experience • Accredited Sales Management & leadership qualification – such as CIM Level 5 and above in Sales Management & Leadership	• Chartered Diploma in Marketing • Sales training skills qualification
Other Requirements • Ability to travel across the Country and abroad. • 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:	Lead for SEND (Quality, Performance and Practice)
Grade:	SM1
Responsible to:	Head of SEND
Staff managed:	Manages a team of specialist professionals
Directorate:	Children and Young People's Service
Service:	Inclusion
Job family:	**SM - Senior Management**
Date of issue:	December 2021

Job context

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

Job purpose	**The postholder will be responsible for establishing strong collaborative approaches across all stakeholders to transform approaches in inclusions and ensuring a strong culture of inclusion and resilience in meeting the needs of children and young people with additional needs.** **Ensuring compliance and high-quality performance and practice in terms of SEND ensuring robust planning for further development to improve outcomes.** **Ensuring the SEND commissioned services are delivered within required standards and provide high quality and cost-effective provision for children and young people.**
Operational Management:	• Professional supervision and management of SEND caseworkers and managers in locality based multi-disciplinary hubs ensuring compliance with legislations and the code of practice. • Ensure efficient practices for decision making regards assessment, Education, Health and Care Plans and placements for SEND. • Ensure caseworkers adopt a family centred approach to the assessment and meeting of needs for children and young people with SEND. • Ensure effective transition of young people into adult services. • Contribution to the quality assurance monitoring of commissioned provision across the locality and countywide in relation to specific area of SEND responsibility.

	• Ensure effective collaboration with key stakeholders to build capacity and maximise outcomes for children and young people. • Quality assurance of the statutory assessment process and quality of decision making and Education, Health and Care plans. • Significant contribution to transformational change in provision and services in the locality managing relationships, culture, and people across agencies. • Develop and maintain sustainable income generation through traded services in area of specialism. • Ensure regular audit of services take place and that services are compliant with national good practice, guidance, regulations, legislation including Ofsted frameworks. • Significant contribution to self-assessment to highlight required improvements in delivery at local level. • Case management of SENDIST appeals ensuring evidence is collected and available in line with legal timescales and supporting and advising colleagues across Inclusion in producing that evidence. • Facilitation of SENCo networks across education settings.
Resource management:	• Provide clear oversight, management control of financial resources service and locality-based level. • Contribute to the effective monitoring and evaluation of commissioned provision in the locality on an annual basis. • Work closely with senior leaders in localities to deploy local SEND commissioning budgets to address priorities for improved performance. • Ensure a robust system for consistent decision-making regarding placements, allocation of top up and exceptional funding. • To be responsible for the strategic oversight of assigned budgets, complex staffing within the specialism area, ensuring resources are deployed effectively. • To manage the recruitment, monitoring, appraisal and performance management of staff, as necessary. • To ensure that all staff receive regular effective, reflective supervision and appraisals. • Significant contribution to the training and induction plan for the SEND specialist team, SENCos, governors to ensure confidence in SEND and Inclusion. • To lead on the confidence and capacity of local stakeholders to build capacity and resilience in the local area. • To be concerned for staff welfare, offering support, at times of stress, praising work completed and monitoring performance, including sickness absence. • Forward plan to ensure resources are effectively managed and risks identifies early. • To support auditors with their work and provide them with the necessary information.
Partnerships:	• Lead on the development of strong collaboration and an agreed ethos and culture in localities engaging all stakeholders in priorities for SEND and Inclusion. • Develop and maintain multi-agency networks, ensuring they keep abreast of strategic developments and priorities in other agencies in a regional, national and political context. • Ensure interagency collaboration is achieved in order to ensure high aspirations and achievements for children and young people. • Work closely with parents/carers, children and young people to maximise opportunities for co –production in the transformation of services. • Drive the development of a cohesive training plan equipping staff with the knowledge and resources needed to fulfil their roles.
Strategic management:	• Ensure strong oversight of the high needs budget at locality level, working collaboratively with schools and settings to take corrective action as necessary to minimise deficit budgets and to ensure that funding is used effectively to improve outcomes for children and young people. • Provide strategic direction and support to SENCOs within schools including analysis of professional development needs and the delivery of all phase SENCo networks.

	• Ensure professional development needs of education settings and other professionals in the area are identified together with opportunities for needs to be met. • Contribute to the development of a county wide workforce development framework for SEND and Inclusion. • Work directly with schools to embed consistent inclusive practices and the early identification and intervention of children and young people with additional needs. • Provide appropriate support, challenge and escalation to schools causing concern. • Taking a lead role in establishing team around the school approaches as required. • To support the creation and development of links with local communities. • Provide senior manager representation and insight at appropriate meetings. • Actively seek opportunities for transformation of services and provision to meet needs of children and young people and ensure cost effectiveness. • To contribute to full compliance with the standards and regulations through analysis of inspections and the development of strategic plans to deliver responsive service change. • Develop strategic plans for SEND ensuring it reflects inspection recommendations, local need and the Children and Young People's plan. • Create and maintain effective networks with senior professionals across agencies to promote effective working practice and strategic planning. • Develop and maintain an effective communication strategy in order to report on service delivery. • Develop services to ensure they maintain relevance in a changing political context.
Communications:	• Significant contribution to the communication strategy at both local and countywide level to ensure stakeholders are fully informed of performance and priorities for SEND and Inclusion. • Ensure a strong communication network for parents/carers and children and young people. • Establish strong working relationships and communication with managers of local multi-disciplinary teams across SEND and social care. • Establish high profile and presence as the lead officer for SEND and Inclusion performance in the locality providing support and challenge as appropriate. • Ensure strong communication framework at locality level for parents/carers and children and young people to ensure feedback influences practice and development of services and provision. • In collaboration with the Head of Inclusion and Head of SEND, ensure there is an effective flow of information with senior leadership, elected members, health, parents/carers and children and young people. • Effective co-ordinated communication and support to SENCos and equivalents in early years and post 16 settings. • Ensure the effective function of the Locality Board. • Ensure services establish rapport and respectful, trusting relationships with children, young people, their families and carers. • To ensure there are good communication systems, including that teams are supervised, appraised and effective team meetings/away days take place. • Ensure critical issues, media interest, complex complaints, FOI's and interest from MP's is dealt with in a timely and appropriate manner. • Provide high standards of verbal and written communication across all levels including senior professionals, inspectorates, members, parents and local community forums. • Present information through public speaking at local, regional and national events, ensuring the reputation of the local authority is maintained to a high standard.
Systems and information:	• To ensure compliance with Freedom of Information Requests by collating, analysing, and releasing appropriate information. • To collate, analyse and report on performance information to members and senior managers.

	• To analyse and present information from performance dashboards for the locality. • To ensure there are robust effective systems in place that provide suitable evidence to Ofsted in regulatory inspections. • Ensure effective use of IT systems to review performance, set targets and develop improvement plans. • Ensure systems are in place to monitor statutory and local KPIs. • Significant contribution to the embedding of the Digital EHCP across NY.
Safeguarding:	• Be responsible for promoting and safeguarding the welfare of children and young people. • To ensure services are appropriate and sensitive to the needs of children with additional needs. • Maintain oversight of safeguarding practices in settings across the locality. • To ensure issues are reported appropriately using the Local Area Designated Officer to advise and ensure the appropriate inspectorate are kept informed. • Ensure services are safeguarding compliant, making effective use of support services including legal, insurance and HR.

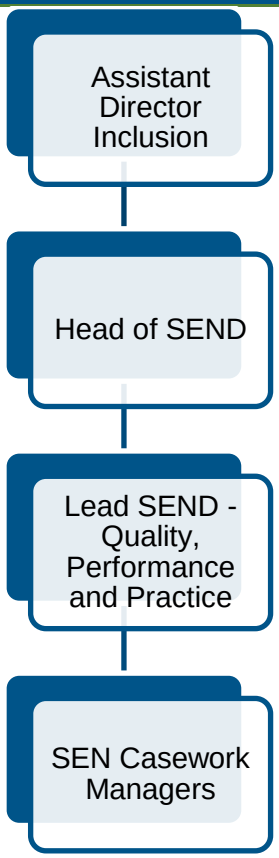
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Knowledge of Legislative framework for SEND. • Significant knowledge of SEND practices and protocols and inclusion in education from a total systems perspective across all partners. • Knowledge of current best practice. • Knowledge of dispute resolution including mediation and tribunal. • Detailed awareness of current national developments in terms of SEND and Inclusion and High Needs funding. • Significant level of knowledge in relation to the identification of children and young people with SEND. • Knowledge of the high needs block budget and funding arrangements for SEND. • Knowledge of performance outcomes for LAs and education settings in terms of SEND and Inclusion. • Knowledge of regulatory frameworks including Ofsted and CQC. • High degree of understanding around the latest research and evidenced based interventions. • Substantial and relevant experience of working with children and young people in education. • Significant experience of identification of children and young people with SEND at SEN Support and EHCPs. • Operational experience within a local authority of the implementation of the statutory assessment pathway. • Delivery of a child and family centred services for SEND. • Significant experience of collaborative and partnership working across a wide of stakeholders including schools, settings, partner organisations, parent and carers and children and young people. • Quality assurance systems to ensure high levels of practice and performance. • In depth experience of people and budget management. • Experience of intra and inter-agency work. • Experience of managing a range of staff.	• Knowledge of relevant research. • Experience of responding to media enquiries. • Experience of working with academic research. • Experience of trading and commercialisation. • Experience of providing witness testimony and involvement in SEN Tribunals.

• Experience of effective change management and transformation. • Good understanding of government policy process. • Experience of analysis of quantitative and qualitative data, report writing and delivery of high-quality presentations to a variety of audiences.	
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 demonstrate effective leadership skills and to motivate teams and partnerships. • Excellent organisation skills and the ability to organise and prioritise the work of the team effectively to agreed national and local standards. • Ability to work at a strategic level to develop, manage and sustain innovative service approaches. • Ability to horizon scan at a national level to predict policy direction and ensure services are planned ahead of policy implementation. • Highly effective communicator able to influence relations with partners. • Strong commitment to Anti Discriminatory Practice. • Considerable understanding of prudent Budget Management within a context of complex budgets. • Good Presentation skills (written and oral). • Proficient IT skills, e.g. email, word etc.	• Experience of working across different aspects of SEND and Inclusion.
Behaviours • **link**	
Professional Qualifications • Degree level qualification.	• Professional qualification in area of specialism. • Level 5 management qualification or above.
Other Requirements • To be available and prepared to work evenings and weekends if required. • 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:	Lead SEND Development Officer
Grade:	SM1
Responsible to:	Head of SEND Strategic Planning and Resources
Staff managed:	Manages operational frontline staff
Directorate:	Children and Young People's Service
Service:	Inclusion
Job family:	**SM - Senior Management**
Date of issue:	April 2024

Job context

The post holder will be responsible for:

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

Job purpose	**To facilitate delivery of the Strategic Plan for specialist education provision across North Yorkshire and ensure the Local Authority meets its duties to provide suitable SEND provision for the needs of children and young people in North Yorkshire. In particular the post will have responsibility for the development of Early Years, Preparation for Adulthood as well as other specific developments set out within the Local Area Strategy**
Operational Management:	• Ensure the vision, principles and outcomes of the Strategic Plan are upheld and communicated effectively and underpin all implementation work • Ensure that the Head of SEND Strategic Planning and Resources and the SEND Provision and Resources Team are kept fully up to date about implementation work • Establish and maintain clear and transparent lines of communication between the SEND Provision and Resources Team, partners and parents/carers and children/young people

	• Take the strategic lead for ensuring PfA is embedded across all aspects of work • Develop further traded services in relation to PfA and Independence in order to generate revenue • Implement the delivery of Targeted Mainstream Provisions and maintain robust monitoring arrangements once established • Ensure that education, care and health colleagues are fully engaged in the implementation of the strategic plan, together with parents/carers, children and young people • Establish strong communication frameworks at local and county level to ensure that all partners, senior officers and elected members receive regular progress updates and have the opportunity to make active contributions to the work • Production and presentation of reports at appropriate intervals to key groups, multi-agency partnerships and elected member forums • Attendance and presentation at key partner, parent/carer, children and young people forums • Significant contribution to engagement and consultation processes required for the implementation of actions in the Strategic Plan and Local Area Strategy • Support on the review, transformation and change of SEND provision across North Yorkshire • High levels of engagement with senior officers across the local authority and external partners to coproduce services and change for the future • Budget responsibility for specific aspects of SEND provision as allocated by line manager • Line management of the specified staff team including performance management, supervision and appraisal • Assist the Head of SEND Strategic Planning and Resources and stakeholders in preparation for inspection and peer review • Deputise for the Head of SEND Strategic Planning and Resources as directed.
Resource management:	• Assist the Head of SEND Strategic Planning and Resources in taking corrective action in relation to identified budget pressures • Seek opportunities for creative and value for money solutions when leading on specific provision developments. • Contribute to the development of the SEND capital plan • Ensure close links with health and social care in the development of provision including joint funding requirements and wider impacts of changes on other services. • Lead and/or assist in the development of traded aspects of the service.
Partnerships:	• Work with a range of partners/agencies, both internal and external, to foster a culture of collaboration, ensuring partners agencies are engaged in service developments and improvement and the implementation, monitoring and review the Strategic Plan. • Develop and maintain strong internal and external relationships with partner organisations, stakeholders and providers of SEND, whilst providing challenge and support • Embed the principle of co-production in all aspects of the work defining a clarity of roles and responsibilities across partners • Ensure robust systems are in place to both hear the voice of the child/ young person and parents/carers and to actively promote and encourage their engagement • Establish effective working relationships with parent/carers and children and young people. • Work collaboratively with colleagues across education, health and social care to develop and secure joint commissioning opportunities both within and local authority and regionally.
Strategic management:	• Strongly contribute to the decisions which influence the re shaping of SEND provision across the county

	• Invite creative and innovative approaches to delivery, promoting strong collaborative approaches between partner organisations • Seek and promote opportunities for the joint commissioning of future provision • Support the Head of SEND Strategic Planning and Resources in preparing the service and the local area for inspection and review • Deputise for the Head of SEND Strategic Planning and Resources as directed
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 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 utilised fully in the development of the service and SEND provision • Support the development, monitoring and review of effective systems for analysing information to inform development and change and maintain timely and accurate records and work processes. • Ensure systems are in place to ensure parents/carers and children/young people can inform and influence future development. • Ensure all requirement of GDPR are adhered to in the team.
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. • Professional

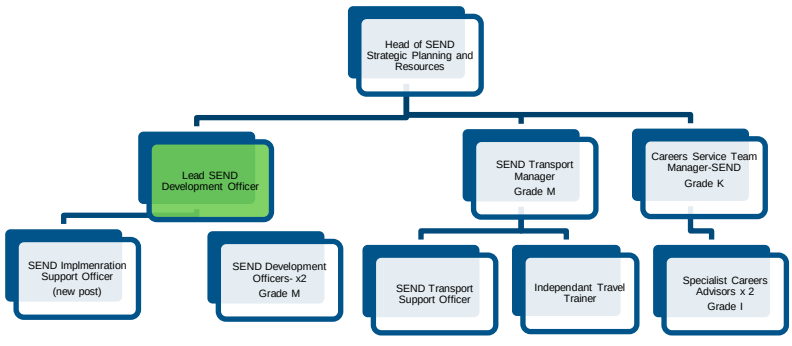
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of the Children and Families Act 2014 and the Care Act 2014 and the Education Act 1996 • Significant knowledge of the statutory requirements and duties of the local authority for SEND and Inclusion • In depth knowledge of current DfE guidance and legislation with respect to SEND, CQC/Ofsted Local Area SEND Inspection, Alternative Education and Ofsted Inspection Frameworks for education providers • Significant knowledge of preparing for adulthood requirements and approaches • Knowledge of co production and its application in strategic planning and change • Knowledge of the Code of Practice and its implications for SEND practice • Knowledge of the school landscape in terms of academisation, school organisation • Knowledge of local government decision making and local democracy • Experience of strategic planning, policy implementation and performance management • Experience of developing, leading and implementing organisational culture change within a large diverse organisation • Proven and effective experience of the management of resources in a changing organisational environment, including human and financial resources. • Proven experience of collaborative working with partners, including parents/carers and children/young people • Significant experience of communication and engagement with professionals, members of the public and families • Experience of managing and delivering against performance indicators in a complex operational environment • Significant experience of preparing documents and reports, and presenting to senior managers and elected members • Experience of working with children and young people in an education/care setting to meet need and improve outcomes	• Working in SEND in local authority settings • Knowledge of approaches to reviewing SEND provision capacity • Knowledge of the High Needs Block budget, DSG and local authority • Undertaking public consultation to inform recommendations for member decisions
Occupational Skills • Effective leadership skills and the ability to support the development of strong, highly performing teams embracing an agreed vision and culture • Strong change management skills • Able to lead and deliver change in a fast paced and uncertain environment • Ability to prioritise work and delegate effectively • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians • Strong range of leadership skills and abilities • Confident and assertive manner • Good interpersonal skills. • Strong communication skills across a variety of audiences • Ability to assimilate new initiatives, technology and software and interpret information and data.	

• ICT Competence • Analytical skills	
Behaviours • **link** • Non-discriminatory practices • Empathy and understanding of parents/carers, children and young people with SEND • Assertive manner • Commitment to equality	
Professional Qualifications • Honours Degree or equivalent • Evidence of continuous professional development	• Strategic leadership /Management Qualification
Other Requirements • 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:	Enterprise Architect
Grade:	SM1
Responsible to:	Head of Technology Architecture and Infrastructure
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Technology
Job family:	**P&T - Professional & Technical**
Date of issue:	December 2023

Job context

North Yorkshire Council (NYC) Technology Services provides effective ICT services across the North Yorkshire region, supporting 10,500 staff and 625,000 citizens. We enable the organisation and its partners to achieve their operational outcomes, driving innovation and efficiency to continually improve ICT services both within the council, and externally to businesses, communities, volunteers, and providing a commercial offering to public and private sector customers. With NYC's transformation from eight separate local government organisations into one unitary authority in 2023, Technology Services provides a critical role to consolidate, improve and develop our networks, infrastructure and systems.

The Technology Architecture, Infrastructure and Service Management Team is the effective design, delivery, and governance engine room for Technology Services. The team has accountability for the organisation's enterprise architecture, designing a future focussed consolidated and well-functioning and supported set of infrastructure and secure networks. Critical to its success is the governance, assurance, and successful customer relationships. Service Manager manage an average budget of £750,000.

Occasional out of hours working may be required.

Whilst operating a hybrid working model, work may require the post holder to occasionally travel for work purposes across the North Yorkshire County. If your base location is a locality hub you will be expected to be a part of the on-site presence in that location on a regular basis.

As a member of our Technology team and in line with our customer centric ethos, you should guide and advise users who may need help and support while you are at your locality hub.

The core focus of this job is to lead and manage the development, governance and monitoring of Enterprise Architecture for the Technology Service in order to meet the business requirements of the organisation. You will lead the formal EA program, managing a team of architects (business, information, solution, technical and other).

You will provide Enterprise Architecture expertise to the organisation to ensure maximum benefit from their ICT investment. As an Enterprise Architect you will have expertise in analysing and developing architectures at the Enterprise level and will have an understanding of the technologies and operational processes required to achieve this. You will be supported by the EA team providing, and may also find yourself providing, high-value strategy, business analysis, technology and procurement support to ensure any solution aligns with the organisation'**s** objectives across the capability requirement.

The role will require you to lead projects, often responsible for managing teams, ensuring the overall success of the objectives. The role involves producing high quality, formal deliverables and reviewing formal deliverables developed by others. This role requires significant stakeholder engagement, dealing directly with the client,

including in resolving day-to-day issues involved in assignment delivery and developing further opportunities that would benefit the organisation.

You are responsible for defining the EA process and architecture review and advisory process, and for leading the integration of those processes with related business and IT processes. You will lead, prioritize and develop the overall enterprise architecture approach for the organization, and communicate architectural direction

You have line management responsibility of the Enterprise Architecture team and must provide leadership and direction to the Enterprise Architecture team ensuring that the technical competence of all staff is maintained to deliver a professional service to all stakeholders.

Job Purpose:	**The core focus of this job is to lead and manage the development, governance and performance of Enterprise Architecture (EA) service for the organisation. Provide EA expertise to the organisation to ensure maximum benefit from their investment through developing and maintaining the EA strategy. This involves setting direction, guiding the planning process to develop the vision and establishing the overall approach to EA. As a premier advocate of EA, the Enterprise Architect will work with multiple business services and effectively manage their expectations and establish priorities.**
Operational management:	• Lead the Enterprise Architecture service for the organisation to help mature the organisation's architecture governance and develop best practice. • Define and implement Architecture principles, standards and governance. • Develop an Architecture Framework, define architecture vision and set SMART objectives. • Lead appropriate Enterprise Architecture programmes and initiatives that support the delivery of change necessary to achieve business objectives, improvements and service transformation. • Analyse enterprise business context (trends and business strategy (Service Orientated Architecture (SOA)), as well as change requirements in other domains, to derive the enterprise's application systems and Service Orientated Architecture) services desired futures state architecture and guide technology decisions for the enterprise. • Lead the analysis of the current application systems and (SOA) services environment to detect critical deficiencies and recommend solutions for improvement. • Define high-level transition and migration plans to address the gaps between current and desired future states, ensuring alignment with budgetary, capital planning processes. • Oversee on technology implementation and modification activities (e.g. programmes and projects) to ensure adoption of the enterprise's desired future state application systems and (SOA) services architecture. • Consult on application or infrastructure development projects to harmonise application systems and (SOA) services with the enterprise's overarching technical architecture and to identify when it may be necessary to modify the application systems and (SOA) services desired future state architecture to accommodate immediate or future program and/or project needs. • Define metric to measure and demonstrate architectural value. • Develop and review strategies and target architectures to support future delivery of Technology services to meet the organisations business needs. • Develop and review baseline and transition architectures to support the organisations migration planning within the overall business change program.

	• Develop architecture views to describe all aspects of the organisation including its Business, Information, Data and Technology.
	• Matrix management of technical teams required for Enterprise Architecture projects and implementation.
	• To inspire and motivate others to achieve, providing support to improve performance to achieve objectives and goals
	• Match resources and skills to projects.
	• Continuously improve performance measurement.
	• Align planning processes and Information Technology with the Authority's g
	• Work with all teams within Technology Services to promote shared applications and infrastructure to reduce costs.
	•
	  ○ Strategy and Planning
	  ▪ Strategic Planning – Level 6
	  ▪ Information Systems Co-ordination – Level 7
	  ▪ Enterprise and Business Architecture – Level 6
	  ▪ Solution Architecture – Level 6
	  ▪ Emerging Technology Monitoring – Level 6
	  ▪ Research – Level 6
	  ○ Advice and Guidance
	  ▪ Specialist Advice – Level 6
	  ▪ Consultancy – Level 6
	  ▪ Methods and Tools – Level 6

Resource management:	• To be responsible for staffing and associated budgets. • To take responsibility for the performance of the team and manage the overall work of the team, taking responsibility for decision making of escalated issues. • To ensure staff in the Enterprise Architecture service are clear about what is expected of them, are kept informed about their performance and enabled to develop the necessary skills and knowledge through supervision, appraisal and development opportunities. • Manage budgets as delegated ensuring that expenditure is kept within existing allocations, advising line manager of additional resource requirements and assist with the preparation of an annual budget. • Resource Management to ensure adequate resources are available to deliver Enterprise Architecture projects. • Forecast and manage the demand for Enterprise Architecture services. • Responsible for the management of multi-skilled Project Teams • To be proactive in the promotion of continuous personal development of all staff allocated to the team, including self. Reviewing staff skills matrix on a regular basis. • To lead, manage and promote a culture of exceptional customer care
Partnerships:	• Liaise as required with partner organisations on Enterprise Architecture projects and issues as appropriate. • To represent the Authority, Technology Service as necessary at Member and officer working parties and any other internal or external meetings on Enterprise Architecture matters. • Use Enterprise Architecture effectively to support the planning and developing of services with other agencies. • Record, summarize, share and feedback information to ensure all partners are appropriately informed. • Work in a team context and forging and sustaining relationships across agencies and respecting the contribution of others working with customers.
Strategic management:	• To contribute to the development of a business plan for the service area in line with key performance objectives, priorities and quality assurance principles.

	• To contribute to Corporate Directorate and cross Directorate strategic developments through actively promoting and developing the Service's contribution to both County and Directorate level priorities and objectives as set out in the Corporate Plan and Service Plan. • To provide direction on the production, monitoring and review of the procedures and policies for the service. • Lead the Enterprise Architecture strategy for the organisation. • To assist the senior management team in identifying business opportunities to develop and enhance the service to the customers. • To identify process and policy improvements which could be improved and deliver cost reductions to the Technology Services and NYC • Provide consultancy to the Directorates to ensure that technical proposals are translated into practical deliverables. • To actively consider new and innovative ways of doing things recognizing and promoting the positive benefit of change to improve services and achieve goals
Communications:	• Establish respectful, trusting relationships with customers. • Develop and use effective communication systems appropriate to the audience. • Negotiate effectively with external agencies to ensure best value for the Council. • Liaise with internal colleagues and external organisations to deliver and procure services as required. • To provide clear leadership to the team of staff to ensure unambiguous direction and performance management.
Systems and information:	• To be responsible for identifying, implementing and maintaining relevant Enterprise Architecture tools that are used across the authority to support the implementation and use of Enterprise Architecture. • Using the relevant enterprise architecture tools to maintain a list of all Enterprise Architecture artefacts enabling several different views to be available (e.g., Customer, business, technology). • In conjunction with other service areas, develop initiatives and proposals to promote the work of the service. • Prepare and present reports to Committees, Councilor's and the public. • Use systems and information as appropriate to quality assure the work of other professional and support staff. • Effectively evidence management oversight of critical decisions and practice. • Ensure service information is available to customers and the general public as appropriate.

Person Specification:	
Essential	**Desirable**
Knowledge and Experience • In depth understanding of the business and technical issues associated with the analysis, design, development and support of information systems. • In depth understanding of business or systems analysis methods and tools, e.g., BPMN, LEAN, UML. • Intimate knowledge of change management, risk management, setting up and initiating projects. • Good understanding of the IT industry's best business practices and procedures • An awareness of service management best practices • Knowledge of Enterprise Architecture (Zachman, TOGAF etc)	• Good understanding of service call management systems and workflow • Aware of ISO 9002 • Good understanding of ITIL based Change Control process and methodology

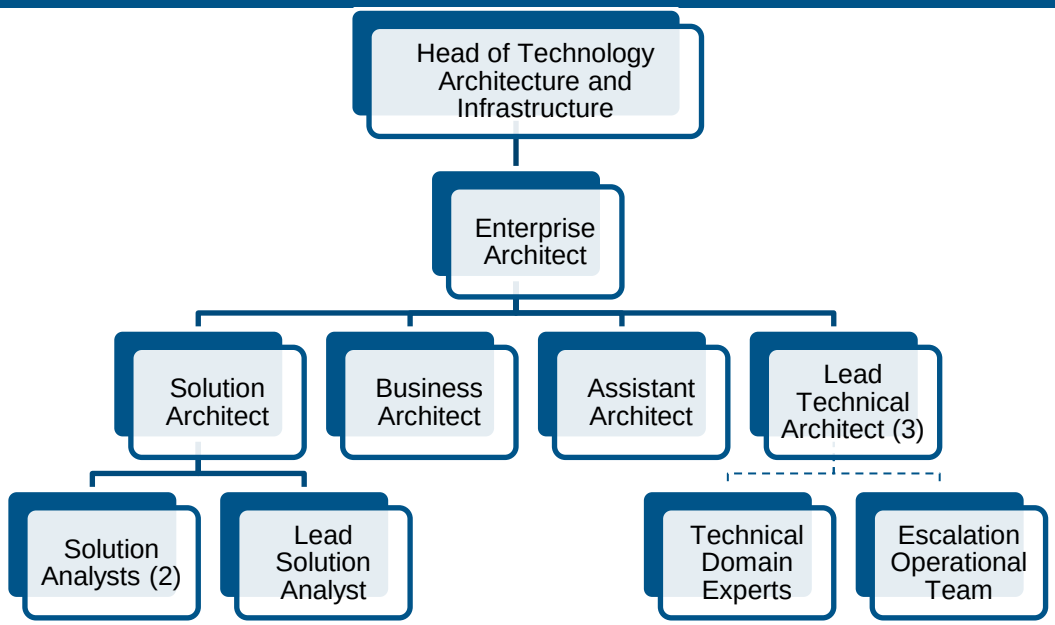
• Knowledge of software and systems development methods. • Knowledge of Public Sector best practice guidance, e.g., ITIL, OGC toolkit. • Knowledge of staff resource scheduling and work planning. • Experience of successfully leading on Enterprise Architecture • Significant experience at a senior technical and management level in an Enterprise Architecture function • Demonstrable track record of contributing to service improvement, service efficiency and seeking innovation • Effective management/leadership experience in managing staff and performance. • Experience of developing positive business relationships at all levels to help achieve business objectives • Experience of contributing to the development of ICT strategies and project portfolios to help achieve complex business objectives. • Experience in at least two of the following areas: business intelligence, project management, change management, ITIL service level management • Experience of gathering and analysing business requirements for business intelligence provision • Experience of initiating, planning and managing complex ICT projects • Significant experience of resource management • Proven and effective experience of the management of resources in a changing organisational environment, including financial resources.	• Experience of working in ICT or business change in the public sector • Experience of change management systems
Occupational Skills • Analytical skills - analyses and interprets high level information to influence strategic decisions • Audit skills - Monitors audit legislation, undertakes audit investigations and monitors performance against audit plans • Decision making skills – makes decisions which may involve difficult choices or considered risks • Persuading, Influencing and Negotiation Skills Strong interpersonal, influencing and negotiating skills and have influenced senior stakeholders within and across organisational boundaries. Ability to question and challenge current practice. • Communication skills – good presentation skills, good written skills, ability to prepare reports on complex issues and the confidence to present them. • Financial/budget management skills – co-ordinates, monitors and reviews the use of financial resources. • Project working skills – manages the delivery of projects using appropriate project planning techniques • ICT skills – Intermediate ICT Skills in Microsoft office applications • Customer care skills - Ability to put the customer at the centre of service and business solution design, ability to balance the role of customer advocate with a corporate approach. • Motivation and leadership skills • Identifies possible causes of problems and implements solutions to minimise future occurrence. • Ability to act firmly but with tact and understanding • Ability to take clear decisions • Ability to work in a pressurised environment, deal with competing demands and determine priorities	
Behaviours link	

Professional Qualifications • Evidence of ongoing commitment to CPD	• ITIL V3 foundation certificate • Project management qualification
Other Requirements • Ability to travel across the County • Ability to attend meetings outside of normal business hours • Professional values and attitudes • Ability to work both on own initiative and as part of a team • Ability to work to specified deadlines	

Career progression:

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

Structure



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

Post title:	Principal Property Compliance Manager
Grade:	SM1
Responsible to:	Head of Compliance and Facilities Management
Staff managed:	Manages a multidisciplinary team
Directorate:	Resources
Service:	Commercial, Property and Procurement
Job family:	**P&T - Professional & Technical**
Date of issue:	March 2024

Job context

North Yorkshire Council's Property and Land Estate is managed centrally under a Corporate Landlord Model and consists of over 3,000 land and property assets over a geographical area of 3,341sq miles. The portfolio consists of operational offices, operational buildings delivering front line services, farmland, legacy/surplus land and assets, industrial units, private residential and commercial holdings. It also works with several partners to support land and building requirements including the Police, NHS and 3rd sector organisations.

The postholder will report directly to the Head of Compliance and Facilities Management and will be responsible for managing a team of staff in ensuring that the Council's properties achieve and maintain statutory building compliance, including through the effective management of programmes of surveys, inspections and works in accordance with agreed policies and processes.

Specifically, the post holder will have responsibility for ensuring that the Council's properties are compliant with statutory and regulatory requirements associated with Asbestos, Water Hygiene, Building Services and Fire. Periodically, the postholder will be required to review and respond to other issues associated with property compliance.

The post holder will work within the Property and Facilities (PFM) Services area but will work with a range of Services, Stakeholders and external customers in supporting, coordinating and delivering all agreed activities associated with property compliance, including, other services within the Council and in Schools, and including services that are delivered on a traded basis.

The postholder will be expected to make a significant contribution to supporting change across the PFM Service including, specifically, supporting the Head of Compliance and Facilities Management in the review, development and implementation of policies, processes and delivery arrangements for property compliance.

Due the nature and activities of the role the post is politically restricted under the terms of the Local Government and Housing Act 1989.

This post is subject to an Enhanced DBS check with Barred List (Children)

Job Purpose	To manage and lead property compliance activity to ensure that the Council's properties achieve and maintain compliance.
Operational Management:	• To be the responsible person for the effective management and delivery of property compliance activity in accordance with statutory requirements and agreed policies and processes. • To work with the Head of Compliance and Facilities Management in determining strategy, setting objectives and targets within the context of building compliance • To lead, manage and provide guidance to a multi-disciplinary team to ensure the effective delivery of agreed programmes of work. • To ensure the development and management of data in accordance with defined requirements to support the Council's service delivery and management • To manage and monitor risks associated with property compliance, ensuring that risk information is reported / escalated in accordance with agreed process. • Understand the wider sector in which the Council operates, including the political, economic, commercial and regulatory factors affecting it. • 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 review and identify opportunities for continuous improvement within the service, its policies and procedures, embedding a culture of change within own activities, the team and that of the organisation to improve services and drive forward an effective service for all users. • Any other duties as required to support the business, including maintaining business continuity. All staff may on occasions be called upon to support the Council to deal with emergency situations affecting the community we serve. In the event of an emergency or a rehearsal for such an event, you may be required to attend at times and at locations outside of the normal hours and duties of the post and to adopt duties directed by the Chief Executive or their nominated representative for the duration of the emergency. • To represent the Head of Service and / or the Directorate at meetings and groups as required, contributing to corporate and directorate policy. • To provide professional support and advice as required within areas of expertise.
Resource management:	• To be responsible for the effective management of revenue budgets delegated by the Head of Compliance and Facilities Management • To line manage a team of multi-disciplinary staff in the management and delivery of property compliance, including through the promotion of service and individual objectives in accordance with agreed performance arrangements. • Ensure the efficient use of staff time and skills, deploying staff effectively and monitoring staff related budgets. • Carry out people management issues such as recruitment, development and absence management and the management of performance in accordance with corporate performance management arrangements. • Ensure the effective management of contractors and other third-party suppliers, including through effective commissioning arrangements, ensuring that contract management processes are undertaken and that audit arrangements are implemented. • In the Head of Compliance and Facilities Management's absence make critical decisions regarding financial resources and people management issues • Support the Head of Compliance and Facilities Management in delivering transformational change through the delivery of innovative solutions to service delivery and development, and the modelling of positive behaviours. • Support the Head of Compliance and Facilities Management in delivering high standards of performance against agreed indicators

Partnerships:	• Develop collaborative relationships with senior colleagues throughout the organisation to champion and integrate the Corporate Landlord approach, offering innovative solutions and working to improve the customer experience. • Manage and drive forward change across the service and the organisation in adopting key principles for effective service delivery, linking with clear governance and decision-making. • Build effective relationships with enabling services such as HR, Business Support, Finance, Procurement and Legal, ensuring their support aligns with the strategic goals and outputs of the service and linking with Service and the Corporate asset management plans. • Align own reporting and methodologies with that of the Council wider groups and boards, ensuring integrated, joined up governance and well informed decision making. • Co-operate and work well with team members, peers, senior managers and external partners in the pursuit of goals and objectives. • Develop effective working relationships with external organisations for whom services are provided, including on a traded basis. • Maintain strong relationships with key internal customers and Councillors, providing regular updates and information on activities relevant to both individual and broader team service areas.
Strategic management:	• To act as a recognised expert within area of expertise • Contribute to the development of policy and practice across the Service, and to implement change within agreed areas. • Contribute towards the annual service planning process, including the identification of team objectives and appropriate KPI's. • Lead on and manage governance associated with defined areas within the property programme and project process, creating groups and boards that are informed in making decisions and are aligned with wider governance within NYC. • Assist in the development of a comprehensive long-term maintenance and lifecycle strategy to ensure the sustainability and effectiveness of the Council's portfolio, with a specific focus upon compliance issues. • Define a clear and realistic Key Performance Indicator framework, enhancing the monitoring of programmes and projects, linking with wider strategic outcomes, facilitating effective reporting and control. • Take the lead in developing innovative ways of working to maximise efficiency and effectiveness within the context of property compliance. • Promote a culture of continuous improvement within the team, encouraging the sharing of ideas, taking calculated risks and recognising innovation to enhance service delivery and the customers experience. • Champion and embed a quality assurance culture that achieves results through rigorous open challenge, personal accountability and continuous improvement, ensuring excellence in the delivery of property compliance activity. • Contribute to the service planning process, including the identification and achievement of team objectives, budgets, business continuity, health & safety, risk management and the development of sound business cases for investment and divestment within the strategic asset management context.
Communications:	• Actively contribute to relevant management teams within Resources • Actively engage with Property Business Partners and appropriate service representatives to discuss requirements for property and facilities services • Engage with service providers, including internal and external, to specify the requirements for service and to manage performance. • To produce reports and advise the Executive, any committees, or Member Working Group of the Council as appropriate on policy or performance within the remit of the post as required by the Head of Service.

Systems and information:	• Use, and promote the use of, systems and information in service management and delivery as appropriate. • To manage the development of the use of management systems to develop more efficient service delivery throughout the Service • To monitor information in respect of emerging and best practice within areas of responsibility • Support the Head of Compliance and Facilities Management in disseminating information in respect of Best Practice within the Service and relevant teams
Safeguarding:	• To that the arrangements for the development and delivery of services take account of all safeguarding requirements • To promote a culture of proactive reporting on all safeguarding areas whether in the workplace or elsewhere • To support the health, wellbeing and welfare of the team

Person Specification:	
Essential	**Desirable**
Knowledge and Experience • In depth knowledge of the statutory requirements and best practice with respect to property maintenance and building services compliance issues • In depth knowledge of budget processes, including preparation, management, and monitoring; and commercial practices. • Significant knowledge of construction health and safety issues, including risk management • Demonstrable knowledge of procurement and contract management issues within the context of building construction • Demonstrable knowledge of information systems and needs analysis. • Well-developed and practically applied knowledge of leadership skills that encourage commitment from others and promote a positive and motivated organisational culture. • Recent senior management / leadership experience within the management of building construction / building services compliance activity within a large property portfolio • Experience of developing and implementing organizational cultural change within a large organisation • Proven and effective experience of the management of resources in a changing organisational environment, including human and financial resources	• Experience of the management / delivery of a commercial service
Occupational Skills • Effective leadership skills and the ability to promote organisational policy and objectives. • Management of diverse operational functions to deliver agreed objectives • Ability to manage budgets. • Ability to identify and manage risks. • Commercial skills, including the ability to identify market trends and requirements, and to manage the delivery of services in accordance with the identified requirements. • Ability to negotiate and influence at a senior level with officers and politicians. • Ability to contribute the planning of resources for the Service / Directorate and to understand where specific projects need to collaborate.	

- Ability to develop and maintain effective contractual relationships and partnerships**.**
- Strong ICT skills

Behaviours

- **link**

Inclusive

- Be kind, compassionate and treat each other with respect.
- Be inclusive, seek the views of others and respond positively even when there are differences.
- Celebrate diversity recognising each other's contributions.

Ambitious

- Be aspirational in our service delivery for our local communities.
- Seek opportunities to share ideas and develop our approaches across partners.
- Understand how to deliver priorities on a locality basis.

Creative

- Adapt to a changing environment by listening to others and learning from each other.
- Think differently and seek new ways to improve services.
- See feedback and shared views as opportunities to learn.

Together

- Build on and develop relationships with colleagues and partners.
- Deliver excellent customer service through partnership working.

Be visible and accessible within the team and with others to achieve goals together.

Professional Qualifications

- Qualified to degree standard, preferably with a recognised (part or working towards) professional qualification (RICS, CIOB etc), or have substantial experience in a comparable role

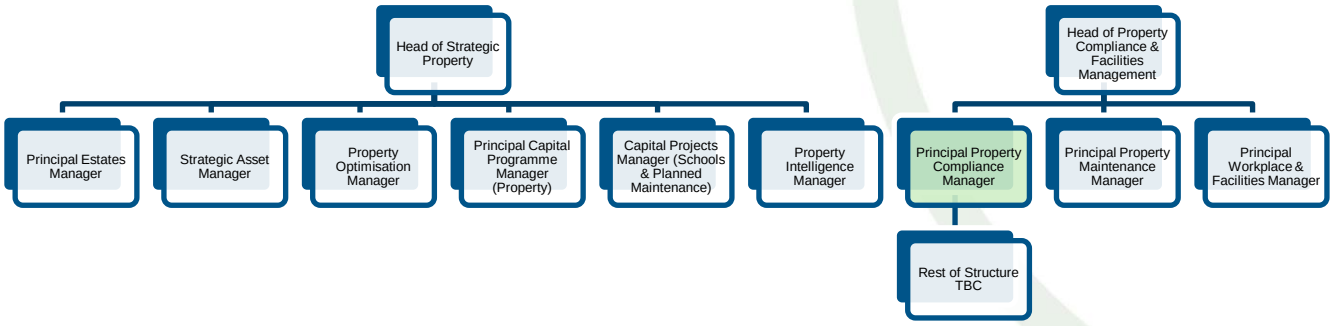
Other Requirements

- 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:	Principal Property Maintenance Manager
Grade:	SM1
Responsible to:	Head of Compliance and Facilities Management
Staff managed:	None
Directorate:	Resources
Service:	Commercial, Property and Procurement
Job family:	**P&T - Professional & Technical**
Date of issue:	March 2024

Job context

North Yorkshire Council's Property and Land Estate is managed centrally under a Corporate Landlord Model and consists of over 3,000 land and property assets over a geographical area of 3,341sq miles. The portfolio consists of operational offices, operational buildings delivering front line services, farmland, legacy/surplus land and assets, industrial units, private residential and commercial holdings. It also works with several partners to support land and building requirements including the Police, NHS and 3rd sector organisations.

The postholder will report directly to the Head of Compliance and Facilities Management and will be responsible for managing a team of staff in ensuring that the Council's properties achieve and maintain statutory building compliance, including through the effective management of programmes of surveys, inspections and works in accordance with agreed policies and processes.

Specifically, the post holder will have responsibility for ensuring the Council's properties are maintained to meet the requirements of service delivery, including through the delivery of effective responsive maintenance and programmes of planned and preventative maintenance that are identified as being required. The postholder will also be responsible for the delivery of the Council's commercially traded maintenance services that are provided to schools and other third-party organisations.

The post holder will work within the Property and Facilities (PFM) Services area but will work with a range of Services, Stakeholders and external customers in supporting, coordinating and delivering all agreed activities associated with property compliance, including, other services within the Council and in Schools, and including services that are delivered on a traded basis.

The postholder will be expected to make a significant contribution to supporting change across the PFM Service including, specifically, supporting the Head of Compliance and Facilities Management in the review, development and implementation of policies, processes and delivery arrangements for property compliance.

Due the nature and activities of the role the post is politically restricted under the terms of the Local Government and Housing Act 1989.

Job Purpose:	**To manage and lead property maintenance activity to ensure that the Council's properties are maintained to enable effective and safe service delivery, and that effective services are provided to partner organisations**
Operational management:	• To have responsibility for the management of property maintenance services and to work with the Head of Compliance and FM in determining strategy, setting objectives

	and targets and to the development of policy and practice, including for the management and development of the commercially traded maintenance service • To lead, manage and provide guidance to a multi-disciplinary team to ensure the effective delivery of agreed programmes of work, and to provide direct line management to XX staff • Working with the Head of Compliance and FM and the Compliance Manager, to develop property specific maintenance regimes, taking account of condition and compliance requirements, that support the Council's service delivery • To ensure the development and management of data in accordance with defined requirements to support the Council's service delivery and management • To ensure that agreed programmes of condition surveys and compliance visits are undertaken in accordance with requirements to provide assurance • To manage and monitor risks associated with property condition and the delivery of maintenance services, ensuring that risk information is reported / escalated in accordance with agreed procedures • To review and identify opportunities for continuous improvement within the service, its policies and procedures, embedding a culture of change within own activities, the team and that of the organisation to improve services and drive forward an effective service for all users. • Any other duties as required to support the business, including maintaining business continuity and during civil emergencies. All staff may on occasions be called upon to support the Council to deal with emergency situations affecting the community we serve. In the event of an emergency or a rehearsal for such an event, you may be required to attend at times and at locations outside of the normal hours and duties of the post and to adopt duties directed by the Chief Executive or their nominated representative for the duration of the emergency. • To represent the Head of Service and / or the Directorate at meetings and groups as required, contributing to corporate and directorate policy • To provide professional support and advice as required within areas of expertise.
Resource management:	• To be responsible for the effective management of revenue budgets delegated by the Head of Compliance and Facilities Management • To line manage a team of multi-disciplinary staff in the management and delivery of property maintenance, including through the promotion of service and individual objectives in accordance with agreed performance arrangements. • Ensure the efficient use of staff time and skills, deploying staff effectively and monitoring staff related budgets. • Carry out people management issues such as recruitment, development and absence management and the management of performance in accordance with corporate performance management arrangements. • Ensure the effective management of contractors and other third-party suppliers, including through effective commissioning arrangements, ensuring that contract management processes are undertaken and that audit arrangements are implemented. • In the Head of Compliance and Facilities Management's absence make critical decisions regarding financial resources and people management issues • Support the Head of Compliance and Facilities Management in delivering transformational change through the delivery of innovative solutions to service delivery and development, and the modelling of positive behaviours. • Support the Head of Compliance and Facilities Management in delivering high standards of performance against agreed indicators
Partnerships:	• Develop collaborative relationships with senior colleagues throughout the organisation to champion and integrate the Corporate Landlord approach, offering innovative solutions and working to improve the customer experience.

	• Manage and drive forward change across the service and the organisation in adopting key principles for effective service delivery, linking with clear governance and decision-making. • Build effective relationships with enabling services such as HR, Business Support, Finance, Procurement and Legal, ensuring their support aligns with the strategic goals and outputs of the service and linking with Service and the Corporate asset management plans. • Align own reporting and methodologies with that of the Council wider groups and boards, ensuring integrated, joined up governance and well-informed decision making. • Co-operate and work well with team members, peers, senior managers and external partners in the pursuit of goals and objectives. • Develop effective working relationships with external organisations for whom services are provided, including on a traded basis. • Maintain strong relationships with key internal customers and Councillors, providing regular updates and information on activities relevant to both individual and broader team service areas.
Strategic management:	• To act as a recognised expert within area of expertise • Contribute to the development of policy and practice across the Service, and to implement change within agreed areas. • Contribute towards the annual service planning process, including the identification of team objectives and appropriate KPI's. • Lead on and manage governance associated with defined areas of the property programme and project process, creating groups and boards that are informed in making decisions and are aligned with wider governance within NYC. • Assist in the development of a comprehensive long-term maintenance and lifecycle strategy to ensure the sustainability and effectiveness of the Council's portfolio, with a specific focus upon compliance issues. • Define a clear and realistic Key Performance Indicator framework, enhancing the monitoring of programmes and projects, linking with wider strategic outcomes, facilitating effective reporting and control. • Take the lead in developing innovative ways of working to maximise efficiency and effectiveness within the context of property compliance. • Promote a culture of continuous improvement within the team, encouraging the sharing of ideas, taking calculated risks and recognising innovation to enhance service delivery and the customers experience. • Champion and embed a quality assurance culture that achieves results through rigorous open challenge, personal accountability and continuous improvement, ensuring excellence in the delivery of property compliance activity. • Contribute to the service planning process, including the identification and achievement of team objectives, budgets, business continuity, health & safety, risk management and the development of sound business cases for investment and divestment within the strategic asset management context.
Communications:	• Actively contribute to relevant management teams within Resources • Actively engage with Property Business Partners and appropriate service representatives to discuss requirements for property and facilities services • Engage with service providers, including internal and external, to specify the requirements for service and to manage performance. • To produce reports and advise the Executive, any committees, or Member Working Group of the Council as appropriate on policy or performance within the remit of the post as required by the Head of Service.

Systems and information:	• Use, and promote the use of, systems and information in service management and delivery as appropriate. • To manage the development of the use of management systems to develop more efficient service delivery throughout the Service • To monitor information in respect of emerging and best practice within areas of responsibility • Support the Head of Compliance and Facilities Management in disseminating information in respect of Best Practice within the Service and relevant teams
Safeguarding:	• To that the arrangements for the development and delivery of services take account of all safeguarding requirements • To promote a culture of proactive reporting on all safeguarding areas whether in the workplace or elsewhere • To support the health, wellbeing and welfare of the team

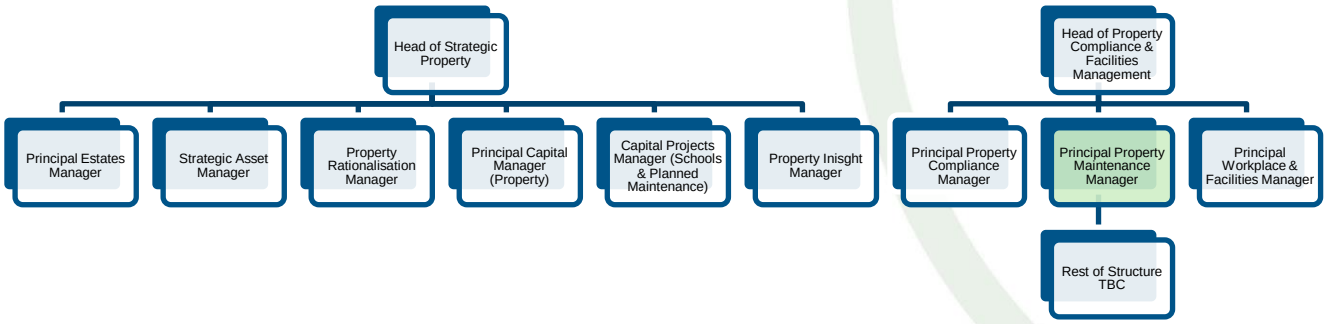
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • In depth knowledge of the statutory requirements and best practice with respect to property maintenance and building services compliance issues • In depth knowledge of budget processes, including preparation, management, and monitoring; and commercial practices. • Significant knowledge of construction health and safety issues, including risk management • Demonstrable knowledge of procurement and contract management issues within the context of building construction • Demonstrable knowledge of information systems and needs analysis. • Well-developed and practically applied knowledge of leadership skills that encourage commitment from others and promote a positive and motivated organisational culture. • Recent senior management / leadership experience within the management of building construction / building services compliance activity within a large property portfolio • Experience of developing and implementing organizational cultural change within a large organisation • Proven and effective experience of the management of resources in a changing organisational environment, including human and financial resources	• Experience of the management / delivery of a commercial service
Occupational Skills • Effective leadership skills and the ability to promote organisational policy and objectives. • Management of diverse operational functions to deliver agreed objectives • Ability to manage budgets. • Ability to identify and manage risks. • Commercial skills, including the ability to identify market trends and requirements, and to manage the delivery of services in accordance with the identified requirements. • Ability to negotiate and influence at a senior level with officers and politicians. • Ability to contribute the planning of resources for the Service / Directorate and to understand where specific projects need to collaborate.	

• Ability to develop and maintain effective contractual relationships and partnerships**.** • Strong ICT skills	
Behaviours • **link** Inclusive • Be kind, compassionate and treat each other with respect. • Be inclusive, seek the views of others and respond positively even when there are differences. • Celebrate diversity recognising each other's contributions. Ambitious • Be aspirational in our service delivery for our local communities. • Seek opportunities to share ideas and develop our approaches across partners. • Understand how to deliver priorities on a locality basis. Creative • Adapt to a changing environment by listening to others and learning from each other. • Think differently and seek new ways to improve services. • See feedback and shared views as opportunities to learn. Together • Build on and develop relationships with colleagues and partners. • Deliver excellent customer service through partnership working. • Be visible and accessible within the team and with others to achieve goals together.	
Professional Qualifications • Qualified to degree standard, preferably with a recognised (part or working towards) professional qualification (RICS, CIOB etc), or have substantial experience in a comparable role	
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:	Principal Workplace and Facilities Manager
Grade:	SM1
Responsible to:	Head of Compliance and Facilities Management
Staff managed:	Manages a team of staff across different locations
Directorate:	Resources
Service:	Commercial, Property and Procurement
Job family:	**P&T - Professional & Technical**
Date of issue:	March 2024

Job context

North Yorkshire Council's Property and Land Estate is managed centrally under a Corporate Landlord Model and consists of over 3,000 land and property assets over a geographical area of 3,341sq miles. The portfolio consists of operational offices, operational buildings delivering front line services, farmland, legacy/surplus land and assets, industrial units, private residential and commercial holdings. It also works with several partners to support land and building requirements including the Police, NHS and 3rd sector organisations.

The Principal Workplace and Facilities Manager will report directly to the Head of Compliance and Facilities Management and will specifically have responsibility for ensuring the Council's Workplaces are configured and managed to provide safe, compliant and welcoming environments from which the Council's services will be delivered and staff will work.

The postholder will have responsibilities for services within all operational properties including, but not limited to, libraries, EPH's and Outdoor Learning Centres as well as for the administrative and customer hubs and other offices. The postholder will have an important role within the Council's transformation programme in ensuring that all workplaces evolve to meet the changing requirements of service delivery and management.

The post holder will work within the Property and Facilities (PFM) Services area but will work with a range of Services, Stakeholders and external customers in supporting, coordinating and delivering all agreed activities associated with workplace. The postholder will work particularly closely with the Property Rationalisation Manager and Strategic Asset Manager within the PFM Service in the delivery of property rationalisation projects, the optimisation of the use of workplaces and identification of asset rationalisation opportunities.

The postholder will be expected to make a significant contribution to supporting change across the Property Service including, specifically, supporting the Head of Compliance and Facilities Management in the review, development and implementation of policies, processes and delivery arrangements for workplace.

Job purpose	**To manage and lead activities to ensure that the Council's Workplaces provide safe and fit for purpose environments for service delivery and management. To ensure that they are managed efficiently and effectively and meet the requirements of service delivery, including through the commissioning and management of a range of facilities management services.**

Operational Management:	• To be the responsible person for the effective management of the Workplace and Facilities activities, delivering an effective and efficient service and sustainable portfolio of assets. • To work with the PFM Team in supporting the development and delivery of, but not limited to, the Corporate Landlord Model, Long Term Maintenance Strategy and Plan, Asset Management Strategy and Plan and the Accommodation Strategy. • To effectively and compliantly manage contractors and suppliers working on behalf of the Council, ensuring clear commissioning, control and monitoring of all contractors to ensure effective delivery and Value for Money. • To lead, manage and provide guidance to a team of Workplace and FM professionals, working through uniformed and industry standard methodologies, embedding a culture of consistency, quality, customer service and professionalism. • Leading on the development of performance information and the gathering of data, relevant to own service area, creating the ability to monitor performance, drive continuous improvement and inform sound decision making around FM, the optimisation of space and general activities. • To ensure that the workplaces across the estate are well maintained, clean and safe for all services, stakeholders and customers. • To review and identify opportunities for continuous improvement within the service, its policies and procedures, embedding a culture of change within own activities, the team and that of the organisation to improve services and drive forward an effective service for all users. • Take a commercial view and understand the cost/benefit principles of business planning. • To monitor and create work environments that are compliant and fit for use by a diverse workforce and visitor cohort, ensuring compliance with the Equality Act and other national and local acts, policies and designs. • To represent the service and deputise for the HoS at meetings and groups as required. • Any other duties as required to support the business, including maintaining business continuity and during civil emergencies. All staff may on occasions be called upon to support the Council to deal with emergency situations affecting the community we serve. In the event of an emergency or a rehearsal for such an event, you may be required to attend at times and at locations outside of the normal hours and duties of the post and to adopt duties directed by the Chief Executive or their nominated representative for the duration of the emergency.
Resource management:	• Play a leading role in ensuring the efficiency, legal compliance and a customer-focused approach of the Councils portfolio. The property portfolio consists of over 3,000 land and property assets and has a capital value in excess of £1.3bn. • Provide appropriate development inputs for all staff and evaluate outcomes of learning activity. • Take action to resolve performance issues speedily and effectively, and within policy guidelines. • Ensure that Workplace and FM systems are fit for purpose, reduce duplication and data entry requirements, facilitate effective reporting and interfaces with other systems and deliver value for money. • Ensure the efficient use of staff time and skills, deploying staff effectively and monitoring staff related budgets • Ensure the efficient use of accommodation, materials and equipment to maximise cost effectiveness and efficiencies, while maintaining standards of health and safety and risk management • Ensure sound and effective resource planning, including the development of fit for purpose budgets, identifying opportunities drive efficiencies and savings.

	• Maintain and manage a comprehensive service and corporate risk register, specifically on risks within compliance, utilisation and infection control and effectively managing and monitoring those risks. • Support and embed a One Council culture across own team and Directorate, reviewing and developing working practices, structures and resources, accordingly, supporting the ongoing continuous development and sustainability of North Yorkshire Council • Manage a team of Workplace and FM professionals, demonstrating effective leadership, fostering teamwork, collaboration communication, customer service and staff motivation to ensure the team meets its strategic objectives. • Uphold professional standards, ethics and certifications within the team, ensuring the delivery of unbiased advice and activities in alignment with recognised industry standards. • Implement succession planning methods, identify resource requirements and contribute to wider strategic resource planning to support the Head of Service in strategic asset management. • Develop and review job descriptions, participate in recruitment processes to bring in qualified resources and manage team performance through goal-setting, monitoring and appraisal.
Partnerships:	• Foster collaborative relationships with senior colleagues throughout the organisation to champion and integrate the Corporate Landlord approach, offering innovative solutions and working to improve the customer experience. • To establish and Chair Building User Groups with cross-service, Senior Manager representation to ensure that workplaces are effective and meeting service user needs • Build effective relationships with enabling services such as HR, Business Support, Finance, Procurement and Legal, ensuring their support aligns with the strategic goals and outputs of the service and linking with Service and the Corporate Asset Management Plans. • Build and maintain strong relationships with external partners and customers that utilise and occupy the Council's corporate buildings. • Align own reporting and methodologies with that of the Council wider groups and boards, ensuring integrated, joined up governance and well-informed decision making. • Work with peers in similar roles in partner organisations, explore and develop options for a shared approach to the management of programmes and projects across organisations. • Co-operate and work well with team members, peers, senior managers and external partners in the pursuit of goals and objectives. • Collaborate with and nurture relationships with key external partners, including NHS, Police, Fire, ICB, NYMNP, YDNPA, LEP, etc., to align service delivery and effectively manage the Public Estate within the strategic asset management framework. • Maintain strong relationships with key internal customers and Councillors, providing regular updates and information on activities relevant to both individual and broader team service areas.
Strategic management:	• To act as a recognised expert within area of expertise • To monitor and assess usage of corporate buildings in order to identify innovative solutions to optimise the use and efficiency of corporate workplace assets; including new ways of working and commercial opportunities from the generation of external income • Contribute to the development of policy and practice across the Service, and to implement change within agreed areas • Contribute towards the annual service planning process, including the identification of team objectives and appropriate KPI's

	• Lead on and manage governance associated with defined areas of the property programme and project process, creating groups and boards that are informed in making decisions and are aligned with wider governance within NYC. • Assist in the development of a comprehensive long-term maintenance and lifecycle strategy to ensure the sustainability and effectiveness of the Council's portfolio, with a specific focus upon Workplace requirements. • Define a clear and realistic Key Performance Indicator framework, enhancing the monitoring of programmes and projects, linking with wider strategic outcomes, facilitating effective reporting and control. • Take the lead in developing innovative ways of working to maximise efficiency and effectiveness within the context of property compliance. • Promote a culture of continuous improvement within the team, encouraging the sharing of ideas, taking calculated risks and recognising innovation to enhance service delivery and the customers experience. • Champion and embed a quality assurance culture that achieves results through rigorous open challenge, personal accountability and continuous improvement, ensuring excellence in the delivery of property compliance activity. • Contribute to the service planning process, including the identification and achievement of team objectives, budgets, business continuity, health & safety, risk management and the development of sound business cases for investment and divestment within the strategic asset management context.
Communications:	• Actively contribute to relevant management teams within Resources • Actively engage with Property Business Partners and appropriate service representatives to discuss requirements for property and facilities services • Engage with service providers, including internal and external, to specify the requirements for service and to manage performance • To produce reports and advise the Executive, any committees, or Member Working Group of the Council as appropriate on policy or performance within the remit of the post as required by the Head of Service.
Systems and information:	• Use, and promote the use of, systems and information in service management and delivery as appropriate • To manage the development of the use of management systems to develop more efficient service delivery throughout the Service • To monitor information in respect of emerging and best practice within areas of responsibility • Support the Head of Compliance and Facilities Management in disseminating information in respect of Best Practice within the Service and relevant teams
Safeguarding:	• To that the arrangements for the development and delivery of services take account of all safeguarding requirements • To promote a culture of proactive reporting on all safeguarding areas whether in the workplace or elsewhere • To support the health, wellbeing and welfare of the team

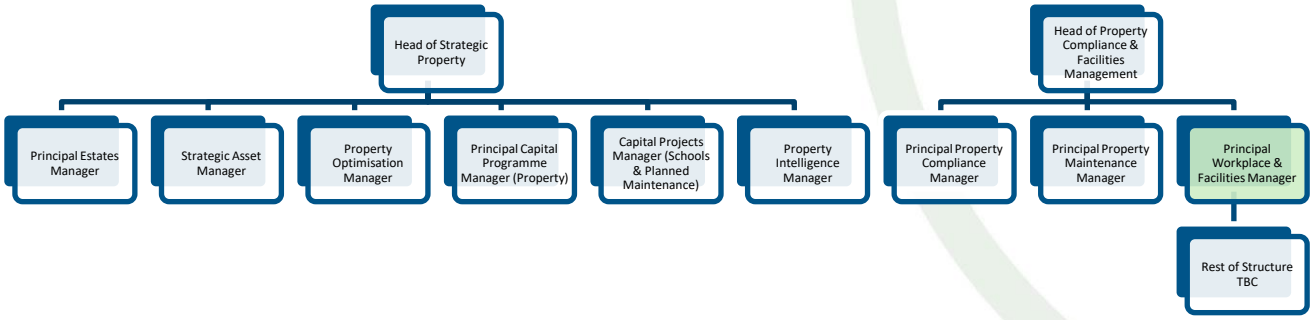
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Recent senior management / leadership experience within the management of Workplace / Facilities Management services within the context of a large property portfolio • Significant knowledge of the statutory requirements and best practice with respect to property maintenance and building services compliance issues	• Experience of the management within a large Public Sector organisation

• Proven and effective experience of the management of resources in a changing organisational environment, including human and financial resources • In depth knowledge of budget processes, including preparation, management, and monitoring; and commercial practices • Significant knowledge of health and safety issues, including risk management • Demonstrable knowledge of procurement and contract management issues within the context of facilities management • Demonstrable knowledge of information systems and needs analysis • Well-developed and practically applied knowledge of leadership skills that encourage commitment from others and promote a positive and motivated organisational culture • Experience of developing and implementing organizational cultural change within a large organization	
Occupational Skills • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse operational functions to deliver agreed objectives • Ability to manage budgets • Ability to identify and manage risks • Commercial skills, including the ability to identify market trends and requirements, and to manage the delivery of services in accordance with the identified requirements • Ability to negotiate and influence at a senior level with officers and politicians • Ability to contribute the planning of resources for the Service / Directorate and to understand where specific projects need to collaborate • Ability to develop and maintain effective contractual relationships and partnerships • Strong ICT skills	
Behaviours • **link**	
Professional Qualifications • Qualified to degree standard, preferably with a recognised (part or working towards) professional qualification (RICS, IWFM etc), or have substantial experience in a comparable role	• Health and Safety qualification
Other Requirements • Ability to travel across the council area • 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:	Emerging Technologies Services Manager
Grade:	SM1
Responsible to:	Head of Architecture, Infrastructure and SMO, (and accountable to Assistant Director for Technology)
Staff managed:	Manages a team of specialist professionals
Directorate:	Central Services
Service:	Technology
Job family:	**P&T - Professional & Technical**
Date of issue:	July 2024

Job context

North Yorkshire Council (NYC) Technology Services provides effective ICT services across the North Yorkshire region, supporting 10,500 staff and 625,000 citizens. We enable the organisation and its partners to achieve their operational outcomes, driving innovation and efficiency to continually improve ICT services both within the council, and externally to businesses, communities, volunteers, and providing a commercial offering to public and private sector customers. With NYC's transformation from eight separate local government organisations into one unitary authority in 2023, Technology Services provides a critical role to consolidate, improve and develop our networks, infrastructure and systems.

The Technology Architecture, Infrastructure and Service Management Team is the effective design, delivery, and governance engine room for Technology Services. The team has accountability for the organisation's enterprise architecture, designing a future focussed consolidated and well-functioning and supported set of infrastructure and secure networks. Critical to its success is the governance, assurance, and successful customer relationships. Service Manager manage an average budget of £750,000. Occasional out of hours working may be required.

Whilst operating a hybrid working model, work may require the post holder to occasionally travel for work purposes across the North Yorkshire County. If your base location is a locality hub you will be expected to be a part of the on-site presence in that location on a regular basis. As a member of our Technology team and in line with our customer centric ethos, you should guide and advise users who may need help and support while you are at your locality hub.

The post-holder will lead a team of solutions specialists and analysts in the design, and development of technology systems that support the Council's strategic aims, collaborating effectively across corporate functions and Directorates to scope and deliver high quality design and effective solutions and to ensure a coherent and coordinated approach. They will ensure the development, agreement and implementation of appropriate principles and standards relating to the modernisation of council technology services and ensure that technology services are aligned with, and support, other customer channels including telephone and face to face. The post-holder will be responsible for ensuring that the 'engine room' of technology change seeks innovation, opportunities for research and development in the design and planning of technology transformation.

The post-holder will lead a multi-disciplined, matrix managed project teams which includes business analysts, business and technical architects, developers, SMO analysts and others and will directly manage the Innovation team. They will ensure the successful future design of the organisations systems, applications and associated products and will also be responsible for the ongoing design and continuous improvement of all emerging technology products. They will also work with the enterprise architecture team to identify and develop the organisations products and seek opportunities to generate innovation partnerships and with the Service

Management Office to ensure that internal change and development is well managed and in lin**e** with EA and Solutions design principles.

The post-holder will have prime responsibility for an annual staffing budget of circa £200k pa, an emerging technologies budget of £200k to seed proof of concepts **and** will directly impact on the utilisation of other technology resources to a value of circa £1m pa.

Job Purpose:	To lead and accelerate the modernisation and introduction of technology innovation of council services, ensuring that all technology services are user-centric in their design and execution, and produce quantifiable improvements to customers and/or cost savings to the council. The post holder will work closely with a wide range of internal and external stakeholders including senior managers and staff across the organisation to ensure the successful delivery of new and improved technology services and associated products. They will have direct responsibility for leading a team of solutions analysts who are designing and developing the innovation and improvement of technology products and services.
Operational management:	• Lead in the development and implementation of innovation and product/solutions focussed on emerging technologies that support the organisation's strategic aims. • Provide leadership and direction to staff working across Technology Services, and matrix manage project and development teams to deliver innovation. • Develop and implement a technical roadmap for emerging technology products and innovation. • Lead on the development and implementation of modern and innovative approaches to the delivery of technological products and services including agile, user experience design, product management and DevOps. • Be responsible for the quality of emerging technology products and services ensuring that these meet agreed quality standards. • Champion user experience design practice at the council, ensuring adherence to relevant technical strategies, policies, standards and practices (including security). • Work with Ux specialist colleagues to specify ergonomic standards to ensure that user experience is addressed in product and service design. • Create and manage Service Level Agreements for emerging technology product solutions and innovation service provision. • Lead the analysis of technology products and services to detect deficiencies and recommend solutions for improvement. • Define metrics to measure and demonstrate the value of technology products and services. • Develop and review strategies to support future delivery of emerging and innovative technology products and services to meet the organisation's business needs. • Inspire and motivate others to achieve, providing support to improve performance and to achieve objectives and goals. • Develop and manage a rolling programme plan for the introduction of innovation in technology products and services ensuring identification and allocation of resources to effectively deliver priority projects. • Anticipate changes in requirement. Develop and implement product retirement and transitioning strategies.
Resource management:	• Take responsibility for the performance of the innovation team and manage the overall work of the team, taking responsibility for decision making of escalated issues.

	• To ensure staff in the innovation team are clear about what is expected of them, are kept informed about their performance and enabled to develop the necessary skills and knowledge through supervision, appraisal and development opportunities liaising with relevant line managers for matrix managed staff. • Manage staff and innovation team budgets as delegated ensuring that expenditure is kept within existing allocations, advising line manager of additional resource requirements and assisting with the preparation of an annual budget. • Resource Management to ensure adequate resources are available to design and develop technology products and services. • Forecast and manage the demand for emerging technology and innovation services.
Partnerships:	• Provide specialist advice to Directorate service leads and other key stakeholders regarding the commissioning, development and implementation of emerging technology projects ensuring that these are aligned to industry best practice. • Liaise as required with partner organisations on technology innovation projects and issues as appropriate. • Promote inter agency working in the use of technology innovation products and services, planning and developing services with other agencies. • Record, summarise, share and feedback information to ensure all partners are appropriately informed. • Work in a team context, forging and sustaining relationships across agencies and respecting the contribution of others working with customers.
Strategic management:	• Develop a team plan for the innovation team in line with key performance objectives, priorities and quality assurance principles. • Contribute to Corporate Directorate and cross Directorate strategic developments through actively promoting and developing the contribution of the solutions team to both County and Directorate level priorities and objectives as set out in the Corporate Plan and Service Plan. • Provide direction on the production, monitoring and review of the procedures and policies for technology innovation products and services. • Assist the senior management team in identifying business opportunities to develop and enhance the service to the customers. • Identify and develop business process improvement opportunities within Technology Services. • Provide consultancy to the Directorates to ensure that technical proposals are translated into practical deliverables. • To actively consider new and innovative ways of doing things recognising and promoting the positive benefit of change to improve services and achieve goals.
Communications:	• Establish excellent relationships with customers. • Work with internal colleagues to raise awareness of innovative solutions approaches, tools and user-centric approaches to design of technology solutions. • Develop and use effective communication systems appropriate to the audience. • Negotiate effectively with external agencies to ensure best value for the Council. • Liaise with internal colleagues and external organisations to deliver and procure services as required. • Prepare and present reports to senior governance boards, steering groups, members and other stakeholders. • Provide clear leadership to the team of staff to ensure clear direction and performance management.
Systems and information:	• Commission customer insight, online analytics and user research to ensure innovation projects start with user need and are actively co-designed with relevant customer groups. • Use data and information as appropriate to quality assure technology product design. • Ensure service information is available to customers as appropriate.

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

Person Specification:

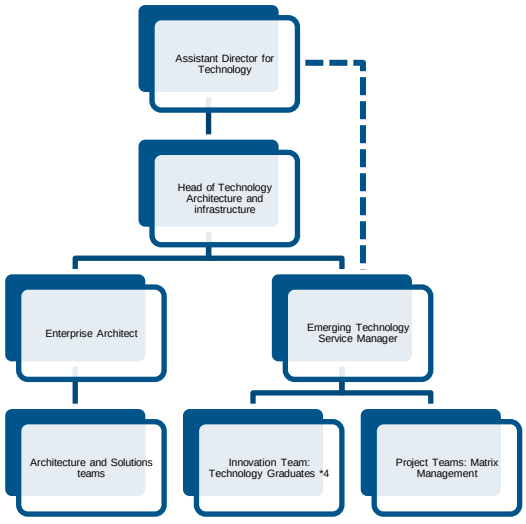
Essential	Desirable
Knowledge and Experience • In depth understanding of the business and technical issues associated with the development and implementation of technology products and services • Excellent understanding and practical application of product management and agile methodologies • Excellent understanding and practical application of project and programme management methodologies • Good understanding of IT service management policies and practices • Knowledge and understanding of service provision. • Excellent understanding of the use of web analytics and broader customer insight to drive improvements • Broad understanding of technology products and services best practice, trends and capabilities and the wider government digital agenda • Extensive experience of planning and delivering technology services in a large, complex organisation • Significant experience of leading teams working with agile and/or product management approaches • Experience of leading, planning and delivering technology transformation programmes • Experience of operating at a senior level to implement cross-service change initiatives. • Experience of developing positive business relationships at all levels, and with partners, to achieve business objectives • Successful implementation of change through the development of technology services and products. • Experience of managing diverse technology teams including business analysts, developers and user experience designers. • Experience in negotiating and resolving conflicts. • Significant experience of managing multi-disciplinary teams in a matrix management environment • Experience and understanding of techniques to keep stakeholders informed and engaged.	• Knowledge of working with PRINCE2, Agile and Scrum or similar methodologies, • Good knowledge of local government context including current issues impacting on provision of council services • Awareness of local authority policies, procedures and relevant legislation including ICT security and GDPR. • Understanding of the complexity and diversity of the organisation's transformation agenda • Local government experience
Occupational Skills • Analytical skills – ability to analyse and interpret high level information to influence strategic decisions. • Decision making skills – ability to make decisions which involve difficult choices or considered risks. • Strong interpersonal, influencing and negotiating skills – ability to influence internal and external stakeholders. • Ability to balance the needs of the customer with a corporate approach. • Ability to lead and motivate a multi-disciplinary team. • Intermediate ICT skills in Microsoft office applications • Ability to manage financial and staff resources. • Excellent time management skills to manage a complex workload, prioritise and set deadlines.	

• Ability to plan, manage and deliver large complex programmes including ensuring delivery of constituent projects. • Good presentation and written skills – ability to prepare and present reports on complex issues. • Ability to work in a pressured environment, dealing with competing demands and determine priorities.	
Behaviours link	
Professional Qualifications • Qualification or equivalent experience relevant to the specific context of the role • Recognised Management/Administrative qualification or equivalent experience • Educated to degree level or equivalent experience. • Evidence of ongoing commitment to CPD.	• MSP (Managing Successful Programme practitioner) • Prince 2 Practitioner, Agile or Scrum
Other Requirements • Ability to travel across the County work purposes. • Ability to attend meetings outside of normal business hours. • Professional values and attitudes • Ability to work both on own initiatives and as part of a team. • Ability to work to specified deadlines	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

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

Job context

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

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

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

There are 6 key skills required for all senior managers:

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

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

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

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

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

Job purpose	**The core focus of this job is to manage the performance, direction, and strategic development of a functional service area within Children & Families Service, and for the planning and implementation of service changes and improvements over the medium to long term.**
Operational Management:	• Ensure delivery of the functional service area in accordance with current legislative requirements, all relevant policies and procedures and to agreed performance targets. • Provide effective and motivational leadership to managers and staff in the service area. • Ensure key professional decisions are made according to the highest standards, using an evidence base. • Provide appropriate challenge to the decisions of other managers. • Manage transition points to ensure service areas work in a joined up way. • Manage performance and quality assurance activity and ensure value for money across service provision, act on inadequate performance as appropriate. • Set and deliver on high service standards. • Improve timeliness of performance across key areas. • Assist and support senior managers /colleagues with the collation of data in order to track performance against agreed indicators and outcomes. • Ensure that all performance reporting is timely and accurate to enable strategic and operational managers to make informed decisions. • Ensure that Strategic plans are reflected in operational service delivery. • Ensure that operational delivery plans are effectively monitored and tracked with adherence to formal reporting mechanisms to ensure delivery within timescale. • Contribute to the effectiveness of improvement activity by participating in consultation activity around performance to ensure stakeholder views are reflected in performance improvement activity. • Ensure performance data relating to safeguarding activity is routinely collected and analysed.
Resource management:	• Lead and manage a group of team managers including responsibility for their recruitment, development, appraisal, attendance management, grievance/discipline/capability issues etc. Support and challenge team managers with particularly complex cases and situations. • Be accountable for service delivery outcomes in your area of responsibility. • Chair panels regarding complex staff issues. • Manage service budgets effectively and guide team managers in resolving any budgetary difficulties to ensure services are delivered within financial targets. • Drive continuous performance improvement.
Partnerships:	• Develop and maintain good internal and external working relationships with partner organisations around safeguarding, LAC and Children in Need. • Understand and promote your role in sustaining good relationships across agencies. • Support other agencies in understanding and complying with their responsibilities regarding safeguarding. • Lead on or contribute to project work within the Service and/ or across the wider organisation or with partners.
Strategic management:	• Support the Heads of service in delivering transformational change and delivering innovative solutions to service delivery and development. • Lead the development of the service's business plan and contribute to the wider annual planning process in line with key performance objectives and priorities. • Contribute to Directorate and cross-Directorate strategy and policy development. • Take lead responsibility for planning, implementing and evaluating a number of service development and quality improvement initiatives. • Contribute to the CYPP and C&F Plan; provide leadership to staff; ensure delivery of high quality, effective services to children and families that respect and are responsive to their needs.

Communications:	• Influence and persuade diverse stakeholder groups (internal and external) in order to build continuous commitment to service development and performance. • Prepare and deliver specialist reports which analyse, evaluate service delivery and performance, as well as making recommendations for change. • Communicate aims, objectives and vision to employees, internal and external stakeholders to create dependencies to ensure on going service and performance improvement. • Inform and analyse national policy developments and communicate implications to senior and operational managers. • Promote the work of the Children & Families Service across local, regional and national forums, including media outlets, to ensure the development of public confidence in the service. • Deliver presentations and facilitate workshops both internally and externally in order to develop effective service delivery and stakeholder relationships. • Undertake complex and contentious negotiations with partners and commissioned services in order to ensure delivery of required outcomes and benefits. • Influence others both internally and externally to adopt policies and courses of action to gain buy-in to changes and improvements in order to achieve required outcomes
Systems and information:	• Ensure systems, policies and procedures are in place to ensure children participate fully in services for early help, LAC, Child Protection and Children in Need. • Ensure systems, policies and procedures are in place to fully involve families in planning and decision making around early help, LAC, Child Protection and Children in Need. • Ensure the engagement of children and families is evaluated and used to improve practice. • Investigate and respond to complaints from service users/relatives/carers and other agencies etc. • Ensure service information is shared with relevant other agencies and key stakeholders to ensure access to services is smooth and effective. • Refer issues of poor practice, issues of media interest and any other issues that require reporting to appropriate senior managers. • Share information and ensure good practice is in place regarding confidentiality and data protection. • Ensure performance monitoring information is routinely available to Team Managers and others as appropriate. • Understand the importance of sharing information, how it can help and the dangers of not doing so.
Safeguarding:	• Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with. • Understand systems in place to protect children and your role in their effectiveness. • Involve children and young people as appropriate when taking action that affects them. • Be responsible for ensuring that team managers are accountable for the delivery of service performance. • Ensure Government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with best practice • Monitor and evaluate service outcomes in relation to safeguarding children. • Monitor and evaluate case files and decision making to ensure standards and high quality provision. • Ensure appropriate standards are in place in anticipation of inspections and other quality assurance exercises. • Ensure service policies and procedures support the development of young people. • Ensure Children & Families' priorities and service objectives are in line with the Children and Young People's Plan. • Understand the systems for obtaining support and reporting concerns.

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

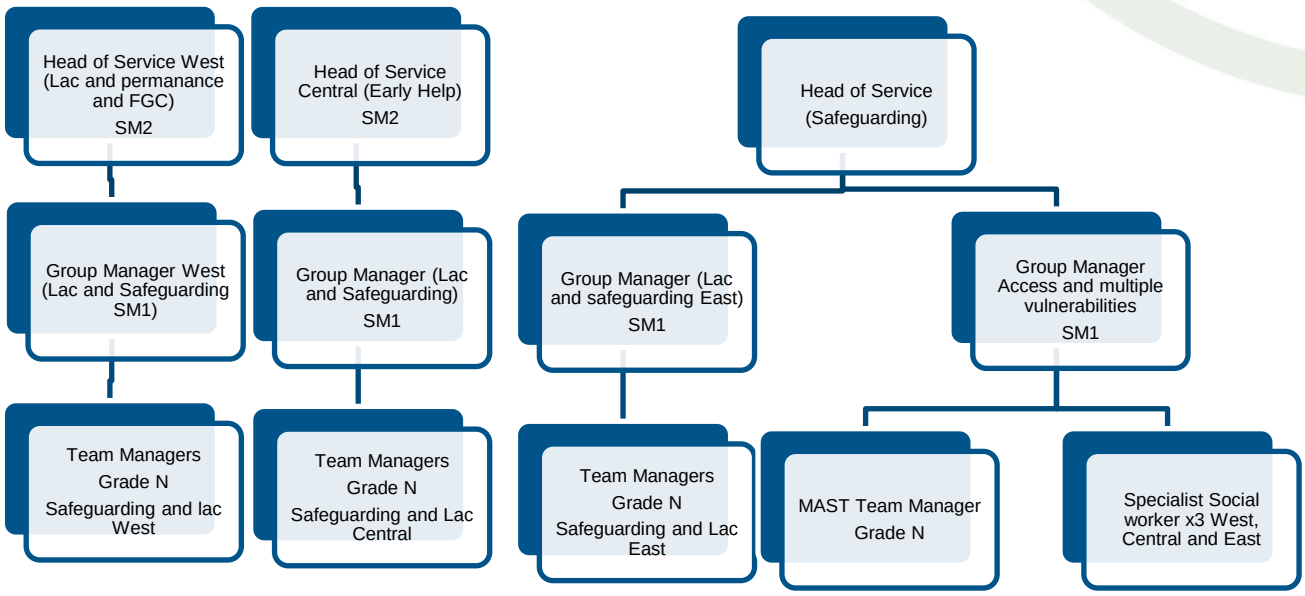
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Extensive knowledge and fundamental understanding of current research and good practice standards in relation to children & families at a local and national level. • Extensive knowledge of the legal framework for working with children & families • Awareness of current national developments for children and families • Extensive post qualifying experience within a relevant professional field. • Extensive case management experience of cases with complex, professional and ethical issues including child protection, court proceedings, case conferences and other formal processes. • Substantial experience as a manager in Children Services. • Extensive experience of people management including managing recruitment, discipline and grievance processes and performance management. • Extensive experience of budget management including budget planning, expenditure control, and identifying savings. • Substantial experience of intra and inter-agency work at senior manager level. Able to demonstrate examples of making a practical difference. • Experience of service and/or policy planning and development • Experience of successfully planning for and contributing to OFSTED inspection processes.	• Experience of working with Directors and Members
Occupational Skills • Ability to champion change and to support services during periods of change and development, minimising the impact on staff morale and maximising the positive outcome. • Ability to monitor services and practices to ensure agreed standards are maintained and intervene constructively where necessary. • Excellent communication skills, verbal & written, including the ability to use different methods according to service users' and professionals' differing needs. Good negotiation and report writing skills. • Good political skills and ability to operate effectively and promote services for children and young people in a political environment • Ability to plan and develop new ways of working, including integration with other key agencies. • High level leadership skills and the ability to promote the organisation's policy and objectives. • Strategic thinking. • Good level of IT literacy, sufficient to manipulate documents and spreadsheets and to interrogate case recording systems	
Behaviours • **link**	

Professional Qualifications • Fully qualified, accredited social work professional status (CQSW, DipSW, CSS, PQCCA) • Current registration with HCPC	• Advanced or post-qualifying professional training
Other Requirements • Ability to travel across the County • Ability to attend meetings outside of normal business hours	

Career progression:

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

Structure



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

Post title:	Estates Manager – Commercial and Major Projects
Grade:	SM1
Responsible to:	Head of Commercial
Staff managed:	Manages staff on a project/matrix basis (not direct line management)
Directorate:	Resources
Service:	Commercial, Property and Procurement Services
Job family:	**SM - Senior Management**
Date of issue:	Nov 2024

Job context

North Yorkshire Council's Property and Land Estate is managed under the Assistant Director of Commercial, Property & Procurement via a Centralised Property Function, or Corporate Landlord Model. The portfolio consists of over 3,000 land and property assets over a geographical area of 3,341sq miles and includes operational offices, schools, operational buildings delivering front line services, farmland, legacy/surplus land and assets, industrial units, private residential and commercial holdings. If managed effectively it is recognised that the property portfolio can be used to drive commercial returns for the Council and economic returns across the local authority area.

The Council is involved in the delivery of a significant number of high profile, politically sensitive and high value capital and corporate projects, most of which will involve complex property related transactions and related commercial negotiations. The post holder will provide Estates related oversight and strategic input to these major projects, as well as leading on the development of strategies, reviews and one-off projects relating to the commercialisation of the property portfolio, as agreed in conjunction with the Principal Estates Manager.

The post holder will work directly for the Head of Commercial however will maintain strong and collaborative working relationships with Senior Managers across the Property Service. The postholder will work particularly closely with the Principal Estates Manager to collectively agree reviews and one-off projects that will deliver commercial returns for the property portfolio, and to draw support from the Estates team as and when required. The post holder will also work closely with a range of other Services and Stakeholders in supporting and delivering major projects including but not limited to areas such as Legal, Finance, Regeneration and Highways.

The role will play a significant part in the Council's approach to Corporate Landlord, ensuring that all Estates related property activity and input for major projects is delivered and overseen by a property professional.

Key responsibilities of the postholder will include:

- Providing Estates related professional advice to support the Council's high profile, politically sensitive and high value capital and corporate projects including dealing with complex and technical property transactions, infrastructure/property development, joint ventures and other commercial transactions. This will involve conducting due diligence, negotiation of terms and facilitating the completion of property transactions aligned with the Property Procedure Rules and associated delegations and approvals.
- Negotiating a package of commercial terms for high profile and high value capital projects, with a focus on Estates related property aspects; ensuring that the Council's interests are protected and commercial risks are identified and adequately mitigated.

- Using commercial acumen, expertise and initiative to drive additional income from the Council's property portfolio. Leading on the development of strategies, reviews and one-off projects relating to the commercialisation of the property portfolio, as agreed with the Principal Estates Manager.
- Utilising professional skills and knowledge to facilitate decision making, resolve issues and provide high quality advice which is compliant with professional standards (e.g. RICS), and the Council's internal governance arrangements and property delegations.
- Working alongside the Council's Strategic Land Consultant to support the delivery of the Strategic Land Review
- Supporting the Head of Commercial in providing a Business Partner function with the Regeneration Service to ensure that commercial and Estates related property matters are identified early within a project lifecycle in regard to emerging major projects.

Due to the nature and activities of the role the post is politically restricted under the terms of the Local Government and Housing Act 1989.

Job purpose	**To manage and lead the Estates Function and provide related advice, strategic direction, risk management and representation to guide Council decision-making in relation to the Council's high profile, politically sensitive and high value capital and corporate projects; including dealing with complex and technical property transactions, large scale commercial property, infrastructure/property development, joint ventures and other commercial transactions.** **Leading on the development of strategies, reviews and one-off projects relating to the commercialisation of the property portfolio, as agreed in conjunction with the Principal Estates Manager.**
Operational Management:	• To be the responsible person for the effective oversight of Estates related activity regarding major projects, working with HoS and senior colleagues across services to deliver high value, politically sensitive projects on time and to budget. • To support the Head of Commercial on the development and delivery of the Commercial Strategy to help secure the long-term future of the Council's finances, with a particular focus on the property portfolio. • To lead property related commercial negotiations on high value, high profile projects within the Council ensuring the Council's interests are protected and commercial risks are identified and adequately mitigated. • To work with the Strategic Asset Management Team in supporting the development and delivery of, but not limited to, the Corporate Landlord Model, Asset Management Strategy, Asset Management Plans, Accommodation Strategy, Investment Strategy and all associated plans. • To ensure 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 and CIFPA guidelines. • To act as Main Client in the commissioning and delivery of all works carried out on Council owned, leased and managed land and properties where those activities pertain to the delivery of a Major Projects. • To effectively and compliantly manage contractors and suppliers working on behalf of the Council in regard to Estate Management related activity, ensuring clear commissioning, control and monitoring of all contractors to ensure effective delivery and Value for Money.

	• To lead, manage and provide guidance to a team of property professionals advising and dealing with day to day and complex land and property transactions, providing technical and expert advice and solutions or matters concerning Major Projects or projects relating to the commercialisation of the property portfolio. • 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 review and identify opportunities for continues improvement within the service, its policies and procedures, embedding a culture of change within own activities, the team and that of the organisation to improve services and drive forward an effective service for all users. • To assist in the development of clear Service Level Agreements with internal and external customers, support a centralised property function and delivery model under a corporate landlord function. • To represent the service and deputise for the HoS at meetings and groups as required.
Resource management:	• To manage the review of the Council's commercial land portfolio in a strategic, effective, efficient, legally compliant and customer focused manner with an aim of maximising financial returns from the portfolio. The overall property portfolio consists of over 3,000 land and property assets and has a capital value in excess of £1.3bn. • To be responsible for ensuring financial and property implications and risks associated with the delivery of Major Projects are identified, managed and mitigated. • Identify efficiency saving and income generation opportunities that can be delivered through commercial activity, with a particular focus on the property portfolio. • To be responsible for maximising the outputs from land and properties impacted by the delivery of Major Projects. • To take responsibility for the development, delivery and risk management of commercial related capital investment projects involving property. • Protect the Council's financial and reputational interests in the delivery of major projects through strong commercial negotiation with developers and third parties; ensuring that risks are adequately mitigated and mitigations are adequately reflected in legal and property related agreements. • Support the Head of Commercial in the chairing and establishment of a Commercial Senior Officer Working Group within the Council, to establish best commercial practice across the Council. Demonstrate effective leadership, foster cross-directorate teamwork, collaboration and customer service within the Working Group to support the Council in meeting its commercial and strategic objectives. • To manage the requirements and needs of internal and external customers, ensuring that sound Service Level Agreements are in place.
Partnerships:	• Collaborate and develop strong working relationships with senior colleagues across the organisation to champion and embed the Corporate Landlord approach and Commercial Strategy, offering innovative solutions for delivering financial returns. • Build effective relationships with enabling services that support in the delivery of Major Projects, including HR, Business Support, Finance, Procurement and Legal • Maintain effective relationships with key regional and national partners, investors, stakeholders, agencies, internal and external customers to deliver required outcomes from property transactions and commercial negotiations. • Lead project teams and manage associated project budgets for commercial related projects. • Lead and be involved in high profile corporate projects to enable and bring forward the strategic sale, acquisition and redevelopment of key sites across North Yorkshire, involving complex and high value land and property transactions.

	• Maintain effective relationships with key internal customers and Councillors keeping all parties informed and updated on activities relevant to own and wider team service areas.
Strategic management:	• To support the Property Service by playing a key role in the development and delivery of the Council's Asset Management Strategy and Corporate Asset Management Plan. • Act as a recognised Property expert, with a particular focus on complex and commercial projects. • Support the Head of Commercial in leading and developing a programme of commercial reviews; using professional judgement and commercial acumen to lead on the delivery of innovative projects and reviews that increase commercial returns from the property portfolio. • To work across services to deliver a robust and effective Corporate Landlord Model in relation to the delivery of Estates related activity on Major Projects in order to drive key corporate outputs and an effective service to internal customers. • Promote a culture of continuous improvement by encouraging team members to share ideas, take appropriate risks, and recognising innovation. • Support the Head of Commercial in contributing to the Commercial, Property & Procurement service planning process, including the identification and achievement of team objectives and financial savings. • Champion and embed a quality assurance culture that delivers results through rigorous open challenge, personal accountability, and continuous improvement.

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, property agents and private developers
	  ○ Combined Authority/Mayoral Authority
	• Negotiate commercial terms for complex land, high profile and high value property transactions with external parties.
	• Supporting the Head of Commercial to communicate the activities and vision for the Commercial Strategy with a particular focus on property.
	• To produce reports and advise Members, Senior Management Board and Cabinet / Executive on property related matters as required by the Corporate Director of Resource, Assistant Director Commercial, Property & Procurement and Head of Commercial; providing clear briefings and reports that inform effective operational and political decision making, seeking approvals and delegations.
	• Actively contribute to relevant management teams within the Resources Leadership Team.
	• Ensure that personal interaction with tenants, Members, Officers and other stakeholders is undertaken in a transparent, positive and professional way which creates a good impression of the Commercial, Property & Procurement service area and the Council.

Systems and information:	• To manage and monitor data and information in relation to effective estate management of the Commercial Portfolio, to monitor and maximise financial returns. • To effectively utilise, analyse and interpret complex property related data and contracts pertaining to Major Projects in order to ensure that the Councils financial interests are protected and risks are managed and mitigated.
Safeguarding:	• To ensure that all requirement for the safeguarding, contained within the Councils Safeguarding Policy, are adhered to. • To promote a culture of proactive reporting on all safeguarding areas whether in the workplace or elsewhere • To support the health, wellbeing and welfare of the team

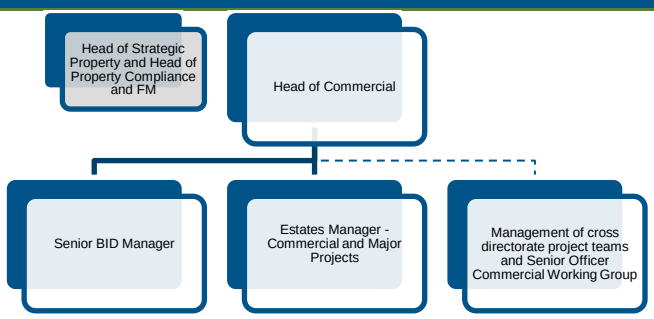
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Proven experience in a senior role within property or estate management, including the delivery of Major Projects. • Demonstrable evidence of managing large and diverse property portfolios, including commercial assets. • Experience of compulsory purchase and the compensation code. • 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 and commercial environment. • Familiarity with technology solutions for property management. • Proficiency in financial analysis and the review of effective performance measures to drive improved performance of a commercial property portfolio. • Demonstrable experience of undertaking complex acquisition and disposal of land and property to meet corporate outputs. • Excellent commercial negotiation skills and experience in managing contracts with tenants, service providers, and other stakeholders. • Experience in developing strategy and delivery of cost-effective investment and divestment solutions and maximising revenue streams. • Knowledge of local and regional property markets, including supply and demand dynamics and competitor analysis. • Proven experience to ensure compliance with statutory requirements in relation to property and estates management. • Experience of managing consultants	• Experience of working in a public sector / Local Government environment • Knowledge of Programme and Project Management methodologies. • Experience of undertaking financial viability appraisals
Occupational Skills • Proficient in the negotiation, drafting, and management of leases, licences and other contracts for various property types, including commercial, residential, and operational spaces. • Understanding of legal and regulatory requirements related to property management, including planning permissions, health and safety, and environmental standards. • Ability to conduct market research and analysis to inform commercial property strategies and drive additional financial returns • Strong entrepreneurial spirit and proven track record in delivering increased financial returns from a commercial property portfolio, with the capacity to identify and deliver new opportunities. • Excellent negotiation skills and an ability to influence outcomes through reasoning, persuasion and tact at all levels within the organisation, and with third parties. • Excellent communication, presentation and interpersonal skills with the ability to communicate complex information both orally and in writing in a clear, articulate and balanced way to a variety of audiences • Strategic and logical thinker and decision-maker able to provide practical and creative solutions • Skills in understanding and responding to different perspectives and taking a cross-organisational approach, gained by working in a political or similarly challenging environment • Strong financial and risk awareness with the ability to manage resources within a strong performance management culture	

• Proven ability to chair meetings and lead projects effectively and inspire confidence among a wide range of service users, reflecting leadership capabilities • Ability to challenge project teams and stakeholders • Ability to establish and sustain positive relationships that generate confidence, ability and trust of Elected Members, stakeholders, colleagues, external partners and the wider community. • Ability to conduct thorough risk assessments related to property operations and implement effective mitigation strategies.	
Behaviours • **link**	
Professional Qualifications **Professional Qualifications** • Degree in Real Estate Management, Property Management, or a related field • Full RICS Membership (MRICS), with demonstrable commercial background • RICS Registered Valuer	• Membership of other relevant professional bodies (e.g., CIOB, CIWFM, RIBA) • Certification in project management (e.g., PRINCE2, PMP)
Other Requirements • Strategic thinker with a proactive and forward-looking approach. • Evidence of ongoing professional development • Ability to travel across the North Yorkshire Council area and work between sites • Ability to attend meetings outside of normal business hours	

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:	Major Projects Delivery Manager
Grade:	SM1
Responsible to:	Head of Major Projects and Infrastructure
Staff managed:	Manages a multidisciplinary team
Directorate:	Environment
Service:	Highways and Transportation
Job family:	**SM - Senior Management**
Date of issue:	2024

Job context

The Major Projects and Infrastructure Team has responsibility for Major Projects development and delivery which are defined as infrastructure and engineering works generally above £500,000 (programme level) and in formal contract.
Team responsibilities include submissions to DEFRA/EA/DfT/Y & NYCA and other grant funding bodies, attendance at regional and national forums liaison with the team responsible for
Reporting to the Head of Major Projects and Infrastructure, the post holder will be responsible for the development, delivery, and implementation of Major Projects together with contractual responsibility and supporting future pipeline workload opportunities.
Delivery of the service is reliant on effective management of team members, consultants, contractors and developers and other project partners as required.
Flexible hybrid home / office work base, the post holder must have the ability to travel across the county.
This is a politically restricted post as defined by the Local Government and Housing Act 1989.
Some out of hours work is necessary such as attending evening meetings, weekends and providing emergency response

Job Purpose:	**The core focus of this job is to lead the development of major. projects and to ensure the effective delivery of the major projects in a contractual relationship on site.**
Operational management:	To review and propose changes to team structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups in liaison with HoS. To advise the wider service on relevant changing legislation, professional standards, and their implementation. Maximise commercialisation of services provided, ensuring best value on contracts, tenders and frameworks. 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. To develop income generation strategies which can assist with budget management. Develop and mentor the team in the skills required to carry out the work efficiently. Lead on Health and Safety for the team and provide advice to others. Lead on Statutory Procedures to be employed during project development

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 team members in discharging their responsibilities for meeting the needs of the service. To give leadership, mentoring, management, and direction to the team through the establishment and promotion of team and individual objectives, service performance plans, priority setting, reviews, and performance appraisal. To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency, and effectiveness. Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance, and effectively addressing development and learning issues. Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviors 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, including consultant / contractor and key stakeholders. 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 Network Strategy / Highway Operations / Economic Development / HR, ICT, Finance, Communications, Legal Services, Procurement, and other functions where required. Represent the service on behalf of the Directorate at policy, operational and co- ordination forums with external agencies and other Council Directorates when required. Preparation of evidence, attendance at Court, public enquiries, and public meetings
Strategic management:	Responsible for the development and delivery of the major projects devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Develop the Major Projects Portfolio in conjunction with the Head of Major Projects and Infrastructure, team members and Directorate Leadership Ensures the promotion of the Major Projects Portfolio 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 are effectively delivered. Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services. Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting, and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations. Respond to media enquiries as requested and appraise your manager of any matters arising, which are particularly sensitive or controversial in nature. Respond to FOI enquiries as requested and appraise your manager of any matters arising, which are particularly sensitive or controversial in nature. Deliver presentations to develop effective service delivery and good stakeholder relationships. Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
Systems and information:	Ensure that systems and processes to support the service are consistent with the Council standards and procedures. Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. Use relevant IT systems and tools to support the management, delivery, and development of services, ensuring records are accurate and current. Ensure government guidance and legislation is incorporated and, in a manner, consistent with good practice.

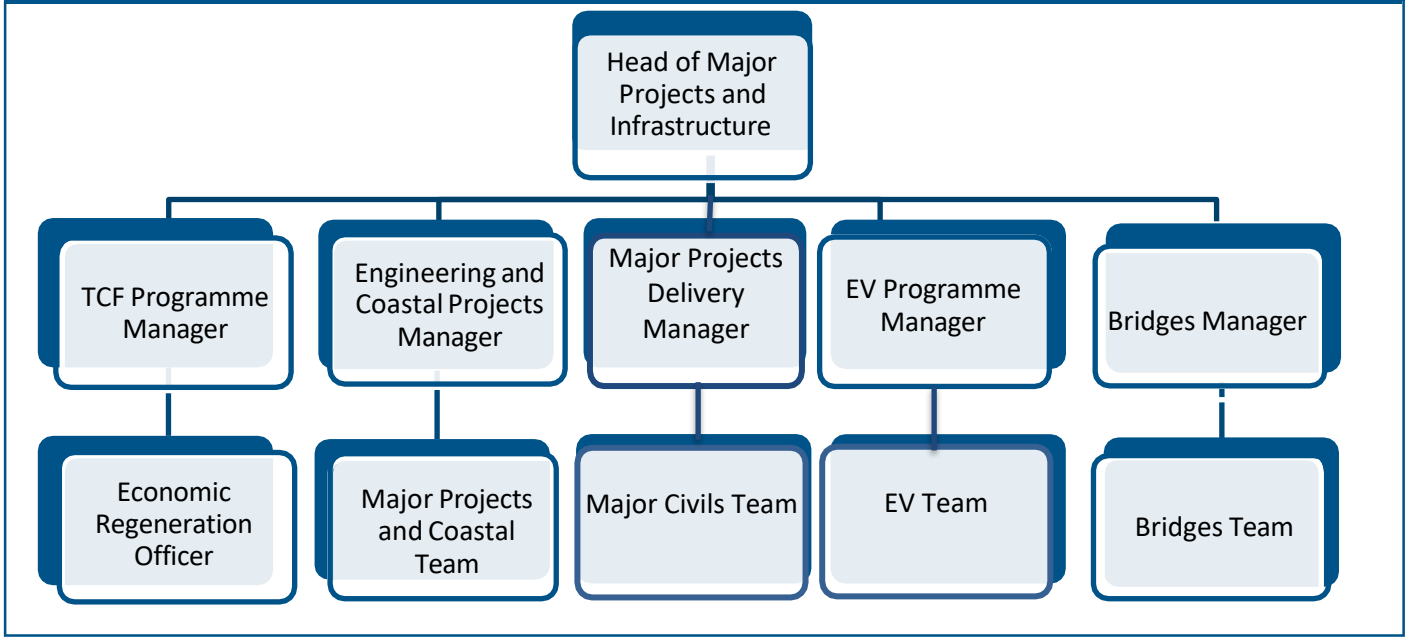
Person Specification:	
Essential	**Desirable**
Knowledge and Experience In depth knowledge of current guidance and legislation with respect to engineering and technical matters. Substantial working knowledge of current guidance and legislation with respect to contract procedures rules, predominantly NEC. Substantial working knowledge of current guidance and legislation with respect to procurement procedures rules. In depth knowledge of statutory requirements, including requirements in respect of health and safety and the Construction, Design and Management Regulations Substantial knowledge of statutory requirements, including equality standards Working knowledge of effective management of staff, budgets, and resources	Knowledge and understanding of the principles of partnering contracts. Knowledge and understanding of road works and Civils design and construction. Knowledge and understanding of statutory procedures for major projects.

Extensive experience of strategic planning, policy development and implementation, and performance management especially in relation to major projects and coastal matters Experience of developing and implementing organisational culture change within a large diverse organisation Successful management of budgets and staff Have extensive Construction Experience allied to engineering and maintenance cognisance	Understand the principles of the requirements need to be the Principal Designer for works carried out by the council. Working knowledge of all matters affecting Health and Safety in Construction and Maintenance. Experience of responding to media enquiries. Experience of managing a team of individuals with differing levels of skill to achieve the councils needs and ambitions.
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 Relevant qualified in the specialist area – see context statement for further details. Degree level or equivalent demonstrable experience	It would be desirable for the post holder to have membership of a relevant professional body
Other Requirements Ability to travel across the County. Ability to attend meetings outside of normal business hours. Evidence of professional updating and development	

Career progression:

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

Structure



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

Post title:	Technology Business Manager
Grade:	SM1 (TBC)
Responsible to:	Head of Technology Architecture and Infrastructure
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Technology
Job family:	**P&T - Professional & Technical**
Date of issue:	January 2024

Job context

North Yorkshire Council (NYC) Technology Services provides effective ICT services across the North Yorkshire region, supporting 10,500 staff and 625,000 citizens. We enable the organisation and its partners to achieve their operational outcomes, driving innovation and efficiency to continually improve ICT services both within the council, and externally to businesses, communities, volunteers, and providing a commercial offering to public and private sector customers. With NYC's transformation from eight separate local government organisations into one unitary authority in 2023, Technology Services provides a critical role to consolidate, improve and develop our networks, infrastructure and systems.

The Technology Architecture, Infrastructure and Service Management Team is the effective design, delivery, and governance engine room for Technology Services. The team has accountability for the organisation's enterprise architecture, designing a future focussed consolidated and well-functioning and supported set of infrastructure and secure networks. Critical to its success is the governance, assurance, and successful customer relationships.

- The post holder will manage operational budgets of circa £600k covering the following areas:
    - Service Management - provides oversight of the definition and architecture of Technology services and ensures effective governance are in place for implementing, maintaining and improving IT services and service delivery standards. Leads on the achievement and maintenance of compliance against national and international standards, including ISO20000. This role will also have responsibility for ensuring a joined-up approach to service management across all Technology functions.

    - Business Relationship Management (BRM) - plays a key role, in partnership with service areas to ensure that Technology strategy and services align with business strategy and support delivery of the business outcomes required. They work with the most senior managers across the organisation to identify how the future direction of Directorates/Service Areas will be underpinned by Technology services and to ensure that the business benefits of these services are realised right across the council.

Whilst operating a hybrid working model, work may require the post holder to occasionally travel for work purposes across the North Yorkshire County. If your base location is a locality hub you will be expected to be a part of the on-site presence in that location on a regular basis.

As a member of our Technology team and in line with our customer centric ethos, you should guide and advise users who may need help and support while you are at your locality hub.

Occasional out of hours working may be required

Job Purpose:	**The core focus of this job is to manage and lead a team of Business Relationship Managers and SMO Lead Analysts, ensuring team cohesion and high performance, to be the technical lead on the development and continual improvement of service management policies and practices, and to ensure the business relationship management team maintain value-add strategic and effective relationships with customers. Deputising for the Head of Technology Architecture and Infrastructure will also be required if needed.**

Operational management:	• Lead on development and implementation of the NYC service management strategy and associated policies and thus ensuring the team work with the relevant service owners and service managers.
	• Lead on effective resource management, ensuring that the SMO and BRMs manage both business as usual and project work effectively.
	• Lead on the achievement and maintenance of compliance against national and international standards, including BSI/ISO 20000 including ensuring the team are fully knowledgeable, and processes and systems are in place.
	• Lead the development and implementation of a service portfolio and service catalogue.
	• Lead, and influence service owners to ensure that SMO and BRM services are fully defined and that appropriate service levels and objectives are agreed.
	• Steer process owners and managers in the definition and operation of key processes ensuring that they are consistent, joined up, efficient and effective.
	• Work with service owners and managers to ensure that agreed processes are adopted and that service delivery staff are properly prepared for any changes in working practices.
	• Ensure that there is a monitoring regime in place that allows the measurement and proactive management of SMO and BRM service quality and performance.
	• Prioritise areas for quality improvement in line with the Technology strategy, wider business objectives, results from internal and external audits, and advice from colleagues.
	• Implement effective service management governance arrangements supported by effective reporting.
	• Set standards and engender a culture which drives continuous improvement in quality and customer satisfaction, balancing this with operational/cost efficiency.
	• Continuously improve performance measurement.
	• Align planning processes and Information Technology with the Authority's goals.
	• Operate at the effective Skills for the Information Age (SFIA) level:
	  ○ Strategy and Planning
	  ▪ Demand Planning – Level 5
	  ▪ Measurement – Level 4
	  ○ Governance, risk and compliance
	  ▪ Governance – Level 6
	  ▪ Risk Management – Level 5
	  ▪ Audit – Level 6
	  ▪ Quality Management – Level 6
	  ▪ Quality Assurance – Level 5
	  ○ Advice and Guidance
	  ▪ Specialist Advice – Level 5
	  ▪ Methods and Tools – Level 5
	  ○ Stakeholder Management
	  ▪ Stakeholder Relationship Management - Level 6

Resource management:	• Lead the definition, implementation and review of efficient and effective resource management practices for the Technology Service. • Ensure that Technology resource capacity and skills meet current and future service requirements are identified, understood and addressed. • Manage the SMO and BRM teams ensuring that service management strategic business relationships are efficient and effective and make a tangible difference to the delivery of operational services. • Lead and manage staff of the SMO and BRM service areas through the employee lifecycle including induction/onboarding, attendance, performance management (establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal) and any other staff matters. • Develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • To be responsible for staffing and associated budgets. • To take responsibility for the performance of the team and manage the overall work of the team, taking responsibility for decision making of escalated issues. • To be proactive in the promotion of continuous personal development of SMO and BRM staff, including self. Reviewing staff skills matrix and staff development on a regular basis. • To lead, manage and promote a culture of exceptional customer care.
Partnerships:	• To represent the Authority, Technology Service as necessary at Member and officer working parties and any other internal or external meetings on Service Management and Business Relationship matters. • Record, summarise, share, and feedback information to ensure all partners are appropriately informed. • Work in a team context and forging and sustaining relationships across agencies and respecting the contribution of others working with customers. • Role modelling the way in terms of NYC values.
Strategic management:	• Lead on development and implementation of the service management strategy and associated policies working with appropriate service owners and service managers. • Oversee the development and implementation of workforce strategies to ensure that Technology resource capacity and skills meet current and future service requirements are identified and addressed. • Lead on the achievement and maintenance of compliance against national and international standards, including ISO20000. • Personally, and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • Contribute to determining strategy, objectives, targets and policies across the operational remit of the service and the Directorate. • Lead in the development of new ways of working that maximise efficiency and effectiveness.
Communications:	• Engage and influence other senior Technology service managers to ensure the service management system is implemented effectively and continuously improved. • Recommend and ensure implementation of corrective action by engaging and influencing senior management. • Establish respectful, trusting relationships with customers and team members. • Develop and use effective communication systems appropriate to the audience. • Negotiate effectively with external agencies to ensure best value for the Council. • Liaise with internal colleagues and external organisations to deliver and procure services as required. • Provide clear leadership to their team members to ensure unambiguous direction and performance management including inspiring, coaching, advising and guiding staff, and to role model the NYC values.

Systems and information:	• Lead on the identification, implementation and use of service management tools and applications including a CMDB (configuration management database). • Ensure that service management systems and processes are consistent with the Council standards and procedures. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

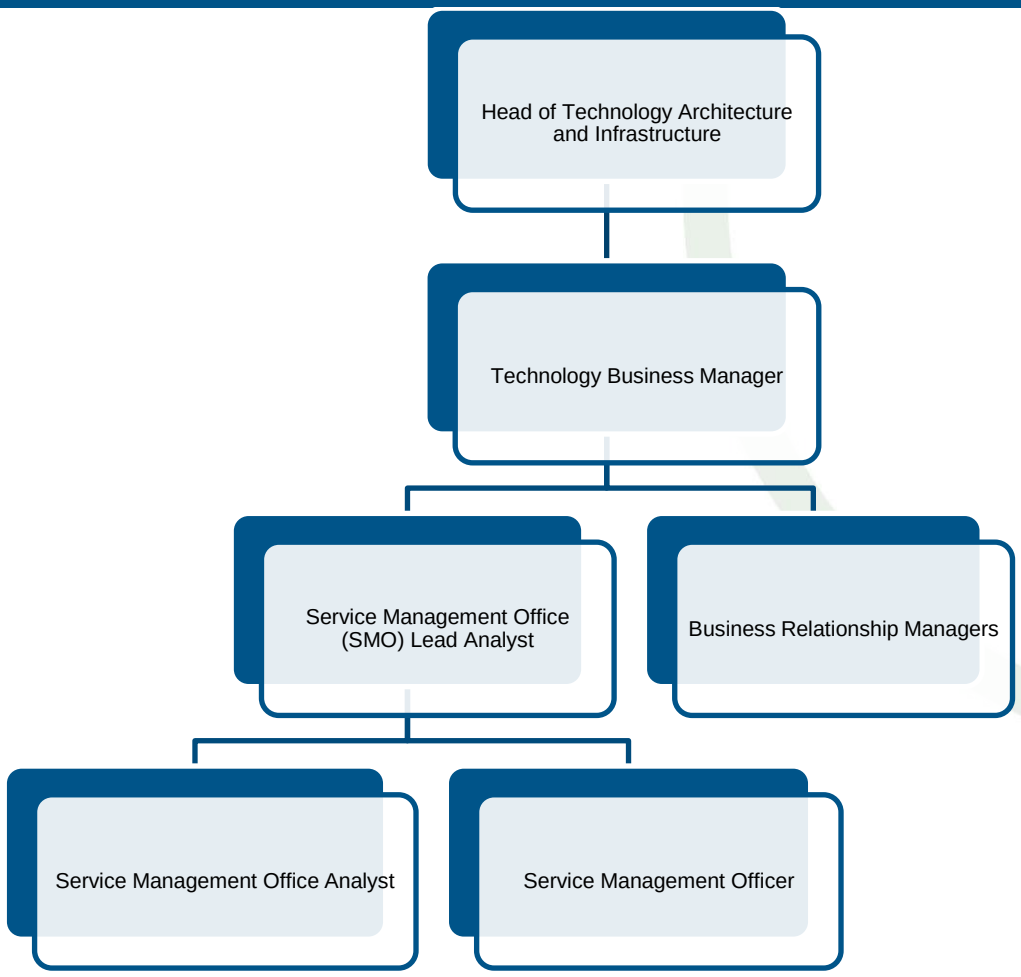
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of current good practice standards both at local and national level in relation to Service Management and Business Relationship Management in a large Technology Service. • Excellent understanding of service management methodologies, tools and techniques such as ITIL. • Excellent understanding of quality management systems, e.g., ISO20000. • Knowledge of statutory requirements, including equality standards • Significant experience of implementing quality assurance standards and processes and leading internal and external quality assurance reviews. • Significant experience of change management and continuous improvement including strategic thinking to propose recommendations based on user feedback, senior management requirements, industry standards and any other analytical tools. • Experience in engendering a team culture which drives continuous improvement in quality and customer satisfaction, and balancing operational/cost efficiency • Extensive experience of strategic planning, policy development and implementation, and performance management. • Experience of developing and implementing organisational culture change within a large diverse organisation. • Experience of managing conflicting priorities and finding solutions to manage priorities successfully. • Successful management of budgets (within the Technology Service), working in liaison with Finance and Senior Leadership Team. • Successful management of senior staff including skills of inspiring, motivating and guiding staff in these technical areas • Experience of developing and maintaining strong stakeholder relationships.	• Knowledge and understanding of local authority policies, procedures and relevant legislation • Experience of working with Senior Leadership Team members (Director level)
Occupational Skills • Effective leadership skills and the ability to promote organisational policy and objectives and NYC values. • Effective organisational skills to manage diverse operational functions delivering strategic objectives. • Excellent communication skills at all levels of staff and customers. • Excellent negotiating and influencing skills. • Ability to analyse complex data and to influence well-reasoned conclusions. • Ability to coordinate, monitor and review the use of resources. • Analytical skills - analyses and interprets high level information to influence strategic decisions.	

• Audit skills - Monitors audit legislation, undertakes audit investigations and monitors performance against audit plans. • Decision making skills – makes decisions which may involve difficult choices or considered risks. • Financial/budget management skills – co-ordinate, monitor and review and suggest efficiencies. • ICT skills – Intermediate ICT Skills in Microsoft Office applications.	
Behaviours **link**	
Professional Qualifications • Educated to degree level or equivalent experience. • Professionally qualified in-**Service** Management, e.g.**,** advanced service management practitioner (e.g.**,** ITIL practitioner) or equivalent experience. • Recognised management qualification or equivalent experience. • Evidence of ongoing commitment to continuous professional development.	• Professionally qualified in-Service Management, e.g., advanced service management practitioner (e.g., ITIL practitioner) or equivalent experience.
Other Requirements • Ability to travel across the North Yorkshire County. • Ability to attend meetings outside of normal business hours. • Professional values and attitudes. • Ability to work both on own initiative and as part of a team. • Ability to work to specified deadlines.	

Career progression:

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

Structure



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

Post title:	NYES Senior Manager
Grade:	SM1
Responsible to:	Head of HR Commercial and HRSST
Staff managed:	Manages a team of specialist professionals
Directorate:	Central Services
Service:	North Yorkshire Education Services
Job family:	**SM - Senior Management**
Date of issue:	April 2024

Job context

North Yorkshire Education Services (NYES) is the trading arm of North Yorkshire Council. A national leader in the supply of quality services and business solutions to the education sector mainly across the North of England, but also has a significant footprint nationally. Within the NYES portfolio there are over 30 traded services, employing over 2000 people, delivering services to over 1000 schools, with current turnover of over £50 million.

NYC have a clear purpose - to deliver quality services and innovative business solutions that support schools, academies and other educational settings to be outstanding and inspire children and young people to achieve their full potential through improved educational outcomes and life chances.

NYES supply over 30 traded services sourced from all parts of the Local Authority and as such the Senior NYES Manager will build and develop a strong business relationship with many different heads of service and work collaboratively in partnership with them to expand the Council's traded services offering and build business to business relationships.

The post holder will have the necessary record of accomplishment in sales and retention within a complex landscape. They will be able to lead and collaborate with professional specialists across the NYES Group who are involved in customer care sales and service delivery to ensure that a proactive and professional approach to sales and retention is in place. This will involve identifying and employing a range of tactics from building pitches, commissioning marketing materials, building and maintaining relationships, pursuing leads, and any other activity associated with winning and retaining business in new and existing sectors.

The post holder will be able to speak passionately about how high-quality support services can assist educational settings to be outstanding and be motivated by achieving results at pace.

Job Specifics

Key Priorities for the role are:

- Lead and manage the operational NYES teams that form the core hub**.**
  - Ensure effective systems are in place for workload allocation and management, and the management of staff within respective organisational policies and procedures.
  - Work closely with all traded services to ensure that the service is customer based.
  - Develop customer experience streams that improve the quality of service delivery.
  - Working with Traded Services to ensure service delivery is of a high standard, and being proactive in ensuring any improvements and efficiencies required are implemented in order to provide the best possible customer service.

- Accountable for the effective use of resources, managing budgets, workforce, performance and practice.
- Retaining existing business in schools, academies and other educational settings across the North of England.
- Securing new business across the North of England and the UK where traded services have capacity to support growth and sustain new business.
- Ensuring the value of business secured by the NYES Group generates profit that can be reinvested for the common good.
- Championing customer focus across the NYES Group so responsiveness, professionalism and service delivery standards exceed expectations.
- Spearheading customer engagement for the NYES Group, ensuring that services across the NYES Group are fully equipped with the information and intelligence they need to respond to customer need and expectations.
- Embedding agreed values, behaviours and operating principles across the NYES Group through leading initiatives and programmes.

Job purpose	**To lead the NYES Hub, providing quality sales, customer relationship management, marketing and business operation functions for the Councils traded service provision.**
Operational Management:	• To lead the NYES Hub including retention, new sales, customer satisfaction, marketing and business support functions. • Provide appropriate support, guidance and direction to the Support Unit and other teams across the NYES Group, ensuring the delivery of efficient, effective and innovative services to customers. • Lead the Annual Service Review process, including implementation of NYES pricing cycle, ensuring pricing provided across the NYES group is accurate and provided within the set timescales, and information held on SLA Online is accurate, updated regularly and appropriate. • Contribute to and support bid development for tendering processes. • Develop, support and promote a collaborative culture across the NYES team, which is strong, results driven and cost effective. • Responsible for ensuring the Customer Management system, has appropriate functionality, and traded services have the data and information required to support retention and new sales. • Lead specific programmes as part of the Council's change and transformation programme. • Attend and contribute to meetings, seminars, training courses, trade shows, networking and customer events as required.
Resource management:	• Responsible as the budget holder for the management of specific allocated budgets within the Council's Scheme of Delegation of Financial Responsibility. Ensuring budgets are used appropriately and efficiently with robust and relevant monitoring. • Prioritise and allocate staffing to support services in discharging their responsibilities for meeting the needs of business growth. • To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • Carry out people management issues such as recruitment, development, and absence management. • 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.

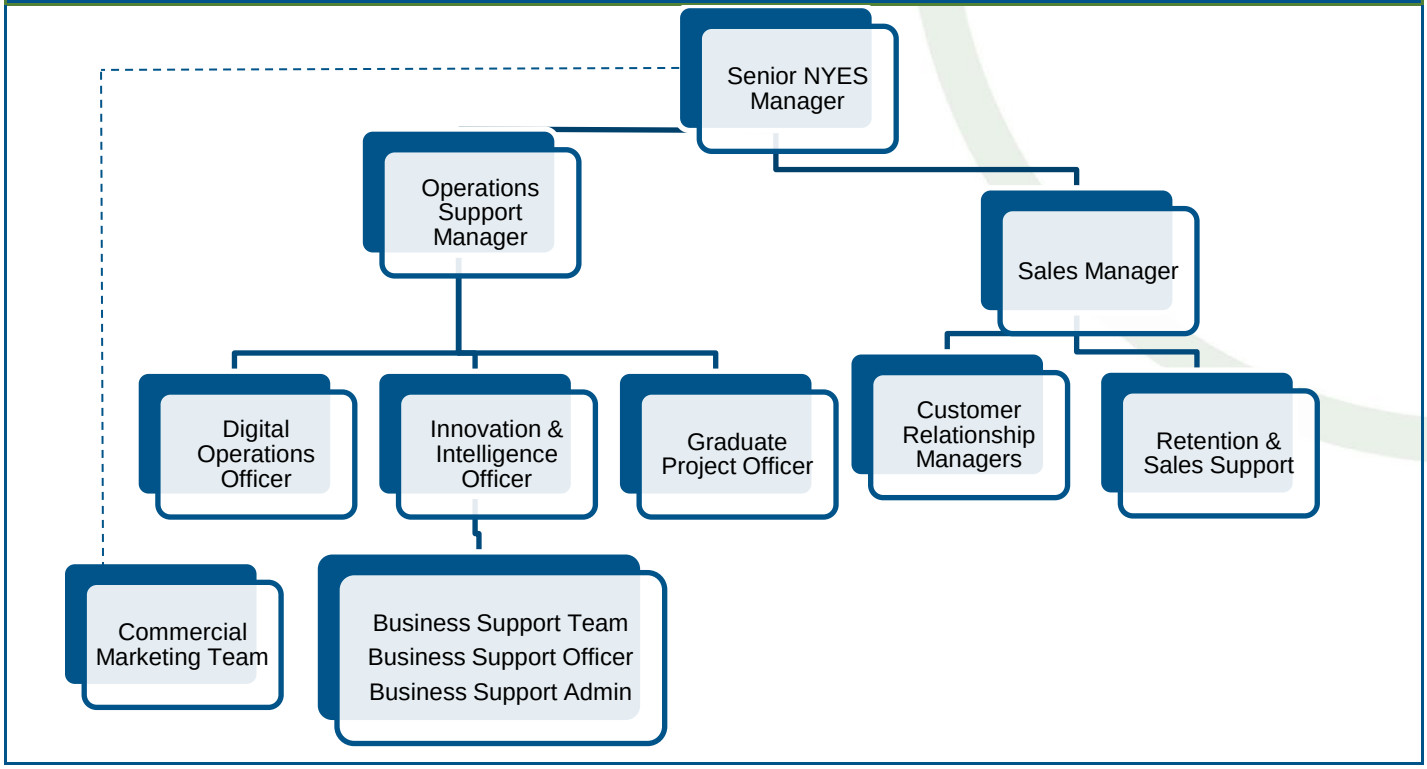
Partnerships:	• Forge partnerships and work alongside other services in the delivery of traded services that continue to maintain co-operative relationships. • Develop relationships with key stakeholders and potential customers in line with the key values of the organisation. • Be a key member of the NYES Group, supporting colleagues across the organisation to deliver objectives relating to business growth. • Maintain proactive, positive contact with customers and colleagues to ensure good long-term relationships and increased revenue. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required
Strategic management:	• To demonstrate strong leadership and partnership working to align all partners to the shared purpose and service objectives for NYES. • To lead the development of a shared organisational culture which supports and promotes integrated working practices and involves colleagues at all levels in shaping the development of the service. • Support the strategic development of a commercial focus, coaching and developing capability at all levels of the organisation within Traded Services.
Communications:	• Work closely with traded services and the Marketing Team to identify communications and marketing requirements to support customers and ensure that new products are launched successfully. • Develop and deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Work closely with officers / professional staff in understanding / improving the customer journey across the NYES Group. • Produce timely briefings and reports to a range of stakeholders, including the NYES Strategic Board. • Respond to media enquiries and appraise your manager of any matters arising, which are particularly sensitive or controversial in nature. • Manage challenging situations effectively and pro-actively to improve the performance of staff by maintaining communication with staff and providing the appropriate support and guidance. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media.
Systems and information:	• To implement systems and procedures to fulfil the requirements of the delivery of NYES including local management and resolution of complaints. • Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.
Safeguarding:	• To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of leading marketing and commercial services including sales strategies, techniques and customer relationship management. • Knowledge of challenges faced by delivery of commercial services within the public sector. • Knowledge of effective management of staff, budgets and resources. • Significant knowledge of current policy developments, legislation and good practice standards affecting the education sector at local and national level • Proven track record in sales, retention and marketing growth, including significant skills and experience of complex negotiations. • Proven and effective experience of the management of resources in a changing organisational environment, including staff and budgets. • Proven experience in forging business relationships to effect improved delivery of services. • Experience of motivating and inspiring diverse groups of employees. • Experience of working within the public sector to achieve outcomes and wider goals, experienced in working in a political context. • Experience of developing and implementing organisational culture change within a large diverse organisation.	• Recent experience of supporting schools, academies or other educational settings to deliver educational outcomes and wider goals.
Occupational Skills • Strong political and organisational awareness, working effectively across a range of services. • Inspiring leadership skills within a challenging/demanding environment • Ability to balance operational responsibilities and objectives while leading strategic service development. • Effective decision making with sound professional judgements. • Planning and project management skills. • Management of diverse operational functions to deliver strategic objectives • Proven interpersonal, written and spoken communication skills with the ability to promote organisational policy and objectives.	• Strong ability to navigate a complex educational environment.
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 beyond. • Ability to attend meetings outside of normal business hours. • Evidence of continuing professional development	

Career progression:

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

Structure



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

Post title:	Senior Commercial Manager
Grade:	SM1
Responsible to:	Head of Procurement & Contact Management
Staff managed:	Manages a team of specialist professionals
Directorate:	Central Services
Service:	Procurement & Contract Management Service
Job family:	**P&T - Professional & Technical**
Date of issue:	April 2024

Job context

The Procurement and Contract Management Service (PCMS) are responsible for ensuring that all procurement and contract management activities (commercial arrangements) provide the very best value for money for the council. We provide professional advice, guidance and insight regarding markets, suppliers, and contractual options to help support service delivery and improvement.

The council spends approximately £650m pa across a wide portfolio of services.

The prime purpose of this role is to oversee and have overall responsibility for a master category of spend and to lead the creation of a Category Sourcing Strategy. To develop and implement a sourcing strategy for the category that sits within and aligns to the council's procurement strategy. This will include the delivery of the procurement and contracting requirements within the category across different directorates.

Ensuring compliance with procedures, process and current contractual arrangements.

The postholder will report into the Head of Procurement & Contract Management and will be required to work with the other Senior Commercial Managers and the Senior Contract Manager in order to ensure the Category Sourcing Strategies take account of market drivers and commercial motivations to inform decisions and approaches.

The postholder will be a key part of the Procurement & Contract Management leadership team and be a leader within the service area.

The role will lead on the identification, development and implementation of appropriate commercial and performance management, procurement, and contract process management (including risk management), supplier relationship management and governance, ensuring this is in place and applied to procurement projects and over the life of the contracts.

The postholder will be responsible for the strategic planning, management and oversight for all procurement and contract management activity across their Master Category area. This will include the development of the category sourcing plans for the service, ensuring the procurement and contracting teams within their portfolio are held accountable for delivery on time and within budget.

The post will work as part of a professional team to support the delivery of value for money across the council, operating within the framework of the council's procurement strategy, ensuring compliance with procedures and processes.

People	Place	Professional
Adult Social Care Children's Social Care Public Health Education Arts, Culture & Leisure Others as required by the master category.	Property Facilities Management Highways Transport Housing Harbours Utilities / Energy Others as required by the master category	Technology Catering Finance Consultancy Regulatory Services Others as required by the master category

The role will be required to form cross-functional networks across the council.

The Senior Commercial Manager will operate within a specified master category area.

Due to the cross-over of requirements within the council, the postholder will work with key-stakeholders from all Directorates within the council.

The postholder will be able to build relationships quickly and effectively and recognise when to involve the right stakeholders and use their knowledge to make recommendations and decisions on risks and opportunities.

They will spend significant time within the Directorates and will work closely with the Assistant Directorates, Heads of Services and commissioning managers in each of the service areas to implement the category management approach. They will maximise use of commercial approaches, innovative solutions, and shaping our markets where appropriate with a focus on achieving excellent outcomes.

They will be responsible for championing commercial astuteness and a best practice approach to external spend in order to deliver value for money outcomes and transform the way services are delivered. They will be expected to have or develop very deep supply chain knowledge for their categories.

The post-holder will undertake line management responsibilities and will be expected to work closely with the other Senior Commercial Managers in managing and allocating resource to deliver the councils core workplan and traded procurement and contracting projects in a timely and effective manner.

Our ambition is summed up in our procurement vision: Working collaboratively to deliver efficiencies, value for money and sustainable quality through a proactive commercial approach to procurement and commissioning for the communities of North Yorkshire. This role will promote, and effect change to ensure delivery of this vision.

The postholder will be a leader within a centre of expertise for procurement and contract management, ensuring at all times that there is proper compliance with the overall Category Sourcing Strategy, the Council's Procurement and Contract Management Strategy, Procurement and Contract Procedure Rules, Financial Regulations, and UK Legislation on procurement and contract management.

Responsible for providing procurement category leadership, support and advice to assist in the management of approximately £250m of the Council's yearly expenditure.

Develop and implement a strategy for the category which ensures continuous improvement in costs and quality, and implementation of best practice procurement. The strategy will include.

a) portfolio analysis.
b) detailed market intelligence.

b) cost modelling.
c) sourcing options.
d) internal and external supply chain policies.

A key element of the role is the operational management of a team of middle managers within the service, ensuring the team are held accountable for the timely delivery of the service strategy and service plan.

The postholder will have a lead role in working with suppliers and key stakeholders within Directorates. The post hold will be required to brief Members and Directorate management teams, as necessary, on key strategic issues within their category area.

The role will be instrumental in the development of proposals for the council's procurement & contract management strategy and the service plan, and the subsequent activity across the council. The postholder will lead a specified element of the strategy and service plan.

Ensure that at all times there is proper compliance with the Category Sourcing Strategy, Council's Procurement Strategy and Contract Procedure Rules, Financial Regulations, European and UK Legislation on procurement.

To develop relevant category information in order to get the most from the supply market and to be aware of market trends, inflation and commodity indices including supplier appraisal. Ensure effective use of market intelligence to continuously improve category performance.

To represent the Council externally on procurement issues particularly in relation to Category Management when so required.

Ensure as far as practicable the use of standard formal documentation and procedures throughout the Council.

Monitor and evaluate spend, throughput on contracts and contractors to identify high or aggregated expenditure which can then be addressed in line with the developed category strategy.

Market the benefits of the category management approach to Senior Stakeholders including Directorate Leadership Teams.

Take the lead in identifying and delivering savings and efficiency gains to meet any Council identified targets for the category.

Take the lead in maximising collaborate opportunities within the category and drive forward sub-regional and national procurement initiatives where appropriate.

Identify appropriate performance indicators for the category and provide statistical returns as required. The provision of appropriate category spend information and the preparation and submission of reports as required e.g. Corporate Procurement Board, Audit Committee etc.

Contribute to service and budgetary planning and to take the lead in relation to the category.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Procurement and Contract Management.

Job Purpose	**To have overall responsibility for a master category of spend and to lead the creation of a Category Sourcing Strategy. To develop and implement a sourcing strategy for the category that sits within and aligns to the council's procurement strategy. This will include the delivery of the procurement and contracting requirements within the category across different directorates.**
Operational Management:	• The post holder will work with the Head of Procurement & Contract Management to contribute to the Procurement Service team plan and will have full autonomy within the agreed category 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 for the category area. In a third of cases the decisions made will be based upon precedents/established procedures. • Manage a team of specialist procurement and contract management staff. • Maintain and co-ordinate the delivery of the overall programme of procurement and contracts of external suppliers for the category from the NYC Forward Procurement Plan and Contract Register. • 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 to assess the implications for the Council. • Attend some of the regular meetings with the suppliers to assist in the provision of information about the Council's requirements and to review performance and other relevant information. • To support the Head of Procurement & Contract Management in the development and implementation of future strategies and policies. • To support the councils' companies with the development of commercial strategies and ensure appropriate governance is in place. • To support the councils' companies in the delivery of procurement and contracting requirements, as necessary. • Use problem solving techniques and innovative thinking to propose solutions and challenge results. • The postholder will be responsible for development, management and delivery of the procurement and contract management savings plan (3 yr plan). • Lead the implementation of innovative routes to market which meet the council's objectives. • Take a lead role in ensuring that the Procurement & Contract Management Service meets the requirements of Best Value, and any other external measures placed upon the Council. • Manage complex procurement and contracting issues, including identifying risk mitigations and ensuring business continuity plans are up to date and appropriate. • Ensure the team have access to appropriate training and Continuous Professional Development (CPD) is embraced within the service to enable the delivery of the service objectives. • The post holder will undertake line management responsibilities within the team.

	• To coordinate and balance the issues identified by day-to-day operational matters to successfully. • Monitor and become involved in issues to resolve any escalations as required. • Working with the Head of Procurement & Contract Management identify the annual plan of audits to support continuous improvements in relation to the councils commercial strategy.
Resource management:	• Provide leadership, management and direction to a specialist team, ensuring staff are clear about what is expected of them, are kept informed about their performance and enabled to develop the necessary skills and knowledge through supervision, appraisal and development opportunities. • Carry out people management issues such as recruitment, absence management, health and safety, setting targets, providing feedback on performance and effectively addressing development and learning issues. • The post holder will ensure that all procurement projects for the category of spend are planned and organised through to effective delivery. • Ensure that procurements comply with the procurement requirements of the Council, customers and of the United Kingdom Public Contract Regulations.
Partnerships:	• Work with the Council's specific category supply chain to achieve required outcomes. • Work with Corporate Directors, Assistant Directors and Heads of Service in the identification of saving opportunities and/or efficiencies related to procurement and contracting opportunities within their Service Plans. • Work with colleagues across Directorates to ensure the delivery of effective procurements, including in particular legal and finance. • Work with staff in the Business Support Service to achieve required outcomes.
Strategic Management	• Lead, develop and manage an effective and efficient Category sourcing strategy • Contribute to the development and review of the approach to the category management.

Communications:	• Develop and maintain strategic relationships with
	  ○ Senior Officers and other stakeholders within the Council.
	  ○ Elected members of the Council
	  ○ Government Departments, Public bodies, Other Local Authorities, Purchasing institutions, Customers
	  ○ Suppliers and trade bodies.
	• Communicate with customers and colleagues about the performance of the suppliers in the category and use information received to inform future procurements.
	• Lead by example in relation to communications, ensuring the most appropriate form of communication is used to achieve timely responses and not over relying on email, both individually and by managed staff.
	• Ensure the required customer service standards are understood and exceeded where possible, both individually and within managed staff.
	• Deal professionally with all enquiries via e-mail, telephone or in person.
	• Undertake personal interaction with the public, members & officers in a positive way which creates a good impression of the Service and the Council.
	• Communicate with customers around the performance of the service and act on any feedback received, demonstrating any action taken as a result.

	• Build strong working relationships with principal stakeholders such as Corporate Directors, Assistant Directors, Heads of Service and managed staff, demonstrating awareness and sensitivity to the needs of key stakeholders and the team. • Manage conflict situations with stakeholders and/ or within the team effectively and pro-actively seek to be creative in developing solutions to deliver win-win.
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., UK Procurement Regulations) in the procurement of the suppliers.

Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Fully CIPs qualified. • Demonstrable evidence of leading Procurement teams to deliver challenging outcomes. • Demonstrable evidence of achievement at a senior management level in a large complex organisation. • In depth knowledge and understanding of procurement legislation, including Public Contract Regulations 2015. • 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 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. • Knowledge of risk management within a medium to large organisation. • A detailed awareness and understanding of the whole life cycle of procurement including market analysis, procurement strategy, tendering, contract management and relationship management. • Experience of Procurement and Contract Management including commercial negotiation of significant value and/or complexity of risk. • Experience of promoting procurement best practice and policies. • The development and implementation of plans relating to the achievement of targets and objectives to drive improvements. • Evidence of high-level performance in; either Procurement or Supply Chain Management. • Evidence of undertaking complex procurement projects.	• Knowledge of NYC's contract procedure rules. • Knowledge of NYC's line manager's responsibility. • Contract management • The local government context. • Significant experience of Supply chain management.

- Programming of procurements and contracting activity.
- Experience of effective resource management in challenging and competing work demands.
- Use of e-tendering systems.
- Use of HR systems.
- Experienced in the co-ordination, collation, analysis and reporting of complex information from numerous sources to diverse audiences.
- Experience of working at a regional or national level with peers in the development of procurement practices.

Occupational Skills

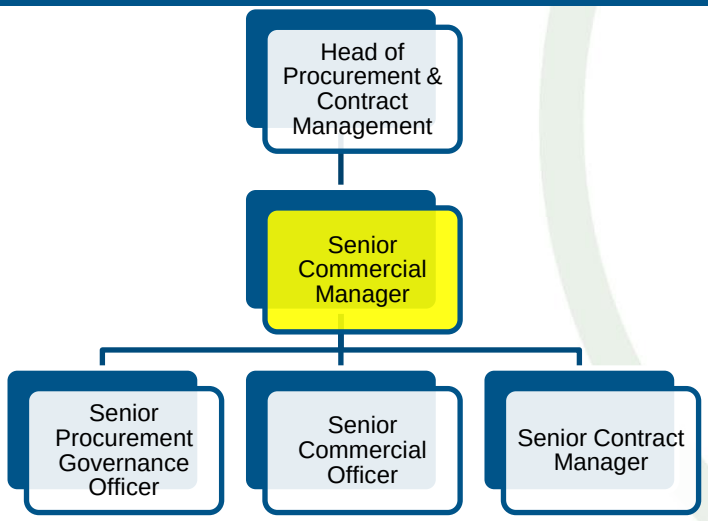
- Excellent commercial acumen. Substantial skills related to procurement and contract management demonstrating abilities in procurement / contract practice and procedure and knowledge of legal principles.
- Analytical skills covering written, graphic, numeric and statistical information and involving risk assessment.
- Strong interpersonal and relationship building skills.
- Strong people management skills and leadership qualities.
- Team working skills including the ability to develop and motivate others.
- Proactive, self-motivated and works from own initiative.
- Development, monitoring and application of procedures to ensure consistent quality of service.
- Excellent communications skills, verbal and written, especially in writing guidance and reports and presentation.
- Developing strategic and tactical approaches and delivering on key policies in relation to procurement, involving work with officers in other Directorates and partners across the wider public sector at all levels.
- Prioritisation of practices and processes to meet objectives and targets, especially in relation to planning, programming and organising workload, meeting targets and deadline
- Evidence of the ability to develop and maintain stakeholder relationships at all levels of a customer organization.
- Demonstrable achievement and understanding of equality and diversity in employment and service delivery within a comparable organisation.
- Effective problem-solving skills.
- Decision making skills.
- Emotional intelligence and resilience.
- Oral communication - face to face where appropriate, ability to communicate with varied audiences.
- Ability to demonstrate sensitivity to different needs of key Council stakeholders including within the Service.
- Flexible approach with the ability to respond effectively to changing circumstances, without losing focus or direction.
- Persuading, influencing and negotiating skills – Successfully persuades, influences and/or negotiates with internal stakeholders and suppliers.
- Ability to adapt to changing situations and respond professionally and positively, working with others to find solutions.
- Analytical skills.

• ICT skills - Microsoft Office, Excel, PowerPoint, Word and Teams (or equivalent software).	
Behaviours link	
Professional Qualifications • Relevant degree (i.e. Supply Chain Management), or a professional qualification related to procurement (CIPS – Level 6). • Active membership of the professional body – Chartered Institute of Purchasing and Supply. • Commitment to CPD.	• Significant experience of leading Procurement teams
Other Requirements • To work from the office base as required by the Service. • Ability to travel across the County. • Ability to attend meetings outside of normal business hours. • Able to work under pressure and meet tight deadlines.	

Career progression:

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

Structure



Each Senior Commercial Manager will line manage 2 FTEs. This will either be:

- 2 x Senior Commercial Officers (Place)
- 1 x Senior Commercial Office (People) and Senior Contract Manager
- 1 x Senior Commercial Officer (Professional) and Senior Procurement Governance Officer

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:	Strategic Asset Manager
Grade:	SM1
Responsible to:	Head of Strategic Property
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Commercial, Property and Procurement
Job family:	**SM - Senior Management**
Date of issue:	April 2024

Job context

North Yorkshire Council's Property and Land Estate is managed under a Centralised Property Function, or Corporate Landlord Model and consists of over 3,000 land and property assets over a geographical area of 3,341sq miles. The portfolio consists of operational offices, schools, operational buildings delivering front line services, farmland, legacy/surplus land and assets, industrial units, private residential and commercial holdings. It also works with several partners to support land and building requirements including the Police, NHS and 3rd sector organisations.

The post holder will work directly for the Head of Strategic Property and support colleagues within the team in delivering a range of Property and Estate management functions, embedding the Corporate Landlord Model strongly within the team and the wider organisation.

The post holder will lead on optimising the performance of NYC property assets, and lead on medium to longer term property asset planning, through working with other areas of the Property Service and a range of internal customers and stakeholders**,** ensuring linkages with the wider Council Plan, aligning and delivering a range of Corporate Strategic Priorities for the Council and its communities.

The role leads on developing, managing and delivering a range of strategies and plans that will support the future delivery of Council services, socio-economic outputs and sustainability. This will include, but is not limited to, an Asset Management Strategy, Service Asset Management Plans, Accommodation Strategy and an Energy Management Strategy covering the property portfolio. The post holder will create vision, manageable and realistic outputs and governance that will establish good informative decision making for all areas of asset management.

The post holder will be responsible for, but not limited to, the following areas:

- **Strategy Development –** To provide strategic direction, leadership and management of the Councils asset strategy and planning process including the preparation and implementation of the Council strategic asset management plan and service asset plans, together with associated strategies concerned with Energy Management, Carbon Reduction, Sustainability, Compliance and Condition Improvement. Reviewing plans annually and in consultation with service areas and stakeholders. To work with the Head of Strategic Property in the development and management of Council wide Asset Management Groups.

- **Investment and Divestment** - Working with a range of asset data and information sets in developing sound business cases and feasibilities for future**.**

    - investment - Identifying assets that align with the NYC's goals, enhance capabilities, or generate socioeconomic returns,

- divestment - reduction of assets that no longer contribute optimally to NYC's objectives, evaluating the performance and relevance of assets, considering market conditions and ensuring a seamless transition to maintain operational efficiency.

To work closely with finance in the development of capital plans to aid in the future sustainability and cost effectiveness of the property portfolio.

- **Sustainability -** working with teams across the property services in the development of Long-Term Maintenance Plans (LTMP), investment strategies (LTIS) and asset life-cycling that includes measures for energy and carbon reduction. Encompassing regular assessments of energy usage, the adoption of green technologies and the implementation of initiatives aimed at achieving carbon and grid consumption reduction targets. Working with services and customers to inform maintenance and investment plans to ensure investment is carried out in appropriate NYC assets and buildings at the right time, ensuring fit for purpose assets and enabling effective service delivery.

- **Governance** - developing and implementing robust internal policies and procedures to ensure that asset management practices align with legal and regulatory requirements and the Councils Constitution and delegations. Outlining the roles and responsibilities of key stakeholders, setting clear guidelines for risk management and establish mechanisms for transparent reporting, decision making and communication. Developing the Asset Management Groups and linking other groups and boards that are established within NYC, providing well-defined governance structure to foster accountability, ethical conduct and strategic alignment, enabling informed decisions about asset acquisition, utilisation and disposal. Carrying out regular reviews and audits to ensure that asset management processes remain in accordance with established standards and contribute to the overall success of NYC.

- **Rationalisation** – Working alongside the Property Rationalisation and Principal Workplace and Facilities Manager to review the Councils operational estate in order to optimise office spaces, depots and service delivery space. Developing and leading on smarter, agile working practices, policies and strategies as well as identifying and using technology and data analytics to ensure efficient space utilisation. Aligning assets with actual needs and modern workplace trends, creating a more efficient workspace, that is affordable and efficient that can adapt to evolving workforce dynamics.

Due the nature and activities of the role the post is politically restricted under the terms of the Local Government and Housing Act 1989.

This post is subject to an Enhanced DBS check with Barred List (Children)

Job Purpose:	**To manage and lead the Strategic Asset Management function and Team. Delivering effective property strategies, policies and associated governance that can be realistically delivered through active planning and achieve financial, operational and socio-economic benefits.**
Operational management:	• To be the responsible person for the effective management of the Councils Asset Management strategies, plans and policies, working with the HoS and colleagues within Property in delivering an effective and efficient Estate. • To work with the Property Team in supporting the development and delivery of, but not limited to, the Corporate Landlord Model, Long Term Maintenance Strategy and Plan, Asset Management Strategy and Plan and the Accommodation Strategy • To effectively manage contractors and suppliers working on behalf of the Council in regard to Strategic Asset Management service activity, ensuring clear

	commissioning, control and monitoring of all contractors to ensure effective delivery and Value for Money. • To lead, manage and provide guidance to a team of property and asset professionals advising and dealing with space utilisation and capacity, carbon and energy reduction management, asset planning and lifecycle maintenance planning. • To work effectively across services, understanding their operating models and identifying how assets can be used effectively to support their current and future service delivery requirements. • 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 ensure 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 and CIFPA guidelines. • To review and identify opportunities for continues improvement within the service, its policies and procedures, embedding a culture of change within own activities, the team and that of the organisation to improve services and drive forward an effective service for all users. • To represent the service and deputise for the HoS at meetings and groups as required.
Resource management:	• Lead the strategic management of the organisation's property asset portfolio, ensuring efficiency, legal compliance and a customer-focused approach. The property portfolio consists of over 3,000 land and property assets and has a capital value in excess of £1.3bn. • To effectively manage a revenue budget of £13.2m and a capital budget of £2.6m per annum. • Establish, monitor and oversee the timely delivery of the agreed Long-Term Maintenance Plans (LTMP) and investment strategies (LTIS) relating to the Property portfolio, managing all associated budgets. • Identify grant funding opportunities to help support investment in the LTMP and LTIS and manage and oversee all associated grant funding bids and funding drawdowns. • Maintain and manage a comprehensive service and corporate risk register, specifically focusing on property-related risks within the asset portfolio, and effectively managing and monitoring specific Asset Management related risks. • Identify opportunities for long-term investment and divestment to optimise the asset portfolio for efficiency and cost-effectiveness. • Support and embed a One Council culture across own team and Directorate, reviewing and developing working practices, structures and resources, accordingly, supporting the ongoing continuous development and sustainability of North Yorkshire Council • Cultivate a unified organisational culture by promoting a strategic asset management approach, refining working practices and aligning structures and resources with the principles of sustainability. • Address the needs of internal and external stakeholders, establishing robust programmes of works and acting as an enabler to deliver service needs through effective asset management, creating Key Performance Indicators to measure and enhance service provisions within a strategic asset management framework. • Manage a team of asset management professionals, demonstrating effective leadership, fostering teamwork, collaboration communication, customer service and staff motivation to ensure the team meets its strategic objectives. • Uphold professional standards, ethics and certifications within the team, ensuring the delivery of unbiased advice and activities in alignment with recognised industry standards.

	• Implement succession planning methods, identify resource requirements and contribute to wider strategic resource planning to support the Head of Service in strategic asset management. • Develop and review job descriptions, participate in recruitment processes to bring in qualified resources and manage team performance through goal setting, monitoring and appraisal. • Ensure the team's full compliance with professional standards, ethics and policies, including those associated with relevant certifications such as RICS and CIPFA, contributing to the overall integrity of the strategic asset management function
Partnerships / Corporate Working:	• Foster collaborative relationships with senior colleagues throughout the organisation to champion and integrate the Corporate Landlord approach, offering innovative solutions for future operational property needs within the strategic asset management framework. • Manage and drive forward change across the service and the organisation in adopting key principles for effective asset management, the Strategic Asset Management process and the associated governance and decision-making framework. • To champion and implement carbon reduction strategies across the Council's property portfolio. • Build effective relationships with enabling services such as HR, Business Support, Finance, Procurement and Legal, ensuring their support aligns with the strategic goals and outputs of the asset management plan. • Drive the development of Service Asset Plans within the team and across directorates, interpreting needs and requirements to contribute to the comprehensive Corporate Asset Management Plan and long-term property asset planning. • Collaborate with and nurture relationships with key external partners, including NHS, Police, Fire, ICB, NYMNP, YDNPA, LEP, etc., to align service delivery and effectively manage the Public Estate within the strategic asset management framework. • Maintain strong relationships with key internal customers and Councillors, providing regular updates and information on activities relevant to both individual and broader team service areas. This ensures transparency and alignment with strategic asset management objectives.
Strategic management:	• Lead the development and implementation of the Council's Asset Management Strategies and Plans, ensuring alignment with broader organisational goals. • Support on the delivery of the Councils Transformation Plan (Property) including, but not limited to, Asset Rationalisation, New Ways of Working and Energy Reduction and Sustainability programmes. • Collaborate across services to establish, monitor and manage a resilient Corporate Landlord Model within the strategic asset management framework, driving key corporate outputs and delivering effective services to customers. • Utilise qualitative and quantitative data and information to inform robust and realistic Business Cases to establish investment and divestment, rationalisation and decarbonisation programmes. • Lead on and manage governance associated with the strategic asset management process, creating groups and boards that are informed in making decisions and are aligned with wider governance within NYC. • Develop and implement a comprehensive long-term maintenance and lifecycle strategy to ensure the sustainability and effectiveness of the Council's portfolio. • Define a clear and realistic Key Performance Indicator framework, enhancing the monitoring of the asset portfolio and linking with wider strategic outcomes, facilitating effective reporting within the strategic asset management context. • Take the lead in developing innovative ways of working to maximise efficiency and effectiveness, aligning with the principles of strategic asset management.

	• Promote a culture of continuous improvement within the team, encouraging the sharing of ideas, taking calculated risks and recognising innovation to enhance strategic asset management practices. • Champion and embed a quality assurance culture that achieves results through rigorous open challenge, personal accountability and continuous improvement, ensuring excellence in strategic asset management. • Contribute to the service planning process, including the identification and achievement of team objectives, budgets, business continuity, health & safety, risk management and the development of sound business cases for investment and divestment within the strategic asset management context.

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
	  ○ Combined Authority/Mayoral Authority
	• Working across services to communicate the activities and vison for the Corporate Landlord and the Asset Management Strategy.
	• To produce reports and advise Members, Senior Management Board and Cabinet / Executive on property related matters as required by the Corporate Director of Resource, Assistant Director Commercial, Property & Procurement and Head of Strategic Property; providing clear briefings and reports that inform effective operational and political decision making, seeking approvals and delegations.
	• Actively contribute to relevant management teams within the Resources Leadership Team.
	• Ensure that personal interaction with Members, Officers and other stakeholders is undertaken in a transparent, positive and professional way which creates a good impression of the Property Team and the Council.

Systems and information:	• To manage and monitor data and information in relation to effective asset management of the Portfolio, ensuring all data is up to date and relevant. • Develop key criteria, utilising data, information and systems, to assess and identify future priorities of disposals, acquisitions and investment. • Create, manage and review clear process and procedures that can be utilised to support effective decision making for the Councils Portfolio. • To utilise data effectively to ensure that the Councils Portfolio remains compliant and sustainable. • Using data, information and systems to manage a range of Service Level Agreements with clients, utilising systems and data to report key performance and continuous improvement within the Property service.
Safeguarding:	• To ensure that all requirement for the safeguarding, contained within the Councils Safeguarding Policy, are adhered to. • To promote a culture of proactive reporting on all safeguarding areas whether in the workplace or elsewhere • To support the health, wellbeing and welfare of the team

Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Proven experience in a senior role within a strategic property or strategic asset management role. • Comprehensive familiarity with the principles and practices of a corporate landlord model specific to the public sector, demonstrating a clear understanding of how it aligns with and supports the development of an overarching asset management strategy. • Extensive knowledge of dispersed and diverse property portfolios, including commercial, residential, operational and land assets. • Demonstrated experience in effectively managing, controlling and monitoring contracts and contractors related to property and asset management. • Up-to-date and in-depth knowledge of current issues and challenges facing local government, the statutory framework governing the sector and best practices and legislation within the local government property and asset environment. • Proven track record in developing feasibilities and business cases that support effective asset programs. • In-depth understanding and application of Performance Frameworks that contribute to the effective and sustainable management of assets. • Familiarity with technology solutions for asset management, including proficiency in using software/systems for tracking performance and data analytics. • Strong financial analysis skills, including budgeting and cost control measures, to ensure the long-term financial sustainability of the asset portfolio. • Proven experience in the development of asset strategies and associated plans. • Demonstrated success in direct and matrix management of various Property, Facilities and Asset teams across a large geographical area. • Proven ability to chair meetings effectively and inspire confidence among a wide range of service users, reflecting leadership capabilities. • Knowledge of good practice and principles for accommodation and space utilisation and management. • In-depth understanding of local and regional property markets, including factors influencing these markets and implications for asset management. • Demonstrable evidence of service improvement and proactive change management including staff engagement, capacity building, workforce modernisation and organisational transformation.	• Experience of working in a public sector / Local Government environment • Knowledge of Programme and Project Management methodologies. • Experience in the HM Treasury 5 Case Business Model methodology.
Occupational Skills • Excellent management and leadership skills, fostering commitment and promoting a positive and motivated organisational culture that leverages the strengths and talents of colleagues at all levels. • Strong governance knowledge, including experience in the development and implementation of boards and groups to cascade information and decision-making processes. • Excellent communication skills, both written and verbal, to engage effectively with internal and external stakeholders, including Senior Management, regulatory bodies, Elected Members and community representatives.	

- Proven ability to establish and maintain positive relationships, instilling confidence, ability and trust among Elected Members, stakeholders, colleagues, external partners and the wider community.
- Capability to assess the value of assets within the portfolio and make informed decisions regarding acquisitions, disposals and overall asset management, demonstrating a strategic and analytical mindset.
- In-depth understanding of legal and regulatory requirements related to property and asset management.
- Proficiency in developing and implementing effective systems of property procedures, performance management and measurement to ensure consistent quality of service in alignment with industry standards.
- Strong presentation skills, enabling the communication of information to inform decision-making through reports, business cases and briefings to a diverse group of stakeholders.
- Proficient use of relevant software and technology for asset management, financial analysis and reporting, demonstrating a high level of technical competency.
- Business acumen and an entrepreneurial mindset to lead the strategic delivery of services, maintaining a focus on obtaining best value for money and exploring innovative solutions.
- Robust financial and budgetary awareness, with the ability to manage finance and wider resources within a strong performance management culture, ensuring fiscal responsibility and accountability.
- Strong ICT skills, demonstrating the ability to leverage information technology to improve service delivery and reduce costs, contributing to the efficient use of resources.
- Effective problem-solving skills, showcasing the ability to address complex challenges and develop practical solutions within the realm of strategic asset management.
- Excellent communication and negotiation skills, facilitating effective collaboration with internal and external stakeholders and enabling successful interactions with diverse audiences.
- Demonstrated ability to adapt to changing environments and emerging trends, showcasing agility and resilience in navigating evolving landscapes.

Behaviours

Inclusive

- Be kind, compassionate and treat each other with respect.
- Be inclusive, seek the views of others and respond positively even when there are differences.
- Celebrate diversity recognising each other's contributions.

Ambitious

- Be aspirational in our service delivery for our local communities.
- Seek opportunities to share ideas and develop our approaches across partners.
- Understand how to deliver priorities on a locality basis.

Creative

- Adapt to a changing environment by listening to others and learning from each other.
- Think differently and seek new ways to improve services.
- See feedback and shared views as opportunities to learn.

Together

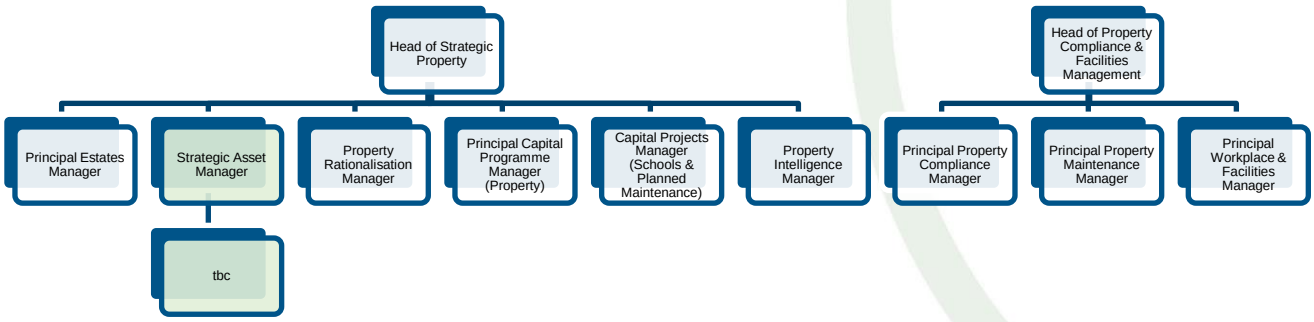
- Build on and develop relationships with colleagues and partners.
- Deliver excellent customer service through partnership working.

• Be visible and accessible within the team and with others to achieve goals together.	
Professional Qualifications • Qualified to degree standard (level 6) in a relevant field such as Real Estate Management, Asset management, Property Management or a related discipline, preferably with a recognised (part or working towards) professional qualification (e.g. RICS), or have substantial experience in a comparable role	• Additional training or qualifications in strategic asset management, financial management or related areas • Membership of other relevant professional bodies (e.g., CIOB, CIWFM, AIM, RIBA) • Certification in project management (e.g., PRINCE2, PMP)
Other Requirements • Evidence of ongoing professional development • Excellent interpersonal and negotiation skills. • Results-driven with a focus on achieving organisational objectives. • 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:	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

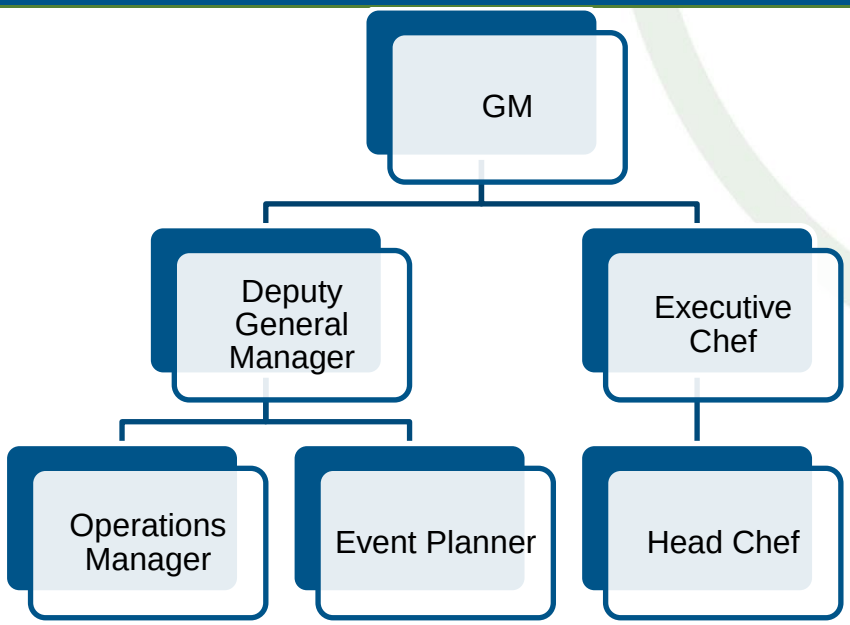
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Extensive experience in leading senior management teams in high volume catering operations • Expert knowledge and experience in managing processes to deliver varying catering styles. • Knowledge and experience of managing catering 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:	Bronze Commander
Grade:	SM1
Responsible to:	Head of Resilience and Emergencies
Staff managed:	Manages staff on a project/matrix basis (not direct line management)
Directorate:	Local Engagement
Service:	Emergency Planning
Job family:	**P&T - Professional & Technical**
Date of issue:	March 2023

Job context

The Resilience & Emergencies Unit (REU) is responsible for:

- Ensuring the Council has resilience of service through supported, effective business continuity management.
- Working together with multi-agency partners to support resilient communities and to respond effectively to significant incidents.
- Assessing risk, promoting civil protection and provision of emergency and contingency planning.
- Provision of an emergency planning/business continuity service under a collaboration agreement to City of York Council to support and advise them in arrangements compliant with the Civil Contingencies Act.
- Policy and secretariat support to the North Yorkshire Local Resilience Forum.
- Development of initiatives and work-streams to identify best practice and enhance community resilience.
- Income generation for NYC via relevant service provision to other businesses and agencies.

Job Purpose:	**Provide leadership in an emergency response at an operational level. Work with multiagency partners and organisations to assess and identify what resources are needed and deploy resources effectively.**
Operational management:	• Lead and co-ordinate the operational response of the Council to emergencies and major incident. • Have delegated leadership responsibilities over operational staff and resources. • Make initial assessments of situations and report to other responders in accordance with established procedures. • Prepare and implement initial action plans in accordance with organisational requirements. • Check actions are carried out, taking into account impacts on individuals, communities and the environment in accordance with organisational requirements. • Conduct on-going risk assessments and management in response to the dynamic nature of emergencies in accordance with organisational requirements. • Monitor and protect the health, safety, and welfare of individuals during responses in line with organisational and legislative requirements. • Identify where circumstances warrant a tactical (silver) level of management and engage with the tactical level in accordance with organisational requirements. • Implement the tactical (silver) plan, within geographical areas or functional areas of responsibility in accordance with organisational requirements.
Resource management:	• Confirm availability and location of relevant services and facilities in accordance with organisational requirements.

	• Identify resources required and deploy them to meet the demands of responses in accordance with organisational requirements. • Communicate resource constraints to relevant persons or find suitable alternatives in accordance with organisational requirements.
Partnerships:	• Work in co-operation and communicate effectively with other responders in accordance with organisational requirements.
Communications:	• Deal with individuals in a manner which is supportive and sensitive to their needs in accordance with organisational requirements. • Liaise with relevant organisations as required for effective responses in accordance with organisational requirements. • Confirm that individuals under your area of authority are fully briefed and de-briefed in accordance with organisational requirements. • Fully record decisions, actions, options, and rationale in accordance with current information, policy and legislation.
Safeguarding:	• Carry out duties with full regard to the council's equal opportunities policy and information governance. • Comply with the council's health and safety policy and take such steps as are reasonably practicable for own health and safety and that of colleagues at work and those affected by work. • Maintain personal responsibility for the safe and secure movement of data within, into and out of the authority. • Adhere to all the council's safeguarding policy and procedures. • Adhere to confidentiality and work within professional boundaries unless there is a safeguarding or public safety issue

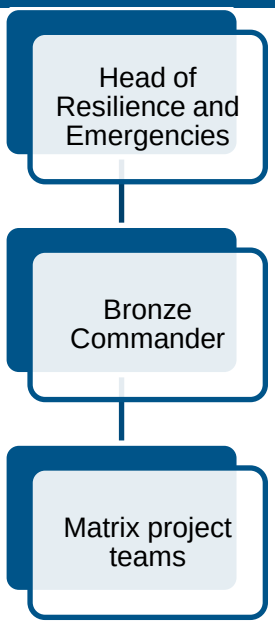
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Current, relevant legislation, policies, procedures, codes of practice • Guidelines in relation to emergency responses • Current, relevant legislation and organisational requirements in relation to health, safety, and welfare • Relevant emergency plans and arrangements • Principles of effective response and recovery • Principles of command, control and co-ordination and potential flexibility between levels of response • Potential impact of emergencies on individuals, communities, and the environment • How to make and apply decisions based on assessment of risks, roles, responsibilities, and information needs of organisations involved in response • How to communicate with individuals affected by emergencies in a manner which promotes understanding • Types of facilities which may be established to meet the needs of individuals affected by emergencies. • The Councils policy for dealing with the media. • Actions to take where there are limitations on the availability and use of resources. • Correct procedures for handing over responsibility. • How to conduct briefings and de-briefings • The purpose of recording information and the types of records that must be kept.	

Occupational Skills • Excellent communications skills with ability to communicate effectively to a wide variety of people and organisations. • Partnership working skills, able to liaise and represent the Council with partners and external organisations. • Ability to prioritise work, balance conflicting demands and use judgment to manage deadlines. • Ability to analyse situations and develop solutions to problems with multiple resource implications. • Ability to analyse and interpret situations and information to make informed decisions in a high-pressure environment. • Confidence and ability to prepare briefings and deliver high quality presentations to a variety of internal, partner or regional audiences. • Ability to build and maintain effective professional relationships with internal and external colleagues using sensitivity and direction when dealing with politically and socially sensitive issues. • Ability to influence others and have well developed motivational, advocacy and negotiation skills.	
Behaviours **Link**	
Other Requirements • The post is based at County Hall, Northallerton and requires regular travel across North Yorkshire and occasionally beyond. • Ability and willingness to regularly travel across the county and occasionally beyond, at times and to places where access to public transport is limited. • Ability and willingness to work outside of normal office hours and if required to work weekends, evenings, and public holidays. • Much of the work out of normal office hours can be undertaken remotely (e.g., via telephone and email) but from time to time it is necessary to travel and work across North Yorkshire and occasionally beyond. The time required and the timing are unpredictable but can be very significant and last several days during major incidents. • Confident use of English language is required. • Ability and willingness to work flexibly as part of several teams	• Preference that role holder will have full clean UK driving licence (or equivalent) and access to vehicle for business use

Career progression:

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

Structure



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Post title:	Strategic Land Manager
Grade:	SM1
Responsible to:	Head of Strategic Property
Staff managed:	Manages staff on a project/matrix basis (not direct line management)
Directorate:	Resources
Service:	Commercial, Property and Procurement Services
Job family:	**SM - Senior Management**
Date of issue:	August 2024

Job context

North Yorkshire Council's Land and Property Estate is managed under a Centralised Property Function, or Corporate Landlord Model and consists of over 3,000 land and property assets over a geographical area of 3,341sq miles. The portfolio consists of operational offices, schools, operational buildings delivering front line services, farmland, legacy/surplus land and assets, industrial units, private residential and commercial holdings. It also works with several partners to support land and building requirements including the Police, NHS and 3rd sector organisations.

The post holder will work directly for the Head of Strategic Property and support in providing oversight of all key strategic sites across the council's estate. Working across wider services to understand the supply and demand of land required for delivering Council objectives.

The post holder, supporting the Principal Estates Manager and wider team, will lead on all day-to-day strategic land enquiries, ensuring strategic oversight when considering the forward development, acquisition, and disposal of land.

The role will play a significant part in the Council's approach to Corporate Landlord, linking with the Asset Intelligence and Strategy functions in support of developing the detailed understanding all land and property ownership information.

The post holder will work with the Head of Strategic Property and wider heads of service, to identify, monitor, and support policies and strategies from across the Council which may have a call requirement for the use of Council land. Utilising their skills and professional competency to present balanced and unbiased recommendations.

The post holder will be responsible for, but not limited to, the following areas:

- **Strategic Land Review** – enabling the oversight of key strategic sites, confidently identifying, reviewing, and balancing competing demands to provide the most effective and efficient output(s) in alignment with the Council's, plan, ambitions, policies, and key strategies. Presenting a manageable and viable forward plan for best utilising identified key strategic sites, generating capital receipts, promoting housing development, and supporting wider ambitions around social, economic and environmental development across North Yorkshire.

Due the nature and activities of the role the post is politically restricted under the terms of the Local Government and Housing Act 1989.

Fixed term 18-month post.

Job Purpose:	**To manage and lead the Estates Function and Team through a Corporate Landlord Model. Delivering an effective, financially viable, compliant and sustainable estate that supports the Council's Strategic Plans and service area needs.**
Operational management:	• To be the responsible person for the effective oversight of the Council's strategic land portfolio, working with the HoS and senior colleagues across services to deliver a comprehensive and effective approach. • To work with the Strategic Asset Management Team in supporting the development and delivery of, but not limited to, the Corporate Landlord Model, Asset Management Strategy, Asset Management Plans, Accommodation Strategy, Investment Strategy and all associated plans. • To ensure 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 and CIFPA guidelines. • To effectively and compliantly manage contractors and suppliers working on behalf of the Council in regard to land and property management related activity, ensuring clear commissioning, control and monitoring of all contractors to ensure effective delivery and Value for Money. • To lead, manage and provide guidance to a team of property professionals advising and dealing with day to day and complex land and property transactions, providing technical and expert advice and solutions for matters concerning strategic sites. • 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 review and identify opportunities for continued improvement within the service, its policies and procedures, embedding a culture of change within own activities, the team and that of the organisation to improve services and drive forward an effective service for all users. • To assist in the development of clear Service Level Agreements with internal and external customers, support a centralised property function and delivery model under a corporate landlord function. • To represent the service and deputise for the HoS at meetings and groups as required.
Resource management:	• To manage the review of the Council's strategic land portfolio and associated budgets in a strategic, effective, efficient, legally compliant and customer focussed manner. The overall property portfolio consists of over 3,000 land and property assets and has a capital value in excess of £1.3bn. • To be responsible for maximising the outputs from the Council's strategic land portfolio. • Contributing towards a coherent service and corporate risk register for property related risks and effectively managing and monitoring specific land related risks. • Identify areas where efficiency savings and income generation can be achieved and delivered through the strategic land portfolio. • Support and embed a One Council culture across own team and Directorate, reviewing and developing working practices, structures and resources, accordingly, supporting the ongoing continuous development and sustainability of North Yorkshire Council • To manage the requirements and needs of internal and external customers, ensuring that sound Service Level Agreements are in place, developing Key Performance Indicators to assist in measuring and reporting on service provisions as well as utilising to improve service provision where required. • Manage a team of property professionals, demonstrating effective leadership, fostering teamwork, participation, collaboration, communication, customer service and staff motivation to ensure the team meets its strategic objectives.

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. • Build effective relationships with enabling services that support in the delivery of service objectives and outputs, including HR, Business Support, Finance, Procurement and Legal • To work within own team and across directorates, effectively driving forward Service Asset Plans, understanding and interpreting needs and requirements for consideration and then inclusion with the Corporate Asset Management Plan. • Working with and maintaining relationships with Key External Partners (NHS, Police, Fire, ICB, NYMNP, YDNPA, LEP, etc) to support key service delivery alignments and effective management of the Public Estate. • Lead a team of senior property professionals and advisors who will be involved in high profile corporate projects to enable and bring forward the strategic sale, acquisition and redevelopment of key sites across North Yorkshire, involving complex and high value land and property transactions. • Maintain effective relationships with key internal customers and Councillors keeping all parties informed and updated on activities relevant to own and wider team service areas.
Strategic management:	• To play a key role in the development and delivery of the Council's Asset Management Strategy and Corporate Asset Management Plan. • Act as a recognised expert within the Property Service. • Support on the delivery of the Councils Transformation Plan (Property) including, but not limited to increased capital income from the disposal of strategic sites and the efficient holding of retained sites. • To work across services to establish, monitor and manage a robust and fit for purpose Corporate Landlord Model in order to drive key corporate outputs and an effective service to customers. • Develop a robust Strategic Land Review, maximising capital income and enabling housing, social, economic and environmental outputs. • Define a clear and realistic pipeline for the delivery of a strategic sites review, using a Key Performance Indicator framework that adds value to monitoring the wider portfolio, linking with wider strategic outcomes and reporting. • Lead in the development of new ways of working that maximise efficiency and effectiveness. • To act as the Council lead in Strategic Land, providing a clear corporate policy and process. • Promote a culture of continuous improvement by encouraging team members to share ideas, take appropriate risks, and recognising innovation. • Champion and embed a 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 objectives, budgets, business continuity, health & safety and risks.

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
	  ○ Combined Authority/Mayoral Authority
	• Negotiate commercial terms for complex land and property transactions both with external parties and internal stakeholders.
	• To produce reports and advise Members, Senior Management Board and Cabinet / Executive on property related matters as required by the Corporate Director of

	Resource, Assistant Director Commercial, Property & Procurement and Head of Strategic Property; providing clear briefings and reports that inform effective operational and political decision making, seeking approvals and delegations. • Actively contribute to relevant management teams within the Resources Leadership Team. • Ensure that personal interaction with tenants, Members, Officers and other stakeholders is undertaken in a transparent, positive and professional way which creates a good impression of the Property Team and the Council.
Systems and information:	• To manage and monitor data and information in relation to effective estate management of the Portfolio, ensuring all data is up to date and relevant. • Create, manage and review clear process and procedures that can be utilised to support effective decision making for the Councils strategic land Portfolio. • To utilise data effectively to ensure that the Councils Portfolio remains efficient, compliant and sustainable. • Using data, information and systems to report key performance and continuous improvement.
Safeguarding:	• To ensure that all requirement for the safeguarding, contained within the Councils Safeguarding Policy, are adhered to. • To promote a culture of proactive reporting on all safeguarding areas whether in the workplace or elsewhere • To support the health, wellbeing and welfare of the team

Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Proven experience in a senior role within a land and property-**based** service or organisation. • Familiarity with the principles and practices of a corporate landlord model in a public sector context, including the development of Service Level Agreements for service provision. • Experience in managing extensive land portfolios. • 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. • Familiarity with technology solutions for property management, including software/systems for land ownership, and data analytics. • Proficiency in financial analysis, budgeting, cost control and the establishment of effective performance measures to ensure the financial sustainability and continual improved performance of the property portfolio. • Demonstrable experience of undertaking the acquisition and disposal of land and property to meet corporate outputs. • Strong negotiation skills and experience in managing contracts with landowners, developers, and other stakeholders. • Knowledge of facilities management practices, ensuring cost effective approaches to the management of vacant land and property. • Experience in developing strategy and delivery of cost-effective investment and divestment solutions and maximising revenue streams. • Knowledge of local and regional property markets, including supply and demand dynamics and competitor analysis. • Proven experience to ensure compliance with statutory requirements in relation to property and estates management.	• Experience of working in a public sector / Local Government environment • Experience of compulsory purchase and the compensation code. • Knowledge of Programme and Project Management methodologies. • Experience of undertaking financial viability and development appraisals • Experience of managing consultants

- Demonstrable evidence of service improvement and proactive change management including staff engagement, capacity building, workforce modernisation and organisational transformation.

Occupational Skills

- Proficient in the negotiation, drafting, and management of leases, licences and other contracts concerning the review and management of land.
- Strong analytical skills to inform and support the delivery of a sustainable and effective estates function, assess property performance, identify optimisation opportunities, and address complex challenges
- 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 establish and sustain positive relationships that generate confidence, ability and trust of Elected Members, stakeholders, colleagues, external partners and the wider community.
- Ability to assess the value of assets within the portfolio and make informed decisions regarding acquisitions, disposals, and overall asset management.
- Understanding of legal and regulatory requirements related to property management, including planning permissions, health and safety, and environmental standards.
- Excellent communication skills to engage with internal and external stakeholders, including Senior Management, tenants, regulatory bodies, Elected Members and community representatives
- Ability to conduct thorough risk assessments related to property operations and implement effective mitigation strategies.
- Strong interpersonal skills for maintaining positive relationships with 3rd party landowners and developers.
- Ability to conduct market research and analysis to inform property strategies, including rent reviews, acquisitions, and disposals.
- Ability to develop and implement effective systems of property procedures, performance management and measurement to ensure consistent quality of service.
- Presentation of information to inform decision making in the form of reports, business cases and briefings to a diverse group of stakeholders.
- Proficient in using relevant software and technology for property management, financial analysis, and reporting
- 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.
- 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

Behaviours

Inclusive

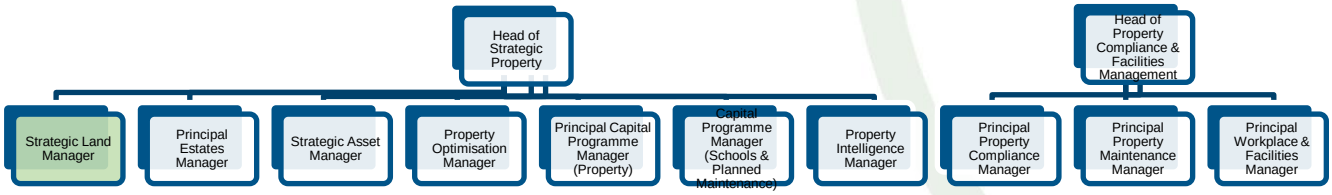
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- Celebrate diversity recognising each other's contributions.

Ambitious • Be aspirational in our service delivery for our local communities. • Seek opportunities to share ideas and develop our approaches across partners. • Understand how to deliver priorities on a locality basis. Creative • Adapt to a changing environment by listening to others and learning from each other. • Think differently and seek new ways to improve services. • See feedback and shared views as opportunities to learn. Together • Build on and develop relationships with colleagues and partners. • Deliver excellent customer service through partnership working. • Be visible and accessible within the team and with others to achieve goals together.	
Professional Qualifications • Degree in Real Estate Management, Property Management, or a related field • Full RICS Membership (MRICS)	• Membership of other relevant professional bodies (e.g., CIOB, CIWFM, RIBA) • Certification in project management (e.g., APM)
Other Requirements • Strategic thinker with a proactive and forward-looking approach. • Strong leadership and team management skills. • Evidence of ongoing professional development • Ability to travel across the North Yorkshire Council area and work between sites • Ability to attend meetings outside of normal business hours	

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:	Estates Manager – Commercial and Major Projects
Grade:	SM1
Responsible to:	Head of Commercial
Staff managed:	Manages staff on a project/matrix basis (not direct line management)
Directorate:	Resources
Service:	Commercial, Property and Procurement Services
Job family:	**SM - Senior Management**
Date of issue:	Nov 2024

Job context

North Yorkshire Council's Property and Land Estate is managed under the Assistant Director of Commercial, Property & Procurement via a Centralised Property Function, or Corporate Landlord Model. The portfolio consists of over 3,000 land and property assets over a geographical area of 3,341sq miles and includes operational offices, schools, operational buildings delivering front line services, farmland, legacy/surplus land and assets, industrial units, private residential and commercial holdings. If managed effectively it is recognised that the property portfolio can be used to drive commercial returns for the Council and economic returns across the local authority area.

The Council is involved in the delivery of a significant number of high profile, politically sensitive and high value capital and corporate projects, most of which will involve complex property related transactions and related commercial negotiations. The post holder will provide Estates related oversight and strategic input to these major projects, as well as leading on the development of strategies, reviews and one-off projects relating to the commercialisation of the property portfolio, as agreed in conjunction with the Principal Estates Manager.

The post holder will work directly for the Head of Commercial however will maintain strong and collaborative working relationships with Senior Managers across the Property Service. The postholder will work particularly closely with the Principal Estates Manager to collectively agree reviews and one-off projects that will deliver commercial returns for the property portfolio, and to draw support from the Estates team as and when required. The post holder will also work closely with a range of other Services and Stakeholders in supporting and delivering major projects including but not limited to areas such as Legal, Finance, Regeneration and Highways.

The role will play a significant part in the Council's approach to Corporate Landlord, ensuring that all Estates related property activity and input for major projects is delivered and overseen by a property professional.

Key responsibilities of the postholder will include:

- Providing Estates related professional advice to support the Council's high profile, politically sensitive and high value capital and corporate projects including dealing with complex and technical property transactions, infrastructure/property development, joint ventures and other commercial transactions. This will involve conducting due diligence, negotiation of terms and facilitating the completion of property transactions aligned with the Property Procedure Rules and associated delegations and approvals.
- Negotiating a package of commercial terms for high profile and high value capital projects, with a focus on Estates related property aspects; ensuring that the Council's interests are protected and commercial risks are identified and adequately mitigated.

- Using commercial acumen, expertise and initiative to drive additional income from the Council's property portfolio. Leading on the development of strategies, reviews and one-off projects relating to the commercialisation of the property portfolio, as agreed with the Principal Estates Manager.
- Utilising professional skills and knowledge to facilitate decision making, resolve issues and provide high quality advice which is compliant with professional standards (e.g. RICS), and the Council's internal governance arrangements and property delegations.
- Working alongside the Council's Strategic Land Consultant to support the delivery of the Strategic Land Review
- Supporting the Head of Commercial in providing a Business Partner function with the Regeneration Service to ensure that commercial and Estates related property matters are identified early within a project lifecycle in regard to emerging major projects.

Due to the nature and activities of the role the post is politically restricted under the terms of the Local Government and Housing Act 1989.

Job purpose	**To manage and lead the Estates Function and provide related advice, strategic direction, risk management and representation to guide Council decision-making in relation to the Council's high profile, politically sensitive and high value capital and corporate projects; including dealing with complex and technical property transactions, large scale commercial property, infrastructure/property development, joint ventures and other commercial transactions.** **Leading on the development of strategies, reviews and one-off projects relating to the commercialisation of the property portfolio, as agreed in conjunction with the Principal Estates Manager.**
Operational Management:	• To be the responsible person for the effective oversight of Estates related activity regarding major projects, working with HoS and senior colleagues across services to deliver high value, politically sensitive projects on time and to budget. • To support the Head of Commercial on the development and delivery of the Commercial Strategy to help secure the long-term future of the Council's finances, with a particular focus on the property portfolio. • To lead property related commercial negotiations on high value, high profile projects within the Council ensuring the Council's interests are protected and commercial risks are identified and adequately mitigated. • To work with the Strategic Asset Management Team in supporting the development and delivery of, but not limited to, the Corporate Landlord Model, Asset Management Strategy, Asset Management Plans, Accommodation Strategy, Investment Strategy and all associated plans. • To ensure 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 and CIFPA guidelines. • To act as Main Client in the commissioning and delivery of all works carried out on Council owned, leased and managed land and properties where those activities pertain to the delivery of a Major Projects. • To effectively and compliantly manage contractors and suppliers working on behalf of the Council in regard to Estate Management related activity, ensuring clear commissioning, control and monitoring of all contractors to ensure effective delivery and Value for Money.

	• To lead, manage and provide guidance to a team of property professionals advising and dealing with day to day and complex land and property transactions, providing technical and expert advice and solutions or matters concerning Major Projects or projects relating to the commercialisation of the property portfolio. • 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 review and identify opportunities for continues improvement within the service, its policies and procedures, embedding a culture of change within own activities, the team and that of the organisation to improve services and drive forward an effective service for all users. • To assist in the development of clear Service Level Agreements with internal and external customers, support a centralised property function and delivery model under a corporate landlord function. • To represent the service and deputise for the HoS at meetings and groups as required.
Resource management:	• To manage the review of the Council's commercial land portfolio in a strategic, effective, efficient, legally compliant and customer focused manner with an aim of maximising financial returns from the portfolio. The overall property portfolio consists of over 3,000 land and property assets and has a capital value in excess of £1.3bn. • To be responsible for ensuring financial and property implications and risks associated with the delivery of Major Projects are identified, managed and mitigated. • Identify efficiency saving and income generation opportunities that can be delivered through commercial activity, with a particular focus on the property portfolio. • To be responsible for maximising the outputs from land and properties impacted by the delivery of Major Projects. • To take responsibility for the development, delivery and risk management of commercial related capital investment projects involving property. • Protect the Council's financial and reputational interests in the delivery of major projects through strong commercial negotiation with developers and third parties; ensuring that risks are adequately mitigated and mitigations are adequately reflected in legal and property related agreements. • Support the Head of Commercial in the chairing and establishment of a Commercial Senior Officer Working Group within the Council, to establish best commercial practice across the Council. Demonstrate effective leadership, foster cross-directorate teamwork, collaboration and customer service within the Working Group to support the Council in meeting its commercial and strategic objectives. • To manage the requirements and needs of internal and external customers, ensuring that sound Service Level Agreements are in place.
Partnerships:	• Collaborate and develop strong working relationships with senior colleagues across the organisation to champion and embed the Corporate Landlord approach and Commercial Strategy, offering innovative solutions for delivering financial returns. • Build effective relationships with enabling services that support in the delivery of Major Projects, including HR, Business Support, Finance, Procurement and Legal • Maintain effective relationships with key regional and national partners, investors, stakeholders, agencies, internal and external customers to deliver required outcomes from property transactions and commercial negotiations. • Lead project teams and manage associated project budgets for commercial related projects. • Lead and be involved in high profile corporate projects to enable and bring forward the strategic sale, acquisition and redevelopment of key sites across North Yorkshire, involving complex and high value land and property transactions.

	• Maintain effective relationships with key internal customers and Councillors keeping all parties informed and updated on activities relevant to own and wider team service areas.
Strategic management:	• To support the Property Service by playing a key role in the development and delivery of the Council's Asset Management Strategy and Corporate Asset Management Plan. • Act as a recognised Property expert, with a particular focus on complex and commercial projects. • Support the Head of Commercial in leading and developing a programme of commercial reviews; using professional judgement and commercial acumen to lead on the delivery of innovative projects and reviews that increase commercial returns from the property portfolio. • To work across services to deliver a robust and effective Corporate Landlord Model in relation to the delivery of Estates related activity on Major Projects in order to drive key corporate outputs and an effective service to internal customers. • Promote a culture of continuous improvement by encouraging team members to share ideas, take appropriate risks, and recognising innovation. • Support the Head of Commercial in contributing to the Commercial, Property & Procurement service planning process, including the identification and achievement of team objectives and financial savings. • Champion and embed a quality assurance culture that delivers results through rigorous open challenge, personal accountability, and continuous improvement.

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, property agents and private developers
	  ○ Combined Authority/Mayoral Authority
	• Negotiate commercial terms for complex land, high profile and high value property transactions with external parties.
	• Supporting the Head of Commercial to communicate the activities and vision for the Commercial Strategy with a particular focus on property.
	• To produce reports and advise Members, Senior Management Board and Cabinet / Executive on property related matters as required by the Corporate Director of Resource, Assistant Director Commercial, Property & Procurement and Head of Commercial; providing clear briefings and reports that inform effective operational and political decision making, seeking approvals and delegations.
	• Actively contribute to relevant management teams within the Resources Leadership Team.
	• Ensure that personal interaction with tenants, Members, Officers and other stakeholders is undertaken in a transparent, positive and professional way which creates a good impression of the Commercial, Property & Procurement service area and the Council.

Systems and information:	• To manage and monitor data and information in relation to effective estate management of the Commercial Portfolio, to monitor and maximise financial returns. • To effectively utilise, analyse and interpret complex property related data and contracts pertaining to Major Projects in order to ensure that the Councils financial interests are protected and risks are managed and mitigated.
Safeguarding:	• To ensure that all requirement for the safeguarding, contained within the Councils Safeguarding Policy, are adhered to. • To promote a culture of proactive reporting on all safeguarding areas whether in the workplace or elsewhere • To support the health, wellbeing and welfare of the team

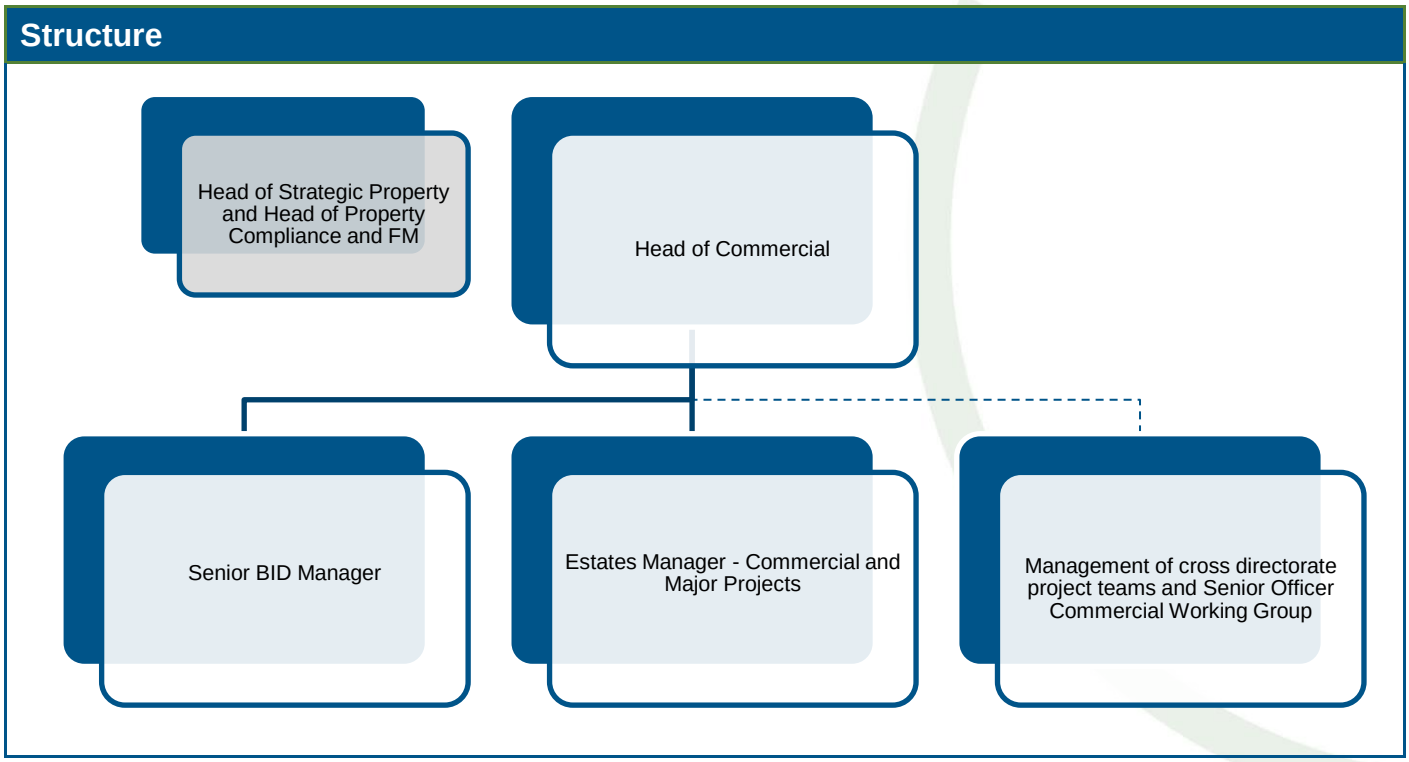
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Proven experience in a senior role within property or estate management, including the delivery of Major Projects. • Demonstrable evidence of managing large and diverse property portfolios, including commercial assets. • Experience of compulsory purchase and the compensation code. • 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 and commercial environment. • Familiarity with technology solutions for property management. • Proficiency in financial analysis and the review of effective performance measures to drive improved performance of a commercial property portfolio. • Demonstrable experience of undertaking complex acquisition and disposal of land and property to meet corporate outputs. • Excellent commercial negotiation skills and experience in managing contracts with tenants, service providers, and other stakeholders. • Experience in developing strategy and delivery of cost-effective investment and divestment solutions and maximising revenue streams. • Knowledge of local and regional property markets, including supply and demand dynamics and competitor analysis. • Proven experience to ensure compliance with statutory requirements in relation to property and estates management. • Experience of managing consultants	• Experience of working in a public sector / Local Government environment • Knowledge of Programme and Project Management methodologies. • Experience of undertaking financial viability appraisals
Occupational Skills • Proficient in the negotiation, drafting, and management of leases, licences and other contracts for various property types, including commercial, residential, and operational spaces. • Understanding of legal and regulatory requirements related to property management, including planning permissions, health and safety, and environmental standards. • Ability to conduct market research and analysis to inform commercial property strategies and drive additional financial returns • Strong entrepreneurial spirit and proven track record in delivering increased financial returns from a commercial property portfolio, with the capacity to identify and deliver new opportunities. • Excellent negotiation skills and an ability to influence outcomes through reasoning, persuasion and tact at all levels within the organisation, and with third parties. • Excellent communication, presentation and interpersonal skills with the ability to communicate complex information both orally and in writing in a clear, articulate and balanced way to a variety of audiences • Strategic and logical thinker and decision-maker able to provide practical and creative solutions • Skills in understanding and responding to different perspectives and taking a cross-organisational approach, gained by working in a political or similarly challenging environment • Strong financial and risk awareness with the ability to manage resources within a strong performance management culture	

• Proven ability to chair meetings and lead projects effectively and inspire confidence among a wide range of service users, reflecting leadership capabilities • Ability to challenge project teams and stakeholders • Ability to establish and sustain positive relationships that generate confidence, ability and trust of Elected Members, stakeholders, colleagues, external partners and the wider community. • Ability to conduct thorough risk assessments related to property operations and implement effective mitigation strategies.	
Behaviours • **link**	
Professional Qualifications **Professional Qualifications** • Degree in Real Estate Management, Property Management, or a related field • Full RICS Membership (MRICS), with demonstrable commercial background • RICS Registered Valuer	• Membership of other relevant professional bodies (e.g., CIOB, CIWFM, RIBA) • Certification in project management (e.g., PRINCE2, PMP)
Other Requirements • Strategic thinker with a proactive and forward-looking approach. • Evidence of ongoing professional development • Ability to travel across the North Yorkshire Council area and work between sites • Ability to attend meetings outside of normal business hours	

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:	Property Optimisation Manager
Grade:	SM1
Responsible to:	Head of Strategic Property
Staff managed:	Manages staff on a project/matrix basis (not direct line management)
Directorate:	Resources
Service:	Commercial, Property and Procurement
Job family:	**SM - Senior Management**
Date of issue:	March 2024

Job context

North Yorkshire Council's Property and Land Estate is managed under a Centralised Property Function, or Corporate Landlord Model and consists of over 3,000 land and property assets over a geographical area of 3,341sq miles. The portfolio consists of operational offices, schools, operational buildings delivering front line services, farmland, legacy/surplus land and assets, industrial units, private residential and commercial holdings. It also works with several partners to support land and building requirements including the Police, NHS and 3rd sector organisations.

North Yorkshire Council has an objective of achieving significant financial savings from its property portfolio and property rationalisation will play a significant role in the Council's long term financial strategy and carbon reduction plans. In addition, the Council is leading a North Yorkshire partnership in a One Public Estate (OPE) Programme which has synergies with the rationalisation programme**,** and which has the potential to identify future rationalisation opportunities. The purpose of this post is to develop and lead the programme of rationalisation working with other senior managers within the Property Service (and in particular the Strategic Asset Manager and Workplace Manager), and also to lead the work associated with the OPE programme.

The postholder will also have a significant responsibility for the work associated with NYC's Modern Council Programme which has a significant inter-dependency with the rationalisation programme.

The postholder will have direct responsibility for the management of a Property Officer, will have responsibility for the management of consultancy support which support key projects associated with the OPE programme and will manage staff on a matrix basis within the context of individual projects.

The postholder will have direct responsibility for the management of the OPE budget.

The postholder will require a detailed knowledge of property and facilities management issues together with excellent strategy management and influencing skills in order that they can identify the potential for, and promote, change both within NYC and also third parties and other public sector organisations.

This post is subject to an Enhanced DBS check with Barred List (Children)

Job Purpose:	To be part of the Senior Management Team within the Property Service with specific responsibility for the planning and management of a programme of property rationalisation.
Operational management:	• To have lead responsibility for the development and management of a programme of property rationalisation and for the programme management of the North Yorkshire OPE Programme and to work with the Head of Strategic Property in determining strategy, setting objectives and targets and to the development of policy in respect of property • To develop, and oversee the implementation of, innovative solutions to the rationalisation of the Council's property portfolio leading to its more efficient use and including working with partner organisations • To be responsible for ensuring that relevant procurements are carried out in line with the Contract Procedure Rules and other legislative / EU requirements • Represent the Head of Strategic Property at meetings as required • To manage, and lead as agreed, regular meetings in respect of all programmes and projects and to represent the County Council in meetings with third parties as required
Resource management:	• To be responsible as budget holder for allocated budgets as agreed • To give leadership, management and direction including to staff, including those managed on a matrix basis, partners involved in individual projects and other resources including consultancy support • Carry out people management responsibilities for the role that is managed • Ensure that effective and robust financial management systems are in place and adhered to in order to deliver against budget • Support the Head of Strategic Property in delivering transformational change, through effective modelling of positive behaviours and the delivery of innovative solutions to property issues
Partnerships / Corporate Working:	• Liaison with service directorates within the Council to determine existing and likely future requirements for property • Represent the team / service / Council at intra and inter agency meetings • Effectively promote the role and work of the service across agencies
Strategic management:	• Act as a recognised expert within a specialist field • Contribute to the development of policy and practice within the Service and across the Council as appropriate • Contribute to the annual business planning process and to service planning including the identification of programme objectives
Communications:	• To actively contribute to relevant management teams within the Council • To produce 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 • To represent the Council in briefing appropriate meetings with and for partner organisations
Systems and information:	• Use systems and information as appropriate to develop innovative solutions to property rationalisation • Effectively evidence management oversight of critical decisions and practice • Encourage the sharing of best practice

Person Specification:	
Essential	**Desirable**
Knowledge and Experience • In depth knowledge of best practice with respect to property management issues • In depth knowledge of budget processes, including preparation, management and monitoring; and commercial practices • Detailed knowledge of the property requirements arising from service delivery • Detailed knowledge of relevant procurement and contract management issues • Demonstrable knowledge of information systems and needs analysis • Well-developed and practically applied knowledge of leadership skills that encourage commitment from others and promote a positive and motivated organisational culture • Significant recent management / leadership experience within the management of estates or facilities activity within a large property portfolio, including in respect of rationalization. • Demonstrable experience of investment planning and the development of business cases • Experience of programme management • Experience of developing and implementing organisational cultural change within a large organisation • Proven and effective experience of the management of resources in a changing organisational environment, including human and financial resources	Experience of managing property / facilities within a large, dispersed portfolio
Occupational Skills • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse operational functions to deliver agreed objectives • Management of budgets • Ability to identify and manage risks • Programme and project management skills • Ability to negotiate and influence at a senior level with officers and politicians • Ability to contribute the planning of resources for the Service / Directorate and to understand where specific projects need to collaborate • Ability to develop and maintain effective contractual relationships and partnerships	
Behaviours Inclusive • Be kind, compassionate and treat each other with respect. • Be inclusive, seek the views of others and respond positively even when there are differences. • Celebrate diversity recognising each other's contributions. Ambitious • Be aspirational in our service delivery for our local communities.	

• Seek opportunities to share ideas and develop our approaches across partners. • Understand how to deliver priorities on a locality basis. Creative • Adapt to a changing environment by listening to others and learning from each other. • Think differently and seek new ways to improve services. • See feedback and shared views as opportunities to learn. Together • Build on and develop relationships with colleagues and partners. • Deliver excellent customer service through partnership working. • Be visible and accessible within the team and with others to achieve goals together.	
Professional Qualifications • Qualified to degree standard, preferably with a recognised (part or working towards) professional qualification (RICS, APM etc), or have substantial experience in a comparable role	
Other Requirements • Ability to travel across the North Yorkshire Council area and work between sites • Ability to attend meetings outside of normal business hours	

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:	Property Intelligence Manager
Grade:	SM1
Responsible to:	Head of Strategic Property
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Commercial, Property and Procurement
Job family:	**SM - Senior Management**
Date of issue:	July 2024

Job context

North Yorkshire Council's Property and Land Estate is managed under a Centralised Property Function, or Corporate Landlord Model, and consists of over 3,000 land and property assets over a geographical area of 3,341sq miles. The portfolio consists of operational offices, operational buildings delivering front line services, Schools, farmland, legacy/surplus land and assets, industrial units, private residential and commercial holdings. It also works with several partners to support land and building requirements including the Police, NHS and 3rd sector organisations.

The post holder will report directly to the Head of Strategic Property and lead a team that supports colleagues across the entire Property and Facilities Management (PFM) Team and play a collaborative role across the Council working and engaging with service at all levels; supporting the Property team in delivering a range of Property and Estate management functions, embedding the Corporate Landlord Model strongly within the team and the wider organisation, ensuring linkages with the wider Council Plan and aligning and delivering a range of Corporate Strategic Priorities for the Council and its communities.

The post holder will lead and provide strategic direction to a team of professionals who will play a pivotal role in challenging, developing, implementing and maintaining robust and efficient processes, data management, contract management, data analysis functions, performance and governance measures across the entire Property and Facilities Management (PFM) Team. This role involves ensuring that data pertaining to the Council's large and diverse property portfolio is accurate, fit for purpose, accessible and insightful and then utilising that data to make informed decisions which will enhance the cost effectiveness, performance and long term strategic planning for NYC property assets.

Due to the diverse nature of the functions within the property service, no single property qualification would provide the necessary skills to cover the extensive nature of this overarching property service role. On that basis a specific property qualification, although desirable, is not an essential requirement of the role. It is however expected that the postholder will very quickly develop a robust technical understanding and substantial knowledge of each separate property service function once in post, along with a detailed understanding of the Council's property portfolio.

The post holder will work collaboratively with IT and others, leading a team who will review and develop the property systems and processes, and be a key instigator in identifying and delivering actions for the asset strategy and service plan; personally driving financial savings through the use of accurate and effective property data and more efficient processes.

The post holder will oversee a team that leads on the identification, management and reporting of key performance criteria and standards that will drive improvements within the property service and ensure that NYC assets are sustainable, safe, and compliant. Supporting the continuous development of the Corporate Landlord function, you and your team will work across services and with external customers in establishing Service Agreements and performance monitoring, ensuring our service is visible and delivers an excellent customer experience.

The post holder will lead a team that works alongside Heads of Service, Senior Managers and Contract Managers within the PFM to ensure that external contracts are managed effectively; developing and implementing robust contract performance and quality measures across the property service and providing monitoring and oversight to ensure that issues are identified and escalated appropriately within the service and that corrective and timely action is taken.

Working across PFM, you will lead your team to utilise data and information in developing rolling investment and divestment options, cost assessments, and business planning, as well as assisting in the preparation of Capital and Revenue budgets, assisting effective management of the portfolio. You will manage the asset appraisal processes, commissioning work to support in the gathering of data and information and run regular option appraisals, making strategic decisions on poorly performing stock to maximise value for money and long-term sustainability.

The post holder will be responsible for, but not limited to, the following areas:

- **System Development –** Lead the review and development of the existing data management system, processes and tools to ensure they are reliable, fit for purpose and aligned with organisational objectives and governance. Our system will drive efficiencies and improve performance across the Council, optimising areas such as health and safety management (Property), project management, compliance, contractor management, data gathering, casework, asset management and scheduling.

- **Sustainability -** working with teams across property services in the development of Long-Term Maintenance Plans (LTMP), investment strategies (LTIS), Planned Preventative Maintenance (PPM) and asset life-cycling that includes measures for energy and carbon reduction.

- **Governance** – Responsible for upholding robust governance standards for data and information within NYC, including establishing and maintaining data governance practices to ensure the integrity, accuracy, and security of asset-related data. You will act as the services Asset Information Officer (AIO) and deliver compliant Data Access and, Freedom of Information requests.

- **Collaborative Working** – Actively fostering collaborative relationships with internal services and key stakeholders, ensuring that data strategies align with broader organisational objectives and contribute to seamless service delivery, ensuring alignment with organisational goals.

Due the nature and activities of the role the post is politically restricted under the terms of the Local Government and Housing Act 1989.

Job Purpose:	**To manage and lead a team that supports continuous improvement in the delivery of Property and Facilities Management through data and information management via appropriate systems, processes and controls.**
Operational management:	• To be the responsible and accountable person for the effective management of all property data (as the Asset Information Owner (AIO) for the Council's large and diverse property portfolio and property functions; ensuring that data is robust, accurate and readily available to inform high quality and strategic decision making • Be accountable for the collection of data and information that support Data Access Request and Freedom of Information requests for the service. • To utilise property data and work across all functions of the property service to identify strategic opportunities and, alongside the Head of Strategic Property, make decisions pertaining to the property portfolio; including but not limited to planned investment, divestment, carbon reduction opportunities and increased rental

	• To ensure that property asset systems and processes are fit for purpose, technology is utilised to its full potential and that high quality property data is collected in a cost effective manner • To lead on the development of high quality systems, data and processes; interpreting and analysing trends, then utilising the data to make informed decisions which support, but not limited to, the Corporate Landlord Model, Long Term Maintenance Strategy and Plan, Asset Management Strategy and Plan and the Accommodation Strategy • To identify and implement measures and innovative solutions that drive continuous improvements and cost savings across the entire Property Service • Understand and uphold the Constitution, Scheme of Financial Delegation, Contract Procedure Rules and Health & Safety requirements of the Council and ensure that they are understood and managed across the service. • To be a subject matter expert on the Scheme of Delegations, Property Procedure Rules and Asset Management governance and board decision making processes; ensuring that they are implemented and complied with across the Property service • Support the management of budgets across the property service. Produce relevant documents and reports in line with strategy and compliance. • To lead, manage and provide guidance to a team of professionals, providing technical and expert advice and solutions on a wide range of property related and process matters. • To represent the service and deputise for the Head of Strategic Property at meetings and groups as required.
Resource management:	• Effectively managing a team, demonstrating effective leadership, fostering teamwork, collaboration communication, customer service and staff motivation to ensure the team meets its strategic objectives. • Management of a revenue budget of c.£6.3m and capital budget of £2.3m • Be a key lead in the identification and delivery of cost savings within the property service through improved processes, system led improvements and input into the strategic management and operation of the property portfolio. • Cultivate a unified organisational culture by promoting a One Council approach, refining working practices and aligning structures and resources accordingly. • Address the needs of internal and external stakeholders, ensuring that Property Service customers are informed of activities that impacts on service provision. • Uphold professional standards, ethics and certifications within the team, ensuring the delivery of unbiased advice, data and information in alignment with recognised industry standards. • Implement succession planning methods, identify resource requirements and contribute to wider strategic resource planning to support the Head of Strategic Property. • Manage a team of professionals, demonstrating effective leadership, fostering teamwork, participation, collaboration, communication, customer service and staff motivation to ensure the team meets its strategic objectives. • Develop and review job descriptions, participate in recruitment processes to bring in qualified resources and manage team performance through goal setting, monitoring and appraisal. • To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
Partnerships:	• Foster collaborative relationships with senior colleagues throughout NYC to champion and integrate the Corporate Landlord approach, offering innovative solutions for future operational property needs via effective data and information provision. • Initiate and drive forward innovative change across the PFM service through liaison with colleagues across the organisation and the adoption of key principles for

	effective asset management; utilising information and data to manage and control assets and inform the decision-making process on a range of assets. • Cultivate effective partnerships with enabling services such as HR, Finance, Procurement and Legal, ensuring their support aligns with the strategic goals and outputs of the asset management plan. • Work with a range of services, providing data and information that supports the development of Service Asset Plans, interpreting needs and requirements to contribute to the comprehensive Corporate Asset Management Plan. • Maintain strong relationships with key internal customers and Councillors, providing regular updates and information on activities relevant to both individual and broader team service areas. This ensures transparency and alignment with strategic asset management objectives.
Strategic management:	• To play a key role in the development and implementation of the Council's Asset Management Strategies and Plans, ensuring alignment with broader organisational goals, ensuring that data insight optimises strategies for long-term sustainability, driving efficiencies, best practice and cost-effectiveness across the property portfolio. • Responsible for the provision of high quality, strategic data from across each function of the property service and utilising that data to make key decisions on the Council's property portfolio to support long term asset planning and the delivery of cost savings. • Act as a recognised expert within the Property Service • Support and oversee the delivery of the Councils Transformation Plan (Property) including, but not limited to, system and process development, Asset, Rationalisation, New Ways of Working and Energy Reduction and Sustainability programmes. • Strategically harnessing data to shape the future of NYC's portfolio, crafting long-term, informed strategies for land and building investment and divestment, conducting cost assessments and contributing to robust business planning. • To provide specialist support in policy and procedure development and identify opportunities to improve and update processes to create effective delivery, governance and financial savings. • To contribute collaboratively to decision making on prioritised strategic maintenance and capital project programmes across the portfolio, using historical, current use, condition, replacement costs, maintenance costs and other data consistent with asset management principles and best practices. • Collaborate across services to establish, monitor and manage a resilient Corporate Landlord Model, using data, information and processes to drive a strategic approach and continuous improvement. • Use initiative and technical expertise to develop and implement systems to efficiently collate a range of property data sets and information; using professional judgement and commercial acumen to apply that data to drive forward robust and realistic Business Cases and, alongside the Head of Strategic Property, make decisions on, but not limited to investment and divestment, rationalisation and decarbonisation programmes. • Establish a Key Performance Indicator framework across the property service, enhancing the monitoring of the asset portfolio and compliance activity; utilising the framework as a tool to drive strategic outcomes, facilitate effective reporting and continuous improvement across the property service. • Lead in the development of system led new ways of working that maximise efficiency and effectiveness. • Promote a culture of continuous improvement within the team, encouraging the sharing of ideas, taking calculated risks and recognising innovation to enhance strategic asset management practices.

	• Champion and embed a quality assurance culture that achieves results through rigorous open challenge, personal accountability and continuous improvement, ensuring excellence in strategic asset management. • Contribute to the service planning process, including the identification and achievement of team objectives, budgets, business continuity, health & safety and risk management.

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
	  ○ Combined Authority/Mayoral Authority
	• Working across services to communicate the activities and vison for the Corporate Landlord and the Asset Management Strategy.
	• To produce reports and advise Members and Senior Management Board on property related matters as required by the Corporate Director of Resource, Assistant Director Commercial, Property & Procurement and HoS Strategic Asset Management.
	• Reporting to Cabinet/Executive providing clear briefings and reports that inform effective operational and political decision making, seeking approvals and delegations.
	• Actively contribute to relevant management teams within the Resources Leadership Team.
	• Ensure that personal interaction with Members, Officers and other stakeholders is undertaken in a transparent, positive and professional way which creates a good impression of the Property Team and the Council.

Systems and information:	• To be the accountable Officer for the Councils Asset Management System (Property), ensuring it is up to date and fit for purpose in delivering effective asset monitoring and management to support strategic, long term decision making, performance management and continuous improvement across the property service. • Develop key criteria, utilising data, information and systems to assess and identify future priorities, expenditures and performance across the Councils entire property portfolio. • To use innovation and technical system expertise to collect high quality property data sets; utilising that data to ensure that the Councils Portfolio remains compliant and sustainable.
Safeguarding:	• To ensure that all requirement for the safeguarding, contained within the Councils Safeguarding Policy, are adhered to. • To promote a culture of proactive reporting on all safeguarding areas whether in the workplace or elsewhere • To support the health, wellbeing and welfare of the team

Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Robust and substantial knowledge of the Council's diverse property related functions and the property portfolio (although an essential part of the role, it is anticipated that this knowledge will be gained within the first 6 months of being in the role, as opposed to being an essential requirement on appointment)	• Experience in using and developing asset management software / systems. • Experience of working in a public sector / Local Government environment

• Proven experience in a senior role within a large and diverse organisation, with significant experience of driving the development and improvement of a complex IT system(s) • Proven experience of managing and collating high volumes of quality data through a complex IT system(s); using analytical expertise to develop reporting tools and identify data requirements that will deliver key service outcomes and enhance performance. • Proven experience in developing data collection methods, establishing data collection standards and procedures, and implementing robust processes and procedures to maintain high quality data sets. • Ability to interpret and explain complex data to a wide range of stakeholders in order to embed and enhance the use of data to improve service outcomes. • Experience of training system users to perform data collection independently and effectively across a large service area • Demonstrable evidence of delivering service improvement and proactive change management including workforce modernisation and organisational transformation based around complex system and process improvements. • Up-to-date and in-depth knowledge of current issues and challenges facing local government, the statutory framework governing the sector and best practices and legislation within the local government property and asset environment. • Proven track record in developing feasibilities and business cases that support effective decision making and performance improvement. • A good understanding and application of Performance Frameworks that contribute to the effective and sustainable management of assets. • Knowledge of Programme and Project Management methodologies • Good financial skills, including budgeting and cost control measures, to ensure the long-term financial sustainability of the asset portfolio.	• Experience in the HM Treasury 5 Case Business Model methodology. • Experience in the corporate landlord model specific to the public sector. • Experience in the development of asset strategies and associated plans
Occupational Skills • Exceptional management and leadership skills, fostering commitment and promoting a positive and motivated organisational culture that leverages the strengths and talents of colleagues at all levels. • Expert in analysis and interpretation of data and statistical information to create sound reports and business cases to inform decision making. • Expert in data management, with proven experience of managing large scale data sets. • Excellent communication skills, both written and verbal, to engage effectively with internal and external stakeholders, including tenants, regulatory bodies, Elected Members and community representatives. • Proven ability to establish and maintain positive relationships, instilling confidence, ability and trust among Elected Members,	

stakeholders, colleagues, external partners and the wider community.
- Development and implementation of effective systems, performance management and measures to ensure effective monitoring and consistent quality of service.
- Strong presentation skills, enabling the communication of information and data to inform decision-making through reports, business cases and briefings to a diverse group of stakeholders.
- Excellent understanding, use and development of a complex software and technology system, demonstrating a high level of technical competency.
- Empowered and entrepreneurial mindset in identifying innovative solutions to drive service quality and value for money.
- Embraces technological advancements to enhance and improve service delivery outcomes**.**
- Good financial and budgetary awareness, with the ability to manage finance and wider resources within a strong performance management culture.
- Able to interpret requests for information, gather and to formulate the most appropriate response to customers**.**
- Strong ICT skills, demonstrating the ability to leverage information technology to improve service delivery and reduce costs, contributing to the efficient use of resources.
- Effective problem-solving skills, showcasing the ability to address complex challenges and develop practical solutions.
- Excellent communication and negotiation skills, facilitating effective collaboration with internal and external stakeholders and enabling successful interactions with diverse audiences.
- Demonstrated ability to adapt to changing environments and emerging trends, showcasing agility and resilience in navigating evolving landscapes.

Behaviours

- **link**

Inclusive

- Be kind, compassionate and treat each other with respect.
- Be inclusive, seek the views of others and respond positively even when there are differences.
- Celebrate diversity recognising each other's contributions.

Ambitious

- Be aspirational in our service delivery for our local communities.
- Seek opportunities to share ideas and develop our approaches across partners.
- Understand how to deliver priorities on a locality basis.

Creative

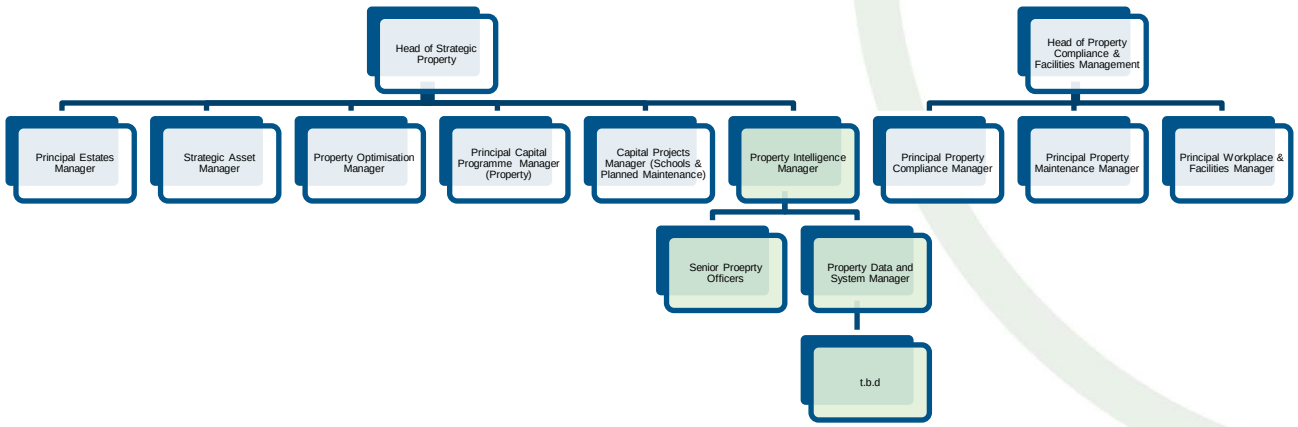
- Adapt to a changing environment by listening to others and learning from each other.
- Think differently and seek new ways to improve services.

• See feedback and shared views as opportunities to learn. Together • Build on and develop relationships with colleagues and partners. • Deliver excellent customer service through partnership working. • Be visible and accessible within the team and with others to achieve goals together.	
Professional Qualifications • Qualified to degree level, in a relevant discipline or willing to works towards with existing relevant operational experience.	• Additional training or qualifications in a Property, FM or Asset Management discipline. • Project or Programme Management qualification. • Membership of other relevant professional bodies (e.g., CIOB, CIWFM, RICS, MIAM, RIBA)
Other Requirements • Strategic thinker with a proactive and forward-looking approach. • Strong leadership and team management skills. • Evidence of ongoing professional development • Ability to travel across North Yorkshire Council area and work between sites.	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Adults Development Manager
Grade:	SM1
Responsible to:	Head of Adults/Head of Older Adults
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 support the Adult Social Care Leadership Team and will undertake a delegated role from senior leadership team colleagues with function for supporting the performance of the whole of Health and Adult Services.
- The postholder will operationally manage 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.
- The post holder will have delegated 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 role will be fundamental in acting as support the Senior Leadership Team 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 Head of Adults and Head of Older Adults, to ensure effective services and strong and consistent practice across the County.
- The role will require the post holder to work with other Directorates and other colleagues across the Council.
- The post holder is fundamental in supporting the delivery of the Journey of Continuous Improvement across Adult Social Care including identified key improvement areas.
- 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 have delegated responsibility of the overall Adult Social Care budget in excess of £50 million, in line with the Council's Scheme of Delegation.
- The post holder will be key in working with the Heads of Service in shaping the 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 support with the design, leading and delivery of Adult Social Care across North Yorkshire**
Operational Management:	• The postholder will operationally manage 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. • 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 delegated responsibility for a budget, and will ensure that the services are financially stable, within budget and where possible achieving significant income and efficiencies for the Local Authority. • 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 support with specific countywide programmes as part of the Council's change and transformation programmes • The post holder will support to ensure Adult Social Care Services have an appropriate governance framework, and will monitor performance levels. • The post holder will support with the governing and implementation of appropriate policies and procedures to maintain governance and compliance. • 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. • Support with identify the resource requirements that would be affected by legislative change across the directorate. • Support with identifying and implementing 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 Head of Adults/Head of Older Adults 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 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 supporting 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 Head of Adults/Head of Older Adults: • 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. • 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. • 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.
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 • Significant 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 • Significant knowledge and understanding of all adult social care services. • Significant knowledge of current good practice standards both at local and national level.	• Working knowledge and application of project management principles/methodology

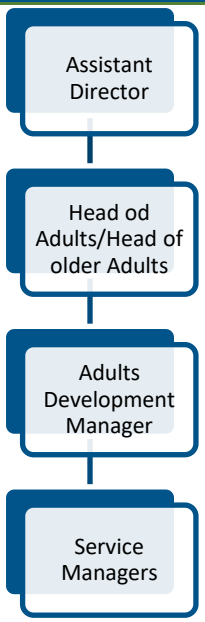
• Knowledge and expertise in business planning, performance, financial and human resources management • Extensive knowledge of user and community engagement. • Extensive knowledge of statutory requirements. • Extensive knowledge and understanding of how Equality & Diversity, Dignity & Respect and Human Rights will apply to this role. • Leadership and managerial experience and the ability to be responsible for the motivation and performance of a group of managers. • Significant demonstrable experience of adult social care operations, policy development and management in a local authority, major independent service organisation or equivalent. • Significant 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 experience of delivering results through successful partnership and multi-agency working and practice. • 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.	
Occupational Skills • Demonstrable leadership skills within a challenging/ demanding environment; and ability to promote organisational policy and objectives. • 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 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 develop and maintain effective partnerships both within and outside the Service and to undertake operational 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 support with 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	
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	

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:	Intermediate Care Development Manager
Grade:	SM1
Responsible to:	Head of Intermediate 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 support the Adult Social Care Leadership Team and will undertake a delegated role from senior leadership team colleagues with function for supporting the performance of the whole of Health and Adult Services.
- This post will be responsible for the management and leadership of a Countywide staff team, comprising of Discharge Hub Teams - Social Workers, Social Care Coordinators, Reablement Teams and Joint/Hybrid roles.
- The post holder will have delegated 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 supporting an ambitious and high performing adult social care service by supporting of 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 acting as support the Senior Leadership Team 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 Head of Adults and Head of Older Adults, to ensure effective services and strong and consistent practice across the County.
- The role will require the post holder to work with other Directorates and other colleagues across the Council.
- The post holder is fundamental in supporting the delivery of the Journey of Continuous Improvement across Adult Social Care including identified key improvement areas.
- 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 have delegated responsibility of the overall Intermediate Care Service budget in excess of £50 million, in line with the Council's Scheme of Delegation
- The post holder will be key in supporting the shaping of 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.

Job purpose	To support the design, leadership and delivery of the Intermediate Care Model across North Yorkshire
Operational Management:	• This post will be responsible for the management and leadership of a Countywide staff team, comprising of Discharge Hub Teams - Social Workers, Social Care Coordinators, Reablement Teams and Joint/Hybrid roles. • 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 delegated responsibility for a 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 support with 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. • 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. • To support will ensuring all services are compliant with CQC regulations and NYC policies and procedures and provide safe, caring, responsive, effective and well led services. • 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. • 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 support with specific countywide programmes as part of the Council's change and transformation programmes • The post holder will support to ensure Adult Social Care Services have an appropriate governance framework and will monitor performance levels. • The post holder will support with the governing and implementation of appropriate policies and procedures to maintain governance and compliance.
Resource management:	• Manage an effective team to deliver on the key objectives of the Intermediate Care Model • Work with the Head of Intermediate 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. • Have an oversight of the Better Care Fund and IBCF and ASC Discharge Fund. • Support with identifying and implementing 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 Head of Intermediate Care 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 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 supporting 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 Head of Immediate Care: • 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. • 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. • 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.
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.

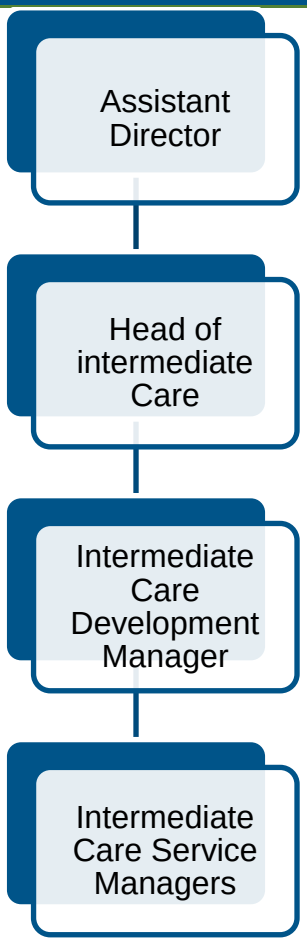
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of either NHS and/or social care policy environment at local, regional and national level • Significant knowledge of NHS or social care quality and regulatory issues and requirements; including CQC registration, CQUIN, NHSLA and HCPC • Significant knowledge and understanding of all adult social care services. • Significant knowledge of current good practice standards both at local and national level. • 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 & Diversity, Dignity & Respect and Human Rights will apply to this role. • Leadership and managerial experience and the ability to be responsible for the motivation and performance of a group of managers. • Significant demonstrable experience of adult social care operations, policy development and management in a local authority, major independent service organisation or equivalent. • Significant 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 experience of delivering results through successful partnership and multi-agency working and practice. • 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
Occupational Skills • Demonstrable leadership skills within a challenging/ demanding environment; and ability to promote organisational policy and objectives. • 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 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 develop and maintain effective partnerships both within and outside the Service and to undertake operational 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 support with 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	
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	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Senior Group Manager Intermediate Care
Grade:	SM1
Responsible to:	Head of Intermediate 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:	July 2025

Job context

- The post holder will support the Adult Social Care Leadership Team and will undertake a delegated role from senior leadership team colleagues with function for supporting the performance of the whole of Health and Adult Services.
- This post will be responsible for the management and leadership of a Countywide staff team, comprising of Discharge Hub Teams - Social Workers, Social Care Coordinators and Joint/Hybrid roles.
- The post holder will have delegated 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 supporting an ambitious and high performing adult social care service by supporting of 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 acting as support the Senior Leadership Team 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 Head of Adults and Head of Older Adults, to ensure effective services and strong and consistent practice across the County.
- The role will require the post holder to work with other Directorates and other colleagues across the Council.
- The post holder is fundamental in supporting the delivery of the Journey of Continuous Improvement across Adult Social Care including identified key improvement areas.
- 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 have delegated responsibility of the overall Intermediate Care Service budget in excess of £50 million, in line with the Council's Scheme of Delegation
- The post holder will be key in supporting the shaping of 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.

Job purpose	To support the design, leadership and delivery of the Intermediate Care Model across North Yorkshire
Operational Management:	• This post will be responsible for the management and leadership of a Countywide staff team, comprising of Discharge Hub Teams - Social Workers, Social Care Coordinators and Joint/Hybrid roles. • 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 delegated responsibility for a 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 support with 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. • 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. • To support will ensuring all services are compliant with CQC regulations and NYC policies and procedures and provide safe, caring, responsive, effective and well led services. • 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. • 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 support with specific countywide programmes as part of the Council's change and transformation programmes • The post holder will support to ensure Adult Social Care Services have an appropriate governance framework, and will monitor performance levels. • The post holder will support with the governing and implementation of appropriate policies and procedures to maintain governance and compliance. •
Resource management:	• Manage an effective team to deliver on the key objectives of the Intermediate Care Model • Work with the Head of Intermediate 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. • Have an oversight of the Better Care Fund and IBCF and ASC Discharge Fund. • Support with identifying and implementing 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 Head of Intermediate Care 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 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 supporting 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 Head of Immediate Care: • 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. • 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. • 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.
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.

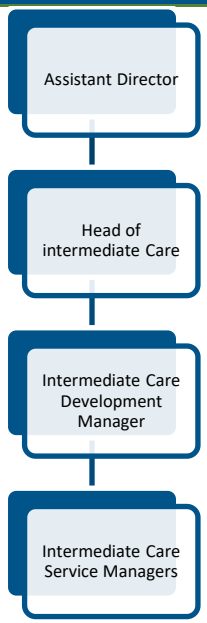
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of either NHS and/or social care policy environment at local, regional and national level • Significant knowledge of NHS or social care quality and regulatory issues and requirements; including CQC registration, CQUIN, NHSLA and HCPC • Significant knowledge and understanding of all adult social care services. • Significant knowledge of current good practice standards both at local and national level. • 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 & Diversity, Dignity & Respect and Human Rights will apply to this role. • Leadership and managerial experience and the ability to be responsible for the motivation and performance of a group of managers. • Significant demonstrable experience of adult social care operations, policy development and management in a local authority, major independent service organisation or equivalent. • Significant 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 experience of delivering results through successful partnership and multi-agency working and practice. • 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
Occupational Skills • Demonstrable leadership skills within a challenging/ demanding environment; and ability to promote organisational policy and objectives. • 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 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 develop and maintain effective partnerships both within and outside the Service and to undertake operational 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 support with 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	
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	

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:	Public Health Principal
Grade:	SM1
Responsible to:	Public Health Consultant
Staff managed:	Manages a team of specialist professionals
Directorate:	Health & Adult Services
Service:	Public Health
Job family:	Choose a job family
Date of issue:	February 2025

Job context

The role of Public Health Principal is a senior public health role within the NYC Public Health team, part of the Health and Adult Services Directorate. The post holder will be a member of the Public Health Involvement and Governance Leadership Team and will carry shared responsibility with other senior team colleagues, for the performance of the Public Health team.

This is a developmental role in which the post holder will be expected to complete their UKPHR Specialist Registration by Portfolio Route within 3 years of the commencing the post, through leading complex public health developments using a wider range of skills and competencies. Specific areas of work will be agreed in consultation with the Director of Public Health to deliver required evidence to support portfolio development and to meet the needs of the team. The post holder will be required to develop written narratives to demonstrate how work aligned to competencies meets the UKPHR requirements to fulfil specialist level competencies.

The post holder will report to an approved Educational Supervisor, and will be part of a FPH-accredited CPD programme.

The post holder will be an experienced public health professional with excellent leadership and technical skills who can develop and maintain positive relationships with stakeholder across the public and VCSE sectors. They will be able to provide expert public health support and whole system leadership to ensure an evidence-based approach to developing high-quality and equitable services, and to reducing inequalities across North Yorkshire.

The role will require the post holder to work with other Directorates, elected members and other senior colleagues across the Council, and to develop strategic relationships with colleagues in York & North Yorkshire Mayoral Combined Authority. 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.

This post has a county-wide remit, and therefore requires attendance at county-wide sites. The post may require occasional attendance at national sites.

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

Job purpose	**To work towards the Public Health team goal to: Improve Population Health by 'Adding Years to Life and Life to Years' reducing early mortality and improving the quality of years lived.** **The core focus of this job is:** - **To play an active role as a member of the public health leadership team by leading the agenda on healthy place shaping, including links to planning, transport, housing, economic development and other areas relevant to the wider determinants of health.** - **To enable the post holder to demonstrate the necessary knowledge and skills, and complete the necessary portfolio paperwork, to support their application for specialist registration to the UK Public Health Register via the eportfolio route within 3 years of commencing the post.**
Operational Management:	• Lead the delivery of a large and complex programme of work to promote health and wellbeing and reduce health inequalities through addressing the wider determinants of health (namely the built and natural environment). • Facilitate effective linkages between the public health agenda and strategies related to the wider determinants of health to e.g. housing, the environment, climate change, community safety and planning. • Utilise collaborative working opportunities to create a culture of healthy public policy within North Yorkshire (Health in All Policies approach), addressing the wider determinants of health. • Support the development and implementation of locally developed and evidence-based place-based regeneration. • Influence regeneration proposals/bids and programmes to support communities to improve health and reduce health inequalities. • Utilise place-based interventions to promote and create healthy places which enable our communities and neighbourhoods to live happy, healthy lives, free from preventable ill health or harm. • Embed Public Health into Planning by influencing new local policy in the Local Plan; establishing a rigorous method to proactively engaging with Planning Applications, including the development of a Health Impact Assessment Tool; and engaging with NSIP proposals in a timely manner. • Enable the delivery of wider team objectives and priorities where they align with healthy Places and tackling the structural causes of Health Inequalities • Lead a comprehensive and collaborative response to complex public health problems: driving the development, delivery, monitoring, performance management and evaluation of a range of evidence based public health strategies and action plans in line with national and local strategies. • Analyse and evaluate qualitative and quantitative health data and effectiveness of public health initiatives and programmes. Identify and assess alternative approaches and the required resources. • Contribute to the evaluation of local services, initiatives and programmes that impact health and social care to improve health and reduce inequalities • Work autonomously within their own levels of expertise and authority, taking responsibility to seek expert advice when appropriate. • Provide strategic leadership for effectively delivering key national health improvement /prevention strategies

	• Work as part of the public health leadership team on the strategic planning and delivery of the public health functions and responsibilities of the local authority. • Lead on the development, implementation, performance management and evaluation of public health programmes as identified and make recommendations for programme changes and future developments. • Be a recognised local public health expert and champion, providing highly specialised advice about health improvement interventions and evidence based practice to primary care/community teams, independent contractors, local authorities and community groups. • Undertake needs assessments and health equity audits to inform the commissioning and delivery of public health work areas, addressing health inequalities. • Prioritise, develop and implement local, evidence based, long term health improvement policies and strategies in line with national strategy and local needs, and to influence and integrate policies and strategies with other agencies. • Design and deliver training on a range of public health issues to a range of groups (including staff, elected members, and members of the public) internal and external to the local authority. • Ensure compliance with all statutory public health and social care requirements across the County within the specific portfolio of work. • Contribute to the general duties of the public health senior management team in relation to health protection • The post holder will ensure all portfolio areas have an appropriate governance framework and will monitor performance levels.
Resource management:	• Manage an effective team to deliver on the key objectives of the role • Fulfil the role of project sponsor in the management of resources where required. • Account to the Director of Public Health for financial performance of your area of responsibility, ensuring a balanced budget and meeting any efficiency targets agreed. • The post holder will provide leadership, motivation and regular supervision, appraisal and development to those staff for whom they are responsible in line with Directorate's Supervision and Appraisal procedures. • The post holder will ensure their behaviours and those of their managers comply with the expectations of the Manager's Pocket book and that their managers and staff all comply with the Council's Behaviour and Skills Framework. • Ensure that projects have clear action plans, management approval and governance systems in place. • 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
Partnerships:	• The post holder will 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 will deputise for the Director of Public Health or Public Health Consultant as required • The post holder is required to work effectively with senior managers and colleagues within Health and Adult Services and across the wider council • The post holder will 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 have a commitment to delivering outcomes for citizens, customers and stakeholders.

	• To take a leadership role within Programme Boards within your relevant portfolio areas. • The post holder will work with existing partnerships and develop partnerships where necessary. • Develop and maintain relationships with key regional and national organisations including Office for Health Improvement and Disparities (OHID), Voluntary and Community Sector organisations, local Integrated Care Boards (ICBs), and representing the Directorate as required.
Strategic management:	• Establish and maintain effective working relationships with strategic partners • 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 • Provide leadership at a management level and contribute to the strategic direction of the public health team • Contribute to the annual Service Performance Plan.
Communications:	• Provide information, written and oral, in an extensive range of formats to an extensive range of audiences whilst being sensitive to the nature of the transformation and the audience, ensuring the end goal is achieved effectively. • Negotiate and influence others whilst leading on complex transformation projects. • Represent the Directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations. • Respond to media enquiries as requested by the Director of Public Health and Corporate Director Health and Adult Services and appraise them of any matters arising which are particularly sensitive or controversial in nature. • To write reports and deliver presentations on complex public health issues to a variety of audiences as required. • To disseminate key learning across North Yorkshire as well as via appropriate national and international forums. • To ensure and promote effective community/public involvement in the planning, development, implementation of public health activities. • Build and maintain constructive relationships with a broad range of internal and external stakeholders, for example: Integrated Care Boards, Local Authorities, YNY Mayoral Combined Authority, Acute Trusts and Mental Health Trusts, UK Health Security Agency, Office for Health Improvement & Disparities, NHS England, Public health colleagues across Yorkshire and Humber, Voluntary and community sector, Independent Contractors, Private sector
Systems and information:	• The post holder will be required to provide IT information and statistical reports to illustrate transformational plans and progress. • 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. • To present complex and sensitive public health information to range of different agencies requiring persuasive and negotiating skills. • To regularly monitor health status outcomes in relation to specific health improvement initiatives. • To undertake in-depth analysis and interpret complex health information (quantitative and qualitative) for their designated speciality of public health, to influence decision making.

	• To formulate and utilise information management systems e.g. computer software to collate and compile records and to convey information, e.g. newsletters, reports, leaflets and educational materials. • To create a range of publications using desk-top publishing and software, requiring adjustment and manipulation of information; produce reports; public health information materials; and develop and maintain health improvement directories.
Safeguarding:	• Be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

Person specification:	
Essential	**Desirable**

Knowledge
• Knowledge and understanding of Local Government statutory requirements
• Substantial demonstrable knowledge of:
  ○ Local government and the political framework in which it operates
  ○ Legislation, policy and practice in Public Health, Social Care and Health Care
  ○ NICE guidelines in relation to public health practice
  ○ Promoting health and wellbeing and healthy lifestyles
  ○ Epidemiology, statistics, health economics and health care evaluation
  ○ Wider health and wellbeing services
• Political and cultural awareness and an understanding of the political context and environment of Local Government.
• High level of understanding of epidemiology and statistics, public health practice, health promotion, health economics and health care evaluation
• Understanding of NHS and local government cultures, structures and policies
• Understanding of social and political environment
• Understanding of interfaces between health and social care.
 	
Experience
 	
• Substantial experience of implementing and managing change and business transformation, proactively pursuing continuous improvement
• Substantial experience of successful strategic management and the formulation and delivery of strategic objectives, plans and policies
• Proven ability to manage a significant budget and meet financial efficiencies
• Working with Members and Senior Officers, advising on specialist areas of responsibility
• Strategic level planning and people management, including motivation, engagement, empowerment, performance management (including line management) and development
• Substantial experience of managing complex projects and matrix management
• Substantial experience of implementing and delivering partnership working with both internal and external partners
• Significant experience in a senior public health role
• Practical experience in facilitating change
• Experience of delivery on programmes to address the wider determinants of health and wellbeing.
• Experience of leading, developing and implementing multi-agency evidence-based health improvement programmes and policies
	• Project management qualification
	• UKPHR practitioner registration
	• Knowledge of methods of developing clinical and/or public health practice
	
	• Peer–reviewed publications and/or presentation of papers at conferences, seminars etc.
	• Experience in multiple parts of the PH/wider system
	• Experience of dealing with the media

• Experience of performance management of programme of work • Experience of community involvement and engagement • Evidence of conducting research, health needs assessment and evaluation • Evidence of disseminating practice by submitting posters, presentations and papers at academic meetings and in academic journals • Experience of translating national policy and guidance into local action • Experience of chairing groups or committees	
Occupational Skills • Project management, IT, business transformation, leadership and change management skills • Ability to think analytically, strategically and creatively and to influence and manage change across management and professional boundaries • Understand and promote the application of digital technology to support and enhance service delivery • Ability to identify and exploit commercial opportunities for the benefit of the community and the council • Understand the strengths, motivations, aspirations and areas for development within the team and use this information to build resilience, manage talent and form positive working relationships built on trust which will empower, challenge and develop the team • Understand what constitutes good workforce planning and establish effective workforce planning arrangements which support medium to long term service delivery • Understand and apply the service design principles to ensure the most effective level of service delivery is maintained within the resources available • Problem solving and budget setting skills • Highly developed presentation and communication skills, both oral and written, that can be adapted to a range of audiences. • Ability to respond appropriately in unplanned and unforeseen circumstances • Substantially numerate, with highly developed analytical skills using qualitative and quantitative data • Ability to design, develop, interpret and implement policies • Highly developed influencing, negotiation and motivation skills as well as flexibility are required to deal with highly complex and contentious public health issues, to advise officers and elected members in the council and the Health and Wellbeing Board, and to make recommendations regarding services, patient care and the wider determinants of health. • A high level of tact and diplomacy is required and an ability to understand other cultures to enable effective working across organisational boundaries and influencing without authority • Able to influence external agencies to support them to address health inequalities. • Able to prioritise work, and work well against a background of change and uncertainty	• Training and mentoring skills
Behaviours • The post holder will be expected to perform their role in line with NYC corporate values and behaviours (link)	
Professional Qualifications • Master's degree in public health, Health Promotion, or a related field • Evidence of continuing professional development • Evidence of ability to submit to UKPHR specialist registration within 3 years of the commencing the post via the Specialist Registration by Portfolio Route	

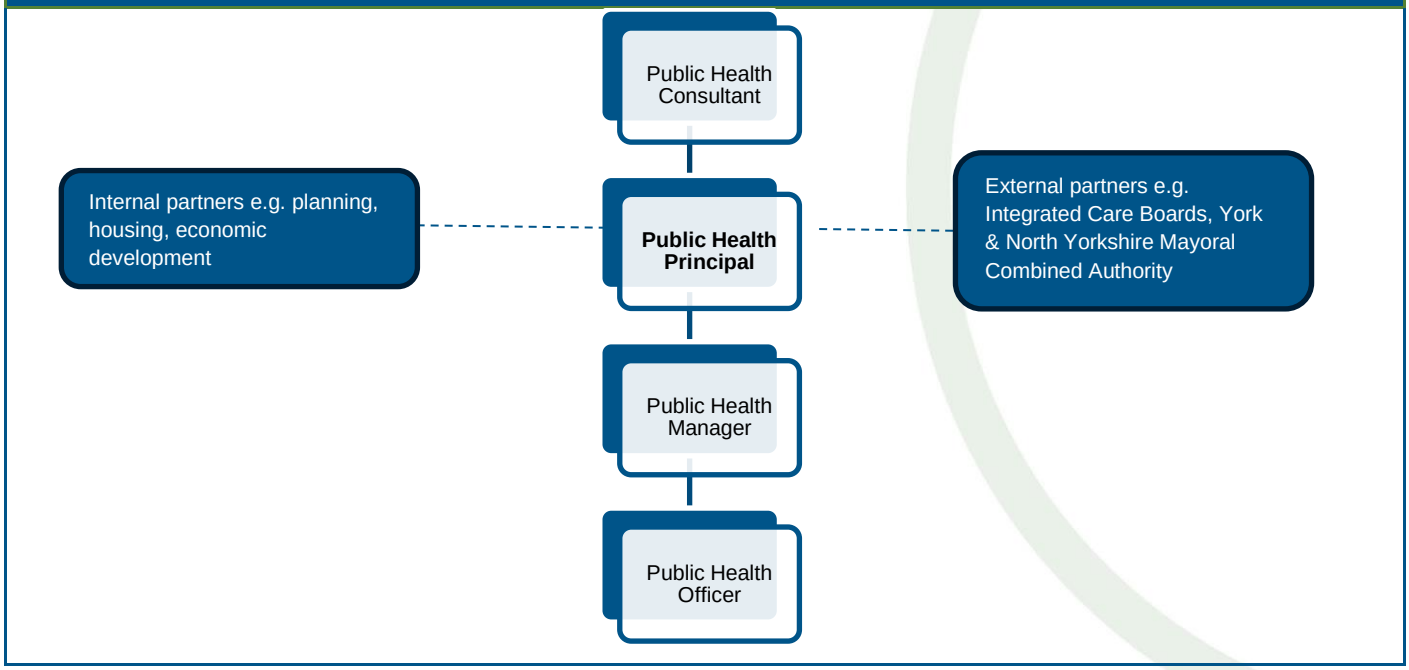
Other Requirements

- Ability to sustain long periods of concentration, which can be over a number of days where analysis of data, production reports and presentations need to be produced; during this time there may be constant high-level interruptions.
- Ability to cope with multiple and changing demands, and to meet tight deadlines.
- Ability to organise own workload and that of others
- Resilient with strong self-awareness
- Strong commitment to public health principles
- 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
- High standards of professional probity
- Self-motivated and committed to self-directed learning
- Ability to make judgments based on past learning and current strategic thinking from a public health perspective
- Ability to work to deadlines and manage a diverse workload
- Ability to maintain confidentiality and security
- Able to meet the travel requirements of the post

Career progression:

- This is a developmental role in which the post holder will be expected to complete their Specialist Registration by Portfolio Route to gain UKPHR specialist registration within 3 years of the commencing the post. Progression into a consultant post will depend on post availability and subject to a competitive (i.e. not ring-fenced) Faculty-approved application process.
- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Senior Manager - Health Determinants Research Collaboration North Yorkshire (HDRC NY)
Grade:	SM1
Responsible to:	Public Health Consultant and HDRC NY Director
Staff managed:	Manages a multidisciplinary team
Directorate:	Health & Adult Social Care
Service:	Public Health
Job family:	**SM - Senior Management**
Date of issue:	January 2024

Job context

This is an exciting new leadership role within our newly established National Institute for Health and Care Research (NIHR) Health Determinants Research Collaboration (HDRC) – North Yorkshire.

The HDRC North Yorkshire (HDRC NY) is a collaboration with the Universities of Hull and York that will develop the research culture of the Council and build Council-University partnerships to conduct and use research on the health and wellbeing issues that matter to communities and which reduce inequalities (see Research Registry: https://www.researchregistry.com/browse-the-registry#home/registrationdetails/659429d7a9df600027146791/).

The HDRC NY has four work packages, each co-Lead by Council staff and University academics:

- Development of research infrastructure and governance
- Development of research capacity and capability
- Dissemination and impact, and
- Learning and evaluation.

This post will lead and manage the operational delivery and inform the strategic management of the £5 million research investment over a five-year period. The role is a senior management position within the council reporting to the Director of HDRC NY (Consultant in Public Health) but will also work closely with HDRC NYs Academic Leads at the University of Hull and the University of York.

This role is pivotal to effectively tackle health inequalities through building up an increased system-wide understanding around the impact of the wider determinants of health across all council directorates. The role holder will be a passionate advocate for addressing health inequalities and will be aligned with our values of being: Inclusive, ambitious, creative, together (IACT).

- You will be responsible for ensuring the collaborative achieves its ambition of developing a research culture across the council that will support the transformation and innovation of services to improve health outcomes and reduce inequalities.
- You will have operational responsibility for the HDRC NYs Core Team working alongside academic partners ensuring the collaboration meets its delivery plan and complies with NIHR contractual arrangements.
- You will provide expert advice, support, and guidance across the HDRC through the management of five objectives: promoting a research culture, building research capacity and capability, developing research collaboration and co-production, embedding champions of research and effective research communication and knowledge exchange.
- You will have experience of conducting research and evaluation in the context of improving health and reducing health inequalities and have experience in grant writing, monitoring, or evaluating proposals.

- You will be an outstanding people manager, able to lead, motivate and develop a multidisciplinary team, and an excellent communicator, able to build relationships with colleagues across the council and externally.
- You will have some understanding of the strategic and operational challenges of embedding a research culture and putting research into practice within a local authority setting.
- You will possess excellent communication and influencing skills to enable collaborative working with key partners to deliver meaningful engagement with diverse communities, the voluntary sector and those with seldom heard voices.
- You will be able to demonstrate strong leadership and relationship building skills which will be required to manage the complexities involved in consensus building, priority identification and motivating others within an emerging research ecosystem.

Job Purpose	**This post will lead and manage the operational delivery of the £5 million research investment over a five-year period. They will have operational responsibility for the HDRC Core Team working alongside academic partners ensuring the collaboration meets its delivery plan and complies with NIHR contractual arrangements.**
Operational Management:	• Lead the development and delivery of the HDRC work programme ensuring milestones are met and workloads prioritised. • Lead the production of performance reports and submit to relevant committees as required (e.g., HDRC Strategic Steering Group which includes Assistant Directors and Councillors Representatives) • Chair the HDRC Operational Group • Develop and monitor appropriate performance indicators/impact measures of the project. • Manage the recruitment and training of staff and provide day-to-day management of relevant team members and other staff working with the team. • Be the named budget manager to oversee the monitoring and reporting of the HDRC budget (£5 million) and other additional grants as appropriate. • Meet reporting requirements of project grant agreement/s. • Ensure sharing perspectives, culture, and collaborative working across the HDRC Team, council, universities, and other partners. • Coordinate a local authority research champion network to influence research strategic priorities and practice within directorates. • Ensure the project actively engages with local communities to listen to their views and involve them in appropriately shaping and undertaking research. • Ensure the project is informed and responsive to specialist expertise and the lived experience of independent experts (Independent Advisory Group) • Oversight for the leadership and day-to-day coordination, financial and risk management and oversight, research quality and administration functions
Resource management:	• To be the budget manager for the £5m HDRC budget, in accordance with NYC Finance Management systems and processes • To ensure grant funding is spent and reported in line with NIHR requirements. • Oversee the Partnership and Collaboration agreements. • Monitoring expenditure and producing regular budget forecasts, taking action to manage within grant limits where necessary • The post holder will provide support and supervise the HDRC delivery team. • The post holder will develop, in collaboration with academic partners, a CPD programme for the HDRC delivery team that includes mentorship and peer supervision. • To participate and contribute to the HAS and wider Council programme of CPD (and academic partners where appropriate)

	• The post holder will ensure their behaviours and those of their managers comply with the expectations of the Manager's Pocket book
Partnerships:	• To develop strong research partnerships across the regional and national research ecosystem (e.g., NIHR, Universities, NHS, LAs VCSEs, HDRCs) to maximise the potential impact for joint working across a range of research initiatives, including external funding investment • To deputise for the Public Health Consultant (HDRC Director) as required and represent the HDRC North Yorkshire at research forums/meetings/networks as appropriate. • To work collaboratively with other local authority staff and partner agencies to influence an integrated and co-ordinated approach to identifying shared research priorities • Lead and oversee the development and delivery of work to build community resilience and research capability, working with Elected Members, local communities and other local partners while building on the skills, assets, and capabilities that individuals and communities have.
Strategic management	• Lead the development and implementation of a range of strategies to support the HDRC and its objectives e.g., North Yorkshire Council Research Strategy • Lead in collaboration with academic partners on the development and management of the council's research governance system which includes ethical processes. • Lead the creation of an environment which fosters the use of evidence in practice, the development of research questions, the involvement of the communities in research priority setting and the production of research evidence for use locally, regionally, nationally, and internationally. • Work with the HDRC Director to ensure alignment of the work of the HDRC with the councils' priorities/transformation agenda. • Work with the HDRC Director to brief Councillors and Elected Members/corporate managers and external partners as appropriate. • Forge strong links with other HDRC's and regional and national networks. • Be strategically responsible for the delivery of four Work Packages: Infrastructure and Governance, Capacity and Capability, Dissemination and Impact and Learning and Evaluation ensuring all are underpinned by excellent community engagement and consultation. • Provide expert advice into the research ecosystem and drive innovation. • Provide strategic oversight on the development and submission of research bids to external funding organisations through local, regional, and national partnership working alongside local people from a range of different backgrounds. • Maintain awareness of relevant national and local developments to identify opportunities for development and continuous improvement, contributing to service and transformation planning and the establishment and review of council policies, procedures, and guidance • Take a lead role in building and embedding a strong research culture across the HDRC partners and collaborators
Communications:	• Write reports and deliver presentations on complex research issues to a variety of audiences as required. • Provide information, written and oral in an extensive range of formats to a range of stakeholders. • Support, contribute to and where appropriate co-author the production of academic research papers. • Ensure and promote effective public/community involvement in the planning, development, implementation of research activities (HDRC Engagement Hub) • Disseminate key research learning across North Yorkshire as well as via appropriate regional, national, and international forums.

	• Represent HDRC NY at appropriate inter and intra agency meetings, promoting, liaising, consulting, and engaging with managers and staff. • Support the response to media enquiries relating to HDRC NY research work as requested by the Public Health Consultant (HDRC Director) • Oversight of and manage the HDRC North Yorkshire website. • Work with partners in the Council, Universities, the NHS, and the corporate communications team to ensure that effective communication processes, including social media, are used to support the aims and objectives of the HDRC. • Carry out duties in accordance with NYC communications policies
Systems and information:	• The post holder must carry out duties in accordance with NYC systems and information policies. • To utilise the agreed business processes in relation to record keeping, financial monitoring and ICT · • To present complex and sensitive research information to a range of different agencies requiring persuasive and negotiating skills • To regularly monitor outcomes/impact in relation to specific research activities/initiatives · • To interpret complex research and information (quantitative and qualitative) to influence decision making and drive the research agenda and culture with the Health and Adult Social Care (HAS) directorate and the wider Council. • To formulate and utilise information management systems e.g., computer software to collate and compile records and to convey information
Safeguarding:	• The postholder must attend any training this is identified as mandatory to their role and will be accountable for carrying our all duties and responsibilities with due regard to safeguarding, Health & Safety and NYC's equity, diversity and inclusion polices.

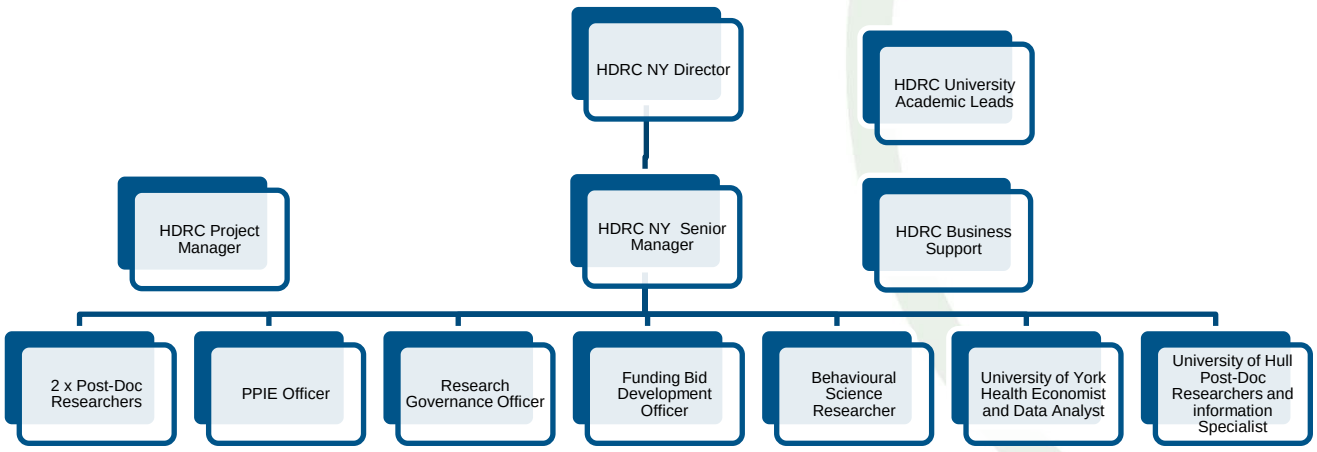
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Understanding of the opportunities and challenges in developing a research active local authority • Understanding of respective role of Local Authorities, universities, and key stake holders within the local research ecosystem • Understanding of the importance of developing a strong research culture • Excellent understanding of the national and local research agenda and the scope and use of research within the content of a local authority to improve health outcomes and reduce health inequalities**.** • Good understanding of current national, regional, and local policies/plans that can influence the delivery of a research agenda within a local authority setting**.** • Understanding of data protection legislation and guidance • Knowledge of project management tools • Evidence of conducting research and evaluation in the context of improving health and reducing health inequalities • Experience of leading, developing and implementing multi-agency evidence-based programmes and policies • Experience of community engagement and involvement • Experience of project and performance management • Experience of financial management of complex budgets	• Knowledge of research funding systems and opportunities • Evidence of leading collaborative partnership working across complex research ecosystems • Experience in grant writing, monitoring, or evaluating proposals.

• Experience of working at a senior level working with a variety of organisations and of achieving successful collaboration and cooperation to meet objectives • Line management experience. • Demonstrable experience of strategy development and implementation • Experience of change management	
Occupational Skills • Ability to work at a senior level with demonstrable experience of working with senior managers in a range of organisations. • Ability to lead, manage and motivate a team. • Excellent inter-personal skills • Good IT skills and ability to use a range of IT packages, including Microsoft Word and Excel • Excellent analytical skills • Ability to influence others. • Excellent written and verbal communication skills • Able to handle and negotiate conflict effectively and understand different perspectives. • Ability to work in a political environment, enabling Elected Members to both inform and challenge the programme's priorities and activities.	
Behaviours • **link**	
Professional Qualifications • Degree or equivalent level of professional qualifications and/or experience • Educated to Masters' level in an appropriate discipline and/or experience	• PhD
Other Requirements • Ability to travel	

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:	Specialist Care Development Manager
Grade:	SM1
Responsible to:	Head of Specialist 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 support the Adult Social Care Leadership Team and will undertake a delegated role from senior leadership team colleagues with function for supporting the performance of the whole of Health and Adult Services.
- The postholder will operationally manage 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 have oversight of Section 117 and Continuing Health Care from an adult social care perspective.
- The post holder will have delegated 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 support an ambitious and high performing adult social care service by supporting of the development and implementation of structures which enables us to deliver on transformation and future ambitions for the Directorate.
- This role will support the Senior Leadership Team 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 Head of Specialist Care, to ensure effective services and strong and consistent practice across the County.
- The role will require the post holder to work with other Directorates and other colleagues across the Council.
- The post holder is fundamental in supporting the delivery of the Journey of Continuous Improvement across Adult Social Care including identified key improvement areas.
- The role will ensure service 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 have delegated responsibility of the overall Adult Social Care budget in excess of £50 million.
- The post holder will be key in working with the Head of Service in shaping the 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.
- 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 support with the design, leading and delivery of Specialist Adult Social Care across North Yorkshire
Operational Management:	• The postholder will operationally manage 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 have oversight of Section 117 and Continuing Health Care from an adult social care perspective. • 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 delegated responsibility for a budget, and will ensure that the services are financially stable, within budget and where possible achieving significant income and efficiencies for the Local Authority. • 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 support with specific countywide programmes as part of the Council's change and transformation programmes • The post holder will support to ensure Adult Social Care Services have an appropriate governance framework and will monitor performance levels. • The post holder will support with the governing and implementation of appropriate policies and procedures to maintain governance and compliance. • 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. • Support with identify the resource requirements that would be affected by legislative change across the directorate. • Support with identifying and implementing 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 Head of Specialist Care 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 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 supporting 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 Head of Specialist Care: • 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. • 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. • 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.
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.

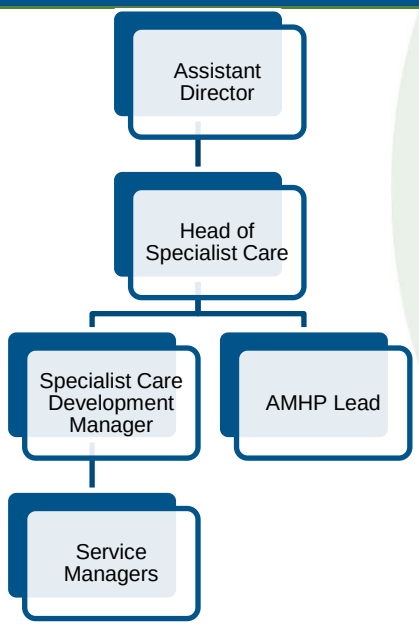
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Knowledge and expertise in business planning, performance, financial and human resources management • Extensive knowledge of either NHS and/or social care policy environment at local, regional and national level • Extensive knowledge and understanding of all adult social care services. • Extensive knowledge of current good practice standards both at local and national level. • Extensive knowledge of user and community engagement. • Extensive knowledge of statutory requirements. • Extensive knowledge and understanding of how Equality & Diversity, Dignity & Respect and Human Rights will apply to this role. • Extensive leadership and managerial experience and the ability to be responsible for the motivation and performance of a group of managers. • Extensive demonstrable experience of adult social care operations, policy development and management in a local authority, major independent service organisation or equivalent. • Extensive experience of health/social care needs assessment and service provision. • Proven and effective extensive demonstrable experience of the management of specific resources in a changing organisational environment, including human and financial resources. • Significant experience of delivering results through successful partnership and multi-agency working and practice. • 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 complex risk management, focus on multi-agency working and a trauma informed approach.	
Occupational Skills • Demonstrable leadership skills within a challenging/ demanding environment; and ability to promote organisational policy and objectives. • 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 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 develop and maintain effective partnerships both within and outside the Service and to undertake operational 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 support with 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	• A post-graduate qualification • AMHP qualification
Other Requirements • Ability to travel across the County. • Ability to attend meetings outside of normal business hours. • 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	

Career progression:

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

Structure



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

Post title:	Transforming Cities Fund Project Delivery Manager
Grade:	SM1
Responsible to:	Assistant Director Highways & Transportation
Staff managed:	Manages a team of specialist professionals
Directorate:	Environment
Service:	Highways & Transportation
Job family:	**SM - Senior Management**
Date of issue:	April 2024

Job context

- The Transforming Cities Fund team manages the delivery of the council's programme of transport schemes being delivered as part of the Leeds City Region's successful TCF award.
- The post holder is responsible for coordinating and managing development, planning, statutory procedures, design, procurement and implementation of major transport schemes identified in the TCF programme.
- The post holder is also responsible for the monitoring and reporting of scheme delivery to the programme funders, WYCA, ensuring compliance with the WYCA assurance framework and partnership agreement.
- The post holder is responsible for managing and monitoring the performance of consultants in the delivery of the TCF programme and is responsible for all aspects of budgetary control and reporting.
- The post holder is responsible for ensuring that work being carried out by district council partners as part of the TCF programme meets the requirements of the WYCA assurance framework and partnership agreement between WYCA and NYC, and NYC and the relevant district councils.
- The post holder may also manage the delivery of other NYC capital projects as and when required
- The post is based on a 37 hour working week between Monday and Friday (flexible working or job share requests may be considered) but is likely to require occasional working outside these hours to attend meetings, workshops and public engagement events.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job purpose	**The core focus of this job is to develop and manage the planning, statutory procedures, design, procurement and implementation of the North Yorkshire elements of the Leeds City Region's Transforming Cities Fund programme by 2023. The post holder will work closely with a wide range of internal and external stakeholders, including senior managers, staff across the organisation and within partner organisations such as the West Yorkshire Combined Authority, partner district councils and external bodies (e.g. Network Rail and transport operators) to ensure the successful delivery of the programme. The post holder will also be responsible for representing the council's interests in relation to TCF projects promoted by partner organisations.**
Operational Management:	• Manage the delivery of the Council's Transforming Cities Fund programme, including design, preparation of contract documents, procurement through relevant procedures, supervision of construction and financial control. • Process land acquisition and access requirements related to schemes.

	• Manage the progress of schemes through the statutory procedures including planning approval, side road and compulsory purchase orders. • Management of the submission of the Council's case through public inquiries including presentation of proof of evidence as expert witness. • Authorise Works Orders and commissions. • Manage the commissioning of work with consultants and statutory bodies. • Supporting the Assistant Director through contributing to the service plan and contributing to the Management Team through providing direction on the production, delivery, monitoring and review of the plan. • Embed a culture of performance management across the service through the development and operation of appropriate monitoring systems and processes focussed on customer outcomes and delivery of key objectives. • Ensure reporting on the project is carried out as required by the funding bodies, and in line with any requirements of the WYCA, and that partner district councils also feed into this process
Resource management:	• Provide leadership, direction, motivation and support to ensure delivery of the TCF programme including the Service Performance Plan. • Be responsible for staffing and associated budget. • Organise, chair and manage the TCF North Yorkshire projects board and ensure appropriate attendance at other TCF meetings as necessary. • The management of the overall programme budget including approval of fees payable to Consultants and Contractors. • To manage and monitor the performance of Consultants and Contractors. • Manage budgets and grant funding for the programme, as delegated, ensuring that expenditure is kept within existing allocations, advising line manager of additional resource requirements and assist with the preparation of an annual budget. • Monitoring of staff performance against relevant targets agreed through the staff appraisal process. • Managing the workloads and priorities of staff involved in the delivery of the Transforming Cities Fund programme. • Responsibility for Performance Management in the areas relevant to the post. • Responsibility for ensuring that all relevant reporting and monitoring both internally, and for partners, is completed on time and to the required standard. • Responsibility for ensuring timely and accurate submission of quarterly claims. • Authorisation of design briefs for consultants.
Partnerships:	• Develop and maintain effective working relations with external bodies, in particular the partner organisations in the TCF programme. • Work closely with TCF programme partners, in particular the district/borough councils and WYCA. • Work closely with and oversee the work of TCF programme partners such as consultants or other corporate directorate representatives in developing and promoting scheme proposals. • Record, summarise, share and feedback information to ensure all partners are appropriately informed. • Work in a team context forging and sustaining relationships across agencies and respecting the contribution of others working with customers. • Liaison with Highways England, Network Rail, Statutory Undertakers and private companies concerning the impact and delivery of major transport projects. • Liaison and reporting to WYCA, and if necessary DfT, on all aspects of the TCF programme.
Strategic management:	• Provision of specialist transport advice to partner organisations involved in the delivery of the TCF. • Prepare relevant guidance notes in line with Government policy and direction.

	• To actively promote and develop the Service Unit's contribution to the Council's Corporate Priorities
Communications:	• Dealing with enquiries from Members of the Council, partner organisations, and members of the public. • Representing the Council/Highways & Transportation at Committee meetings, public meetings, public consultations, regional bodies, WYCA meetings and boards, National Park Authority, District Council and Parish Council meetings and other bodies. • Preparing committee reports and presenting reports at committee meetings. • Preparing reports to central government departments, including Department for Transport (DfT), to partners including West Yorkshire Combined Authority and the relevant district councils, • Scheme promotion, consultation and negotiation including attendance at meetings and liaison with Members from both NYC, the relevant district councils and WYCA • Liaison and provision of information and technical advice on relevant highway scheme matters to Service Units, Directorates and external bodies. • Negotiate effectively with external agencies, including contractors, to ensure best value for the Council. • Liaise with internal colleagues and external organisations to deliver and procure services as required. • Dealing with general correspondence in accordance with the Council's Customer Charter. • Represent the Council in interviews with the media.
Systems and information:	• Ensure that personal data and records are correctly secured and protected in line with the General Data Protection Regulation and NYC requirements for information Security and Confidentiality. • Responsible for setting up management systems to control programme delivery and expenditure. • Responsibility for ensuring that the WYCA Project Information Management System (PIMS) is used to report on project delivery • Responsible for risk management within Service Area.

Person specification:	
Essential	**Desirable**
Knowledge and Experience • Proficient knowledge of current guidance and legislation with respect to highways and transport scheme design • Proficient knowledge of current guidance and legislation with respect to statutory processes involved in the delivery of major highways and transport schemes. • In-depth understanding of current guidance and legislation with respect to contract procedures rules. • In-depth understanding of current guidance and legislation with respect to procurement procedures rules. • Proficient knowledge of statutory requirements, including requirements in respect of health and safety and CDM. • Proficient, demonstrable knowledge of project management approaches and a related qualification (i.e. PRINCE2, IPM) The post requires substantial and effective experience in the following areas: • Management / leadership experience in managing staff and performance.	• Knowledge and understanding of the principle of partnering contracts • Knowledge and understanding of road works design and construction. • Knowledge of current approaches on urban realm design • Knowledge and understanding of a Combined Authority or similar governance procedure • Proficient knowledge of current guidance and requirements when working alongside live railways • Experience of committee procedures • Experience of working within a partnering /contracting environment

• Project management of complex schemes • Highway design and specification • Transport and public realm design and specification • Public Inquiries in respect of major transport projects including giving evidence at inquiries • Production of contract documents • Management of resources in a changing organisational environment, including human and financial resources. • Controlling expenditure against budgets.	• Experience of responding to media enquiries. • Experience of working with transport operators and the rail industry. Experience of rail (not trackside) design and negotiation with TOCs and Network Rail
Occupational Skills • Ability to assimilate new initiatives, technology and software and interpret information. • Effective influencing and negotiating skills • Ability to work with a number of partner organisations, who may have competing objectives • Good interpersonal skills. • Able to effectively challenge Management to ensure efficient and effective services through the development of existing new contracts. • Able to effectively monitor and manage contracts and projects to ensure the service delivered complies with requirements • Develops procedures and systems to ensure effective operation. • Makes decisions which may involve difficult choices or considered risks. Able to make decisions based on relevant information. • Exercises professional judgement to make key decisions which have wide reaching implications. • Has insight into all work streams in connection with the delivery of the TCF programme to make clear business focused decisions. • Plans, implements and reviews the acquisition, allocation and management of complex financial resources. • Ensures compliance with health & safety procedures and promotes best practice. • Maintains and develops an environment and culture that improves health & safety. Provides specialist advice and guidance on health & safety best practice. • Uses creativity and innovation to generate solutions for difficult issues. Identifies possible causes of problems and implements solutions to minimise future occurrence. • Scans, anticipates and plans preventative actions for cross cutting, complex problems at a strategic level. • Effectively copes with conflicting and complex demands. Able to achieve objectives despite complex setbacks and challenges. • Presents/records, complex information in an accessible format. Develops methods and systems for written communication. • Literate in computer skills and Microsoft suite of programmes	
Behaviours • **link**	
Professional Qualifications • Degree in civil engineering, transport planning or a related discipline. Note: postholder will be supported to achieve Chartered membership of a relevant engineering/highways/transportation institution. • A project planning/management qualification	• A management qualification

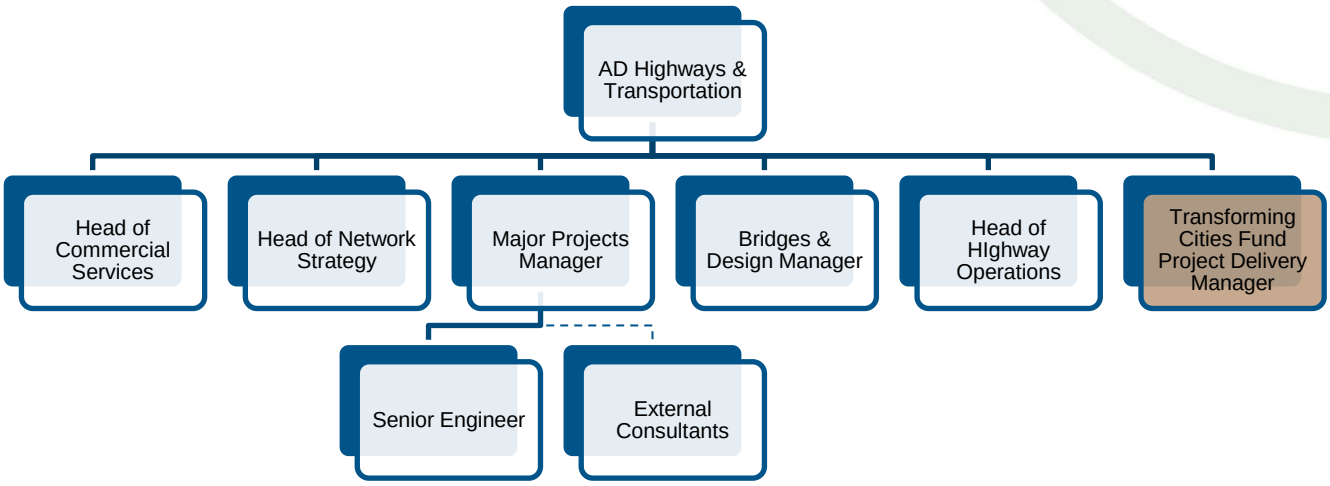
Other Requirements

- Ability to travel across the county and the wider region as required
- Ability to attend meetings outside of normal business hours
- Professional values and attitudes
- Ability to work both on own initiative and as part of a team
- Ability to work to specified deadlines

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Planning Services Manager
Grade:	SM1
Responsible to:	Head of Delivery and Infrastructure
Staff managed:	Manages a group of managers
Directorate:	Community Development
Service:	Planning
Job family:	**SM - Senior Management**
Date of issue:	March 2024

Job context

- The council's Place Shaping and Growth Service plays a fundamental role in managing the natural and built environment ensuring that any future development needs of North Yorkshire can be accommodated to make it a better place in which to live and work.
- The Post holder will be required to provide leadership, management and direction to teams of specialists' technical support staff, working in a matrix fashion across the designated functions within Planning and across the council to meet statutory requirements and underpin the efficient delivery and performance of customer-facing services within the Planning and Building Control Function.
- In undertaking the afore-mentioned duties, the post-holder has regular contact with Senior Officers and Members as well as developing close working relationships with colleagues across Housing and Economic Development and within other Directorates – such as Transformation and Technology.
- The post holder will manage the delivery of key programmes which will require strong, clear, independent leadership and an ability to resolve challenging issues working with a wide range of stakeholders. 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 Area Planning Committee Members and Strategic Planning Committee Members, Government Departments and Statutory agencies. In addition, the post-holder also deals with MPs on matters as and when they arise.

Job Purpose:	**To provide strategic leadership, co-ordination, development and provide effective management of the Planning Operations team, and the wider Planning service as part of the Planning Leadership team, contributing to the services strategy and ensuring that delivery is in line with aims and objectives. The jobholder will work closely with a wide range of internal and external stakeholders including senior managers and staff across the organisation to ensure the successful delivery. Jobholder will lead on matters relating to continuous improvement and service planning**
Operational management:	• Overall leadership of a large and varied specialist team charged with ensuring efficient and effective processes and supporting compliance with statutory planning duties, with

	a strong focus on delivering excellent customer service and continuous improvement across the service. • Driving and co-ordinating the proactive gathering of intelligence and development and implementation of the service-wide Improvement and Delivery Plan, taking a strategic lead to enable optimum performance, efficiency, and improvement to achieve a first class Planning and Building Control service. • To be Service Lead Officer on all Improvement, Transformation and Technology related work, taking own initiative, making decisions and working independently outside of defined policies and working practices. • Leading the process of registering and validating planning and building control applications in line with local and national policy requirements and legislation. • Lead the allocation and carrying out of minor case work such as permitted development enquiries, tree enquiries, Self-Build Register and Enforcement complaints. • Lead the operation of the council's responsibilities in respect of Land Charges and Street Naming and Numbering. • Lead and coordinate planning related information governance work on behalf of the service, such as FOI requests and adhering to General Data Protection Regulations. • Leading by example; setting clear expectations around priorities and performance, customer service, team culture and staff behaviour • Planning, directing and overseeing the work of groups of staff ensuring alignment with the service vision and agreed service priorities. • Ensure that all 1-2-1's and staff appraisals are undertaken on a regular basis. • Ensures 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. • Deputise for and represent the Assistant Director as and when required on working groups, meetings etc, necessary in relation to work area. • Represent the Council at national, regional and local forums, meetings and events
Resource management:	• Support the achievement of a high performing 'one team' culture, driving the delivery of excellent service performance, planned outcomes, targets and objectives and continuous improvement. • Ensure that the workstream takes a flexible, resilient and shared approach to resources to enable work in line with service demands • lead, determine, co-ordinate and implement opportunities for driving improvement initiatives, efficiency and commercial activity across the service, including promotion of customer facing services. • Lead and contribute to corporate, service, and cross functional projects. • Coordinate specialist planning in-house training events and peer support events to ensure Continuing Professional Development across the service. • 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, health and safety, disciplinary and grievance. • The post holder must adhere to all policies and procedures relating to equality and diversity in the workplace and provision of services. • 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 and Standing Orders, Contract Procedure Rules, Budget and Policy Framework, Financial Regulations. • Strategic budget holders for the relevant area of the service, ensuring that income and expenditure targets are realistic. Work with Accountancy to proactively set and monitor budgets, report exceptions where they occur and take corrective action where required.

Partnerships:	• Participates in and contributes to regional/corporate/service projects and groups as required. • Works with other managers, services and external bodies to identify and implement improvements in operational performance and customer satisfaction. • Works as part of the Service Leadership Team; supporting each other to shape, drive and deliver priority corporate work streams and act as proactive leaders for cultural change and service improvement in line with a shared 'one team' vision. • Work together to ensure excellent cross-service communication, shared understanding and alignment of strategic priorities and allocation of capacity and resources. • 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. • Represents the service at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
Strategic management:	• Leads, coordinates the work of specialist technical support in order to meets statutory requirements and Council objectives. • Leads, determines, co-ordinates and delivers service-wide performance, improvement and development work. • There is a significant requirement in this role to coordinate and integrate sub-functions. Post holder will be working in a fluid environment wherein post holder will manage others who will be managing projects. • Post holder must be able to manage a diverse programme of activities and projects, as well as a range of project teams. • Postholder be part of decision making forums determining the direction of travel and the programmes/projects required, the post holder will be expected to work with these objectives and determine how to achieve the goals using the resources available. • Post holder will be required to think independently, innovatively and creatively in order to ensure programmes are kept on track in a time of rapid change. • Post holder will need to think beyond the current boundaries/policies in terms of how things are done and work in an adaptive manner to achieve objectives. • Acts as strategy/policy and decision-making lead for the authority in relation to statutory Street Naming and Numbering and Land Charges functions. • Takes decisions using own judgement and implements recommendations to deliver continuous improvement, including minor restructures and team/service reviews. • Lead, determine and deliver opportunities for commercial activity and efficiencies across the service. • Leads or contributes to specific or corporate or cross functional projects. • Works alongside the Head of Delivery and Infrastructure and other members of the Leadership Team; supporting each other to shape, drive and deliver priority corporate work streams and act as proactive leaders for cultural change and service improvement in line with a shared 'one team' vision. • Stays abreast of relevant legislative changes, recommending and implementing changes to plans, policies and practices as required. • Deputises in the absence of the Assistant Director and to undertake any other roles as directed by the team. • Ensure that strategies, plans and projects are effectively and efficiently managed and implemented, using clear objectives and meaningful performance data to measure and report on progress and impacts. • Lead in the development of new ways of working that maximises efficiency and effectiveness. • Coordinate and participate in the activities of steering groups to ensure that implementation meets with required objectives and desired outcomes.

Communications:	• Lead liaison/communication with relevant Cabinet Members and Ward Members, to ensure proactive and effective communication and decision-making. • Works with communications team to promote the Service, developing and maintaining a positive image/reputation with customers. • Work together to ensure excellent cross-service communication, shared understanding and alignment of strategic priorities and allocation of capacity and resources. • Promote the Council's priorities, policies and Council Plan and positively promote the service with local and national media. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • 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. • 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. • Represent the Council at external meetings and events. • 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.
Systems and information:	• Conducts/commissions market/customer research to determine performance and future service requirements, income generation and trading opportunities. • Ensure service compliance with relevant data and information legislation e.g. GDPR, Freedom of Information, Environmental Information Regulations • 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. • Determines most efficient ways of using all service information systems. • Acts as Service Lead for all systems and information governance matters. • Ensure that modelling and analysis of data and information is carried out to progress areas of business change and to benchmark operating costs and service levels against which benefits realisation can be measured. • Ensure that system IT requirements to support business change are understood and progressed, working with ICT service and others.

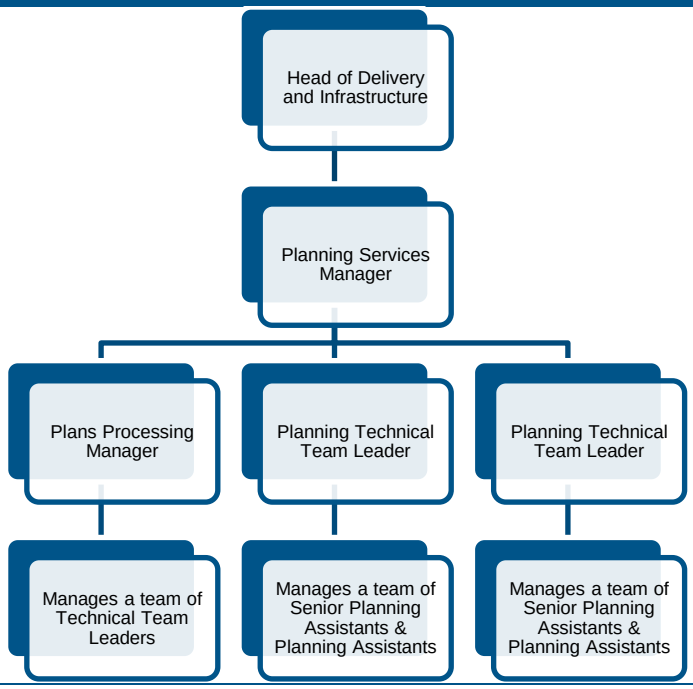
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Strong track record of leading, motivating and developing teams to deliver targets within a customer focussed environment**.** • Devising and delivering improvement and development strategies and plans for a customer facing service • Strategic service and financial planning together with effective budget management and monitoring of budgets. • Extensive and demonstrable experience of leading complex, potentially conflicting and challenging projects and programmes of work covering a range of diverse subjects utilising Project and Change management methodologies. • Instigating and implementing change to improve service delivery and performance • Sound understanding of Human Resources/Equality principles and procedures. • Understanding of the market and potential opportunities for maximising income • Knowledge of change management processes and implementing change. • Negotiating and procuring services to achieve value for money • Experience of identifying and analysing service needs and delivering innovative solutions. • Managing customer relationships and delivering improvement through performance management. • Significant knowledge of current good practice standards both at local and national level in relation to the business of the service. • Experience of developing and implementing organisational culture change within a large diverse organisation. • Experience of successful management of budgets, staff, and resources • Sound knowledge and practical understanding of planning and housing related legislation. • Good understanding of political processes and structures and experience of working with elected members. • Experience of managing and delivering efficient and effective front-line services in a customer facing environment. • Building proactive and successful relationships between the public and private sector • Extensive knowledge of planning information systems • Experience in negotiating and resolving conflicts. • Experience and understanding of techniques to keep stakeholders informed and engaged.	• Local authority experience • Qualification in project management
Occupational Skills • Political acumen. • Ability to analyse financial and other data to determine preferred action. • Effective analysis, decision making and problem solving skills. • Ability to recognise and manage risk. • Excellent communication, negotiation and interpersonal skills with the ability to deal with a wide variety of internal and external stakeholders at all levels, developing positive relationships which enhance service delivery. • Ability to drive and deliver results and performance improvement. • Use of IT skills and implementation of IT systems to deliver and improve service delivery**.** • 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 key decisions which have wide reach implications. • A strong and effective leader, who leads by example and proactively demonstrates the Council's standards of behaviour. • An effective communicator who is determined, positive and approachable • Highly self-motivate and drive to achieve challenging objectives; able to use own initiative under minimal supervision.	
Behaviours • link	
Professional Qualifications • Educated to degree level or equivalent with relevant management/business qualification or related subject (or appropriate level of employment experience)	
Other Requirements • A natural forward planner who critically assesses own performance • Willing to undertake training and continuous professional development in connection with the post. • Work in accordance with the Council's values and behaviours. • Able to undertake travel in connection with the post. • Will be required to work outside normal working hours on occasions. • Engaging and positive "can do attitude". • Effective customer care skills, including how to understand, deliver and manage customer expectations. • Ability to work in partnership internally and externally. • Flexible and proactive approach. • Strong organisational and time management skills with the ability to work under pressure, being self-motivated and able to use own initiative under minimal supervision. • To deputise in the absence of the Assistant Director and to undertake any other roles as directed by them	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

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

Job context

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

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

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

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

Communications:	• Ensure timely and appropriate communication and engagement with key stakeholders. • Ensure timely and appropriate communication and consultation with staff impacted by any development proposals and with unions. • Establish respectful, trusting relationships with customers.

	• Liaise with internal colleagues and external organisations to deliver and procure services as required. • Provide clear leadership to the team of staff to ensure unambiguous direction and performance management. • Co-ordinate effective handling of complaints and compliments within the service. • Be an effective member of the senior leadership team, supporting all service initiatives
Partnerships / corporate working:	• Work with colleagues in HR, IT, Strategy and Performance, Finance, Communications, Legal Services and other functions where required • To promote inter agency and inter-authority working to plan and develop programmes to meet community needs. • Record, summarise, share and feedback information to ensure all partners are appropriately informed. • Work in a team context forging and sustaining relationships across authority and with other agencies, respecting the contribution of others working with customers • Support Shared Head of Service, curriculum managers and partnership teams to facilitate effective commissioning of curriculum activity in line with the service strategy.
Resource management:	• Manage the relationships between the service and other internal service teams, e.g. business support • Support curriculum managers to clearly define skill and resource requirements for curriculum programmes • Ensure that appropriate training and development is identified and made available to all managers and staff • Inspire and motivate others to achieve, providing support to improve performance and meet project/programme objectives taking responsibility for decision making of escalated issues, professional judgements and delegation as appropriate • To be responsible for the management and development of line managed staff including monitoring workloads, coaching/ mentoring and undertaking appropriate supervisions and appraisals. • Responsible for managing the overall service budget and monitoring specific project budgets in line with overall programme expectations advising Shared Head of Service of additional resource requirements and assisting with the preparation of an annual budget. • Manage own workloads and delegate effectively to meet deadlines. • Work flexibly to support the workloads of colleagues in the senior leadership team and across the wider leadership team. • Manage the selection and appointment of staff in areas of responsibility. • Ensure that consistent, robust staff induction and performance management arrangements are in place across areas of responsibility and continuous improvement is a priority for all staff.
Systems and information:	• Ensure that modelling and analysis of data and information is carried out to progress learner recruitment in line with strategy and to effectively benchmark performance • Support Adult Learning and Skills Operations Manager to ensure that system IT requirements to support business change are understood and progressed, working with ICT service and others • In conjunction with other service areas, develop initiatives and proposals to promote the work of the service. • Prepare and present reports to Committees, Councillors and the public. • Use systems and information as appropriate to quality assure the work of other professional and support staff. • Ensure service information is available to customers and the general public as appropriate.
Strategic Management:	• Lead in the development of new ways of working that maximise efficiency and effectiveness.

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

Person specification:	
Essential	**Desirable**
Knowledge and Experience • Extensive knowledge and understanding of adult education funding streams and their implications for successful management and delivery of adult learning. • Substantial knowledge of strategies for successfully planning and organising inclusive learning programmes. • Knowledge of national Safeguarding and Protection of Vulnerable Adults requirements, issues and implications for the Service. • Knowledge and understanding of Equality, Diversity and Inclusion as relevant to adult education. • Knowledge of Ofsted inspection framework and implications for adult education. • Understanding of the role of management in monitoring effectiveness and maintaining a climate for review and evaluation. • Understanding of the management of change and its implications. • Knowledge of the budget setting process and linked funding cycles.	• Knowledge of relevant best practice in developing transferable skills • Knowledge of Skills for Job's Whitepaper and other key policies that impact Adult Education • Coaching/mentoring experience

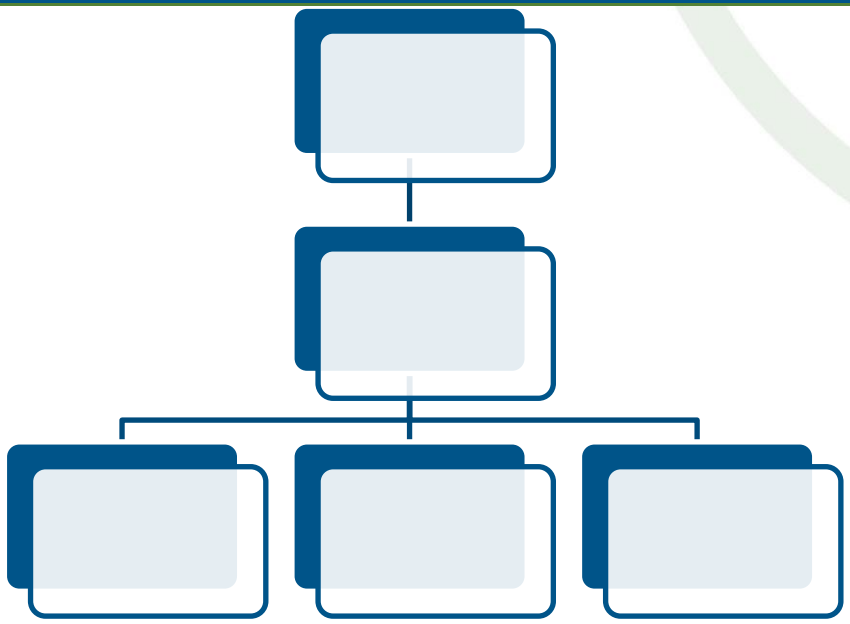
• Significant recent, relevant and successful team/service leadership experience at a senior level within FE / Adult Education, covering a range of curriculum types, including skills funded and Community Learning provision. • Successful experience of managing and/or developing the practice of others, including organising staff development, induction and performance management. • Experience of successful liaison and close working with a range of other agencies and services. • Successful experience of planning and developing inclusive curriculum that attracts learners from diverse backgrounds and communities with highest needs. • Experience of developing strategies, policies and procedures in an adult education setting. • Experience of the successful management of a £1m+ budget within an educational setting. • Experience of deputising for a senior leader within an educational setting. • Experience that shows the ability to make successful strategic and operational decisions.	
Occupational Skills • The ability to motivate and inspire staff and service users to strive for excellence. • Ability to use data effectively in setting targets. • Ability to lead and manage a wide range of curriculum areas and provision operating under different funding methodologies. • Ability to lead and manage service-wide curriculum planning that generates a learning offer that attracts diverse learners from areas/groups with highest needs. • Ability to lead and nurture the professional development of staff, including conducting staff induction and performance management effectively. • Ability to manage budget for areas of responsibility. • Ability to support, monitor, challenge and evaluate the effectiveness of learning programmes provided by the service. • Excellent communication skills (oral and written, including use of ICT) and ability to work co-operatively with team members and deal effectively with a wide range of stakeholders and situations. • High level organisational skills and the ability to meet demanding deadlines. • Ability to lead and contribute to the development of service policies, strategies and bids for external funding. • Identifies possible causes of problems and implements solutions to minimise future occurrence. • Ability to act firmly but with tact and understanding. • Ability to take clear decisions. • Ability to work in a pressurised environment, deal with competing demands. and determine priorities.	• Ability to organise and chair meetings involving a range of stakeholders
Behaviours • **link**	
Professional Qualifications • A Degree or Level 5 qualification (or equivalent) in an area relevant to adult learning.	• Management or leadership qualification
Other Requirements • Ability to travel across the County. • Ability to attend meetings outside of normal business hours.	

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

Career progression:

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

Structure



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

Post title:	Children and Young People's Mental Health Transformation Programme Manager
Grade:	N
Responsible to:	Head of Children and Young People's Mental Health Transformation Programme
Staff managed:	Manages staff on a project/matrix basis (not direct line management)
Directorate:	Children and Young People's Services
Service:	Children and Young People's Public Health Team
Job family:	**P&T - Professional & Technical**
Date of issue:	February 2024

Job context

The Children and Young People's Mental Health Transformation Programme Manager will be part of an integrated multi-agency transformation team, led by the Children and Young People's Consultant in Public Health. The postholder will operate under the direction of the Head of the Children and Young People's Transformation Programme, working alongside system colleagues, to support the innovative design and delivery of Children and Young People's Mental Health Transformation in North Yorkshire. The postholder will be responsible for delivering the assigned transformational change projects and take operational responsibility for delivering the programme within the set timescale (12 months).

The role was developed in response to a system wide Summit for Children and Young People's (CYP) Mental Health (MH), which made a commitment to develop an ambitious, needs-led, system-wide approach to CYP MH. This includes moving the focus to meeting needs, not diagnosis and embracing opportunities for non-medical models of intervention alongside more traditional models of support, all embedded within the iThrive framework.

This will require the postholder to look differently at the current system of services and help develop innovative and creative solutions, harnessing effective cross-sector working with shared responsibility, accountability and mutual respect.

The role is jointly funded by North Yorkshire Council, Humber and North Yorkshire ICS and Tees Esk and Wear Valley (TEWV) NHS Foundation Trust.

The postholder may be employed by NYC directly, or seconded from the NHS, to retain any employment benefits they may have from previous service in the NHS or Local Authority.

This role is subject to an enhanced Disclosure and Barring Service (DBS) check.

Job Purpose:

The Children and Young People's Mental Health Transformation Programme Manager will be part of an integrated multi-agency transformation team, led by the Children and Young People's Consultant in Public Health. The postholder will operate under the direction of the Head of the Children and Young People's Transformation Programme. They will work alongside system colleagues, to support the innovative design and delivery of Children and Young People's Mental

Health Transformation in North Yorkshire. The postholder will be responsible for delivering the assigned transformational change projects and take operational responsibility for delivering the programme within the set timescale (12 months).

This will require the postholder to look differently at the current system of services and help develop innovative and creative solutions, harnessing effective cross-sector working with shared responsibility, accountability and mutual respect. This includes moving the focus to meeting needs, not diagnosis, and embracing opportunities for non-medical models of intervention alongside more traditional models of support, all embedded within the iThrive framework.

Operational management (Key responsibilities):	• Work with the Head of the CYP Transformation Programme and CYP Consultant in Public Health to provide innovative workstreams for the Children and Young People's Mental Health Transformation Team in North Yorkshire. • Drive forward the Children and Young People's Mental Health Transformation Programme ensuring it is innovative, solution focused, well organised, delivered on time and achieves desired outcomes of meeting the needs of the population within the limitations of the financial framework. • Progress the agreed outcome of the CYP MH Summit and the recommendations from the scoping report for CYP MH in NY which include (but are not limited to): needs led approach, system wide change, non-medical model, provision for complex CYP, work at local level, jointly agreed outcomes, increased capacity, engage the VCSE, ambitious solutions. • Ensure the principles of participation and co-production are embedded with all work to ensure children, young people and families are at the heart of the transformation. • Ensure that the programme is delivered utilising change management theory, ensuring the ability to deliver and implement change rapidly and effectively. • Create a culture of open and honest working that supports escalation and resolution of risks and issues and encourages shared learning. • Manage effective programme and portfolio reporting processes including escalation and respond to changing project priorities in numerous complex programmes by providing clear and effective options for mitigation and action plans. • Network and benchmarking to adopt national and regional innovative best practices within new service developments. • Analyse and interpret any potential risks in order to select the most appropriate methodology and resources to implement projects and undertake service reviews. • Source and collate a range of national and local quantitative and qualitative data, evidence, guidance, policies and information to assist with the development of solutions and recommendations based upon sound and robust facts.
Resource management (Core functions):	• The Children and Young People's Mental Health Transformation Programme Manager will be part of an integrated transformation team, alongside system colleagues, to support the innovative design and delivery of Children and Young People's Mental Health Transformation in North Yorkshire. • The Programme Manager will be expected to work closely with the Programme Lead to: • Provide guidance, support and challenge to the transformation work programme for CYP MH. • Ensure that any new systems or processes put in place result in improved experiences and easier access to support in a timely manner for CYP and their families.

	• Ensure service transformation fits in with and complements other parts of the system. • Provide advice and guidance on service transformation and promote the work. This includes attending meetings where there may be resistance to change and involves highly developed interpersonal and communication skills. • Use service transformation skills and expertise to develop action plans and timescales to ensure change processes do not affect performance standards. • Initiate process developments for service transformation programmes and develop local documentation and user manuals/pathway guidance to support this. • Develop a plan for ongoing evaluation of the transformation work that will be sustainable once the initial system design work is complete. • Identify, investigate and resolve any problems that occur and liaise with all those involved to resolve issues. • Analyse transformation information and data and present this in a format that is understandable for all readers. • The postholder will work at pace and will prioritise and re-prioritise tasks as appropriate to manage conflicting tasks and changing timelines. • Develop plans, seize opportunities and mitigate threats to deliver the strategic objectives. • Propose changes to the transformation team function making recommendations for improvements in both effectiveness and efficiency. **Finance/resources** • Alongside the MH Transformation Programme Lead, be directly responsible for any delegated budgets associated with the management of the transformation programme. • Constantly strive for value for money and greater efficiency. **Human resources/workforce** • Forge positive working relationships, in order to support an effective matrix approach to achieve the transformation programmes' objectives. • Foster close working relationships across relevant organisations.

Partnerships (Key relationships):	• Proactively engage and work collaboratively with teams and colleagues at a senior and operational level across the complex system of services for children, young people and their families. This requires using highly developed interpersonal and communication skills.
	• Establish key relationships at a strategic and operational level with a range of partners across the system, including, but not limited to:
	  ○ North Yorkshire Council and neighbouring Local Authorities
	  ○ NHS Humber and North Yorkshire ICS and neighbouring ICS teams
	  ○ Local NHS Trusts and other healthcare providers including Tees, Esk, Wear Valley (TEWV), Compass Phoenix, Harrogate and District NHS Foundation Trust (HDFT), Bradford District Care NHS Foundation Trust (BDCT)
	  ○ Clinicians across primary, secondary and tertiary care
	  ○ Partners agencies including but not limited to: Social Care, Police and other criminal justice agencies, Education, Parent-Carer Forums, and the Voluntary, Community and Social Enterprise (VCSE) Sector
	  ○ Children and young people, their parents/carers or family
	  ○ Primary Care and Local Care Partnerships

Strategic management (Management and leadership responsibilities, Planning and organisation):	Working closely with the Lead Manager for MH Transformation and the CYP Consultant in Public Health, the postholder will: • Work alongside system colleagues to support the innovative design and delivery of Children and Young People's Mental Health Transformation in North Yorkshire. • Provide challenge and support to the CYP Transformation workstream and support the development of innovative solutions that will deliver expected outcomes. • Manage the governance and approval processes to ensure oversight and control of the transformation programme across partner organisations. • Support the team to manage risks and address any shortfalls in delivery, removing barriers to transformation, escalating for resolution as required. • Identify cross-cutting barriers and enablers between other programmes of work and bring recommendations for joint work to senior leadership teams. • Manage the processes that mitigate the risk of silo working between projects, objectively reviewing how projects can work together as a coherent solution identifying synergies, risks, duplication and interdependencies. • Create a work environment that is marked by pride, enthusiasm, innovation and collaboration. • Work with the CYP Consultant in Public Health, the Transformation Programme Lead and partners to develop and implement general policy and service development. • Ensure stakeholder representation is engaged throughout the cycle. • Drive process efficiency in the continuous development of the end-to-end cycle and its associated performance metrics. • Take responsibility for linking people, resource and strategy to organisational plans both short and long term. • Maintain a good knowledge of emerging policies from government departments.
Communications (Reporting processes):	• Support the leadership of the transformation programme management function, implementing a rigorous and disciplined approach to the way we identify, report and ensure progress with projects. • Work in partnership with communication and engagement colleagues to deliver a co-ordinated approach to communication and engagement supported by consistent and relevant support materials. • Lead workshops with multi-agency partners to ensure all partners are involved in the transformational change programme. • Ensure delivery in accordance with accepted change and project management principles, using highly developed specialist knowledge across a range of good practice techniques, tools and structured management approaches underpinned by theory and experience. • Capture and document the full extent of the work programme and provide support in planning and delivering transformation. • Prioritise projects within the resources available. • Identify, analyse, track and challenge expected benefits and impact on outcomes. • Report progress in a clear and concise fashion, through personal representation at senior management forums and by written reports to appropriate boards and committees. This may involve the provision and reception of highly complex, sensitive and contentious information; gaining agreement or co-operation required and working with staff at all levels. • Proactively manage stakeholders and respond to and resolve conflict between stakeholders when this arises through facilitation or other appropriate mechanisms.

	• Develop detailed implementation plans to ensure the delivery of the agreed transformation programme. Undertake project reviews and ensure learning is disseminated and informs future projects. • Undertake audits to monitor/review service transformation and effectiveness, documenting evidence of compliance with agreed milestones and timescales. Support and implement recommendations of programme and project reviews, including internal audit and any advice or feedback. • Review plans which may contain complex facts or situations and analyse and interpret these. • Provide evaluations across a range of complex project issues. • Use ways of working and persuasion to motivate and influence other senior managers to realign their practice where necessary. • There is potential that project areas may come under political or public scrutiny during implementation and beyond delivery. The postholder will be required to maintain an awareness of this and discuss the implications with the CYP Consultant in Public Health and the MH Transformation Programme Lead to work collaboratively to respond to any challenge.
Systems and information (Planning and organisation, Information management):	• Implement and comply with agreed project management processes for reporting and escalation and respond to changing project priorities in numerous complex programmes byproviding clear and effective options for mitigation and action plans. • Develop, implement and monitor action plans and provide mitigation and recovery plans and recommendations for the workstream to approve a decision. • Present to relevant Boards and senior managers the importance of the transformation initiative. • Work with analytics teams to ensure that transformation outcomes, baselines and reporting mechanisms are in place to support programme tracing and delivery. • Work with relevant partners around the operation and maintenance of information systems, adapting systems where necessary to suit changing information needs. • Effectively use information systems to develop and manage programme management recording and reporting. • Work with partners to develop processes and staff behaviours for appropriate information sharing.
Safeguarding:	• Under section 11 of the Children Act 2004 all staff must ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children(**Working Together to Safeguard Children, HM Gov. 2018**). • All staff need to ensure, as part of their work with children and families and with adults who are parents or carers who are experiencing personal problems, that the needs of the childrenare considered and that where necessary they are assessed, and appropriate referrals are made. Staff need to be aware of the relevant parts of **What To Do If You're Worried A Child Is Being Abused (DFE 2018)** https://www.gov.uk/government/publications/what-to-do-if-youre-worried-a-child-is-being-abused--2 • It is incumbent on all staff to ensure that they undertake safeguarding children training as per the host organisation's training guidance. • Under sections 42 to 47 of the Care Act (2014) chapter 14 of the statutory guidance states: *Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It isabout people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefsin deciding on any action.* *Professionals should work with the adult to establish what being safe means to them*

	and how that can be best achieved. • All staff must comply with mandatory training requirements and ensure that adult safeguarding is embedded as an essential part of their daily practice. Safeguarding is everyone's business and staff within the organisation have a particular responsibility to ensure all safeguarding concerns are responded to effectively and efficiently in accordance with the local Safeguarding Adults Board Policy and Procedure. http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted
Standard paragraphs:	• It is the responsibility of each member of staff to maintain confidentiality at all times. • Staff must be aware of and adhere to the provisions of the Health and Safety at Work Act and to ensure their own safety and the safety of colleagues and patients. • Mandatory training requirements that are relevant to the post will be determined during IPM meetings. • Staff should be aware of their individual responsibilities outlined in our Values and Behaviours • This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the post. It may be subject to change in the light of developing organisational and service needs and wherever possible change will follow consultation with the postholder.

Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Extensive knowledge and expertise across a number of subject areas e.g., a combination of some of the following areas: CYP mental health services, social care, education, NHS structures and processes, Local Authority structures and processes. • Significant experience of working in children's mental health in a management role in a complex organisation such as the NHS or Local Authority. • Demonstrable NHS or public sector experience in at manager role. • Evidence of working effectively with a range of stakeholders and organisations at a senior level. • Experience of developing strategies, policies and procedures linked to project work. • Experience of promoting and awareness raising of issues to make the case for projects to staff and other stakeholders. • Evidence of managing complex projects and delivering to timescales in complex and challenging environments. • Experience of influencing staff and promoting a culture of development, where staff may be in other parts of the organisation or external to it. • Management and development of complex strategies and policies in a diverse role. • Significant experience of successfully operating in a politically sensitive environment. • Experience of managing risks and reporting. • Experience of drafting briefing papers and correspondence at a senior management level.	• Knowledge and experience of quality improvement processes and LEAN methodologies. • Experience of monitoring and managing budgets and budget setting with a knowledge of financial processes.

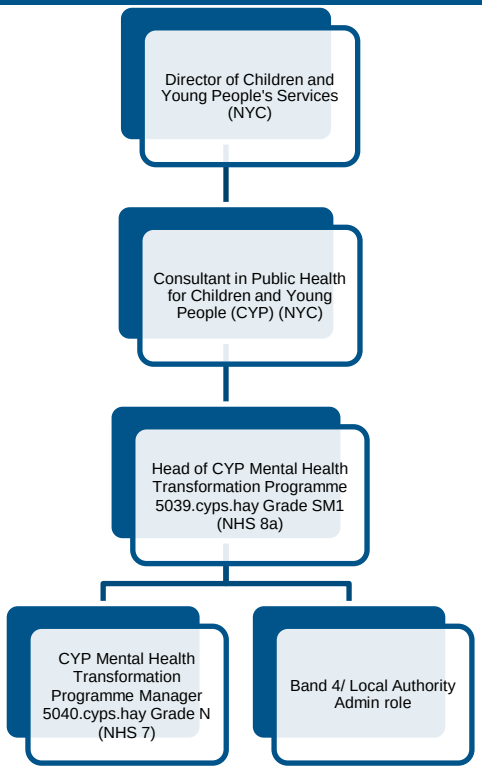
• Experience of business planning processes. • Experience in co-ordinating teams and groups. • Experience of working with and influencing colleagues at all levels, including those in other organisations.	
Occupational Skills • Able to demonstrate delivering projects within timescales. • Ability to manage and deal with sensitive information. • Experience of recording, processing and coordinating data in accordance with organisational and audit/external assessment requirements. • Ability to compile reports and updates using IT packages to monitor, manage and report on progress within project and to present these reports. Good Microsoft Office skills, including Word, Excel and Outlook. • Ability to prepare and produce concise yet insightful communications for dissemination to a broad range of stakeholders, at all levels, as required. • Experience of creating and giving routine/complex formal presentations to large groups, plus presentations and facilitated sessions to a varied group of internal and external stakeholders. • Numerate and able to understand complex financial issues combined with excellent analytical and judgement skills. • Ability to analyse very complex issues where material is conflicting and drawn from multiple sources. • Demonstrated capability to act upon incomplete information using experience to make inferences and decision making. • Experience of setting up and implementing internal processes and procedures. • Demonstrated capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales.	
Behaviours **link**	
Professional Qualifications • Educated to Masters level or equivalent qualifications or equivalent experience. • Evidence of additional personal or professional development, through gaining relevant specialist qualifications.	
Other Requirements • Strong interpersonal and communication skills including the ability to negotiate with senior level colleagues including listening, presentation skills and networking. • The ability to demonstrate diplomacy, tact and be assertive when required. • Ability to work with staff from a variety of organisations from a wide range of backgrounds. • Ability to work on a number of interlinked projects at one time. • Able to manage conflict and overcome barriers to achieving aims through effective influencing. • Able to convey and present information at Board level and to external meetings where the public may be present. • Ability to take minutes, if required. • Ability to manage workstreams across a large geographic area.	

- A team player with a flexible approach to work.
- Ability to concentrate for sustained periods checking documents and analysing information on a frequent basis.
- Ability to travel independently to meet the requirements of the post – there will be a requirement 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:	Principal Social Worker – Children & Families
Grade:	SM1
Responsible to:	Head of Effective Practice and Quality Assurance
Staff managed:	Manages a team of specialist professionals
Directorate:	Children and Young People's Service
Service:	Children & Families
Job family:	**C&S - Care & Support**
Date of issue:	October 2024

Job context

The Children & Families Service provides services which follow specific legislation, including the Children Act 1989 and the Children Act 2004 as well as other Government guidance and policy. We are committed to providing good quality services to support children, young people and their families.
The post holder will operate in an environment of transformational change and innovation, be able to manage change in a time of financial constraints and provide clear leadership and management to enable staff to perform at their best.

As Principal Social Worker for Children and Families, the post holder will be the lead for the development and implementation of quality of practice across the Children & Families Service. The post holder will contribute to the strategic direction for practice development and improvement, embedding our culture, value base and practice framework across the service, ensuring that children, young people and families are at the heart of all we do. They will be part of the Children & Families Senior Management Team in order to bring influence and challenge, highlighting issues to the AD Children and Families and Corporate Director of Children & Young People's Services in terms of strengthening practice as well as areas of concern. To achieve this, you will:

- Set the direction for the development of outstanding practice, promote and develop innovation and practice development across the Children and Families Service
- Lead and contribute to strategies and actions which support us to embed a professional and accountable culture which ensures children and young people are at the centre of our decisions.
- Work closely with the DfE and national workforce reform bodies such as the What Works Centre and the Office of the Chief Social worker for England and Wales around practice development and innovation
- Lead on the development and maintenance of practice standards across the service, ensuring that we continue to drive practice forward, to deliver an outstanding service for children, young people and their families.
- Act as the service lead for consultation and workforce planning, ensuring that we recruit, retain and develop a competent workforce who participate fully in a learning culture.
- Provide expert services and advice and influence operational delivery and strategic planning.
- Play a key role in working with our partners, within the organisation and externally, to ensure we are at the forefront of best practice.
- To provide strong leadership to drive practice development in relation to the use and implementation of Signs of Safety, Systemic Practice and Family Finding approaches across all operational areas of the Children and Families service.
- To act as a 'challenge' and 'change agent' to the system, in the role of 'critical friend' providing quality assurance on social work practice
- To take lead responsibility for the review and development of policies and procedures relating to the delivery of frontline practice
- This role involves spoken communications, so a confident use of English language is required.

Job specifics

- Contribute to the strategic direction for the quality of practice across the service
- Work with colleagues at every level, to ensure we are proactively working to maintain resilience in practice.
- Ensure our Practice Framework for working with children and families, is embedded and makes a real and sustainable difference.
- Lead on workforce consultation, ensuring that we listen and invest in our workforce, developing approaches which include participation in regional workforce planning and development groups. Ensure the future proofing of NYC with regards to social work reforms such as Regional Social Work Teaching Partnerships, reporting key reforms and recommended actions into the Children and Young People's Service Senior Leadership Team.
- Ensure we have effective workforce plans that support a range of pre and post qualifying programmes Including Assessed and Supported Year in Employment (ASYE), Teaching Partnerships and Social Work Apprenticeships, ensuring that we continue to grow competent and confident practitioners.
- Lead on progression strategies which ensure we have a competent and confident social work offer.
- Lead for practice education ensuring that we supply high quality effective placements by working closely with the workforce advisor and higher education providers.
- Lead on the clinical aspects of the learning space process by providing expert advice and guidance through the coaching and mentoring of practitioners, managers and the senior leadership team.
- Take responsibility for research and development across the service, ensuring that legislation, policy and best practice is understood and implemented.
- Work directly with individual practitioners or groups of practitioners (including regional working) to provide specialist advice and development opportunities which promote learning and raises practice standards.
- Play a key role in working with our partners, within the organisation and externally, to ensure we are at the forefront of best practice.
- Represent the Council at regional workforce, sector lead events and associated national events, taking an active role in influencing the direction of travel to complement the needs of the service.
- Design and deliver a range of specialist training to the workforce related to the practice model**,** supervision, best practice training and implementation.
- Undertake Sector led improvement work across England as required as part of Department of Education grant funded programme.
- Single Point of Contact (SPOC) for Social Work England (SWE) dealing with highly sensitive and confidential information about the workforce.

Job Purpose:	**The Principal Social Worker for Children and Families is the strategic lead for developing and improving the quality of practice across the Children & Families Service. This includes leading, influencing and implementing various workforce planning and development activities required to meet social work reforms. The post holder will embed our culture, value base and practice framework, ensuring that children, young people and families are at the heart of all we do and that we continually strive to deliver outstanding practice.**
Operational management:	• To champion delivering outstanding social work and frontline practice, promoting and developing innovation and practice development across North Yorkshire Council • To provide strong leadership to drive practice development in relation to the use and implementation of the Systemic practice and the Signs of Safety approach across all operational areas of the Children and Families service area. • Using a matrix management approach, influence and direct the quality of practice across all teams in the Children & Families service. • To plan, develop and implement new ways of working, including improved integration with other key agencies.

	• To provide professional leadership for high quality social work practice, continuing to engage with professionals, the people who use the services and with other relevant stakeholders. • Develop and maintain standards with appropriate monitoring and review procedures to ensure the provision of high-quality services. • To take responsibility jointly with relevant Senior Managers for the review and development of strategies, policies and procedures relating to the delivery of social work and frontline practice. • To act as a 'challenge' and 'change agent' to the system, in the role of 'critical friend' providing quality assurance on social work practice • To take the lead on the identification of strategic workforce issues across the service area, including workforce planning and development, and training and learning, ensuring the provision of clear priorities to HR & OD colleagues to inform their commissioning activity. • This is a Statutory Post and therefor needs to meet all of the obligations of the statutory requirements
Resource management:	• Management and distribution of grant funding across ASYE, Teaching Partnership and ad hoc training budgets.

Partnerships:	• Develop and maintain good internal and external working relationships with partner organisations and stakeholders around the quality of practice and safeguarding.
	• To represent the service and the organisation through positive contribution in a local, regional and national arena, as required
	• 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 arrangements to: -
	  ○ Ensure there are shared strategies on practice and safeguarding across the partnership and
	  ○ There is an active, well-informed multi-agency quality of practice strategies to challenge and secure standards in all partner agencies.

Strategic management:	• Influence strategic decision making across the organisation, using knowledge and skills to inform wider functions of the organisation beyond the children & Families Service • Contribute to the identification of strategic workforce issues across the service area, including workforce planning and development, and training and learning, ensuring the provision of clear priorities to HR & OD colleagues to inform their commissioning activity. • 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. • Lead and contribute to 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. • 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 such as DFE.
Communications:	• To have responsibility for championing professional social work /care practice and development across the social work/care workforce and all stakeholders to drive service improvement.

	• To effectively communicate across the service with service users, workforce and partners our practice ambitions and plans and ensure they are grounded in feedback and consultation. • To influence and persuade a diverse range of stakeholder's groups in order to build continuous commitment to service development and performance. • Ensure service information is shared with relevant other agencies and key stakeholders in order to ensure access to services is smooth and effective. • Inform and analyse national policy developments and communicate implications to senior and operational managers. • Deliver presentations and facilitate workshops both internally and externally in order to develop effective service delivery and stakeholder relationships
Systems and information:	• Evidence and record decisions and the decision-making process on electronic case management systems in order to demonstrate management oversight. • Comply with Data protection legislation and guidance.
Safeguarding:	• To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

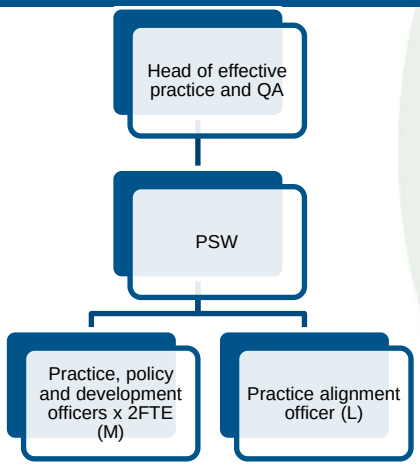
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Extensive knowledge of Children's Social Care statutory frameworks • Extensive knowledge of current philosophy in childcare and frontline practice • Extensive knowledge of evidenced based effective practice relating to interventions for children and families • Extensive knowledge of performance management and improvement models • Knowledge of theories of change models • Significant post qualifying experience within a relevant professional field. • Significant case management experience of cases with complex, professional and ethical issues including child protection, court proceedings, case conferences and other formal processes. • Experience of intra and inter-agency work at senior manager level. • Experience of developing strategic plans based on needs assessment and delivery of required outcomes. • Experience in commissioning services for children, young people and families. • Developing and implementing new ways of delivering services and innovative working practice. • Wide experience of contact with and presenting to Members and senior level staff in partner organisations. • Experience of policy and service planning and development • Experience of delivering against performance indicators in a complex operational environment. • Proven, effective experience of the management of resources in a changing organisational environment, including human and financial resources, including budget planning. • Experience of planning, organising and delivering training / workshops to diverse audiences. • 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	• Knowledge of the theory of Systemic Practice • Knowledge of the Signs of Safety approach • Knowledge Restorative approaches to practice • Knowledge of family seeing • Completing whole Service assessments, reviews and audits

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 interpersonal skills with the ability to build relationships. • Influencing and negotiating 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.	
Professional Qualifications • Fully qualified, accredited social work professional status (CQSW, DipSW, CSS, PQCCA) • Current registration with the relevant professional body (SWE)	• Post qualifying award. • Project Management Qualification
Other Requirements • Ability to travel across the County. • Ability to attend meetings outside of normal business hours. • Enhanced DBS check required	
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:	Placement & Fostering Manager
Grade:	SM1
Responsible to:	Head of Children and Young People's Resources
Staff managed:	Manages a group of managers
Directorate:	Children and Young People's Services
Service:	Children and Families
Job family:	**SM - Senior Management**
Date of issue:	March 2024

Job context

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

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

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

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

	• **provide leadership to staff to enable effective and high-quality provision of services.** • **Lead on performance and service improvement including the reporting of this against local and national timescales.** • **Additionally, the post will be the portfolio lead for ensuring effective use and on-going development of electronic case management system (LCS) so as to evidence required standards, performance, and outcomes.** • **The postholder will also take a lead role for the entire Children and Families Service for driving forward workforce development.**
Operational Management:	• Ensure delivery of the functional service area in accordance with current legislative requirements, all relevant policies, and procedures and to agreed performance targets. • Ensure key professional decisions are made according to the highest standards, using an evidence base and that they stand up to scrutiny. Provide appropriate challenge to the decisions of other managers. • Oversee transition points to other areas of the service to ensure the different service areas work in a joined-up way. • Undertake performance management, quality assurance and ensure value for money in services delivered by the service and acts on inadequate performance as appropriate. • Set and deliver on high service standards, as defined by fostering national standards and the Ofsted inspection framework. • Make decisions regarding the placement of children and young people ensuring appropriateness for addressing needs and risk and value for money so as to safeguard significant resources associated with child placements. • Improve timelines of performance across key areas. • Operational service delivery across Performance, Standards & Commissioning • Make decisions independently when dealing with operational management and performance. • Plan and organise staff and resources on behalf on the Head of Effective Practice, when appropriate to do so
Resource management:	• Contribute to the wider management of the Children and Families Service resources, through robust financial management of placements and fostering service budgets within agreed procedures and adhering to expenditure targets. • Contribute to the development of annual budget estimates ensuring realisation of efficiency targets whilst maximising delivery outcomes. • Ensure that the commissioning and procurement framework is adhered. • Take overall responsibility for the workload and deployment of staff working within the Fostering Service • Lead responsibility on the effective use and on-going development of LCS (electronic case management system) so as to evidence required standards, performance, and outcomes. • Provide leadership, guidance, and management both to staff within the Fostering Service but also Children's and Young Peoples Resources to ensure delivery of high quality, effective services to children, families, and carers that respect and are responsive to their needs. • Promote high levels of motivation and commitment to the delivery of strategic and operational plans and performance.

	• Enable staff to respond productively to transformational change by developing a change culture and highlighting benefits realisation. • Promote high levels of motivation and commitment to the delivery of strategic and operational plans and performance. • Lead on HR processes and line management including recruitment, monitoring, supervision / appraisal and disciplining of staff, as necessary. Lead on workforce development for the Children and Families Service area
Partnerships:	• Develop and maintain good internal and external working relationships with partner organisations and stakeholders around safeguarding and LAC. • Support other agencies in understanding and complying with their responsibilities regarding safeguarding and LAC. • Reflect and promote the values and skills needed for good inter-agency working with statutory bodies, the third and private sectors. • Contribute to the leadership and delivery of effective integration across the Children and Young People's service (CYPS) • Ensure that the strategic vision and priorities of the Children and Young People's Plan (CYPP) are delivered collaboratively and that they have a high impact on outcomes. • Ensure service information is shared with relevant other agencies and key stakeholders in order to ensure access to services is smooth and effective.
Strategic management:	• Assisting and supporting senior managers/ colleagues with the collation of data in order to identify and set performance measures / indicators. • Ensure that all performance reporting is timely and accurate so as to enable strategic and operational managers to make informed decisions. • Ensure that Strategic plans accurately reflect needs assessments and deliver on priorities in line with performance indicators and required outcomes. • Ensure that Strategic plans are reflected in operational service delivery. • Take lead responsibility for compliance with national performance reporting guidance and frameworks including inspection data for the Fostering Service • Ensure that operational delivery plans are effectively monitored and tracked with adherence to formal reporting mechanisms so as to ensure delivery within timescale. • Contribute to the effectiveness of improvement activity by undertaking consultation activity around performance to ensure stakeholder views are reflected in performance improvement activity. • Support the Head of Children's Resources in delivering transformational change and innovative solutions to service delivery and development. • Develop new projects, programmes and working practices which attract external funding and maximise benefits to children, young people, families, and communities. • Maintain an evaluation framework for evidencing the outcomes of services delivered. • Complete service assessments as requested by senior managers, regional or national bodies for example inspection self- assessments. • Deliver strategic plans and contribute to local and regional partnership plans. • Develop strategies, policy, and procedures for delivery across placement, fostering and permanence and other areas as appropriate. • Ensure stakeholders and providers are consulted on strategic priorities and mutual benefits are recognised and where relevant, realised. • Participate in an annual needs assessment which will form the basis of strategic plans. • Contribute to the delivery of strategic plans across the Children and Families Service • Contribute to the development of the service's business plan and contribute to the wider annual planning process in line with key performance objectives, priorities, and quality assurance principles. • Take lead responsibility for planning, implementing, and evaluating a number of service development and quality improvement initiatives

Communications:	• To diverse stakeholder groups internal and external to influence and persuade in order to build continuous commitment to service development and performance. • Preparation and delivery of specialist reports which analyse, evaluate service delivery and performance, as well as making recommendations for change. • To various funding groups so as to maximise income generation. • Of aims, objectives and vision to employees, internal and external stakeholders to create dependencies to ensure on going service and performance improvement. • Inform and analyse national policy developments and communicate implications to senior and operational managers. • Promote the work of the Children and Families Service across local, regional, and national forums, including media outlets, so as to ensure the development of public confidence in the service. • Deliver presentations and facilitate workshops both internally and externally in order to develop effective service delivery and stakeholder relationships. • Undertake complex and contentious negotiations with partners and commissioned services in order to ensure delivery of required outcomes and benefits. • Influence others both internally and externally to adopt policies and courses of action to gain buy-in to changes and improvements in order to achieve required outcomes.
Systems and information:	• Evidence and record decisions and the decision making process on electronic case management systems in order to demonstrate management oversight. • To comply with the Council's policies and supporting documentation in relation to Data Protection, Information Security and Confidentiality.
Safeguarding:	• Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with. • Act as the senior professional on children's safeguarding issues for North Yorkshire Council and the CYPS. • Assist the Director and Assistant Director (C&F) in promoting the wellbeing of children and young people and ensuring a joint focus on safeguarding. • Ensure that quality research and evidence are used to develop practice in all safeguarding services in CYPS. • Work closely and in partnership with senior managers across the Children's Trust and CYPS to ensure joint ownership of safeguarding strategies and well-aligned use of resources. • Ensure that children and young people's views are heard on safeguarding issues, are acted on and can be shown to make a difference.

Person specification:	
Essential	**Desirable**
Knowledge and Experience • Extensive knowledge of Children's Social Care statutory frameworks • Extensive knowledge and fundamental understanding of current research and good practice standards in relation to children & families and fostering at a local and national level. • Extensive knowledge of the legal framework for working with children & families, looked after children, fostering legislation and guidance. • Awareness of current national developments for children and families • Performance management and improvement models • Extensive knowledge of the OFSTED inspection frameworks for fostering • Knowledge of principles and models of Quality Assurance. • Project Management methodologies. • Service Commissioning frameworks.	• Experience of managing access to residential provision • Experience of leading a transformational change initiative. • Experience of responding to media enquiries. • Completing whole Service assessments and reviews.

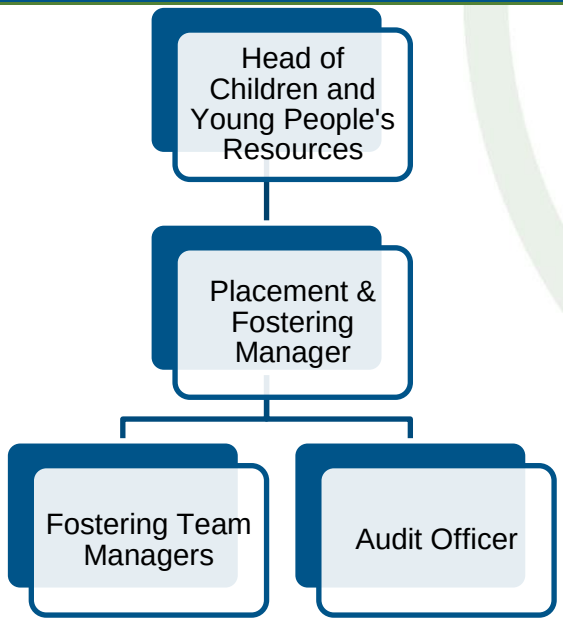
• Substantial experience of intra and inter-agency work at senior manager / leadership level. Able to demonstrate examples of making a practical difference. • Experience of developing strategic plans based on needs assessment and delivery of required outcomes. • Experience in commissioning services for children, young people**,** and families. • Developing and implementing new ways of delivering services and innovative working practice. • Experience of implementing and maintaining quality assurance systems across complex services • Managing, maintaining**,** and developing practice around complex, service wide case level databases. • Experience of successful bid writing to a range of funding bodies. • Participating in consultation and participation activity. • Wide experience of contact with and presenting to Members and Director level staff and senior managers in partner organisations. • Experience of managing and delivering against performance indicators in a complex operational environment. • At least two years' experience relevant to fostering within the last five years (in accordance with the Fostering Services: National Minimum Standards, 2011) • Proven, effective and substantial experience of the management of resources in a changing organisational environment, including human and financial resources, including budget planning, expenditure control, and identifying savings. • Experience of planning, organising**,** and delivering training / workshops to diverse audiences. • At least one years' experience supervising and managing professional staff (in accordance with the Fostering Services: National Minimum Standards, 2011) • Experience of successfully planning for and contributing to OFSTED inspection processes • Experience of electronic case management system and the management and development of systems.	• Utilising a project management approach.
Occupational Skills • Ability to manage and lead change and to support services during periods of change and development, minimising the impact on staff morale and maximising the positive outcome**.** • Ability to monitor and evaluate services and practices to ensure agreed standards are maintained and intervene constructively where necessary**.** • Excellent communication skills, verbal & written, including the ability to use different methods according to service users' and professionals' differing needs. • Good negotiation and report writing skills. • Good political skills and ability to operate effectively and promote services for children and young people in a political environment**.** • Ability to plan, develop and implement new ways of working, including integration with other key agencies. • Leadership skills and the ability to promote and gain commitment to the organisation's policy and objectives**.** • Strategic planning and decision making • Excellent level of IT literacy, sufficient to manipulate and create documents and spread sheets and databases to interrogate and analyse data for measuring performance**.**	• Formal project management training • Formal training/ learning in quality assurance models and processes

• Ability to use data to analyse service performance**.**	
Behaviours • **link**	
Professional Qualifications • Fully qualified, accredited social work professional status (CQSW, DipSW, CSS, PQCCA) • Current registration with HCPC • Degree level qualification in relevant area (required dependent on type of social work qualification) • A qualification in management at least at level 4, in accordance with the Fostering Services: National Minimum Standards, 2011 (appointees who do not have the management qualification, must be willing to enrol on a management training course within six months, and obtain a relevant management qualification within three years, of their appointment.	• A project management qualification • Formal quality assurance / auditing qualification.
Other Requirements • Ability to meet the travel needs of the post. • Availability to work as necessary outside office hours**.**	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

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

Job context

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

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

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

Job Specifics

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

- Co-ordinate the delivery of LADO Services ensuring effective and efficient arrangements are in place to case manage the investigation of allegations of harm to children against people who work with children and young people, providing advice, support and challenge to senior managers both within the Local Authority, Local Safeguarding Children Partnership partners and external organisations.
- Provide strategic and operational direction, line management, support and supervision to the LADO team ensuring that timely and effective plans manage and co-ordinate the investigation of allegations against staff and volunteers working with children and young people.
- Ensure that cases are managed in line with statutory guidance and North Yorkshire Safeguarding Children Partnership (NYSCP) procedures, ensuring both that children and young people are safeguarded and staff and/or volunteers are managed fairly.
- Provide specialist advice and support to teams, managers, partners and other organisations, in relation to the delivery of LADO Services and case specific investigations, escalating concerns where relevant.

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

Job Purpose:	**The core focus of this job is to give operational direction to staff. Arranging/delivering services within budget. Planning and reviewing services. Promoting multi-agency liaison and integration. Contributing to the planning and development of new services and market development. Co-ordinating arrangements locally for customers. Monitoring, reviewing and implementing changes.**
Operational management:	• To act as lead officer in the area of specialism and provide leadership and direction to a team of staff. This includes providing specialist advice to internal staff and partners in relation to information sharing, HR policies related to LADO and procedures and specific regulatory requirements for professionals working with children, including those from social care, law enforcement, education, health as well as other HCPC regulated and wider children's workforce. • To work collaboratively and provide specialist knowledge to Senior Manager leads in NYC and in key partner organisations in issues related to LADO including fitness to practice, complaints and allegations. • To ensure the assessment and delivery of the service to meet organisational objectives. • Identify, develop and implement innovative and best practice. • Ensure key professional decisions are made according with the highest standards, using an evidence base that will stand up to scrutiny. Provide appropriate challenge to the decisions of other managers and partners. • To attend or chair planning or review meetings and promote multi-agency work. • Provision of safeguarding and partnership support and advice to NYC leads and managers as well as wider partners. • Support senior managers by contributing to the service plan and contributing to the NYC CYPS Management Team by providing direction on the production, delivery, monitoring and review of the plan. • To provide specialist advice in respect of service management issues to the public, other agencies and other services of the Council as required. • To lead service improvement projects.

	• Embed a culture of performance management across the service through the development and operation of appropriate monitoring systems and processes focussed on customer outcomes and delivery of key objectives.
Resource management:	• To take responsibility for the performance of the team and manage the overall work of the team, taking responsibility for decision making of escalated issues, professional judgements and delegation as appropriate. • To ensure staff in the team are clear about what is expected of them, are kept informed about their performance and enabled to develop the necessary skills and knowledge through supervision, appraisal and development opportunities. • Manage budgets as delegated ensuring that expenditure is kept within existing allocations, advising line manager of additional resource requirements and assist with the preparation of an annual budget.
Partnerships:	• To promote inter agency working, planning and developing services with other agencies. • Record, summarise, share and feedback information to ensure all partners are appropriately informed. • Work in a team context forging and sustaining relationships across agencies and respecting the contribution of others working with customers.
Strategic management:	• To contribute to the development of a business plan for the service area to meet the needs of the population served, in line with key performance objectives, priorities and quality assurance principles. • To contribute to Corporate Directorate and cross Directorate strategic developments through actively promoting and developing the Service's contribution to both Council and Directorate level priorities and objectives as set out in the Corporate Plan and Service Plan. • To provide direction on the production, monitoring and review of the procedures and policies for the service. • To ensure the Council's role in external agencies is delivered. To work with other local authorities and major organisations to achieve this and represent the Council on strategic level forums, groups and meetings. • Ability to work effectively across the NYSCP multi-agency arrangements, understanding the strategic objectives of multi-agency partners. • Provide specialist advice and training around safer recruitment and managing allegations to key agencies including military, health, law enforcement, education and the wider children's workforce. • Work with national leads in LADO to influence national and regional best practice in relation to LADO and safer recruitment. • To contribute to NYSCP audits/reviews/local safeguarding children practice reviews where required.
Communications:	• To analyse and summarise data and information for other audiences (e.g., Senior Managers) including guidance and regulations produced by Government and other National Bodies on the safeguarding of children and young people, managing allegations and safer recruitment. • Preparation and delivery of specialist reports which analyse and evaluate LADO partnership delivery and performance, as well as making recommendations for change. • Establish respectful, trusting relationships with customers. • Develop and use effective communication systems appropriate to the audience. • Negotiate effectively with external agencies to ensure best value for the Council. • Liaise with internal colleagues and external organisations to deliver and procure services as required.

	• To provide operational advice and consultation to a range of other professionals in relation to safeguarding children, including the management of allegations. • To provide clear leadership to the team of staff to ensure unambiguous direction and performance management.
Systems and information:	• To provide relevant data for inclusion in national and regional statistical information, making good use of available information, appraise content and assess what else might be needed. • In conjunction with other service areas, develop initiatives and proposals to promote the work of the service. • Prepare and present reports to Committees, Councillors and the public. • Use systems and information as appropriate to quality assure the work of other professional and support staff. • Effectively evidence management oversight of critical decisions and practice. • Ensure service information is available to customers and the general public as appropriate.
Safeguarding:	• To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate. • Fulfil a duty of care to children and young people and promote safer working practice among the professional s working with them. • Comply with, promote and implement national guidance by developing NYSCP, LA, schools and early years safeguarding and child protection policies, procedures and guidance providing key updates to early years managers and school leaders. • Provide support to School Improvement Forums and Early Years Senior Leadership forums. • Support schools and early years settings to meet the requirements of the Education Act 2002 Section 157 and 175 and the Childcare Act 2006 sec. 39 (1) (b) • Support the design of child protection training materials for schools and early years for strategic leaders and Designated Senior Child Protection staff

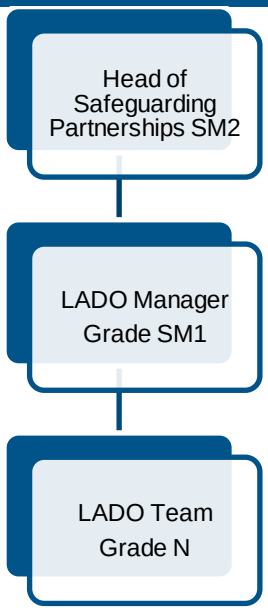
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Considerable knowledge and experience of current research and good practice standards in relation to safeguarding children at a local and national level. • Significant knowledge of the legal framework for safeguarding children and managing allegations against staff in line with Working Together 2018 and Keeping Children Safe in Education 2023. • Significant knowledge and experience of managing allegations and / or complaints against members of staff. • Knowledge of HR policies and procedures including fitness to practice, disciplinary and safer recruitment. • Awareness of current national developments for safeguarding children • Performance management and improvement models. • In-depth Knowledge of equality and diversity legislation / policy / guidance • Knowledge of principles and models of Quality Assurance. • Understanding of Management Information Systems and performance indicators • Extensive case management/investigation experience of cases with complex, professional and ethical issues including safeguarding children and managing	• Organisational context of Service and relevant Support Services. • Delivery of training • Experience of delivering quality assurance • Working with schools and early years settings • Design and delivery of training • Developing policies and procedures • Responding to media enquiries

allegations against staff in line with Working Together and Keeping Children Safe in Education and other relevant arrangements. • Substantial experience as a manager in a relevant professional field. • Experience of service and strategic planning • Experience of chairing complex meetings • Experience of implementing / delivering against a performance management and quality assurance framework. • Proven and effective experience of the management of resources in a changing organisational environment, including financial resources.	
Occupational Skills • Ability to manage, supervise and support a team of staff and provide leadership to drive performance during periods of service change and development • Ability to identify systems change and challenge and influence across partnership arrangements. • Ability to monitor services and practices to ensure agreed standards are maintained and intervene constructively where necessary • Excellent communication skills, verbal and written, including the ability to use different methods according to service users' and professionals' differing needs. • Competent in word processing, manipulating spreadsheets, data inputting, accessing and interpreting information from databases and electronic communication. • Competent level of familiarity with ICT equipment & systems including Liquid Logic or equivalent. • Excellent organisation skills and the ability to organise and prioritise own workload. • Ability to plan and develop new ways of working, including integration with other key agencies. • Ability to chair complex multi-agency meetings • Ability to rapidly analyse and summarise information • Negotiation skills and ability to problem solve	
Behaviours **link**	
Professional Qualifications • Diploma in Social Work or professional equivalent • Knowledge of HR processes and employment law	• Relevant post qualification training and experience • A management qualification
Other Requirements • Ability to travel and work across the North Yorkshire area • Ability to attend/Chair meetings outside of normal business hours and meet service need	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Lead for SEND Assessment (Quality, Performance and Practice)
Grade:	SM1
Responsible to:	Head of SEND and Resources
Staff managed:	Manages a team of specialist professionals
Directorate:	Children and Young People's Service
Service:	Inclusion
Date of issue:	February 2026

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. An Ofsted framework was introduced to monitor the performance of local areas in terms of SEND and compliance with the requirements of the Code of Practice.
- The strategic direction for the development of SEND in NY is underpinned by the Local Area SEND Startegy which includes developments to strengthen collaboration and decision making at locality level, the creation of local multi-disciplinary SEND teams together with the reshaping of the continuum of educational provision for 0–25-year-olds with SEND.

Job purpose	• **The postholder will be responsible for maintaining collaborative approaches across all stakeholders and ensure a strong culture of inclusion and resilience in meeting the needs of children and young people with additional needs.** • **Be responsible for compliance, performance and quality of practice in terms of the SEND Assessment Team ensuring robust plans are in place for further development** • **Maintain and further develop robust case management systems and supervision arrangements that underpins service performance and development of casework practice**
Operational Management:	• Professional supervision and management of SEND caseworkers and managers in locality based teams ensuring compliance with legislation and the code of practice. • Ensure efficient practices for effective and compliant decision making regards assessment, Education, Health and Care Plans and placements for SEND. • Ensure the practice adopted across the service is person centred in order to meet the needs of children and young people with SEND. • Ensure effective systems are in place to support the transition of young people into adult services. • Contribution to the quality assurance monitoring of commissioned provision across the locality and countywide in relation to specific area of SEND responsibility. • Ensure effective collaboration with key stakeholders to build capacity and maximise outcomes for children and young people. • Lead responsibility for quality assurance of the statutory assessment process and quality of decision making and Education, Health and Care plans.

	• Significant contribution to transformational change in provision and services in the locality managing relationships, culture, and people across agencies. • Ensure regular audit of services take place and that services are compliant with recognised good practice, guidance, regulations, legislation including Ofsted frameworks. • Significant contribution to self-assessment to highlight required improvements in delivery at local level. • Case management of SENDIST appeals ensuring evidence is collected and available in line with legal timescales and supporting and advising colleagues across Inclusion in producing that evidence. • Facilitation of SENCo networks
Resource management:	• Provide clear oversight, management control of financial resources at locality-based level. • Contribute to the effective monitoring and evaluation of commissioned provision on an annual basis. • Work closely with senior leaders to deploy local SEND commissioning budgets to address priorities for improved performance. • Ensure a robust system for consistent decision-making regarding placements, allocation of top up and exceptional funding. • Be responsible for the strategic oversight of assigned budgets, complex staffing within the specialism area, ensuring resources are deployed effectively. • To manage the recruitment, monitoring, appraisal and performance management of all staff within the service • To ensure that all staff receive regular effective, reflective supervision and appraisals. • Significant contribution to the training and induction plan for the SEND specialist team, SENCos, governors to ensure confidence in SEND and Inclusion. • Work with Head of SEND and Resources to maintain an understanding of the sufficiency of provision and ensure systems are in place to identify risks at an early stage. • To ensure support is in place that promotes staff well being . • Forward plan to ensure resources are effectively managed and risks identified early. • Support auditors with their work and provide them with the necessary information.
Partnerships:	• Lead on the development of strong collaboration and an agreed ethos and culture in localities engaging all stakeholders in priorities for SEND and Inclusion. • Develop and maintain multi-agency networks, ensuring they keep abreast of strategic developments and priorities in other agencies in a regional, national and political context. • Ensure interagency collaboration is achieved in order to ensure high aspirations and achievements for children and young people. • Work closely with parents/carers, children and young people to maximise opportunities for co –production in the transformation of services. • Drive the development of a cohesive training plan equipping staff with the knowledge and resources needed to fulfil their roles.
Strategic management:	• Ensure strong oversight of the high needs budget at locality level, working collaboratively with schools and settings to take corrective action as necessary to minimise deficit budgets and to ensure that funding is used effectively to improve outcomes for children and young people. • Provide strategic support to SENCOs within schools including of professional development needs and the delivery of all phase SENCo networks. • Ensure professional development needs of education settings and other professionals in the area are identified and appropriate support provided that ensures processes, systems and practice are effective • Contribute to the development of a county wide workforce development framework for SEND and Inclusion.

	• Work with schools and services to embed consistent inclusive practices and the early identification and intervention of children and young people with additional needs. • Provide appropriate support, challenge and escalation to schools • Embed quality assurance of the statutory assessment process, quality of decision making and Education, Health and Care plans. • Take responsibility for oversight of KPIs in relation to SEND assessment performance and take corrective action where necessary • To support the creation and development of links with local communities. • Provide senior manager representation and insight at appropriate meetings. • Actively seek opportunities for transformation of services and provision to meet needs of children and young people and ensure cost effectiveness. • Contribute to full compliance with the standards and regulations through analysis of inspections and the development of strategic plans to deliver responsive service change. • Develop strategic plans for SEND ensuring it reflects inspection recommendations, local need and the Children and Young People's plan. • Create and maintain effective networks with senior professionals across agencies to promote effective working practice and strategic planning. • Develop and maintain an effective communication strategy in order to report on service delivery. • Develop services to ensure they maintain relevance in a changing political context.
Communications:	• Significant contribution to the communication strategy at both local and countywide level to ensure stakeholders are fully informed of performance and priorities for SEND and Inclusion. • Establish strong working relationships and communication with managers of local multi-disciplinary teams across SEND and social care. • Establish high profile and presence as the lead officer for SEND assessment performance, providing support and challenge as appropriate. • Ensure strong communication framework at locality level for parents/carers and children and young people to ensure feedback influences practice and development of services and provision. • In collaboration with the Head of SEND and Resources, ensure there is an effective flow of information with senior leaders, elected members, health, parents/carers and children and young people. • Effective co-ordinated communication and support to SENCos and equivalents in early years and post 16 settings. • Ensure services establish rapport and respectful, trusting relationships with children, young people, their families and carers. • To ensure there are good communication systems, including that teams are supervised, appraised and effective team meetings/away days take place. • Ensure critical issues, media interest, complex complaints, FOI's and interest from MP's is dealt with in a timely and appropriate manner. • Provide high standards of verbal and written communication across all levels including senior professionals, inspectorates, members, parents and local community forums. • Present information through public speaking at local, regional and national events, ensuring the reputation of the local authority is maintained to a high standard. • Deputise for the Head of SEND and Resources as required
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. • Ensure systems are in place to monitor statutory and local KPIs. • Significant contribution to the embedding of the Digital EHCP across NY.
Safeguarding:	• Be responsible for promoting and safeguarding the welfare of children and young people. • To ensure services are appropriate and sensitive to the needs of children with additional needs. • Maintain oversight of safeguarding practices in settings across the locality. • To ensure issues are reported appropriately using the Local Area Designated Officer to advise and ensure the appropriate inspectorate are kept informed. • Ensure services are safeguarding compliant, making effective use of support services including legal, insurance and HR.

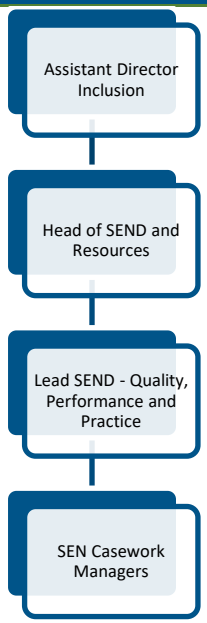
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Knowledge of Legislative framework for SEND. • Significant knowledge of SEND practices and protocols and inclusion in education from a total systems perspective across all partners. • Knowledge of current best practice. • Knowledge of dispute resolution including mediation and tribunal. • Detailed awareness of current national developments in terms of SEND and Inclusion and High Needs funding. • Significant level of knowledge in relation to the identification of children and young people with SEND. • Knowledge of the high needs block budget and funding arrangements for SEND. • Knowledge of performance outcomes for LAs and education settings in terms of SEND and Inclusion. • Knowledge of regulatory frameworks including Ofsted and CQC. • High degree of understanding around the latest research and evidenced based interventions. • Substantial and relevant experience of working with children and young people in education. • Significant experience of identification of children and young people with SEND at SEN Support and EHCPs. • Operational experience within a local authority of the implementation of the statutory assessment pathway. • Delivery of a child and family centred services for SEND. • Significant experience of collaborative and partnership working across a wide of stakeholders including schools, settings, partner organisations, parent and carers and children and young people. • Quality assurance systems to ensure high levels of practice and performance. • In depth experience of people and budget management. • Experience of intra and inter-agency work. • Experience of managing a range of staff. • Experience of effective change management and transformation. • Good understanding of government policy process.	• Knowledge of relevant research. • Experience of responding to media enquiries. • Experience of working with academic research. • Experience of trading and commercialisation. • Experience of providing witness testimony and involvement in SEN Tribunals.

• Experience of analysis of quantitative and qualitative data, report writing and delivery of high-quality presentations to a variety of audiences.	
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 demonstrate effective leadership skills and to motivate teams and partnerships. • Excellent organisation skills and the ability to organise and prioritise the work of the team effectively to agreed national and local standards. • Ability to work at a strategic level to develop, manage and sustain innovative service approaches. • Ability to horizon scan at a national level to predict policy direction and ensure services are planned ahead of policy implementation. • Highly effective communicator able to influence relations with partners. • Strong commitment to Anti Discriminatory Practice. • Considerable understanding of prudent Budget Management within a context of complex budgets. • Good Presentation skills (written and oral). • Proficient IT skills, e.g. email, word etc.	• Experience of working across different aspects of SEND and Inclusion.
Behaviours • link	
Professional Qualifications • Degree level qualification.	• Professional qualification in area of specialism. • Level 5 management qualification or above.
Other Requirements • To be available and prepared to work evenings and weekends if required. • 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:	Lead for SEND and Inclusion (specialist area)
Grade:	SM1
Responsible to:	Head of Inclusion Support or Head of Education Access and Engagement
Staff managed:	Manages a team of specialist professionals
Directorate:	Children and Young People's Services
Service:	Inclusion
Date of issue:	February 2026

Job context

This post will lead and manage a team of specialist professionals across the whole of the county. There will be five posts each with a different specialism-SEMH, Attendance and Engagement, Communication and Autism; Cognition, Learning and Early Years and Hearing and Visual Impairment.

They will be responsible for developing their service and for leading on practice in their specialism across the Council- which will require influencing potentially more senior colleagues in other service areas, and coordinating practice across the directorate.

They will ensure the team are working at the cutting edge of their specialism, planning and delivering CPD for their staff and other service areas, and engaging in ongoing action research to evaluate their work. They will be an expert trainer.

They will support with only the most complex cases, which may include attendance at tribunal as expert witness and developing position statements to support the legal team.

They will be responsible for holding a "virtual school", understanding the needs of children within their specialism and reporting regularly on their progress and impact of their service.

This role includes spoken communications so a confident use of English language is required.

This role is subject to an enhanced Disclosure and Barring Service check.

Job Purpose:	• **Strategic lead across the county and directorate for their identified SEND specialism ensuring robust planning for further development to improve outcomes. This will require drawing services together and ensuring professional consensus.** • **Ensuring any SEND commissioned services eg PRS and TMP are delivered within required standards and provide high quality and cost effective provision for children and young people.** • **Operational and strategic management of a specialist service, ensuring high quality, evidence based services are delivered.**
Operational management:	• The postholder will be responsible for supporting strong collaborative approaches across all stakeholders to transform approaches in inclusions and ensuring a strong culture of inclusion and resilience in meeting the needs of children and young people with additional needs.

	• Strategic lead across the county for the identified SEND specialism ensuring robust planning for further development to improve outcomes. • Ensuring the SEND commissioned services are delivered within required standards and provide high quality and cost effective provision for children and young people, and placements are allocated appropriately. • Professional supervision and management of SEND specialists in locality based multi-disciplinary hubs ensuring up to date and informed practices to support children and young people. • Significant contribution to the quality assurance monitoring of commissioned provision across the locality and countywide in relation to specific area of SEND responsibility. • Develop and maintain sustainable income generation through traded services in area of specialism. • Ensure regular audit of services take place and that services are compliant with national good practice, guidance, regulations, legislation including Ofsted frameworks and teachers standards • Significant contribution to self-assessment to highlight required improvements in delivery at local level.
Resource management:	• To be responsible for the strategic oversight of assigned budgets, complex staffing within the specialism area, ensuring resources are deployed effectively. • To manage the recruitment, monitoring, appraisal and performance management of staff as necessary. • To ensure that all staff receive regular effective, reflective supervision and appraisals. • Significant contribution to the training and induction plan for the SEND specialist team, SENCos, governors and wider partner agencies to ensure confidence in SEND and Inclusion. • To be concerned for staff welfare, offering support, at times of stress, praising work completed and monitoring performance, including sickness absence. • Forward plan to ensure resources are effectively managed and risks identifies early. • To support auditors with their work and provide them with the necessary information.
Partnerships:	• Develop and maintain multi-agency networks within the area of specialism, ensuring they keep abreast of strategic developments and priorities in other agencies in a regional, national and political context. • Ensure interagency collaboration is achieved in order to ensure high aspirations and achievements for children and young people. • Work closely with parents/carers, children and young people to maximise opportunities for co –production in the transformation of services • Drive the development of a cohesive training plan equipping staff with the knowledge and resources needed to fulfil their roles.
Strategic management:	• Responsibility for the analysis of performance of SEND and Inclusion across the locality area and across the county for the area of specialism. • Lead on the implementation of the strategic plan for SEND at locality level and ensure that the provision is kept under ongoing review in accordance with legislative requirements.

	• Provide strategic direction and support to SENCOs within schools including analysis of professional development needs and the delivery of all phase SENCo networks. • Ensure professional development needs of education settings and other professionals in the area are identified together with opportunities for needs to be met. • Contribute to the development of a county wide workforce development framework for SEND and Inclusion. • Work directly with schools to embed consistent inclusive practices and the early identification and intervention of children and young people with additional needs. • Provide appropriate support, challenge and escalation to schools causing concern. • Taking a lead role in establishing team around the school approaches as required. • Provide senior manager representation and insight at appropriate meetings. • Actively seek opportunities for transformation of services and provision to meet needs of children and young people and ensure cost effectiveness. • To contribute to full compliance with the standards and regulations through analysis of inspections and the development of strategic plans to deliver responsive service change. • Develop strategic plans for SEND specialism ensuring it reflects inspection recommendations, local need and the Children and Young Peoples plan. • Create and maintain effective networks with senior professionals across agencies to promote effective working practice and strategic planning. • Develop and maintain an effective communication strategy in order to report on service delivery. • Develop services to ensure they maintain relevance in a changing political context
Communications:	• Significant contribution to the communication strategy at both local and countywide level to ensure stakeholders are fully informed of performance and priorities for SEND and Inclusion. • Establish strong working relationships and communication with managers of local multi-disciplinary teams across SEND and social care. • Establish high profile and presence as the lead officer for SEND and Inclusion performance in the locality providing support and challenge as appropriate. • Ensure strong communication framework at locality level for parents/carers and children and young people to ensure feedback influences practice and development of services and provision. • In collaboration with the Head of Inclusion, ensure there is an effective flow of information with senior leadership, elected members, health, parents/carers and children and young people. • Effective co-ordinated communication and support to SENCos and equivalents in early years and post 16 settings. • Ensure services establish rapport and respectful, trusting relationships with children, young people, their families and carers. • To ensure there are good communication systems, including that teams are supervised, appraised and effective team meetings/away days take place.

	• Ensure critical issues, media interest, complex complaints, FOI's and interest from MP's is dealt with in a timely and appropriate manner. • Provide high standards of verbal and written communication across all levels including senior professionals, inspectorates, members, parents and local community forums. • Present information through public speaking at local, regional and national events, ensuring the reputation of the local authority is maintained to a high standard.
Systems and information:	• To ensure compliance with Freedom of Information Requests by collating, analysing, and releasing appropriate information. • To collate, analyse and report on performance information to members and senior managers. • To analyse and present information from performance dashboards for the locality. • To ensure there are robust effective systems in place that provide suitable evidence to Ofsted in regulatory inspections. • Ensure effective use of IT systems to review performance, set targets and develop improvement plans
Safeguarding:	• Be responsible for promoting and safeguarding the welfare of children and young people. • To ensure services are appropriate and sensitive to the needs of children with additional needs. • Maintain oversight of safeguarding practices in settings across the locality. • To ensure issues are reported appropriately using the Local Area Designated Officer to advise and ensure the appropriate inspectorate are kept informed. • Ensure services are safeguarding compliant, making effective use of support services including legal, insurance and HR.

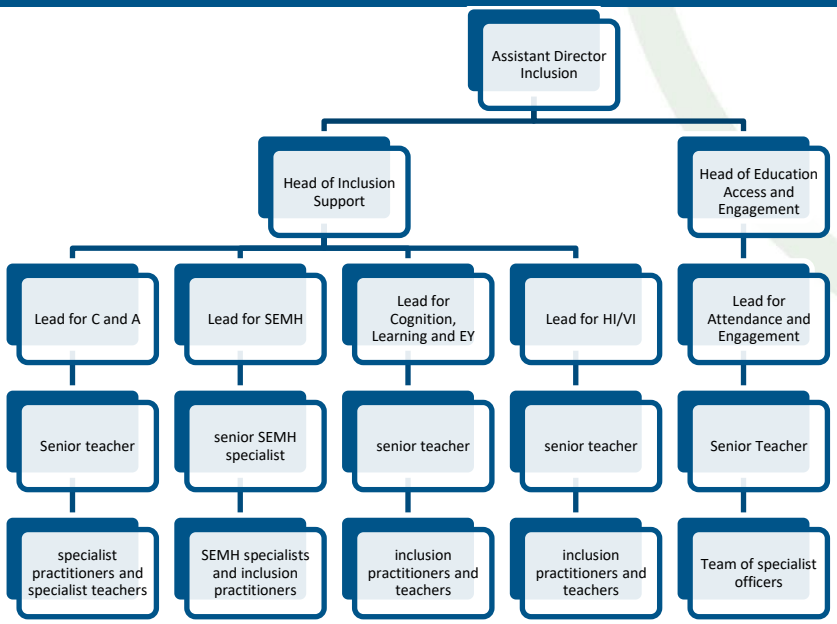
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Specialist level of knowledge in relation to named area of SEND specialism (SEMH, C&I, C and L and EY, HI/VI and Attendance and Engagement) • Knowledge of Legislative framework for SEND • Detailed knowledge of SEND practices and protocols and inclusion in education and knowledge of best practice • Detailed awareness of current national developments in terms of SEND and Inclusion and High Needs funding • Knowledge of performance outcomes for LAs and education settings in terms of SEND and Inclusion • Knowledge of regulatory frameworks including Ofsted and CQC • High degree of understanding around the latest research and evidenced based interventions • Substantial and relevant experience of working with children and young people in education	• Knowledge of relevant research • Experience of responding to media enquiries. • Experience of working with academic research. • Experience of trading and commercialisation • Experience of providing witness testimony and involvement in SEN Tribunals

• Significant experience of collaborative and partnership working across a wide of stakeholders including schools, settings, partner organisations, parent and carers and children and young people • In depth experience of people and budget management • Experience of intra and inter-agency work. • Experience of supervising a range of staff • Experience of effective change management and transformation • Good understanding of government policy process • Experience of analysis of quantitative and qualitative data, report writing and delivery of high quality presentations to a variety of audiences	
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 demonstrate effective leadership skills and to motivate teams and partnerships • Excellent organisation skills and the ability to organise and prioritise the work of the team effectively to agreed national and local standards. • Ability to work at a strategic level to develop, manage and sustain innovative service approaches. • Ability to horizon scan at a national level to predict policy direction and ensure services are planned ahead of policy implementation • Highly effective communicator able to influence relations with partners • Strong commitment to Anti Discriminatory Practice • Considerable understanding of prudent Budget Management within a context of complex budgets. • Good Presentation skills (written and oral) • Proficient IT skills, e.g. email, word etc.	• Experience of working across different aspects of SEND and Inclusion
Behaviours • **Fully familiar with and able to demonstrate NYC values and behaviours to a very high level, and able to facilitate those behaviours in others** **link**	
Professional Qualifications • **Professional qualification in area of specialism** •	• Level 5 management qualification or above
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:	Group Manager Safeguarding, Disabled Children's Service, Looked after Children, Leaving Care Service
Grade:	SM1
Responsible to:	Head of Service Safeguarding/Disabled Children's Service/Child Permanence and Reunification
Staff managed:	Manages a group of managers
Directorate:	Children and Young People's Service
Service:	Children & Families
Job family:	**SM - Senior Management**
Date of issue:	January 2025

Job context

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

The post holder will be responsible for leading on the development of policies and provision across the Children and Families Service at an operational level for one of the main service areas: Looked after Children (LAC), Disabled Children's Service (DCS), Leaving Care Service or Safeguarding teams within a locality, with a focus on quality practice and outcomes. Supporting the particular Head of Service to drive improvements by ensuring that operational practice and procedures are embedded and provide well-informed challenge to teams.

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

There are 6 key skills required for all senior managers:

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

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

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

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

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

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

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

An Enhanced DBS check is required.

Job purpose	**The core focus of this job is to manage the performance, direction, and strategic development of a functional service area within Children & Families Service, and for the planning and implementation of service changes and improvements over the medium to long term.**
Operational Management:	• Ensure delivery of the functional service area in accordance with current legislative requirements, all relevant policies and procedures and to agreed performance targets. • Provide effective and motivational leadership to managers and staff in the service area. • Ensure key professional decisions are made according to the highest standards, using an evidence base. • Provide appropriate challenge to the decisions of other managers. • Manage transition points to ensure service areas work in a joined up way. • Manage performance and quality assurance activity and ensure value for money across service provision, act on inadequate performance as appropriate. • Set and deliver on high service standards. • Improve timeliness of performance across key areas • Ensure service policies and procedures support the development of young people. • Ensure Children & Families' priorities and service objectives are in line with the Children and Young People's Plan. • Understand the systems for obtaining support and reporting concerns. • Manage the process of transition in a timely way and help the child or young person reach a positive outcome. • Understand your own role and its limits and the importance of providing care or support • Assist and support senior managers /colleagues with the collation of data in order to track performance against agreed indicators and outcomes. • Ensure that all performance reporting is timely and accurate to enable strategic and operational managers to make informed decisions. • Ensure that Strategic plans are reflected in operational service delivery. • Ensure that operational delivery plans are effectively monitored and tracked with adherence to formal reporting mechanisms to ensure delivery within timescale. • Contribute to the effectiveness of improvement activity by participating in consultation activity around performance to ensure stakeholder views are reflected in performance improvement activity.
Resource management:	• Lead and manage a group of team managers including responsibility for their recruitment, development, appraisal, attendance management, grievance/discipline/capability issues etc. Support and challenge team managers with particularly complex cases and situations. • Be accountable for service delivery outcomes in your area of responsibility.

	• Chair panels regarding complex staff issues. • Manage service budgets effectively and guide team managers in resolving any budgetary difficulties to ensure services are delivered within financial targets. • Drive continuous performance improvement.
Partnerships:	• Develop and maintain good internal and external working relationships with partner organisations within the specified service area (safeguarding, LAC, DCS, Care Leavers and Children in Need • Understand and promote your role in sustaining good relationships across agencies. • Support other agencies in understanding and complying with their responsibilities regarding safeguarding. • Lead on or contribute to project work within the Service and/ or across the wider organisation or with partners.
Strategic management:	• Support the Heads of service in delivering transformational change and delivering innovative solutions to service delivery and development. • Lead the development of the service's business plan and contribute to the wider annual planning process in line with key performance objectives and priorities. • Contribute to Directorate and cross-Directorate strategy and policy development. • Take lead responsibility for planning, implementing and evaluating a number of service development and quality improvement initiatives. • Contribute to the CYPS and C&F Plan; provide leadership to staff; ensure delivery of high quality, effective services to children and families that respect and are responsive to their needs.
Communications:	• Influence and persuade diverse stakeholder groups (internal and external) in order to build continuous commitment to service development and performance. • Prepare and deliver specialist reports which analyse, evaluate service delivery and performance, as well as making recommendations for change. • Communicate aims, objectives and vision to employees, internal and external stakeholders to create dependencies to ensure on going service and performance improvement. • Inform and analyse national policy developments and communicate implications to senior and operational managers. • Promote the work of the Children & Families Service across local, regional and national forums, including media outlets, to ensure the development of public confidence in the service. • Deliver presentations and facilitate workshops both internally and externally in order to develop effective service delivery and stakeholder relationships. • Undertake complex and contentious negotiations with partners and commissioned services in order to ensure delivery of required outcomes and benefits. • Influence others both internally and externally to adopt policies and courses of action to gain buy-in to changes and improvements in order to achieve required outcomes.
Systems and information:	• Ensure systems, policies and procedures are in place to ensure children participate fully in services for early help, LAC, Child Protection, Children in Need and leaving care. • Ensure systems, policies and procedures are in place to fully involve families in planning and decision making around early help, LAC, Child Protection and Children in Need and Care Leavers. • Ensure the engagement of children and families is evaluated and used to improve practice. • Investigate and respond to complaints from service users/relatives/carers and other agencies etc. • Ensure service information is shared with relevant other agencies and key stakeholders to ensure access to services is smooth and effective. • Refer issues of poor practice, issues of media interest and any other issues that require reporting to appropriate senior managers.

	• Share information and ensure good practice is in place regarding confidentiality and data protection. • Ensure performance monitoring information is routinely available to Team Managers and others as appropriate. • Understand the importance of sharing information, how it can help and the dangers of not doing so.
Safeguarding:	• Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with. • Understand systems in place to protect children and your role in their effectiveness. • Involve children and young people as appropriate when taking action that affects them. • Be responsible for ensuring that team managers are accountable for the delivery of service performance. • Ensure Government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with best practice • Monitor and evaluate service outcomes in relation to safeguarding children. • Monitor and evaluate case files and decision making to ensure standards and high quality provision. • Ensure appropriate standards are in place in anticipation of inspections and other quality assurance exercises • Ensure performance data relating to safeguarding activity is routinely collected and analysed.

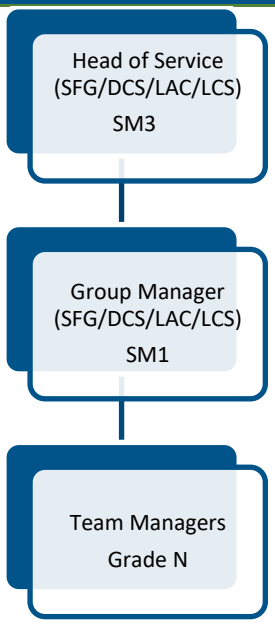
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Extensive knowledge and fundamental understanding of current research and good practice standards in relation to children & families at a local and national level. • Extensive knowledge of the legal framework for working with children & families and/or children leaving care. • Awareness of current national developments for children and families and/or leaving care. • Extensive post qualifying experience within a relevant professional field. • Extensive case management experience of cases with complex, professional and ethical issues including child protection, court proceedings, case conferences and other formal processes. • Substantial experience as a manager in Children Services. • Extensive experience of people management including managing recruitment, discipline and grievance processes and performance management. • Extensive experience of budget management including budget planning, expenditure control, and identifying savings. • Substantial experience of intra and inter-agency work at senior manager level. Able to demonstrate examples of making a practical difference. • Experience of service and/or policy planning and development • Experience of successfully planning for and contributing to OFSTED inspection processes.	• Experience of service wide people and budget management • Experience of working with Directors and Members
Occupational Skills	

• Ability to champion change and to support services during periods of change and development, minimising the impact on staff morale and maximising the positive outcome. • Ability to monitor services and practices to ensure agreed standards are maintained and intervene constructively where necessary. • Excellent communication skills, verbal & written, including the ability to use different methods according to service users' and professionals' differing needs. Good negotiation and report writing skills. • Good political skills and ability to operate effectively and promote services for children and young people in a political environment • Ability to plan and develop new ways of working, including integration with other key agencies. • High level leadership skills and the ability to promote the organisation's policy and objectives. • Strategic thinking. • Good level of IT literacy, sufficient to manipulate documents and spreadsheets and to interrogate case recording systems	
Behaviours • **link**	
Professional Qualifications • Fully qualified, accredited social work professional status (CQSW, DipSW, CSS, PQCCA) • Current registration with Social Work England (SWE) • Degree level qualification in relevant area • Management qualification	• Advanced or Post-Qualifying professional training
Other Requirements • Ability to travel across the County • Ability to attend meetings outside of normal business hours	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

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

Job context

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

The post holder will also undertake the responsibilities of the Responsible Individual to ensure compliance with Ofsted registration of the 3 Children's Resource Centres.
Regulation 26(7)(b) requires the Responsible Individual to have the capacity, experience and skills to supervise the management of each children's home they oversee. The Children's Home Responsible Individual will need to demonstrate that they have the essential skills to develop the leadership and management of homes within their remit such that the homes have the capacity and capability to meet the Children's Homes (England) Regulations 2015 and requirements of Ofsted Inspection.

The post holder will be responsible for:

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

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

Responsible Individual of the Children's Resource Centres

- Provide strategic oversight for the safety and wellbeing of all staff, ensuring they have the skills and training to meet the needs of our most complex young people where behaviours can be of significant challenge.

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

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

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

Job purpose	**The post holder will have responsibility for ensuring the sufficiency, range and quality assurance of short breaks across North Yorkshire, working closely with parents/carers and partner organisationers job purpose here.**
Operational Management:	• Lead responsibility for the commissioning and quality assurance of short breaks for families with disabled children including day, weekend, holiday and overnight short breaks. • Line management of the CRC Registered Managers including supervision, appraisal and line management • Ensure the high quality of CRCS and compliance with required Ofsted regulations Including any conditions placed on the registration under section 24 of the Care Standards Act 2000 and the regulations that apply to each establishment or agency under section 25 of the Care Standards Act 2000 • Ensuring the requirements of the Children's Homes Quality Standards and Regulations 2015 and the Single Social Care Inspection Framework are embedded in the practice of the home. • Reviewing and assessing the implementation of any Ofsted action plans from previous inspections or quality action plans including outcomes from Regulation 44 visits within timescales • Ensure that the home is lead and managed in such a way as to be consistent with the approach and ethos of the home, and delivers the outcomes, set out in the Statement of Purpose. • Support the manager in leading a culture in the home that helps children and young people aspire to their full potential and promotes their welfare. • To ensure that the care and support offered in the home provide children and young people with the opportunity to make progress and have positive experiences.

	• Ensure there is sufficient staffing in the home to provide for the care of each child or young person and that staff have the experience, qualifications and skills to meet the needs and provide continuity of care for each child or young person. • Ensure that monitoring and review systems are implemented that enable the manager to understand the impact the quality of care is having on the progress and experiences of children and young people and use this information to inform and develop the quality of care provided. • Ensure that the service actively promotes tolerance, equality and diversity. • Support the staff team to develop positive relationships with children and young people and engage with them appropriately taking into account their views and wishes in all aspects relating to their care, welfare and lives. • Provide regular reports that demonstrate how children are making appropriate and measurable progress towards achieving their educational potential. • Ensure the home has a routine and culture that ensures children and young people benefit from a variety of experiences and activities that meet their needs and develop and reflect their, creative, cultural, intellectual, physical and social interests and skills. • Ensure that staff meet children and young people's health needs including mental health and well-being and that they receive the advice, services and support they need including how to lead healthy lifestyles. • Ensure the home follows relevant statutory guidance and legislation to ensure that children and young people are helped and protected from harm (including neglect, abuse, sexual exploitation, accidents, self-harm, bullying and radicalisation) and enabled to keep themselves safe. • Ensure the home has effective procedures in place to manage the risk of children and young people going missing and to support the team to reduce those risks. • Oversee all regulated activity on site and service management. • Provide a comprehensive placement service through managing admissions to the children's home. • To monitor and review risk assessments, care plans and placement plans, activities and community involvement, and provide oversight of individual care planning for all children and young people looked after in the CRCs. • Ensure effective financial management of the short breaks budget. • Co-ordinate the delivery of the wider short breaks offer across the area ensuring it is of high quality and safeguards children and young people. • Works closely with the NWD Responsible individual to ensure duty cover and to maximise practice and efficiency across children's homes. • Problem solve issues that impact on the safe operation of the CRCS.
Resource management:	• Ensure effective commissioning and quality assurance procedures are in pace which are closely monitored and areas of concern acted upon in a timely and appropriate manner. • To effectively manage the short breaks budgets and ensure the provision provides value for money. • To identify opportunities for transformation in short breaks to ensure needs can be met at the earliest level of intervention. • To ensure SLAs are in place which clearly specify the commissioning of places and provision across short breaks providers. • To ensure appropriate levels and deployment of staffing in the CRCS to ensure children are cared for safely. • To ensure workforce development needs are identified and addressed across the short breaks providers. • To maximise investment from private, voluntary and public sector to provide respite opportunities for families with disabled children • To identify charging protocols for parents/carers who wish to access short breaks outside of their needs assessment

Partnerships:	• Provide strategic oversight for the safety and wellbeing of all staff, ensuring they have the skills and training to meet the needs of our most complex young people where behaviours can be of significant challenge. • Ensure there is a service culture that is inclusive and solution focussed with a commitment to meeting children's needs. • To engage with key stakeholders across health, care, education and the voluntary sector to ensure sufficiency and range of short break provision • Ensure children who are receiving short breaks have access to a full time education programme through school and take swift action to notify appropriate local authority personnel as required. • To engage with parents and carers and children in the co-production of the short breaks offer • To maximise the opportunity to work with partners to attract resources to support the short breaks offer.
Strategic management:	• To ensure strategic oversight of the trends and capacity required for short breaks across the council including overnight short breaks, holiday, day and weekend based on trend data, feedback from parents/carers and good practice from other Las. • To develop a robust business continuity plan for all CRCS which covers emergency admissions and steps required to protect overnight short breaks to families. • Maximise engagement with providers to ensure the range and sufficiency of short breaks meets need. • To work with partners across health, education and care to develop proposals to provide wraparound support for families at risk of breakdown • Ensure a robust commissioning and quality assurance procedure for short breaks and robust information sharing to ensure needs of the children are understood and can be met. • Ensure that for the majority of family's needs can be met at targeted level where at all possible • To work closely with the SEND and NWD team to identify solutions for complex cases at risk of high cost placements
Communications:	• To actively liaise with Ofsted with regards to inspection, notifiable incidents and all issues related to registration • To engage with key partners including education settings, voluntary sector and the local authority to maximise short breaks provision across the county • Develop an annual programme of short breaks and an efficient booking system for families. • To liaise with regional partners to ensure the short breaks offer reflects the local and regional perspective in terms of opportunity. • To engage with parents/carers to co-produce the short breaks offer across the area. • To lead on the communication plan for short breaks to maximise knowledge of the opportunities available with parents/carers, local groups • To contribute to the production of reports and presentations to ensure senior officers, elected members and other partnership groups are informed of progress and achievements. • Maximise the communications and media interest in successes of the short breaks offer
Systems and information:	• Ensure assessments are used effectively to ensure children are looked after safely when they access short breaks including risk assessments, health plans and behaviour management plans. • Case audit the quality and review of plans for individual children and young people. • Establish a robust system to monitor incidents, feedback and complaints. • Ensure service information is shared with relevant other agencies and key stakeholders in order to ensure access to services is smooth and effective.

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

Person specification:	
Essential	**Desirable**
Knowledge • Extensive knowledge of the legal framework including Care Standards Act 2000, The Care Standards Act 2000 (Registration)(England) Regulations 2010, The Children's Homes (England) Regulations 2015 and the Children and Families Act 2014 and Short Breaks Duty • Extensive knowledge of Ofsted framework and regulations for children's homes • Effective practices in responding to the needs of looked-after children and of local authority care planning duties and how children's homes are required to support these. • Extensive knowledge and fundamental understanding of current research and good practice standards in relation to children with disabilities, children and young people & families at a local and national level. • Awareness of current national developments for children with disabilities, children and families.	• Knowledge of performance improvement methodologies • Knowledge of project management methodologies • Knowledge of children's continuing care and NHS Mandate • Knowledge of funding methodologies for high need children and young people with SEN

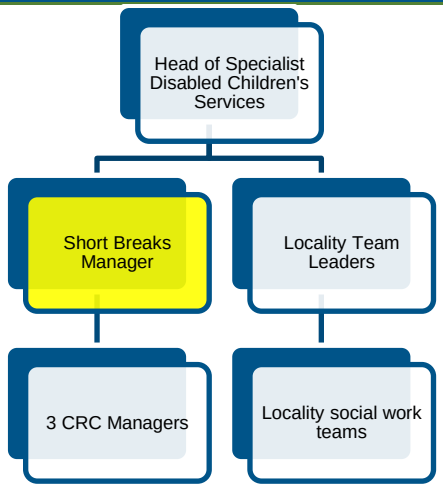
• In depth knowledge of Local Authority policies in relation to children with disabilities including all relevant safeguarding policy and high quality practice • Commissioning and quality assurance of short breaks • Knowledge of political context for the work • Extensive knowledge of person centred/outcome focussed assessment and planning and the personalisation agenda. **Experience** • Management experience that demonstrates strong leadership and high standards of care, help and protection. • Experience of ensuring services comply with Statements of Purpose • Experience of promoting equality, diversity and tolerance • Experience of leading staff teams to develop positive relationships with children and engage with them appropriately; taking account of their views, wishes and feelings in matters relating to their care, welfare and lives. • Experience of leading staff teams to maximise children's creative, cultural, intellectual, physical and social interests and support their mental health needs. • Experience of change management and innovation to improve services for children and families • Experience of people management including managing recruitment, discipline and grievance processes and performance management. • Extensive experience of working within statutory guidance and statutory timelines • Experience of budget management including budget planning, expenditure control, and identifying savings. • Experience of performance management of services against an agreed framework and key performance indicators • Substantial experience of intra and inter-agency work. • Experience of service and/or policy planning and development • Experience of successfully planning for and contributing to OFSTED inspection process	• Social work practice • 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 • link	

Professional Qualifications • L5 or above qualification in health and social care related discipline • Social Work qualification and SWE registration	• Degree in relevant discipline • Management qualification • Advanced or post or post-qualifying professional training • Degree level qualification in relevant area • Systemic training qualification
Other Requirements • Ability to travel across the Council. • Understanding of Council 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.

NORTH YORKSHIRE COUNCIL

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 identifies 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.

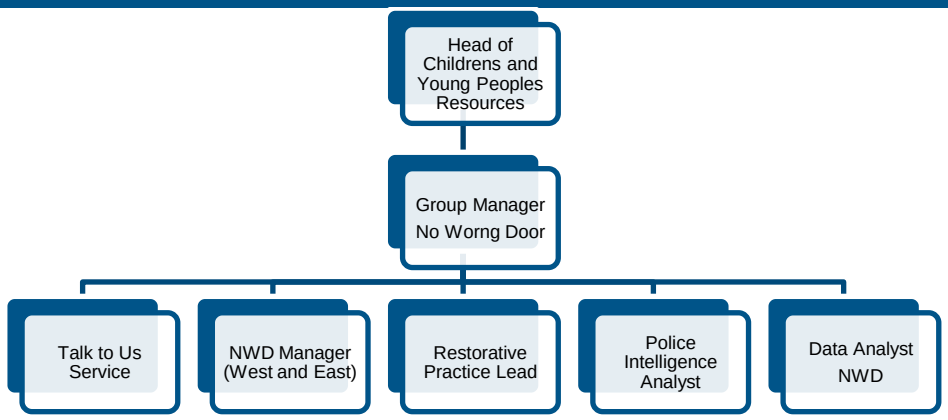
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Knowledge of current philosophy in childcare • Detailed knowledge of Children's Homes National Minimum Standards • Detailed knowledge Children's Homes Regulations • Knowledge of the legal framework for working with children & families • 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	• 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.
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.	

• 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:	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 residentials 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

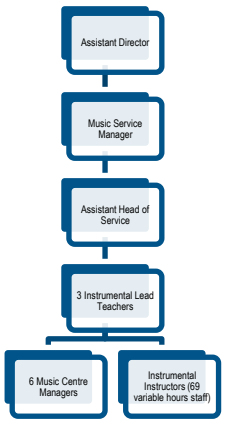
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Knowledge of National Initiatives including Wider Opportunities, Music Hubs • Knowledge of the key areas outlined in the National Plan for Music Education. • Knowledge of the National Curriculum for music across primary and secondary 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 • **link**	
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:	Group Manager Effective Practice and QA
Grade:	SM1
Responsible to:	Head of Effective Practice and QA
Staff managed:	Manages a team of specialist professionals
Directorate:	Children and Young People's Service
Service:	Children & Families
Job family:	Choose a job family
Date of issue:	July 2023

Job context

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

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

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

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

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

There are 6 key skills required for all senior managers:

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

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

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

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

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

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

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

An Enhanced DBS check is required.

Job Purpose:	**The core focus of this job is to manage the performance, direction, and strategic development of a functional service area within Children & Families Service, and for the planning and implementation of service changes and improvements over the medium to long term.**
Operational management:	• Ensure delivery of the functional service area in accordance with current legislative requirements, all relevant policies and procedures and to agreed performance targets. • Provide effective and motivational leadership to managers and staff in the service area. • Ensure key professional decisions are made according to the highest standards, using an evidence base. • Provide appropriate challenge to the decisions of other managers. • Manage transition points to ensure service areas work in a joined up way. • Manage performance and quality assurance activity and ensure value for money across service provision, act on inadequate performance as appropriate. • Set and deliver on high service standards. • Improve timeliness of performance across key areas.
Resource management:	• Lead and manage team managers/IRO's including responsibility for their recruitment, development, appraisal, attendance management, grievance/discipline/capability issues etc. Support and challenge team managers with particularly complex cases and situations. • Be accountable for service delivery outcomes in your area of responsibility. • Chair panels regarding complex staff issues. • Manage service budgets effectively and guide team managers in resolving any budgetary difficulties to ensure services are delivered within financial targets. • Drive continuous performance improvement. • Ensure service policies and procedures support the development of young people. • Ensure Children & Families' priorities and service objectives are in line with the Children and Young People's Plan. • Understand the systems for obtaining support and reporting concerns. • Manage the process of transition in a timely way and help the child or young person reach a positive outcome. • Understand your own role and its limits and the importance of providing care or support.

Partnerships:	• Develop and maintain good internal and external working relationships with partner organisations around safeguarding, LAC and Children in Need. • Understand and promote your role in sustaining good relationships across agencies. • Actively promote improved participation of children and families in all aspects of NYCC work • Support other agencies in understanding and complying with their responsibilities regarding safeguarding. • Lead on or contribute to project work within the Service and/ or across the wider organisation or with partners.
Strategic management:	• Support the Heads of Effective Practice and QA in delivering transformational change and delivering innovative solutions to service delivery and development. • Lead the development of the service's business plan and contribute to the wider annual planning process in line with key performance objectives and priorities. • Contribute to Directorate and cross-Directorate strategy and policy development. • Take lead responsibility for planning, implementing and evaluating a number of service development and quality assurance improvement initiatives. • Contribute to the CYPP and C&F Plan; provide leadership to staff; ensure delivery of high quality, effective services to children and families that respect and are responsive to their needs; with particular focus on the Independent Reviewing Officers.
Communications:	• Influence and persuade diverse stakeholder groups (internal and external) in order to build continuous commitment to service development and performance. • Prepare and deliver specialist reports which analyse, evaluate service delivery and performance, as well as making recommendations for change. • Communicate aims, objectives and vision to employees, internal and external stakeholders to create dependencies to ensure on going service and performance improvement. • Inform and analyse national policy developments and communicate implications to senior and operational managers. • Promote the work of the Children & Families Service across local, regional and national forums, including media outlets, to ensure the development of public confidence in the service. • Deliver presentations and facilitate workshops both internally and externally in order to develop effective service delivery and stakeholder relationships. • Undertake complex and contentious negotiations with partners and commissioned services in order to ensure delivery of required outcomes and benefits. • Influence others both internally and externally to adopt policies and courses of action to gain buy-in to changes and improvements in order to achieve required outcomes.
Systems and information:	• Ensure systems, policies and procedures are in place to ensure children participate fully in services for early help, LAC, Child Protection and Children in Need. • Ensure systems, policies and procedures are in place to fully involve families in planning and decision making around early help, LAC, Child Protection and Children in Need. • Ensure the engagement of children and families is evaluated and used to improve practice. • Investigate and respond to complaints from service users/relatives/carers and other agencies etc. • Ensure service information is shared with relevant other agencies and key stakeholders to ensure access to services is smooth and effective. • Refer issues of poor practice, issues of media interest and any other issues that require reporting to appropriate senior managers. • Share information and ensure good practice is in place regarding confidentiality and data protection.

	• Ensure performance monitoring information is routinely available to Team Managers and others as appropriate. • Understand the importance of sharing information, how it can help and the dangers of not doing so. • Share information and ensure good practice is in place regarding confidentiality and data protection. • Ensure performance monitoring information is routinely available to Team Managers and others as appropriate. • Understand the importance of sharing information, how it can help and the dangers of not doing so.
Safeguarding:	• Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with. • Understand systems in place to protect children and your role in their effectiveness. • Involve children and young people as appropriate when taking action that affects them. • Be responsible for ensuring that team managers are accountable for the delivery of service performance. • Ensure Government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with best practice • Monitor and evaluate service outcomes in relation to safeguarding children. • Monitor and evaluate case files and decision making to ensure standards and high quality provision. • Ensure appropriate standards are in place in anticipation of inspections and other quality assurance exercises.

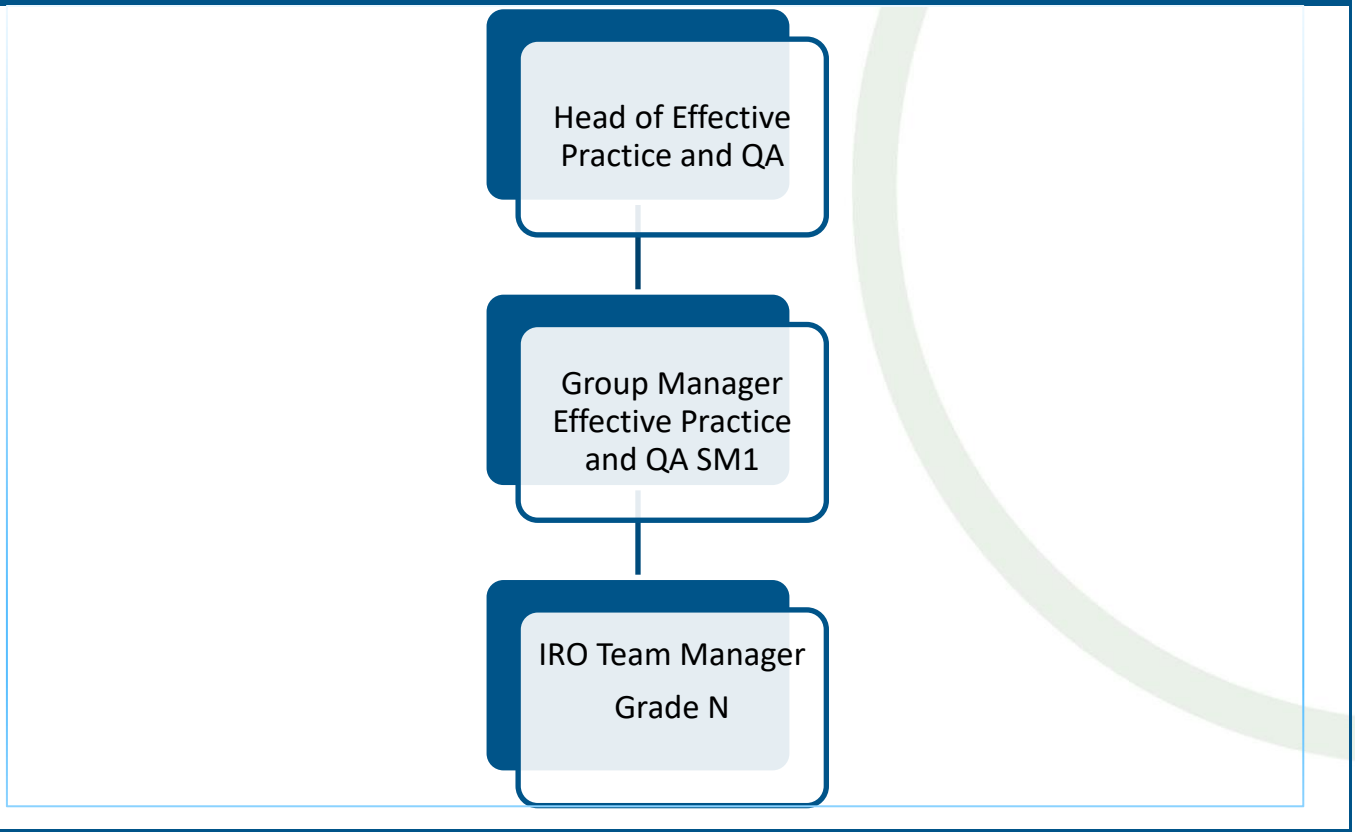
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Extensive knowledge and fundamental understanding of current research and good practice standards in relation to children & families at a local and national level. • Extensive knowledge of the legal framework for working with children & families • Awareness of current national developments for children and families • Knowledge of principles and models of Quality Assurance, practice frameworks and QA processes • Extensive post qualifying experience within a relevant professional field. • Extensive case management experience of cases with complex, professional and ethical issues including child protection, court proceedings, case conferences and other formal processes. • Substantial experience as a manager in Children Services. • Extensive experience of people management including managing recruitment, discipline and grievance processes and performance management. • Extensive experience of budget management including budget planning, expenditure control, and identifying savings. • Substantial experience of intra and inter-agency work at senior manager level. Able to demonstrate examples of making a practical difference. • Experience of service and/or policy planning and development	• Experience of service wide people and budget management • Experience of working with Directors and Members

• Experience of successfully planning for and contributing to OFSTED inspection processes.	
Occupational Skills • Ability to champion change and to support services during periods of change and development, minimising the impact on staff morale and maximising the positive outcome. • Ability to monitor services and practices to ensure agreed standards are maintained and intervene constructively where necessary. • Excellent communication skills, verbal & written, including the ability to use different methods according to service users' and professionals' differing needs. Good negotiation and report writing skills. • Good political skills and ability to operate effectively and promote services for children and young people in a political environment • Ability to plan and develop new ways of working, including integration with other key agencies. • High level leadership skills and the ability to promote the organisation's policy and objectives. • Strategic thinking. • Good level of IT literacy, sufficient to manipulate documents and spreadsheets and to interrogate case recording systems	• Evidence of post qualifying training e.g. PQCCA, PE1And /or2
Behaviours • **link**	
Professional Qualifications • Fully qualified, accredited social work professional status (CQSW, DipSW, CSS, PQCCA) • Current registration with SWE • Degree level qualification in relevant area • Management qualification	• Advanced or Post-Qualifying professional training
Other Requirements • Ability to travel across the County • Ability to attend meetings outside of normal business hours	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

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

Job context

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

The postholder will:

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

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

	The core focus of this job is to manage the performance, direction, and strategic development of a functional service area within Children & Families Service, and for the planning and implementation of service changes and improvements over the medium to long term. **To be the escalation point where cases are deemed to meet criteria where sufficiently complex to require a child in need assessment there should be discussion with CSC to agree a step up to statutory social work who holds responsibility for statutory risk and where agreement cannot be made at team leader level.**
Operational Management:	• Ensure the delivery of Early Help services including tier 1 Youth justice services through an identified area in accordance with current legislative requirements, all relevant policies and procedures and to agreed performance targets. • Oversee support across other agencies to enable the delivery of support to children, young people and families identified through the Early Help assessment process. • The Council requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect and human rights and working with others to keep vulnerable people safe from abuse and mistreatment. The Council requires that staff offer the best level of service to their customers and behave in a way that gives them confidence. • Customers will be treated as individuals, with respect for their diversity, culture and values.
Resource management:	• Provide effective and motivational leadership to staff, ensuring delivery of high quality, effective services to children and families that respect and are responsive to their needs. • Manage service budgets and guide managers in resolving any budgetary difficulties to ensure services are delivered within financial targets. • Have responsibility for the deployment of resources, both financial and human in an identified area of the county. • Monitor and evaluate case files and decision making to ensure standards and high quality provision. • Ensure appropriate standards are in place in anticipation of inspections and other quality assurance processes. • In consultation with the Commissioning Manager, monitor contracts for the delivery of Early Help services and advise on the development of contracting specifications as required. • Manage performance and quality assurance activity in conjunction with the Performance and Outcomes team. Identify and act upon inadequate performance. • Recruit, motivate, train and develop staff within agreed policies and practices to maintain an effective workforce capable of meeting its objectives. • Lead on the continuing professional development of staff for whom you are responsible. • Maintain a sound knowledge of relevant legislation, research and practice and take responsibility for your own professional development. • Ensure services are developed and delivered in accordance with the aims of the Equality Policy Statement in response to the needs and aspirations of service users. • Take opportunities to develop own understanding of equalities issues
Partnerships:	• Develop and maintain good internal and external working relationships with partner organisations within the Children's Trust around safeguarding in general and the delivery of preventative services in particular

	• Take a key role in the development and operation of the Children's Safeguarding and Strategy Group in the identified area, ensuring that key priorities for the Children's Trust are communicated to and delivered by services, and that needs and service issues are communicated from Early Help to the Trust. • Maintain positive working relationships with local politicians to ensure that they are aware of prevention services in their area. • Respond as required to enquiries from local and national politicians.
Strategic management:	• Make a substantial contribution to the strategic leadership and management of Early Help through its senior leadership team. • Support the delivery of transformational change for Early Help and delivering innovative solutions to service delivery and leadership. • Ensure that priorities within the Children and Young People's Plan are advanced in the identified area. • Contribute to Directorate and cross-Directorate strategy and policy development. • Lead and direct Early Help in an identified geographical area keeping with the strategic plan for the service as a whole.
Communications:	• Ensure the aims, objectives and targets for the Early Help Strategy are communicated clearly to managers and staff within the identified area. • Promote the work of Children and Families Early Help across local, regional and national forums, so as to ensure public confidence in the service • Deliver presentations and facilitate workshops both internally and externally in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and front line staff as appropriate. • The post holder must work creatively with partner agencies to identify innovative and collaborative approaches to Early Help across the county. • Prepare and present strategic and operational reports. • Effective Communication and engagement with children, young people and their families and carers to ensure policies, systems and procedures are in place to enable children and young people to participate in prevention services designed to help and support them. • Ensure the engagement of children and families is collected, evaluated and used to improve practice.
Systems and information:	• Understand the importance of consent and ensure the team comply with the procedures for obtaining consent from children, young people and their families. • Share information with partners in accordance with the North Yorkshire Information Sharing Protocol. • Comply with the Council's policies on and ensure processes are in place in the Service to comply with the Council's policies and supporting documentation in relation to Information Governance, including Data Protection, Information Security and Confidentiality.
Safeguarding:	• To be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with. • Understand systems in place to protect children and your role in their effectiveness. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice. • Support other agencies in understanding and complying with their responsibilities regarding safeguarding.

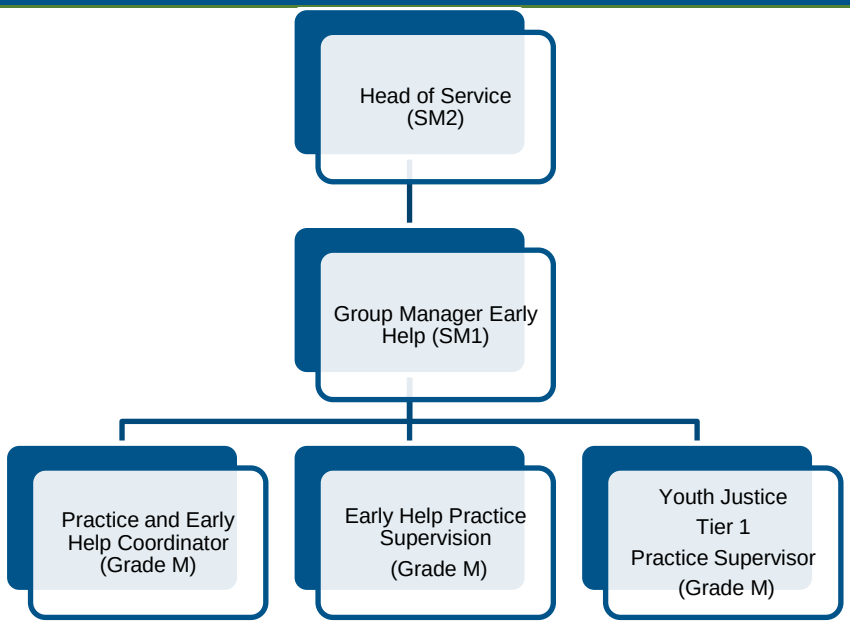
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Extensive knowledge and a significant understanding of the key issues relevant to the Children and Young People's Service in a changing national context. • Extensive knowledge and a significant understanding of the principles of early intervention • Good knowledge and experience of signs of safety approach. • Extensive knowledge and experience of effective multi-agency assessment and referrals • A good knowledge of the risks and vulnerabilities applicable to children and those that work with children. • A good knowledge of current legislation and Government guidance, particularly with regard to multi-agency duties in safeguarding, and Early Help. • Direct and significant senior management experience in one or more of the services relevant to the Children and Young People's Service • A successful track record and background of consistent achievement as a senior manager in a complex organisation. • Experience of working effectively in co-operation with a wide range of internal and external partners. • Experience of managing budgets at both strategic and operational levels.	• An understanding of the Council's core values and objectives • Experience of responding to media enquiries.
Occupational Skills • Strategic planning skills, namely the ability to formulate, implement and evaluate policies. • Ability to formulate and secure delivery against targets and business/service plans • Financial skills to formulate and manage budgets and to interpret financial and management information and statistics analytically and accurately. • Be self-motivated to manage own time effectively to meet deadlines • Ability to work effectively with others both within the Service Group and collaboratively across the Directorate and Council • Highly effective written and oral communication skills. • Ability to ensure equal access and treatment in employment and service delivery. • Ability to establish positive relationships with Elected Members, team colleagues, head teachers, governors and staff which generate confidence and respect. • Ability to lead, empower and motivate employees. • Ability to build effective teams and integrated relationships. • Ability to think and act strategically. • Ability to ensure that services are co-ordinated and provided in accordance with agreed priorities. • Ability to adopt a consultative approach, be a good listener and oriented towards "customer" needs. • The ability to demonstrate leadership qualities and to take a leading role in initiating action and in making decisions.	
Behaviours • link	
Professional Qualifications • Educated to degree level in a relevant field.	

• Evidence of further professional development.	• Management qualifications
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, external partners and other stakeholders. • A high degree of probity and integrity. • A commitment to learning and achievement. • Able to travel around the whole of the County	• Able to work flexibly to meet the demands of the job including some out of hours working at either early morning, evenings or weekends.

Career progression:

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

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:	Development Service Manager
Grade:	SM1
Responsible to:	Head of Development Management
Staff managed:	Manages a team of specialist professionals
Directorate:	Community Development
Service:	Planning
Job family:	**P&T - Professional & Technical**
Date of issue:	November 2023

Job context

The new North Yorkshire Council has brought together the services previously provided by seven district councils and the county council to create the third largest unitary authority in England. The Council wants to complement the area's natural capital, strong economy and resilient communities to improve the way local services are delivered and support a good quality of life for all.

The Council's Planning Service plays a fundamental role in managing the natural and built environment, ensuring that the future development needs of North Yorkshire can be accommodated to make it a better place in which to live and work.

Working with a high degree of autonomy, the Service Manager will take responsibility for driving forward the development and implementation of major and significant areas of planning work for North Yorkshire relating to Development Management and Planning Enforcement.

Using their initiative, management skills and experience they will be responsible for the delivery of a proactive, customer-focused and compliant 'end-to-end' high performing Development Management and Enforcement service exceeding statutory requirements.

This will include providing strategic management to professional staff including team leaders and senior officers to ensure the delivery of excellent performance and customer service, planned outcomes, targets and objectives and continuous improvement.

They will be responsible for embedding a proactive, professional, customer focused, performance driven culture within the service and ensuring that it is delivered by the managers and teams they oversee.

The post holder will be expected to deputise for the Head of Service when he or she is unavailable and have a proactive role on the Extended Service Management Team.

The post-holder will have regular contact with Senior Officers across the Council, including the Assistant Director for Planning and Director of Community Development, as well as developing close working relationships with colleagues within other Directorates.

The post-holder will also have regular contact with elected Members of the Council especially Planning Committee, Executive, and Government Departments and Statutory agencies.

The post will include a significant degree of contact with other development professionals at senior levels both external and internal to the Council. It would be expected that they demonstrate through both their management and technical inputs a high level of understanding of related technical and specialist disciplines.

The post holder will exhibit a high degree of professional management and judgement, following the RTPI's Code of Professional Conduct, when carrying out the duties of the post, maintaining an up-to-date knowledge of all legislation applicable to aspects of planning practice.

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

Job purpose	• **To provide strategic management of relevant Development Management and Enforcement Team Leaders and other senior professionals to proactively drive forward the successful delivery of a high quality, professional, proactive, customer-focused and compliant 'end-to-end' development management and enforcement service that exceeds statutory requirements.** • **Support the Head of Development Management in delivering a comprehensive programme of improvement, transformation and cultural change across the Development Management and Planning Enforcement functions and the wider Planning Service.** • **To take a positive, creative and innovative approach to the strategic management of the service setting and ensuring the successful delivery of medium and long term goals and objectives.** • **Through the strategic management of the service maximise efficiency and effectiveness by driving and delivering continuous improvement.** • **Ensure a high performing 'one team' culture within Development Management and Enforcement and the wider planning service.** • **To manage the delivery of excellent service performance, planned outcomes, targets and objectives.** • **To play a proactive role in the Extended Service Management Team and corporately working closely with relevant Heads of Service, Assistant Directors and Directors. Ensuring that teams and senior staff managed develop close working relationships with colleagues in the planning service and other relevant professional disciplines.** • **Develop good working relationships with Members through proactive engagement along with ensuring that key decisions are made in line with the Council's constitution. This includes ensuring the successful delivery of planning committees by the various teams managed.** • **Ensure 'sound' and professional decision making in line with relevant statutes and regulation through positive strategic service management.**
Operational Management:	• The Service Manager will be expected to work with a high degree of autonomy taking a lead responsibility for driving forward the development and

	implementation of major and significant areas of planning work for North Yorkshire relating to Development Management and Planning Enforcement. • Oversee the Council's Development Management & Enforcement processes and decisions ensuring that they are managed and made in line with statutory and constitutional requirements. • Work proactively alongside the Head of Service to support, 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. • Develop, and through good strategic management, deliver measure to facilitate continuous improvement. This includes developing and delivering against performance targets, ensuring these are understood and monitored by the teams managed and where variances occur taking corrective management action. • Proactively consider and develop with team leaders opportunities for commercial activity within the service. • Manage the preparation of budgets for the relevant area of the service, along with ensuring effective budget monitoring. • Ensure through strategic management that the Development Management and Enforcement functions are delivered in a positive and efficient manner. Ensuring the teams managed work proactively with applicants and agents; prioritising communication and engagement, recovering costs where applicable and providing value for money to customers. • Oversee professional recommendations, particularly on complex or controversial applications, to ensure consistency in applying adopted policies and procedures. • Deputise for the Head of Development Management in his/her absence. • Take responsibility for signing off major, significant and controversial statutory decisions as required. • Ensure that investigations and replies to queries and complaints about the planning service made under the Council's corporate complaints policy and Ombudsman investigations are efficiently and effectively managed. Including responses to Freedom of Information request as required. • Undertake any other duties commensurate with the post/grade as directed by your manager or any member of the Service Management Team.
Resource management:	• Able to work with a high degree of autonomy and limited supervision, prioritise and manage own workload effectively as well as workload of the wider team and to motivate and inspire other staff to delivery service priorities. • Provide appropriate training and development for officers and Members involved in Planning as it relates to Development Management and Enforcement to ensure consistent and transparent decision making that is line with statutory and regulatory requirements, national guidance, the Councils' constitution and national best practice. • Deliver 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 other Service Managers and Team Leaders to maintain a strong focus on intelligence and performance monitoring. • Work proactively to deliver improvements and cultural change, helping to achieve an efficient, first-class planning service. • Working closely and flexibly across other planning workstreams and relevant council functions. Ensuring excellent cross-service communication, shared understanding and alignment of priorities and allocation of capacity and resources.

	• Lead by example; setting clear expectations around priorities and performance, customer service, team culture and staff behaviour. • Plan, direct and oversee the work of staff within your area, ensuring alignment with the service vision and agreed priorities. Ensuring that 1-2-1's and staff appraisals are undertaken on a regular basis. • Prepare budgets for the relevant area of planning work, ensuring that income and expenditure targets are realistic, and proactively monitor budgets, report exceptions to the Head of Development Management where they occur and take 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. • 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. • For all teams managed ensure the development and implementation of work programmes delivering and allocating proportionate resource levels to cases and tasks. • Ensure that all planning officers are mandated and supported to act as professional experts who exercise informed balance and judgment in relation to competing planning considerations.
Partnerships:	• Provide professional/strategic advice and recommendations to the Chief Executive, Directors, Assistant Directors, Head of Service and elected politicians. • Strategically manage the provision of professional advice and good communications with local communities/interest groups, the public, applicants, agents, and stakeholders (including specialist agencies). • Manage the development of proactive relationships with members, parish councils and other stakeholders to raise awareness and understanding of Development Management and Planning Enforcement. • Manage the development of good working relationship with other professionals in related disciplines both, internal and external, and other service providers as required. • To lead work with other local authorities, LEPs, Combined Authorities, and major organisations in support of the Councils objectives in relation to the delivery of Development Management and Enforcement, including by representing the Council at meetings, Steering Groups, Delivery Boards, and other mechanisms, as necessary. • Represent the planning function on behalf of the Service at operational and co-ordination forums with external agencies and other Council Directorates when required.
Strategic management:	• Play a key role working alongside the Head of Development Management and in conjunction with Development Management and Enforcement Team Leaders managed to shape, drive and deliver the Council's planning functions relating to Development Management and Enforcement in a statutory and regulatory compliant way whilst promoting service excellence, and acting as proactive leaders for cultural change and improvement in line with a shared 'one team' vision. • Advise the Council on statutory and regulatory matters relating to planning pertinent to Development Management and Enforcement. • Influence and shape projects and programmes across the council and those of other organisations at the national, regional and local level by ensuring that the correct inputs relating to Development Management and Enforcement matters are delivered.

	• Contribute to national, regional and local forums relating to Planning.
Communications:	• Represent the Council at external meetings and events, including with senior industry representatives and specialists, on matters relating to Development Management and Enforcement to ensure that the Councils priorities and views are well communicated and understood. • Manage the development of proactive relationships with Members; ensuring efficient and effective, statutorily and constitutionally compliant arrangements are in place for relevant committees. • 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 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. • In consultation with the Head of Development Management, respond to media enquiries as requested. • Ensure that proactive two-way communication is at the heart of everything we do. Develop and deliver clear and consistent messages about the Development Management and Planning Enforcement functions. • Promote key messages, milestones and progress, good news stories, case studies and relevant updates in a positive and proactive way to staff, colleagues, members, stakeholders and customers. • Ensure that customer and client feedback is collected regularly and used to inform and shape future service improvement and delivery. • Inform and analyse national and local public policy development as it relates to Planning and communicate implications to senior operational managers and staff as appropriate.
Systems and information:	• Ensure that all service systems are managed and used in accordance with relevant adopted policies and procedures. • Oversee the development of new systems, and training. • Keep up to date on IT developments affecting the work. • Provide strategic management oversight to ensure all relevant information is available to make decisions on applications for planning permission, other consents and enforcement matters in a proactive and timely manner. • Ensure government guidance and legislation are interpreted appropriately across the service area and are adhered to in a manner consistent with good practice.

Person specification:	
Essential	**Desirable**
Knowledge and Experience • An in-depth knowledge of all relevant planning legislation, regulation and national and regional planning policy and guidance with an ability to interpret and apply it in practical situations. Including advising team leaders managed, senior officers, Members, representatives of the development industry, statutory consultees, local communities and other interested parties. • Significant and experience of successfully managing Development Management and Planning Enforcement functions.	

• Experience of a proactive and effective approach to performance management and the ability to positively drive and implement organisational and culture change. • Successful management of budgets, staff and resources. • Sound understanding of political processes and structures, and experience of working with elected members. • Understanding of both the residential, commercial property market and the importance of key links with other service areas such as economic development and transport**.** • A commitment to personal development and evidence of continuing professional development.	
Occupational Skills • Highly effective management skills, the ability to positively promote the Council's vision and priorities as it applies to services. • Able to work with a very high degree of autonomy and limited supervision, with a creative approach to problem solving**.** • Manage own workload effectively against a range of competing priorities as well as the workload of the wider team. • Motivate and inspire other staff to deliver service priorities. • Highly effective project planning and delivery skills across multiple complex and controversial projects. • Commercially aware, including the ability to develop and implement ideas for income generation. • An innovative, creative and positive management approach to implementing service improvements and transformation. • Ability to contribute to the planning of resources for the Planning Service and to understand where specific programmes need collaboration to drive change. • Ability to develop and maintain effective partnerships both within and outside the Service. • Ability to negotiate and influence positive place-making outcomes. • Exemplary communication skills with all stakeholders and at all levels of the organisation, including public speaking and presentations. • Excellent professional judgements with strong risk management skills enabling the taking of key decisions which have wide reaching implications. • Ability to manage other technical professionals to ensure positive and successful outcomes. • Ability to lead and take ownership of tasks and accept responsibility for the results. • Excellent customer care skills, including the ability to understand, deliver and manage customer expectations. • Ability to work under pressure and prioritise a wide and varied workload. • Good ICT skills.	
Behaviours • Exercise at all times professional judgement, following the North Yorkshire Council's Policies & Guidance, and the RTPI's Code of Professional Conduct in the carrying out of the duties of the post. • Maintain an up-to-date knowledge of all legislation and regulations applicable to aspects of planning practice. • Demonstrate the core values and behaviour of the council. • link	

Professional Qualifications • Degree, Post-Graduate or Masters in planning or a related subject. • Chartered Membership of RTPI or membership of an equivalent body.	• Formal project management training or qualification. • Recognised qualification in management and/or leadership.
Other Requirements • Will sometimes be required to work outside normal working hours and to attend evening meetings. • Ability to travel across the County. • Comply with the Council's Health and Safety and Equal Opportunities policies and relevant legislation. • Ensure compliance with the requirements of the Data Protection Act and Health and Safety legislation. • To comply with the requirements of General Data Protection Regulations and all such related legislation, always maintaining confidentiality.	

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

Structure



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

Post title:	Provider Development Manager (Permanent)
Grade:	SM1
Responsible to:	Head of Service Development
Staff managed:	Manages staff on a project/matrix basis (not direct line management)
Directorate:	Health and Adult Services
Service:	Adult Social Care
Job family:	**SM - Senior Management**
Date of issue:	April 2024

Job context

Reporting to the Head of Service Development, this post will coordinate the transformation of in house building based services including the development of business cases for capital works and new build development. In addition, the role will lead on the development of delivery models for complex needs services and residential and nursing care in the wider care market on a Countywide footprint. This is a specialist role that will work closely with Provider Services, Care Market, Capital Programmes, Finance and the wider Health and Adult Services and Corporate Services to modernise and transform existing provision.

Reporting directly to the Head of Service Development, this post will lead with the transformation of in-House Provider Services.

The post will be responsible for:

- The development of 2 x discharge hubs in Skipton and Filey
- Developing processes to enable other residential and nursing services to transform in a managed and safe way.
- The development of complex dementia services in Harrogate
- Project manage the capital build of those complex Dementia services across Harrogate.
- Reviewing the complex needs offer across in house provision and developing a road map to meet identified need across all areas of the Council.
- Leading the transformation of in-house provider services into a targeted service for the delivery of complex care
- Working to develop commercially viable business models for provider services across regulated and non-regulated care with analysis of need and demand being interpreted into service delivery.
- Support major work programmes on budget delivery, performance, quality, organisational development and service transformation to ensure timely, planned and well-managed implementation of directorate business and service plans.
- The post holder will be highly autonomous and will, where necessary, deputise for the Head of Service Development

Job purpose	**The purpose of this post is to coordinate the transformation of in-house provider residential care provision into services supporting discharge. In addition, the role will lead on the development of complex needs services on a Countywide footprint through direct delivery.**
Operational Management:	• To develop and deliver a programme of transformation for Provider Services moving from a responsive generic needs service to a targeted complex needs provision. • To develop and commence delivery of a deployment plan for the next 5 years to achieve the objectives of the transformation. • To develop a workforce development plan to support the transformation of Provider Services moving to a complex need's provider • To develop and oversee a capital works plan to enable appropriate accommodation for the transformed services. • To develop a transformation plan for residential and nursing services in the care market • To support the directorate contribution required for the Local Government Review • To support major work programmes on budget delivery, performance, quality, organisational development and service transformation to ensure timely, planned and well-managed implementation of directorate business and service plans. • Support specific countywide programmes as part of the Council's change and transformation programmes. • Support organisational change by ensuring the appropriate systems and resources are in place and communicating and contributing to change effectively. • Carry specific management responsibilities within Health & Adult Services and be assigned development tasks across Health & Adult Services and the wider Council and its partnerships.
Resource management:	• The post holder will be responsible within the Council's scheme of Delegation of financial performance of the post holder's unit, ensuring a balanced budget and meeting any efficiency targets agreed. • Identify funding streams and write business cases to ensure value for money is achieved throughout the programme delivery. • Provide leadership, motivation and regular supervision, appraisal and development to those staff for whom the postholder is responsible via matrix management arrangements in line with Directorate's Supervision and Appraisal procedures. • Take responsibility for own Continuing Professional Development
Partnerships:	• Develop and maintain effective working relationships with Elected Members, Directorate staff, partners, communities and external agencies. • Engage with a wider range of internal and external partners to drive the change ensuring it meets the needs of the brief, gaining buy in from all parties. • Forge partnerships and work alongside others both internally and externally in the delivery of services that enhance our County and build self-reliance within North Yorkshire's communities. • Understand the needs of communities, and a commitment to delivering outcomes for citizens, customers and stakeholders. • Represent the Directorate at appropriate Regional and National Groups where added value for NYC can be gained by sharing and working collaboratively with others.
Strategic management:	• Effectively implement national legislation, policies and guidance and Council policies • Modernise and develop the workforce alongside the transformation agenda. • Improve and modernise business processes to ensure a positive outcome. • Continually Evaluate transformation which has taken place to ensure lessons are learnt and used to improve further transformation. • Contribute to the annual Service Plan

	• Work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate. • Establish and maintain effective working relationships with strategic partners of Health & Adult Services. • Develop policies, guidance and procedures to ensure consistent working practices, ensure clarity of function and explore opportunity to joint working arrangements with other directorates. • Ensure the achievement of ongoing continuous improvement for the team.
Communications:	• Provide complex information, written and oral, in an extensive range of formats to an extensive range of audiences, including the Corporate Director - Health & Adult Services and Executive Members, senior officers, staff and partners organisations, whilst being sensitive to the nature of the transformation and the audience, ensuring the end goal is achieved effectively. • Negotiate and influence others whilst leading on complex transformation projects. • Represent the Directorate at a senior level at appropriate multi-agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services, their carers and other stakeholders in challenging situations. • Respond to media enquiries as requested by HAS Leadership Team and the Corporate Director Health and Adult Services and appraise them of any matters arising which are particularly sensitive or controversial in nature. • Promote the reputation and image of the Council positively when responding to complaints or to media queries. This may include responding to matters of a sensitive or controversial nature.
Systems and information:	• Ensure provision of relevant data for inclusion in reports to Health and Adult Services Leadership and Management Teams and other groups as appropriate, making good use of available information, appraise content and assess what else might be needed • Prepare and present reports to Committees, Health and Adult Services Leadership and Management Teams. • In conjunction with other service areas, develop initiatives and proposals to promote the work of the service. • Use systems and information as appropriate to quality assure the work of other staff. • The post holder will be required to provide IT information and statistical reports to illustrate transformational plans and progress. • The ability to analyse complex data and information to inform transformational decision making is a key aspect to this role • The post holder must utilise the current business processes in relation to record keeping, financial monitoring and ICT. • The post holder is expected to be responsible for the use, maintenance and management of IT equipment, software and information required to perform their job role.
Safeguarding:	• Be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate

Person specification:	
Essential	**Desirable**
Knowledge • Extensive knowledge of the legal framework applied to the Directorate's relationship to relevant consumer groups. • Extensive knowledge of the development of costed business models for transformation of social care direct provision	• Experience in a local authority, other public sector or independent service industry

- Significant knowledge/experience of current good practice standards both at local and national level.
- Extensive knowledge of the Care Act and the national legislative framework for safeguarding
- Significant demonstrable knowledge of statutory requirements, including requirements in respect of equality and anti-discrimination legislation, maintaining a safe working environment, data protection and confidentiality across a multi-agency partnership.
- Knowledge of Quality Assurance mechanisms
- Extensive knowledge of Organisational Development and Business Process approaches
- Substantial knowledge of budget and staff management processes.
- Extensive post qualifying experience within a relevant professional field
- Substantial experience of multi-agency work at senior manager / leadership level. Able to demonstrate examples of making a practical difference.
- Substantial Experience of developing strategic plans based on needs assessment and delivery of required outcomes.
- Demonstrable Experience of developing and implementing new ways of delivering services and innovative working practice.
- Wide experience of contact with, and presenting to, Members and Director level staff and senior managers in partner organisations.
- Experience of policy and service planning and development
- Substantial Experience of managing and delivering against performance indicators in a complex operational environment.
- Proven, effective and substantial experience of the management of resources in a changing organisational environment, including budget planning, expenditure control, and identifying savings.
- Substantial Experience of building effective teams, promoting personal/team/organisational development and supporting a culture of accountability and delivery

Occupational Skills

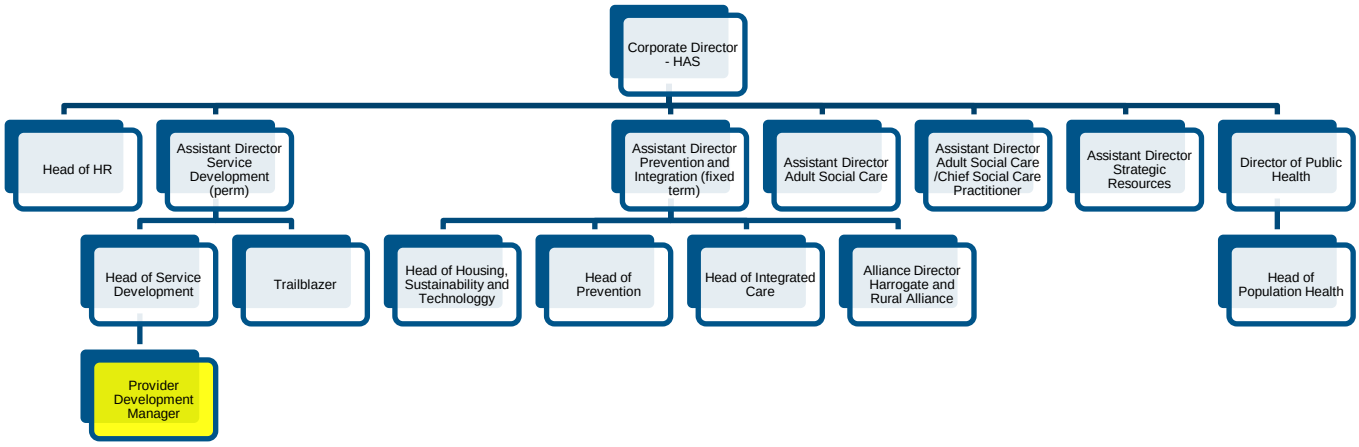
- Ability to lead change and to support services during periods of change and development, minimising the impact on staff morale and maximising the positive outcome.
- Ability to monitor and evaluate services and practices to ensure agreed standards are maintained and intervene constructively where necessary.
- Exercises professional judgement to make key decisions which have wide reaching implications.
- Has insight into strategic strands of Directorate work to make clear business-focused decisions.
- Uses high level persuasion, influencing and/or negotiation techniques to achieve strategic objectives of the Council and Public Health
- Scans, anticipates and plans preventative actions for cross-cutting, complex problems at a strategic level.
- Oversees the delivery of strategic projects, reviewing and making amendments as necessary.
- Excellent communication skills, presenting high level, complex information in an accessible format.
- Good political skills and ability to operate effectively and promote services for vulnerable adults in a political environment.
- Ability to plan, develop and implement new ways of working, including integration with other key agencies.
- Strategic thinker with proven leadership skills and the ability to promote and gain commitment to the organisation’s policy and objectives.

• Budget management skills including effective use of resources. • IT skills.	
Behaviours • **link**	
Professional Qualifications • Educated to degree level or demonstrable equivalent experience	• Project management qualification
Other Requirements • Ability to travel across the County. • Ability to attend meetings outside of normal business hours. • This role is not part of any formal on call rotas but, in emergencies, may be asked to contribute to senior manager on call arrangements as part of major incident response	

Career progression:

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

Structure



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

Post title:	Bridges Manager
Grade:	SM1
Responsible to:	Head of Major Projects and Infrastructure
Staff managed:	Manages a multidisciplinary team
Directorate:	Business and Environment Services
Service:	Highways and Transportation
Job family:	**SM - Senior Management**
Date of issue:	April 2024

Job context

- Reporting to the Head of Major Projects and Infrastructure, the post holder will be responsible for planning and managing the design of new structures and the maintenance of existing structures through an asset management based approach.
- Delivery of the service is reliant on effective management of consultants, contractors and developers.
- The post holder also advises upon the Bridge Management service for City of York Council through a service level agreement.
- Flexible work base, the post holder must have the ability to travel across the county.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.
- Some out of hours work is necessary such as attending evening meetings and providing emergency response.
- The core focus of the job is to be responsible for the effective management and delivery of the bridges and structures design services. The post holder will do this by developing appropriate policies, schemes and work programmes and delivering them through a team of structures and highway engineers.
- The post holder will be the Technical Approval Authority for the Council and must therefore be a Chartered Engineer or approaching Chartered status (see Person Specification below for further details).

Job purpose	**The core focus of this job is to lead the delivery of the bridges and structures services and to ensure the effective management of the bridges and structures asset.**
Operational Management:	• To review and propose changes to team structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups. • To advise the wider service on relevant changing legislation, professional standards and their implementation. • Maximise commercialisation of services provided. • To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs. • To lead specific programmes as part of the Council's change and transformation programme. • Develop the team in the skills required to carry out the work efficiently • Lead on Health and Safety for the team and provide advice to others
Resource management:	• Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the

	service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation. • Prioritise and allocate staffing to support team members in discharging their responsibilities for meeting the needs of the service. • To give leadership, management and direction to the team through the establishment and promotion of team and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
Partnerships:	• 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:	• Responsible for the delivery of the bridges and structures service and devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders. • Personally and through team members, deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy. • Lead in the development of new ways of working that maximise efficiency and effectiveness
Communications:	• Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans are effectively delivered. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising, which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate

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

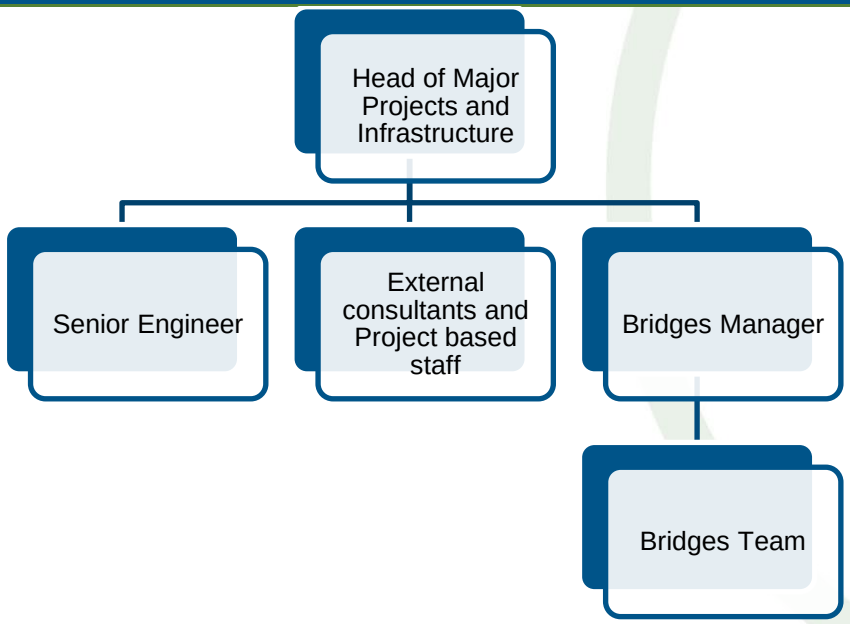
Person specification:	
Essential	**Desirable**
Knowledge and Experience • In depth knowledge of current guidance and legislation with respect to bridge design, inspection and maintenance. • Substantial working knowledge of current guidance and legislation with respect to contract procedures rules. • Substantial working knowledge of current guidance and legislation with respect to procurement procedures rules. • In depth knowledge of statutory requirements, including requirements in respect of health and safety and the Construction, Design and Management Regulations • Substantial knowledge of statutory requirements, including equality standards • Working knowledge of effective management of staff, budgets and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management especially in relation to bridges and structures • Experience of the maintenance of moving structures. • Experience of developing and implementing organisational culture change within a large diverse organisation • Successful management of budgets and staff • Have extensive Construction Experience allied to the maintenance and design of bridges and highway construction.	• Knowledge and understanding of the principles of partnering contracts. • Knowledge and understanding of road works design and construction. • Knowledge and understanding of statutory procedures for both County and Trunk roads projects. • Understand the principles of the requirements need to be the Principal Designer for works carried out by the Count Council. • Understanding of the maintenance of the methods of maintaining moving bridges. • Working knowledge of all matters affecting Health and Safety in Construction and Maintenance. • Knowledge of the Strategic Management of Highway Structures and the prioritisation of maintenance of highway structures.
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.	• Experience of responding to media enquiries. • Experience of managing a team of individuals with differing levels of skill to achieve the county councils needs and ambitions.

• Ability to negotiate and influence at a senior level with council chief officers and senior politicians.	
Behaviours • **link**	
Professional Qualifications • Professionally qualified in the specialist area – see context statement for further details. • Chartered membership of an engineering/highways/transportation institution or commitment to achieve Chartered status within the first 2 years of employment • Note: postholder will be supported to achieve Chartered membership of a relevant engineering/highways/transportation institution	• This post acts as the Technical Approval Authority of Highway structures across the Council, an understanding of the procedures involved would be desirable. The post requires a person of Charted Status with an appropriate Institution, but a person with the appropriate engineering experience close to full membership could considered for employment conditional upon gaining full membership within an agreed timescale at the time of being appointed to the post.
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:	Capital Projects Manager – Schools and Planned Maintenance
Grade:	SM1
Responsible to:	Head of Strategic Property
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Commercial, Property and Procurement
Job family:	**SM - Senior Management**
Date of issue:	March 24

Job context

North Yorkshire Council's Property and Land Estate is managed under a Centralised Property Function, or Corporate Landlord Model and consists of over 3,000 land and property assets over a geographical area of 3,341sq miles. The portfolio consists of operational offices, operational buildings delivering front line services, farmland, legacy/surplus land and assets, industrial units, private residential and commercial holdings. It also works with several partners to support land and building requirements including the Police, NHS and 3rd sector organisations.

The post holder will work directly for the Head of Strategic Property and support colleagues within the team in delivering a range of Property, FM and Asset related programmes and associated projects – with a particular focus on schools and planned maintenance - embedding the Corporate Landlord Model strongly within the team and the wider organisation.

The post holder will work within the Property and Facilities (PFM) Services area but will work with a range of Services, Stakeholders and external customers in supporting, coordinating and delivering capital projects but predominantly within the Children's and Young Persons Service (CYPS) Directorate - supporting wider Strategic Outputs and Outcomes for the Council.

The role will play a significant role in supporting change across PFM, supporting colleagues in delivering a range of strategies and plans, ensuring that good and effective project management principles are adopted, aiding delivery, reporting and management to ensure success.

You will support the Head of Service and Principal Projects Manager in the development of sound methodologies, such as RIBA, across the Council to bring a corporate and uniformed way of delivering projects. You will work within the Councils wider policies and governance, such as the Financial, Contract and Procurement Rules, assisting with their implementation and review as part of the Council continuous improvement.

The post holder will be responsible for, but not limited to, the following areas:

- **Programme Leadership –** Play a pivotal role in providing strategic leadership for the delivery of Property, Facilities Management and Asset-related programmes and projects under a Corporate Landlord Model, with a particular focus on schools and planned maintenance.

- **Collaboration –** The Post Holder will lead cross-functional collaboration within Property and Facilities (PFM) Services while engaging with the CYPS service, stakeholders, and external customers. This collaborative approach is essential for contributing to the Council's wider Strategic Outputs and Outcomes. You will bridge gaps between PFM and our internal and external clients, ensuring seamless coordination and delivery of capital projects.

- **Strategic Delivery –** You will ensure that methodologies such as RIBA are soundly implemented across your portfolio of projects for cohesive project delivery. Your role extends beyond project management, actively contributing to the development and execution of strategies and plans. This includes supporting the implementation of Corporate Landlord and Asset Management Strategy outputs, championing the adoption of effective project management principles.

- **Governance** - you will operate within the Council's wider policies and governance framework. Additionally, you will play a crucial role in complying with project management governance across your portfolio of projects. This involves actively developing, participating in and contributing to project management groups, boards, and structures, ensuring alignment with established governance principles. Through your engagement in these project management governance structures, you will ensure that programmes and projects adhere to regulatory requirements, fostering effective decision-making, and contributing to the strategic objectives of the Council

Due the nature and activities of the role the post is politically restricted under the terms of the Local Government and Housing Act 1989.

Job Purpose:	**To manage and lead the delivery of the CYPS Capital Programme and planned maintenance activity**
Operational management:	• To be the responsible person for the development and delivery of the CYPS capital programme / construction projects, delivering an effective and efficient service and sustainable portfolio of assets. • To work with the Head of Strategic Property and senior officers within the CYPS Directorate in determining strategy, setting objectives and targets and to the development of policy and practice within the Property Service, including specifically in respect of the management of the delivery of CYPS investment programmes • To be responsible for ensuring that all building construction activity is undertaken in accordance with statutory requirements and best practice • To ensure the development and management of data in accordance with requirements to support service delivery • To ensure that relevant procurements are undertaken in accordance with the County Council's Contract Procedure Rules and other legislative requirements • To ensure that effective contract management arrangements are implemented in respect of relevant contractors at both strategic and operational levels • To represent the Head of Service and / or the Directorate at meetings and groups as required, contributing to corporate and directorate policy • To provide professional support and advice as required within areas of expertise. • Manage and monitor risks associated with allocated capital projects, creating clear reporting and escalations and ensuring control and mitigation is applied and managed, implement contingencies promptly once risks are realised. • 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.
Resource management:	• Responsibility for a revenue budget and for capital budgets • In the Head of Property's absence make critical decisions regarding financial resources and people management issues • Support the Head of Property in delivering transformational change through the delivery of innovative solutions to service delivery and development, and the modelling of positive behaviours • Support the Head of Property in delivering high standards of performance against agreed indicators • Take action to resolve performance issues speedily and effectively, and within policy guidelines. • Deliver projects in line with corporate Project Management methodologies.

	• Maintain and manage a comprehensive service and corporate risk register, specifically focusing on allocated project-related risks, and effectively managing and monitoring specific Programme and Project risks. • Support and embed a One Council culture across own team and Directorate, reviewing and developing working practices, structures and resources, accordingly, supporting the ongoing continuous development and sustainability of North Yorkshire Council • Manage a team of Project delivery professionals, demonstrating effective leadership, fostering teamwork, collaboration communication, customer service and staff motivation to ensure the team meets its strategic objectives. • Uphold professional standards, ethics and certifications within the team, ensuring the delivery of unbiased advice and activities in alignment with recognised industry standards. • Implement succession planning methods, identify resource requirements and contribute to wider strategic resource planning to support the Head of Service in strategic asset management. • Develop and review job descriptions, participate in recruitment processes to bring in qualified resources and manage team performance through goal-setting, monitoring and appraisal. • Ensure the team's full compliance with professional standards, ethics and policies, including those associated with relevant certifications such as RIBA, Prince2 and APM, contributing to the overall integrity of the service.
Partnerships:	• Foster collaborative relationships with senior colleagues throughout the organisation and particularly with the CYPS Directorate to champion and integrate the Corporate Landlord approach, offering innovative solutions and working to improve the customer experience. • Manage and drive forward change across the service and the organisation in adopting key principles for effective project delivery, linking with clear governance and decision-making. • Build effective relationships with enabling services such as HR, Business Support, Finance, Procurement and Legal, ensuring their support aligns with the strategic goals and outputs of the service and linking with Service and the Corporate asset management plans. • Co-operate and work well with team members, peers, senior managers and external partners in the pursuit of goals and objectives. • Maintain strong relationships with key internal customers and Councillors, providing regular updates and information on activities relevant to both individual and broader team service areas. This ensures transparency and alignment with strategic asset management objectives.
Strategic management:	• To act as a recognised expert within area of expertise • Contribute to the development of policy and practice across the Service, and to implement change within agreed areas • Contribute towards the annual service planning process, including the identification of team objectives, budgets, business continuity, health & safety, risk management • Collaborate across services to establish, monitor and manage a resilient Corporate Landlord Model, driving key corporate outputs and delivering effective services to customers. • Define a clear and realistic Key Performance Indicator framework, enhancing the monitoring of programmes and projects, linking with wider strategic outcomes, facilitating effective reporting and control. • Promote a culture of continuous improvement within the team, encouraging the sharing of ideas, taking calculated risks and recognising innovation to enhance service delivery and the customers experience.
Communications:	• 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 • Working across services to communicate the activities and vison for the Corporate Landlord and the Asset Management Strategy. • To produce reports and advise Members, Senior Management Board and Cabinet / Executive on property related matters as required by the Corporate Director of Resource, Assistant Director Commercial, Property & Procurement and Head of Strategic Property; providing clear briefings and reports that inform effective operational and political decision making, seeking approvals and delegations. • Actively contribute to relevant management teams within the Resources Leadership Team. • Ensure that personal interaction with Members, Officers and other stakeholders is undertaken in a transparent, positive and professional way which creates a good impression of the Property Team and the Council.
Systems and information:	• To manage and monitor data and information in relation to allocated projects, ensuring all data is up to date and relevant. • Use, and promote the use of, systems and information in service management and delivery as appropriate • To monitor information in respect of emerging and best practice within areas of responsibility • Using data, information and systems to manage a range of Service Level Agreements with clients, utilising systems and data to report key performance and continuous improvement within the Property service. • Support the Head of Strategic Property in disseminating information in respect of best practice within the service and relevant teams.
Safeguarding:	• To ensure that all requirement for the safeguarding, contained within the Councils Safeguarding Policy, are adhered to. • To promote a culture of proactive reporting on all safeguarding areas whether in the workplace or elsewhere • To support the health, wellbeing and welfare of the team

Person Specification:	
Essential	**Desirable**
Knowledge and Experience • In depth knowledge of the statutory requirements and best practice with respect to building construction and programme delivery • In depth knowledge of budget processes, including preparation, management and monitoring; and commercial practices • Significant knowledge of construction health and safety issues, including risk assessment and management • Demonstrable knowledge of procurement and contract management issues within the context of building construction • Demonstrable knowledge of information systems and needs analysis • Well developed and practically applied knowledge of leadership skills that encourage commitment from others and promote a positive and motivated organisational culture • Significant recent management / leadership experience within the management of building construction / capital programme activity within a large property portfolio	• Experience of working in a public sector / Local Government environment • Experience in the HM Treasury 5 Case Business Model methodology. • Experience of the management of capital projects and programmes within an educational estate • Experience of managing programmes with a value of approx. £20 million and within a large geographic area

- Experience of developing and implementing organizational cultural change within a large organisation
- Proven and effective experience of the management of resources in a changing organisational environment, including human and financial resources
- Knowledge and experience of standard forms of contract including JCT and NEC3 suites

Occupational Skills

- Effective leadership skills and the ability to promote organisational policy and objectives
- Management of diverse operational functions to deliver agreed objectives
- Ability to manage budgets
- Ability to identify and manage risks
- Commercial skills, including the ability to identify market trends and requirements, and to manage the delivery of services in accordance with the identified requirements
- Ability to negotiate and influence at a senior level with officers and politicians
- Ability to contribute the planning of resources for the Service / Directorate and to understand where specific projects need to collaborate
- Ability to develop and maintain effective contractual relationships and partnerships

Behaviours

- **link**

Inclusive

- Be kind, compassionate and treat each other with respect.
- Be inclusive, seek the views of others and respond positively even when there are differences.
- Celebrate diversity recognising each other's contributions.

Ambitious

- Be aspirational in our service delivery for our local communities.
- Seek opportunities to share ideas and develop our approaches across partners.
- Understand how to deliver priorities on a locality basis.

Creative

- Adapt to a changing environment by listening to others and learning from each other.
- Think differently and seek new ways to improve services.
- See feedback and shared views as opportunities to learn.

Together

- Build on and develop relationships with colleagues and partners.
- Deliver excellent customer service through partnership working.
- Be visible and accessible within the team and with others to achieve goals together.

Professional Qualifications

- Qualified to degree standard, preferably with a recognised (part or working towards) professional qualification (RICS, CIOB etc), or have substantial experience in a comparable role

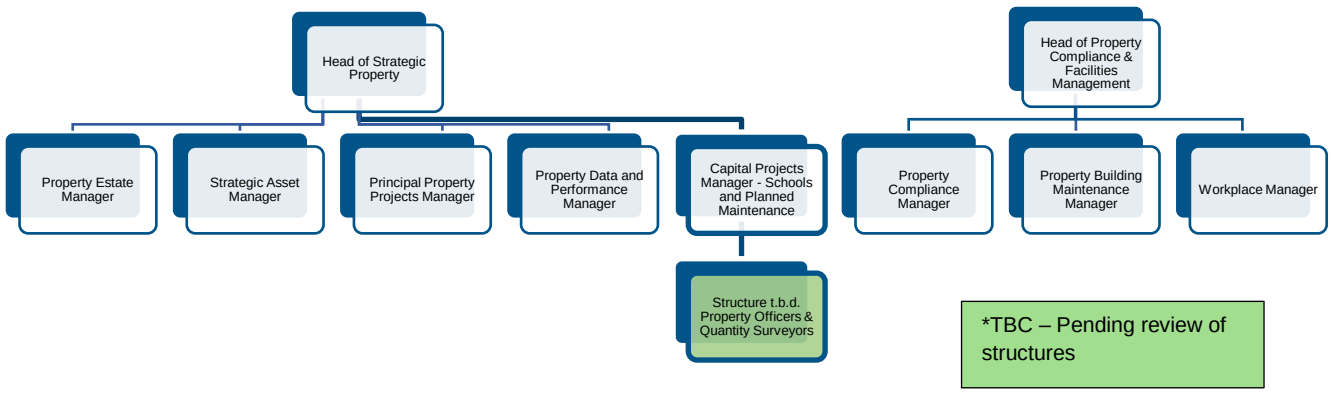
Other Requirements

- Strategic thinker with a proactive and forward-looking approach.
- Strong leadership and team management skills.
- Evidence of ongoing professional development
- Excellent interpersonal and negotiation skills.
- 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:	Electrical Engineering Manager
Grade:	SM1
Responsible to:	Head of Highway Operations
Staff managed:	Manages a team of specialist professionals
Directorate:	Environment
Service:	Highways & Transportation
Job family:	**SM - Senior Management**
Date of issue:	April 2024

Job context

The Highways Operations Service Unit is responsible for the 'front line' delivery of the highways service in North Yorkshire. This service is delivered via 7 locally based highways offices and a centrally based Electrical Engineering office.

- The service has a clear customer focus and a strong performance culture. Our vision is to deliver the best highways service to the people of North Yorkshire.
- The post-holder is directly responsible for a team of engineers, technicians and support staff. The service is also supported by both a Teckal contractor, NY Highways, and a partner consultant.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.
- It also involves out-of-hours working associated with attending community meetings.
- The post-holder must be highly motivated, a good leader, have excellent communication skills and have the ability to represent the authority in a wide variety of forums.
- The Electrical Engineering Team's responsibilities include a county wide lighting installation and maintenance service, an emergency response service. The team also provides a design, installation and supervision and maintenance service for Parish Councils, housing developers and external architects and consultants.
- The post holder is the Council's nominated Duty Holder for all highway electrical activities.
- Maintenance of other electrical assets both on and off the highway such as floodlighting, amenity lighting and associated cabling networks
- Responsible for all highway asset management functions relating to highway lighting due to the specialist nature of the service.

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 Electrical Engineering Team and to provide professional advice on Lighting and associated electrical issues. In addition, the post holder is pivotal in initiating and developing strategic plans for the team and associated policies which require the application of specific specialist knowledge only held by the postholder. To ensure the effective expenditure of the budget (approximately £9 million) and exercise financial control.**

Operational Management:	• Ensure compliance with policies and procedures associated with the delivery of the electrical engineering service. • Oversee the effective design, supervision, ordering, delivery and measurement of schemes and other works delegated to the team together with checking/processing of invoices. • Provide effective compliance with the statutory duties of the Highway Authority. • Contribute to specific programmes as part of the Council's change and transformation programme. • Develop, support, and promote a strong results-driven and customer-focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs. • Review and propose changes to structures, procedures and working methods that will improve the effective use of resources and the effectiveness of service delivery to communities and targeted groups. • Responsible for all Highway Asset Management associated with the Highway Electrical network • Responsible for the identification of impact of new policies / procedures / guidance / directives on existing methods of working. Determination of remedial measures or actions in order to ensure compliance and also no risk (including reputational) to the Council • Represent the Council as an Expert Witness in Legal Proceedings. • Ensuring compliance with principles of Highway Maintenance efficiency Programme (HMEP) in order to ensure effective and efficient methods of working and successful benchmarking against other authorities • Responsible for the interpretation of Well Managed Highway infrastructure (WMHI) and subsequent application of a risk based approach to service delivery. • Developing policy, practice and procedures associated with Highway electrical issues and ensure compliance. • Contribute to the Development and Management of the Council's energy reduction programme. • Providing professional leadership and advice on all matters relating to relevant electrical engineering issues. • Responsible for achieving Income Targets for attachments on columns, including advertising, and from design services and supervision of street lighting projects for third parties. • Champion energy and carbon reduction
Resource management:	• To provide leadership, direction, motivation and support to the Electrical Group to ensure the delivery of the targets and programmes included in the Service Performance Plan. • Be directly responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the electrical engineering 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 give leadership, management, and direction to staff of the service through the establishment and promotion of service and individual objectives, performance plans, priority setting, reviews, and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency, and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance, and effectively addressing development and learning issues.

	• Support the delivery of corporate initiatives in delivering transformational change through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development. • To act as the budget holder and have overall responsibility for Area based budgets and expenditure. • Generate income and new business opportunities for the Council and its partners in NY Highways. Provide a one stop shop Design and Build Service for housing developers, for all street lighting, amenity lighting, floodlighting, illuminated sign and cable design together with management of the installation, testing and commissioning within North Yorkshire • Identification and ongoing implementation of potential efficiency saving techniques and initiatives for the Council's continuing savings programme. • Manage the Client requirements at Leeming Bar Depot.
Partnerships:	• Ensure that the team undertakes appropriate and effective liaison with partners and other contractors/consultants in all aspects of electrical works undertaken within the highway. • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change, ensure activities are aligned, where appropriate, with other changes taking place corporately or across directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services, and other functions as required. • Represent the service at operational and co-ordination forums with external agencies and other Council directorates as required. • Engage, liaise and persuade the Council's local strategic partners to join the Council's ca procurement scheme and street lighting maintenance contract. • Engage in the planning and implementation of the Council's Smart Cities initiatives including the design and managing the installation of EV Charge points across North Yorkshire • Manage the street lighting maintenance and energy requirements for the various Parish & Town Councils that own footway lighting in North Yorkshire. • Liaise with NY Police and Elected Members to ensure that energy reduction initiatives do not negatively impact on the Council's responsibilities under Section 17 of the Crime and Disorder Act. • Liaise with North Yorkshire's National Parks to develop and promote and maintain their Dark Sky Reserve status through bespoke Policy and design initiatives
Strategic management:	• To determine, implement and manage long-term maintenance strategies for Electrical Engineering for approval by the Head of Highway Operations. • Contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and, working with the line manager, to be accountable for service strategy. • Develop and maintain street lighting and illuminated signing / other assets, policies and protocols in respect of the installation and maintenance of Highway Electrical assets in accordance with DMRB. This includes the Street Lighting Asset Management Plan and the Electrical Inspection Manual. • Personally, and through team members, deliver the targets set down in the service and team plans, monitoring and addressing under-performance. • Interpret and enforce the legal requirements of the Electricity at Work Regulations and the IEE Wiring Regulations. • Responsible for strategic decision making for highway electrical matters across North Yorkshire. • Contribute to developing new ways of working that maximise efficiency and effectiveness.

	• The Post Holder is the "Duty Holder" for all Highway related electrical Issues as determined by the Electricity at Work Act
Communications:	• Liaison with Councillors, Parish Councils and Councillors, the Police, other statutory organisations, other representative bodies, and members of the public on matters related to electrical engineering and to attend meetings, including evening meetings, as required. • Represent the Council through being the point of contact with the media in Electrical Engineering matters. • Prepare and present reports to Council Committees and other meetings. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers/professional staff in understanding/improving the customer journey across a range of NYC services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers through communication and the provision of support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting, and engaging with managers, staff and people who use our services including (but not limited to) ongoing and future carbon / energy reduction • Respond to media enquiries as required and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications • To influence and persuade a range of Private and Public sector organisations to utilise the fee earning services offered by the Council's Electrical Engineering Team. • Commercialise the Council's street lighting assets including marketing for that service.
Systems and information:	• Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Use relevant IT systems and tools to support management, delivery, and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice. • Accountable for the street lighting and illuminated signing module of the SYMOLOGY Aurora system and all associated data/information held within.

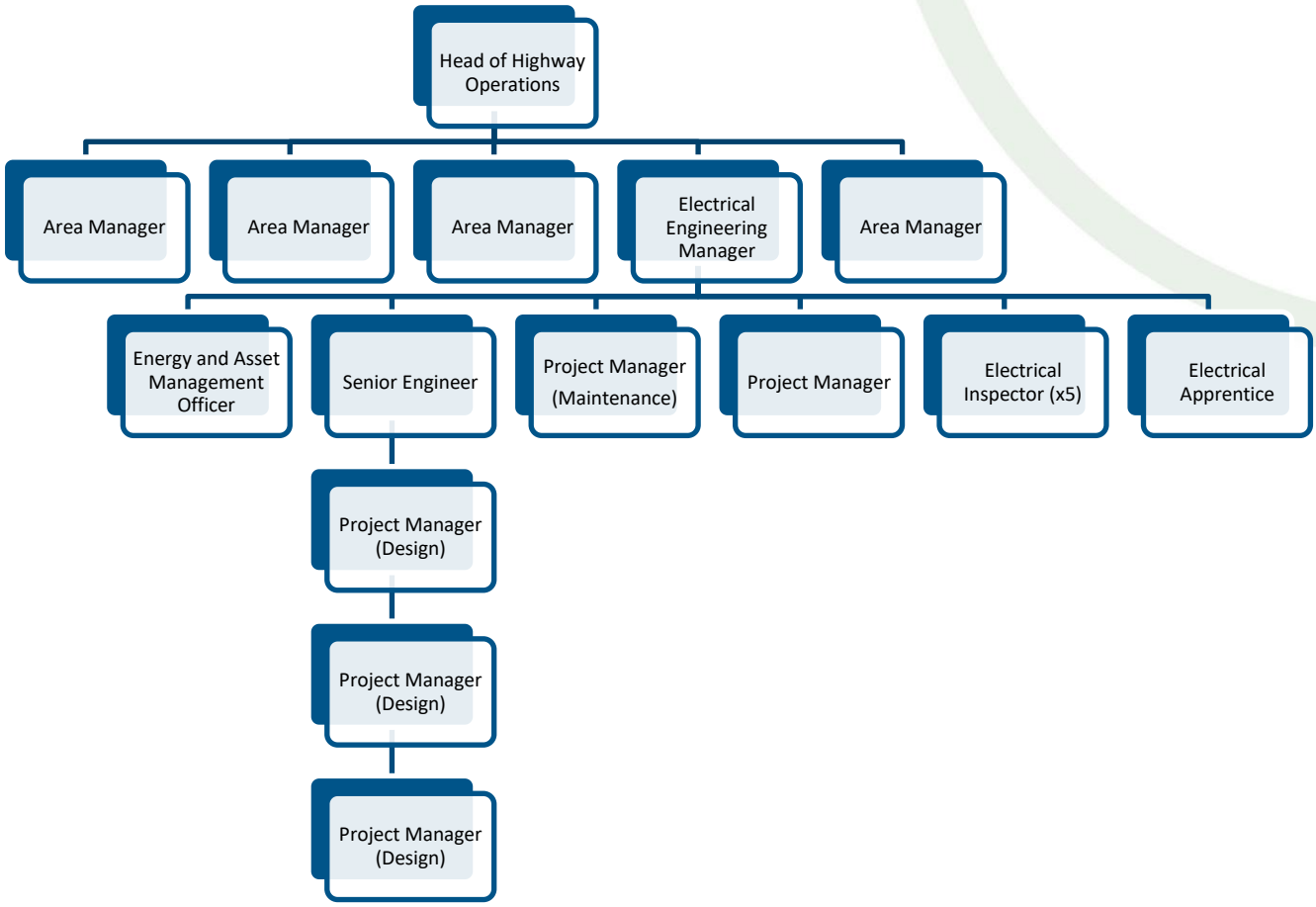
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Significant and applied knowledge of effective management of staff, budgets, and resources and the planning / delivery of significant works programmes • Significant relevant Electrical Engineering experience, with a proven track record. • Extensive knowledge of current guidance, good practice and legislation with respect to street lighting, electrical design, inspection and maintenance. • As this post is Duty Holder for all highway electrical issues it is essential that the post holder has extensive knowledge of the Electricity and Work Regulations and BS7671 Requirements for Electrical Installations (IET Wiring Regulations)	• Knowledge and understanding of the principles of partnering contracts. • Knowledge and understanding of road works design and construction. • Experience of responding to media enquiries.

• Detailed knowledge of current guidance and legislation with respect to contract procedures rules. • Detailed knowledge of current guidance and legislation with respect to procurement procedures rules. • Extensive knowledge of statutory requirements, including requirements in respect of health and safety and CDM & NEC • Demonstrable understanding of energy management and energy reduction techniques and initiatives • Sufficient knowledge and experience to be the Council's primary authority on all aspects of street lighting and electrical design thus requiring extensive experience at a senior level of design, installation, inspection and maintenance in accordance with legislation, guidance and industry best practice. • Recent experience at a senior level in people/project management, management and team leadership • Significant experience in identifying and managing risks. • Significant demonstrable experience of leading and managing a successful design or design/build service that is capable of offering services on a commercial basis external to the Council. • Experience developing and implementing energy management and energy reduction strategies and initiatives. • Experience of responding to media enquiries.	
Occupational Skills • Ability to lead a professional and technical team and to manage and direct others. • Effective leadership skills and the ability to promote organisational policy and objectives. • Excellent written and oral communication skills. • Ability to positively interact with customers and to understand their needs. • Self-motivated and able to work without close supervision. • Ability to develop and maintain effective partnerships both within and outside the service. • Ability to negotiate and influence at a senior level both within and outside the service. • Advanced ICT Skills in the use of SYMOLOGY Aurora, Lighting Reality, AutoCAD and Microsoft Packages.	
Behaviours • **link**	
Professional Qualifications • Electrical Engineering Degree or equivalent such as bespoke street lighting training combined with significant demonstrable experience • Membership of the Institute of Lighting Professionals • Northern Electric 01.1 Competency Certificate • Regional Electricity Company G39 parts 1, 2 and 3 • ILP Lighting Technology Level 1, 2 and 3 • CDM Designer and Client responsibility training • NEC Training	• A management qualification • A project planning/management qualification • Membership of the Institution of Electrical Engineers • ILP Lighting Diploma • IOSH Managing Safely
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:	Area Manager (W&SS)
Grade:	SM1
Responsible to:	Head of Waste & Street Scene Operations
Staff managed:	Manages a group of managers
Directorate:	Environment
Service:	Environment & Climate Change
Job family:	**SM - Senior Management**
Date of issue:	August 2023

Job context

The Waste & Street Scene (W&SS) Service Unit is responsible for the 'front line' delivery of the waste collection & street scen**e** services in North Yorkshire. This service is delivered via 7 locally based depots working alongside a central waste contracts team. There are 3 Area Managers who are each responsible for two or three of the area depots.

- Area depot responsibilities include collection of domestic waste, recycling, trade waste, garden waste and bulky waste, also includes street scene operations – emptying of public bins, clean streets and pavements.
- The service has a clear customer focus and a strong performance culture. Our vision is to deliver the best W&SS service to the people of North Yorkshire.
- The post-holder directly manages 5-6 staff, with operational teams of up to 100 people per depot. The service is also supported by both a Teckal contractor, Yorwaste, and other suppliers.
- The service is undergoing significant transformation and accordingly the post-holder will need to lead on certain areas of work. This may require attendance at senior officer meetings, political forums or meetings with decision makers.
- It is expected that the post-holder will help manage the transition to service harmonisation embedding a single culture and way of working across the service.
- The post-holder must be highly motivated, a good leader, have excellent communication skills and have the ability to represent the authority in a wide variety of forums.

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

Job Purpose:	**To lead and manage the W&SS service within the Areas with regard to collection of domestic waste, recycling, trade waste, garden waste and bulky waste, also includes street scene operations – emptying of public bins, clean streets and pavements. To ensure the effective expenditure of the budget (approximately £6 million) and exercise financial control.**
Operational management:	• Ensure compliance with policies and procedures associated with the delivery of the local W&SS service.

	• Make arrangements to deliver an efficient and effective collection service for domestic residual waste, recycling, trade waste, garden waste and bulky waste and any other local functions pertaining to the service. • Make arrangement to deliver an efficient and effective street scene services covering clean streets and pavements, public bins any other local functions pertaining to the service. • Within the service policy, achieve the best value quality from recycling material and accordingly enable best value. • Lead on or contribute to specific programmes as part of the Council's change and transformation programme. • Ensure service stability through a period of significant change and service harmonisation. • Visible manager of large cohorts of operational front-line staff. • Develop, support and promote a strong results-driven and customer-focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs. • Review and propose changes to structures, procedures and working methods that will improve the effective use of resources and the effectiveness of service delivery to communities and targeted groups. • Ensure effective integration with the highways function at a local level and identify and implement ways to ensure that performance levels are achieved.
Resource management:	• Be directly responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation. • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development. • To act as the budget holder and have overall responsibility for Area based budgets and expenditure.
Partnerships:	• Ensure that the Area Teams undertakes appropriate and effective liaison with partners and other contractors/suppliers in all aspects of work provided. • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change, ensure activities are aligned, where appropriate, with other changes taking place corporately or across directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions as required. • Represent the service at operational and co-ordination forums with external agencies and other Council directorates as required.
Strategic management:	• Help shape and deliver service transformation and harmonisation in-line with the Council's target operating model (TOM)

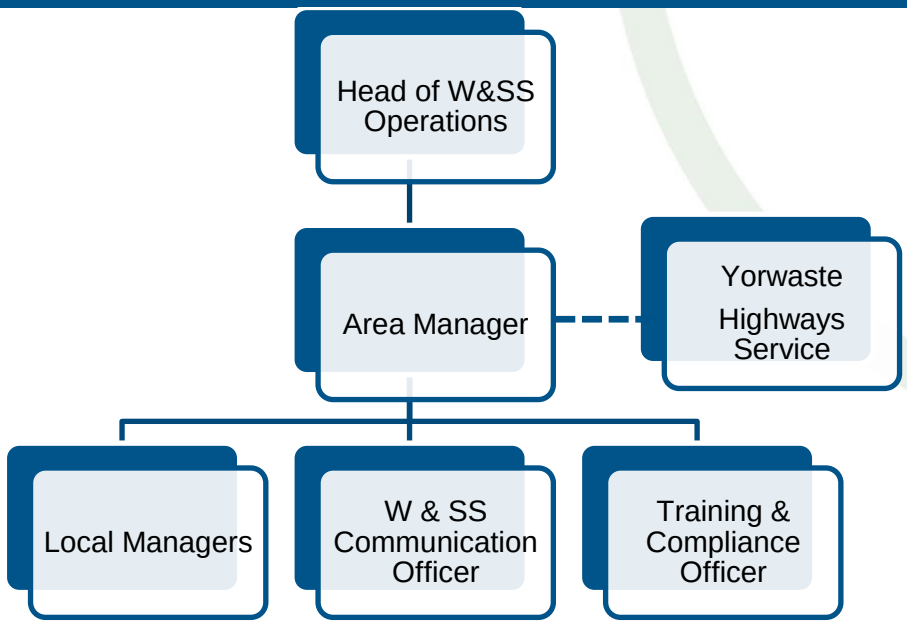
	• Personally and through team members, deliver the targets set down in the service and team plans, monitoring and addressing under-performance. • Contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and, working with the line manager, to be accountable for service strategy. • Responsible for strategic decision making for W&SS operational matters contained within the geographical area of the role. • Contribute to developing new ways of working that maximise efficiency and effectiveness of the service across the county.
Communications:	• Liaison with Councillors, Parish Councils and Councillors, government bodies (e.g. DEFRA), other representative bodies and members of the public on matters related to W&SS operations and to attend meetings, as required. • Represent the Council through being the point of contact with the media in Area matters. • Prepare and present reports to Council Committees and other meetings. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers/professional staff in understanding/improving the customer journey across a range of NYC services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers through communication and the provision of support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff and people who use our services. • Respond to media enquiries as required and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior managers, senior operational managers and frontline staff as appropriate.
Systems and information:	• Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Use relevant IT systems and tools to support management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of current good practice standards both at local and national level in relation to W&SS services. • In depth knowledge of statutory requirements in relation to W&SS services • Significant and applied knowledge of effective management of staff, budgets and resources • Significant relevant W&SS experience, with a proven track record. • Recent and significant management and leadership experience. • Proven and effective experience of the management of resources in a changing organisational environment, including human and financial resources. • Experience of planning and delivering significant works programmes.	• Experience of responding to media enquiries. • Experience of responding to weather-related emergencies. • Local knowledge of the geographical area
Occupational Skills • Ability to lead a professional and highly operational, front-line teams and to manage and direct others. • Effective leadership skills and the ability to promote organisational policy and objectives. • Excellent written and oral communication skills. • Ability to positively interact with customers and to understand their needs. • Self-motivated and able to work without close supervision. • Ability to develop and maintain effective partnerships both within and outside the service. • Ability to negotiate and influence at a senior level both within and outside the service. • Effective in successful partnership working	
Behaviours Link	
Professional Qualifications • Evidence of continuing professional development	• Educated to degree level • Membership of a relevant professional body
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:	Migrant Programmes Manager
Grade:	SM1
Responsible to:	Head of Localities
Staff managed:	Manages a team of specialist professionals
Directorate:	Central Services - Local Engagement
Service:	Localities
Job family:	**SM - Senior Management**
Date of issue:	December 2023

Job context

Local Government Reorganisation brought together the eight councils of North Yorkshire into a single unitary North Yorkshire Council (NYC) on 1 April 2023. This will provide the platform for improving the efficiency and effectiveness, maximising opportunities of scale across a rural council whilst improving outcomes for residents and businesses. It will place communities at the heart of the council with the aim of being the most local, large council in England whilst ensuring we are in a strong position to manage the challenges ahead including rising costs and increased demand for services.

Whilst locality working will be part of a whole council approach, as part of the structure for the new North Yorkshire Council a central corporate localities team has been established. The Localities team will have two core aims that will be delivered through collaboration, connection and engagement:

1. Prevention and community resilience
    - Supporting communities to contribute to the Council and public health prevention priority to reduce, prevent or delay the point at which people need to access statutory health and social care services
    - Supporting people to live longer, healthier and independent lives within their community and contributing to broader public health priority to reduce health inequalities
    - Supporting communities to become more resilient to respond to local challenges
2. Social Regeneration
    - Ensuring that the places where people live, now and in the future, create new opportunities, promote well-being and reduce inequalities so that people have better lives, in stronger communities and achieve their potential.

The new Localities Team comprises of three service teams: Communities, Parish Liaison and Local Devolution, and Migrant Programmes. Together they will maintain and build on a range of programmes already established to ensure that the places where people live, now and in the future, create new opportunities, promote well-being and reduce inequalities so that people have better lives, in stronger communities and achieve their potential; develop new programmes that deliver the Council's ambitions in relation to locality working; and will also focus on the development of a number of key new policy priorities and strategic themes including parish liaison, devolution of services to parish councils and communities and migrant support programmes.

In September 2015 the Prime Minister announced that the UK will accept up to 20,000 Syrian refugees from refugee camps in countries neighbouring Syria. Since that time, a number of other programmes have been established. This role will work across all the national resettlement routes including:

- UK Resettlement Scheme (UKRS)
- Community Sponsorship
- Mandate Scheme
- Family Reunion
- Afghan Citizens Resettlement Scheme (ACRS)
- Afghan Relocations and Assistance Policy (ARAP)

- Hong Kong British Nationals (Overseas)
- Homes for Ukraine, Ukraine Extension Scheme and Ukraine Family Scheme
- Asylum Seekers
- Unaccompanied Children.

Funding is provided from central government for the resettlement and hosting of asylum seekers and refugees.

The Council works with the Home Office, Dept for Levelling Up and Communities and Migration Yorkshire (a partnership of the 22 local authorities in the region, hosted by Leeds City Council) who manage the selection and transport of the refugees and where needed some specialist support services.

The Council is legally responsible for a range of resettlement services including:

- Provision or sourcing of appropriate furnished housing or, as is the case with the Homes for Ukraine programme, ensuring that the accommodation provided by host families is of an acceptable standard.
- Provision or sourcing access to schools.
- English language provision for adults.
- Provision or sourcing of wraparound resettlement, well-being and welfare support services in order to provide cultural orientation, life skills, language assistance, signpost to existing support services and social connections/activities
- Supporting and working alongside other public sector organisations (including Integrated Care Boards, Primary Care Networks, Dept for Works & Pensions and North Yorkshire Police) to provide access to relevant health and public services.
- Supporting migrant populations to fully participate in civic society and to have a voice, through working alongside and developing local community groups, peer support groups, voluntary organisations and faith groups.

The role of the Migrant Programmes Manager is to lead on the planning and implementation of all live migration, refugee and asylum programmes and ensure that they are legally compliant and successfully delivered on time and within budget. In particular, this will involve:

- Chairing and providing strategic leadership for a number of internal and multi-agency Programme Boards that include internal cross-service project teams, Migration Yorkshire, The Refugee Council, central government, senior service area managers (both inside and outside the Council), and external contractors to plan and oversee the successful delivery of the service.
- To lead on the planning and implementation of a number of less used migration routes and ensure that they are successfully delivered on time and within budget.
- Managing and recommending to Home Office and the Council the overall North Yorkshire migrant programmes strategy including numerical caps.
- Developing, establishing and delivering participative programmes that involve, engage and enable migrants, refugees and asylum seekers to successfully settle and integrate in the UK.

The post is classified as suitable for hybrid working with an office base at one of the local Council Offices or County Hall, Northallerton. It requires travel across North Yorkshire and occasionally beyond.

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

Job Purpose:	The core focus of this job is to provide overall strategic leadership as 'programme and project sponsor' for a new integrated Migrant Programmes service. Designing, shaping and delivering a range of services, projects and programmes that ensure that the Council exercises its legal duties to effectively resettle migrants arriving in North Yorkshire through all active 'safe and legal routes'. This will involve close and ongoing liaison with partners, central government representatives and senior management team officers from within the Council. The role will lead and manage the core service team and set the strategic direction for a number of dedicated cross-directorate teams.
Operational management:	• To provide overall strategic leadership for a new integrated Migrant Programmes service articulating a clear vision and the series of actions needed to ensure success. • As a Senior Manager, contributing to the actions which support cultural and transformational change at county-wide and local level, contributing to developing new approaches to customer care and public engagement and developing the future workforce. • To ensure that elected members and key stakeholders are fully appraised of and involved in the work of the Migrant Programmes service. • Be responsible for the overall direction, control and completion of all relevant live national migration programmes ensuring strategic alignment with corporate priorities and standards. • Be responsible and accountable for ensuring that all live programmes are delivered to requisite Legal and Council standards. • Be responsible and accountable for ensuring that the less used programmes they directly manager, and all work-streams within it are delivered to requisite Legal and Council standards. • To ensure local communities working with refugees and asylum seekers can access the support provided by or funded by the Council, both developmental support and ongoing support from Council services, taking all of the operational and resource implications into consideration. • To work with the Executive Member and other Councillors and Committees to ensure that they are informed, engaged and enabled to carry out their roles. • To provide proactive advice on the delivery and development of programmes and associated matters to the Head of Localities and Assistant Chief Executive (Local Engagement). • To contribute to and lead as required specific programmes as part of the Council's transformation programme. • Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders. • Responsible for the Wellbeing, Health and Safety of Staff in line with the Health and Safety Policies and practices. • To carry out roles identified within the resilience, emergencies, and business continuity policies. Take a lead where required on single and/or multi agency response to emergencies both in and out of hours.
Resource management:	• Be responsible as a senior budget manager for resources in respect of all relevant allocated budgets within the Council's scheme of delegation of financial responsibility, including specific grants and any external funding programmes. • Prioritise and allocate staffing to support the team in discharging their responsibilities for meeting the needs of the service.

	• Motivate, develop and empower staff who are not directly line managed to optimise their skills and output and to promote effective working relationships to ensure that project objectives and targets are appropriately met. • To give leadership, management and direction to staff in the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • Ensure the achievement of ongoing continuous improvement for staff in their teams. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of the council's values and delivering innovative solutions to service delivery and development.
Partnerships:	• Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative and productive relationships. • Work with range of external partners including health, police and voluntary sector to deliver the programmes. • Work with senior managers and colleagues in Housing, Children and Young People Services, Health and Adult Services, Public Health, HR, ICT, Finance, Communications, Legal Services, Strategy and Performance and other functions where required. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in Transformation, CYPS, HAS including Public Health, Community Development, Environment, HR, Technology, Finance, Communications, Legal Services and other functions where required. • Represent NYC at policy, operational and co-ordination forums with external agencies and other Council services.
Strategic management:	• Set the vision and strategic direction for the service. • To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate. • Take direction from the Head of Localities in relation to exceptionally complex or highly politically sensitive issues. • Establish and maintain effective working relationships with strategic partners of the Council. • Lead the development, management and evaluation of any commissioning activity in relation to migrant programmes at a strategic level to ensure the continued relevance of strategies as policy and practice moves forward. • Determine policies, guidance and procedures to ensure consistent working practices, ensure clarity of function and explore opportunities for joint working arrangements with other directorates and cascade to the team, NYC staff, partner organisations and external partners, as appropriate. • Constructively challenge existing perspectives/working practices at a strategic level and be capable of building a robust, evidence-based case for change.
Communications:	• To develop communications plans as needed for initiatives and programmes, which incorporate internal and external communications. • Deal professionally with all enquiries via e-mail, telephone or in person. • Oversee the production of written information, which is clear and concise, including articles for the website, processes for staff, procedures and guidance documents, committee reports and briefing papers etc. • Negotiate with partners (internal and external) individually and collectively to achieve the Council's aims and objectives.

	• Lead engagement and consultation processes to achieve the introduction of new initiatives and change in their areas of service. • Communicate effectively with staff and senior management in respect of all programme development and delivery. • Successfully build strong working relationships at a strategic level to inspire confidence and support, demonstrating political awareness and sensitivity to the needs of key stakeholders. • Manage conflict situations effectively and pro-actively seek to be creative in developing solutions in order to deliver win-win. • Build strong working relationships with principal stakeholders such as service area managers, and lead in promoting the work of the project across the organisation.
Systems and information:	• 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. • Expert knowledge and understanding of the issues relating to the resettlement of refugees and asylum seekers in the UK including all relevant government programmes and community integration. • Expert knowledge of the legal frameworks that govern refugee and asylum seeker programmes. • Expert knowledge of the issues faced by migrant communities and their needs. • Good knowledge and understanding of the key issues relevant to communities and public sector organisations in North Yorkshire. • Specific knowledge of the issues faced by deeply rural communities. • Knowledge of the current national public sector policy framework and the implications for councils. • Knowledge of both theoretical and practical aspects of project management	• Understanding of the key drivers for change in local government services and related sectors

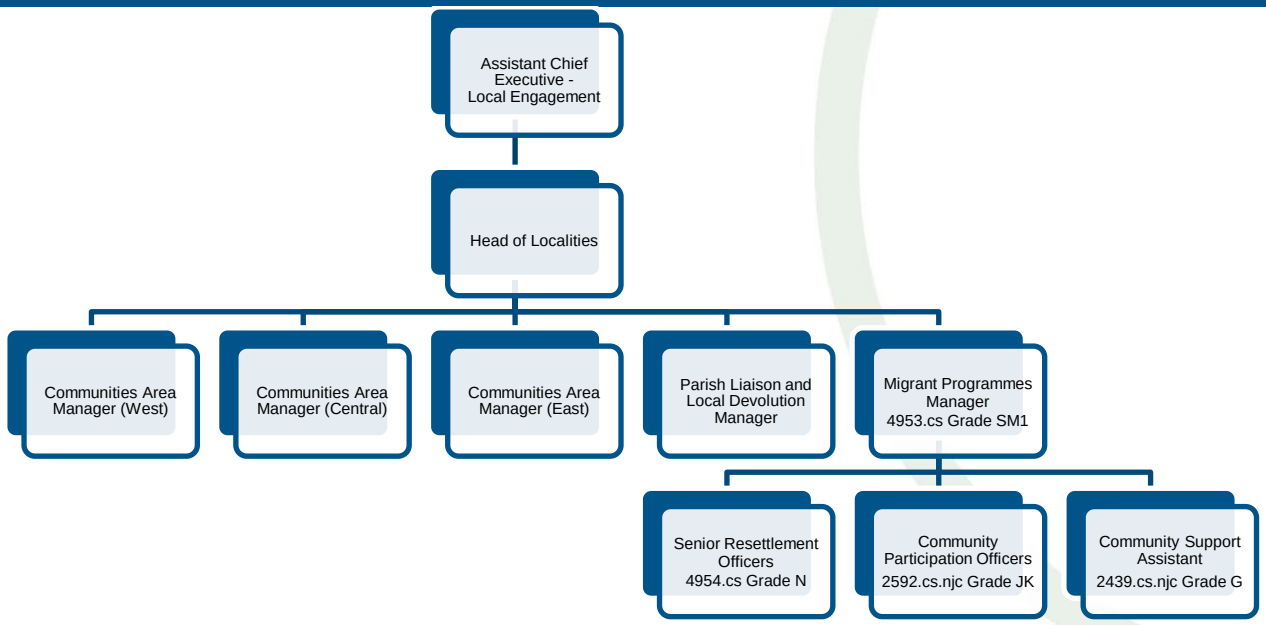
• Knowledge of how to develop communications frameworks for communicating complex legislation to staff and the wider public. • Understanding of the range of approaches to monitoring and managing performance across multiple projects and programmes. • Understanding and knowledge of national and local democratic processes. • Understanding of ICT systems including financial management systems, internet and intranet. • Significant knowledge and experience of operating in a politically sensitive environment. • Significant experience of developing new policy frameworks and associated delivery plans. • Significant experience of planning and delivering large complex projects with a wide range of stakeholders • Significant experience of managing large complex budgets and government grant funding including financial management, budget control and monitoring • Significant experience of managing change resulting in measurable service improvements • Significant experience of leading, managing and inspiring multiple multi-disciplinary teams in a large complex organisation delivering high levels of performance • Significant experience of leading and managing teams of people, including volunteers, who are not line managed by you. • Significant experience in the conduct of Local Authority decision making processes at the most senior level. • Experience of working with community and political leaders to bring about changes based on local needs and priorities. • Experience of achieving consensus between different stakeholders who have different perspectives and priorities. • Experience of working with communities to support them to develop and provide local support and services. • Experience of public and service user engagement. • Experience of working in an environment that demands tact and diplomacy • Experience of managing high profile, challenging meetings • Experience of complex data analysis and submission of statutory • data returns.	
Occupational Skills • Effective leadership skills and the ability to promote organisational policy and objectives. • Ability to lead, inspire, motivate and develop staff, colleagues and communities, building a successful engaged team. • Management of diverse operational functions to deliver strategic objectives. • Ability to plan resources – human and financial - for the service and to understand where specific programmes need to collaborate to drive change. • Ability to manage budgetary and financial systems and to deliver investment programmes within budget and delivering value for money. • Ability to develop business cases including financial, legal, human resources and risk implications. • Strong political awareness and ability to demonstrate sensitivity to different needs of key Council and external stakeholders. • Ability to develop and maintain effective partnerships both within and outside the Council. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians.	• Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change.

• Tact, diplomacy and assertiveness to establish confidence with Councillors and senior managers and firmly guide the most senior strategic decision takers to ensure the legality of decision making at the Council. • Ability to demonstrate drive and initiative to achieve outcomes. • Flexible approach with the ability to respond effectively to changing circumstances, without losing focus or direction • Resilience and the ability to cope with ambiguity and conflicting and complex demands. • Ability to formulate and secure delivery against targets and plans working through a team and managing and supporting them to do so. • Written communication skills – Presents/records difficult information in an accessible format suitable for a varied audience, reviews and measures the effectiveness of existing communications • Ability to meet strict deadlines. • Good IT skills - Microsoft Office. • A commitment to relationship centred practice and customer care.	
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. • Highly motivated, resilient and not easily discouraged. • Personal and professional demeanour and credibility which commands the confidence of elected members, senior managers, staff, external partners and other stakeholders. • A high degree of probity and integrity. • Ability to travel around the whole of the County and occasionally beyond • Ability to occasionally attend meetings outside of normal business hours	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	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.

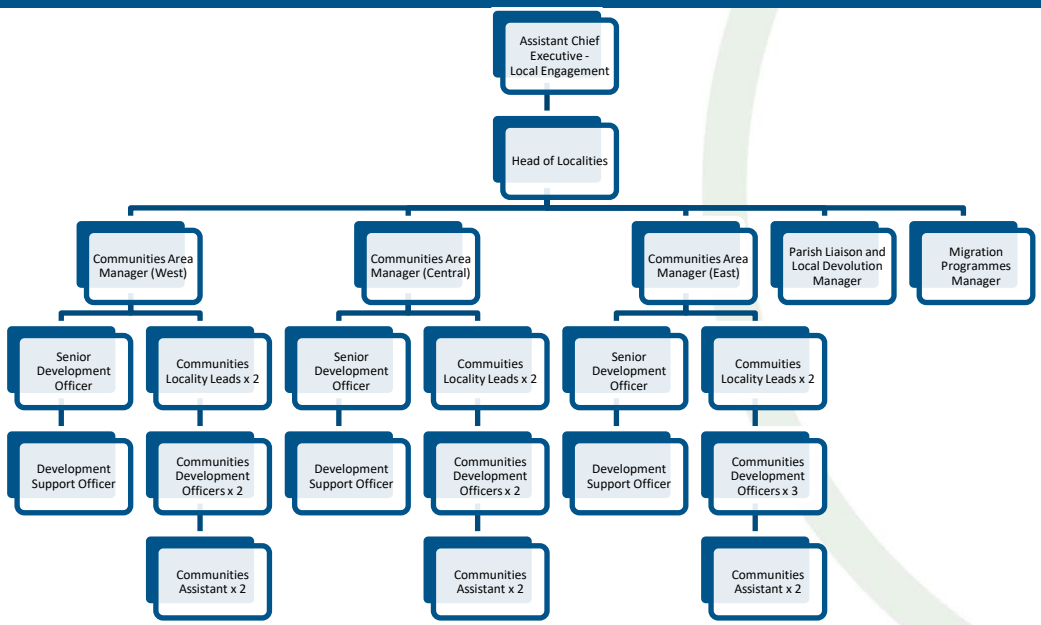
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Knowledge and understanding of how to establish a vision and strategic delivery plan - such as a Theory of Change - and implement this across a wide geographical area with complex partnerships. • Expert knowledge and understanding 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:	Head of Benefits and Welfare
Grade:	SM2
Responsible to:	Assistant Director Customer, Revenue and Benefits
Staff managed:	Manages a group of managers
Directorate:	Resources
Service:	Customer, Revenue and Benefits
Job family:	**SM - Senior Management**
Date of issue:	June 2023

Job context

As a member of the senior leadership team, to contribute to the overall leadership, direction and management of the relevant service in the context of local and national priorities.
This role is responsible for:

- To provide leadership, operational management and financial control for the Welfare/Benefits administration function of the Revenue and Benefits service area.
- The leadership and line management to a number of operational teams across north Yorkshire locality areas. These teams will provide a range of services.
- To be accountable for the performance of the welfare/benefits function and delivery of high-quality strategic aims
- Drive transformational organisational change in order to achieve excellent member, customer and partner relationships while delivering cost-effective, high-quality services to residents
- To lead and manage the welfare/Benefits function (including council tax administration of associated benefits claims) in order to deliver the Council's strategic and service objectives in relation to welfare/benefits (housing benefit, discretionary housing payments, council tax reduction and any other government schemes).
- Drive the improvement/transformation agenda within the service and develop capacity in key areas to support services in meeting local and corporate objectives
- Be an active member of the Customer, Revenues and Benefits senior leadership team with collective responsibility for the managerial leadership of the Customer, Revenues and Benefits service, encouraging a culture which promotes the values and behaviours of the council and a can-do attitude.
- To lead and manage the welfare/benefits service, resource management capacity actively seeking and applying best practice and innovative methods of service delivery to ensure cost effective and efficient service delivery that meet the demands of the customer.
- Maximise the value of Government subsidy and grants received for the service, ensuring that all funding that is available has been applied for; the appropriate systems are in place to avoid loss of subsidy relating to Housing Benefit error processing to protect the Council from financial risk.
- To maximise the income collected by the Council from customers and other income within the parameters of statute.
- To work with and advise the Assistant Director of Customer, Revenues and Benefits on matters relating to the development and delivery of strategic priorities, changes in legislation and the delivery of transformation plans and objectives, services and performance in relation to Customer, Revenues and Benefits
- The identify and maximise the use of external funding opportunities.
- In this role you will be required to deputise for the Assistant Director Customer, Revenue and Benefits as necessary and to represent the council on a range of regional and national networks.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job purpose	**To be responsible for the effective delivery of welfare/benefits services across North Yorkshire. To provide strategic, operational leadership, ensuring effective and efficient operational management and financial control to achieve the council priorities.**
Operational Management:	• To lead the operational delivery of welfare/ Benefit services, ensuring that all statutory duties are met and delivered. • Be the Council's principal technical and procedural advisor on welfare/benefits functions for the Council, providing advice and support to the Director, assistant Director and elected members. • Management of the Team in terms of the Council's provision of Council Tax administration, Housing Benefit, Council Tax Reduction and Discretionary Housing payment and other associated schemes. • Assist the AD for customer, revenue and benefits with the management of the Revenues and Benefits budgets. • Assist the AD for customer, revenue and benefits with the strategic planning of the welfare/benefits service looking forward 3 to 5 years to anticipate what service volumes, resources and skills will be required and what impact proposed legislation changes are likely to have on the service. Responding to national consultation as required to shape national policy. • Be part of the leadership team delivering the integration of 7 former District Revenues & Benefits teams into a single team. • Assist the AD for customer, revenue and benefits with the development, delivery and review of policies and practices in connection with the Revenues and Benefits service. • To instigate and maintain the highest standards of corporate governance and financial control within the Benefits team. • Ensure the Corporate Debt Policy is maintained, communicated and enforced as necessary • Make best use of resources, analyse outcomes and welfare/benefits against costs and risks when planning and making decisions. • Make decisions in a timely manner and take personal responsibility for those decisions. • Take initiative and clear ownership of issues. • Manage a budget, delivering against financial responsibilities and adhering to financial regulations. • Assist the Assistant Director for Customer Revenue and Benefits to Develop and maintain a future-focussed workforce plan. Demonstrate a commercial focus, identifying opportunities to reduce cost and create income generation opportunities. • Ensure effective performance management systems are in place and checks/balances and demarcation of duty occurs at key points to ensure data integrity and financial security • To make appropriate returns to the government and other external agencies • To negotiate contracts and agreements with partners/external suppliers, aimed at securing the councils objectives and best interest at all times, some specific examples being the Revenues and Benefits IT systems contract, general Benefit related contract such as bailiff/trace agencies etc • Ensure internal and external audit recommendations are implemented or responded to where not practical or cost effective • Ensure risk to the councils cashflow is minimised by highlighting issues early and the potential for fraud is minimised • Make recommendations in respect to discretionary powers associated with revenues • Maintain good working relationships with Heads of Service and coordinate welfare/benefits related issues across the council as required

	• To ensure the Council's information systems for welfare/ benefits collection and benefit payments are accurate and up to date • As a Head of Service, to formulate the strategic direction, priorities and plans for the service, making a major contribution to the way the Council delivers its services • Provide clear, visible and motivational leadership to create a high performance culture that drives continual improvement, efficiency savings and high levels of customer satisfaction. • Anticipate and manage trends and changes in the operating environment and plan to meet these changes in order to provide best value for service users. • To ensure that every opportunity to maximise council resource is achieved promote, develop and manage effective partnership working and strategic alliances, with internal and external stakeholders, including, authorities, partner organisations, and agencies in order to achieve continuous improvement in the provision of services and input into policy developments in own area of expertise. • Build and lead strong teams, communicating the vision and objectives of the service to ensure effective delivery to the agreed service standards and targets. • Act as a professional advisor to the Council, Cabinet, and Chief Executive, Director and Assistant Director on all issues relating to the welfare/benefits service.
Resource management:	• The Revenues and Benefit Service is responsible for all the major income streams of the council and as such is key to the overall financial wellbeing. It is imperative that systems are maintained and developed to maximise cashflow, databases and overall income levels from all sources external and internal. With the large value of debt handled including cash and cheques, risks need to be minimised and systems in place to ensure misallocation, fraud, theft etc are mitigated. • To lead on the development and implementation of effective financial, planning, monitoring and management systems within the service to ensure the delivery of value for money, cost efficient and high-quality services. • In the relevant service area, prepare bids, justification for financial support, agreement of programmes and the execution of all management functions to obtain external funding from Central Government, other appropriate funding sources. • Be responsible as the budget holder for resources in respect of allocated budgets within the council's scheme of delegation of financial responsibility. • To ensure the effective use of resources through identifying, assessing and evaluating different approaches including utilising value for money criteria, using resource management tools to ensure we demonstrate cost effectiveness. • Be Accountable to the Assistant Director of Customer, Revenue and Benefits for financial performance of the service, ensuring that effective monitoring systems are in place and that a balanced budget and efficiency targets are achieved. • To lead and manage staff ensuring that they are consulted, supported, motivated, appraised and developed to enable them to fulfil their roles effectively, to the highest standards possible and meet current and future service needs • Ensure the health and safety of all persons and premises under your control are in accordance with the provisions of Health and Safety. • To respond to internal audit reviews and implement action plans within agreed deadlines. • To manage risk assessments for the welfare/benefits teams
Partnerships:	• Establish and maintain effective working relationships with internal and external partners including other directorates, statutory and voluntary sector partners and Government bodies. • Establish and maintain effective working relationships • Deputise for the Assistant Director of Customer, Revenue and Benefits as required and represent the directorate at policy, organisational, co-ordination and consultation forums with external agencies, other council directorates within the service area or wider directorate.

	• Identify and work effectively with all relevant stakeholders to support service development and transformation. • To work collaboratively with other local authority staff and partner agencies to influence an integrated and co-ordinated approach to achieving key targets and required outcomes. • Work with communities and service users to ensure they can influence service development
Strategic management:	• Supporting the Assistant Director of Customer, Revenue and Benefits at a management level and be an active member of the management team with collective responsibility for the delivery of the wider council plan and service plans as well as establishing a culture which promotes the values and behaviours of the council. • As a member of the directorate management team, provide general support on service matters to the Assistant Director of Customer, Revenue and Benefits. • Through effective planning and resourcing, provide robust strategic leadership and effective management of Revenues services and its staff, ensuring that it is an effective, high performing team capable of delivering Member's priorities. • Within service area, to lead on all aspects of staff management including recruitment, induction, production of personal objectives, monitoring of staff performance data, delivery of performance appraisals, management of poor performance and learning and development. • Provide sufficient management guidance and information and embed good people management skills in managers across the service area, making North Yorkshire • To ensure on-going continuous improvement within teams and to drive transformational change within the service to ensure cost-effective, high-quality services to residents. • To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate. • Take direction from the Assistant Director of Customer, Revenue and Benefits in relation to exceptionally complex or highly politically sensitive issues. • Establish and maintain effective working relationships with strategic partners and to lead on the development of consistent and effective services at a locality level. • Evaluate activity at a strategic level to ensure the continued relevance of strategies as policy and practice moves forward. • Develop policies, guidance and procedures to ensure consistent working practices across locality teams. • Ensure that the required budget savings are delivered in line with objectives and ensure all procurement and commissioning activity related to the service area provides value for money.
Communications:	• Encourage good communication and effective working relationships across services/directorates. • Communicate and engage with staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice. • Represent, through the provision of specialist advice, preparation of reports and information, the work of the service to members and senior officers of the council so that they can perform their executive, scrutiny and representational responsibilities. Ensure decisions are appropriately informed and services delivered according to council priorities. • Oversee the production of written information, which is clear and concise, including articles for the website, processes for staff, procedures and guidance documents, customer journey mapping etc. • Lead engagement and consultation processes to support the delivery of the Local Taxation and associated policies and initiatives. • Communicate effectively with staff and senior management in respect of all activity and development.

	• 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 revenue and benefits system across north Yorkshire. • Ensure that all Policy and procedures are aligned with data collection and performance to ensure they provide information and statistical reports to illustrate transformational plans and progress. • Analyse data and information to inform transformational decision making. • Use the current business processes in relation to record keeping, financial monitoring and ICT. • Support the Assistant Director of Customer, Revenue and Benefits and wider corporate leads on the development of technology, other communication and data management processes to ensure the service remains effective, efficient and modern. • Ensure all service systems are operated in accordance with policy and procedure • Ensure all data protection (GDPR) are followed in accordance with council policy
Safeguarding:	• 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 • Substantial experience of delivering a welfare/benefits function, with expert technical knowledge and experience. • Expert knowledge of Legislation and practice for council tax administration with skills to interpret and apply new Legislation to the Council as required. • Authority and credibility to work effectively in a political environment and build productive relationships and engage successfully with colleagues, partners and customers. • Excellent interpersonal, communication and presentation skills, with proven ability to communicate effectively and persuasively to a wide range of audiences both horizontally and vertically throughout the organisation. • Excellent persuasion and negotiating skills, in order to motivate people and partnerships and influence outcomes critical to the success of the Service. • Able to analyse complex information quickly, reaching and articulating decisions with clarity, to deliver solutions that command support. • Sound financial management and budget Experience. • Applied understanding of the technical issues across the professional service area.	

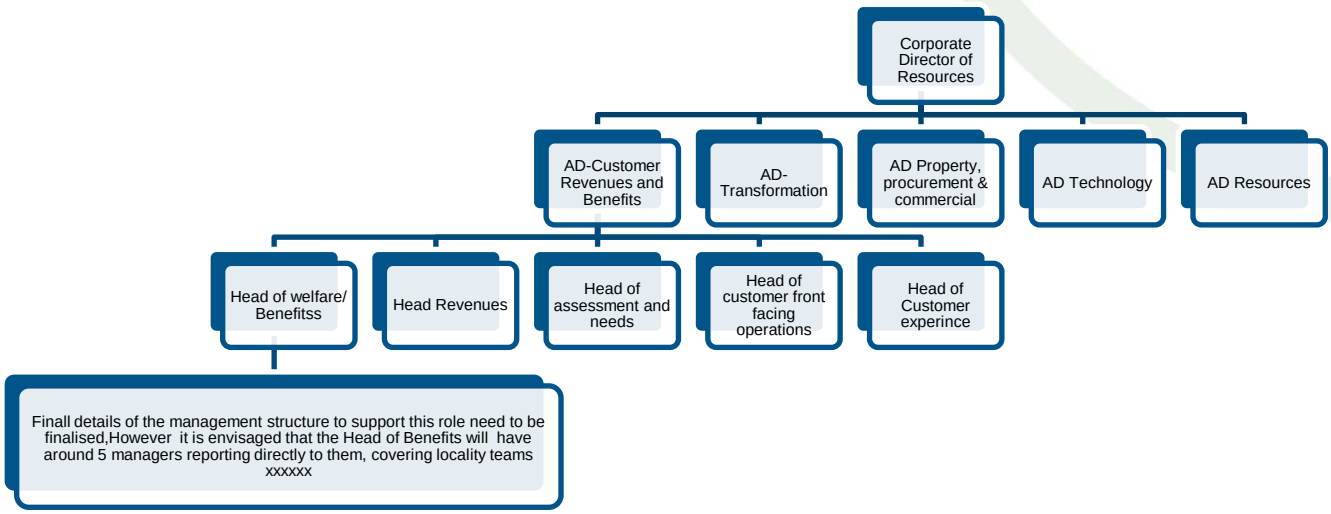
• Able to think and act strategically, be proactive, solve problems and make decisions. • Proven business, people and change management experience. • Ability to provide insight and constructive challenge that directly influences decision making and outcomes of the section • A strong knowledge of, safeguarding, 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 a Revenues and Benefits service • This job summary is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a	

broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.	

Career progression:

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

Structure



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.

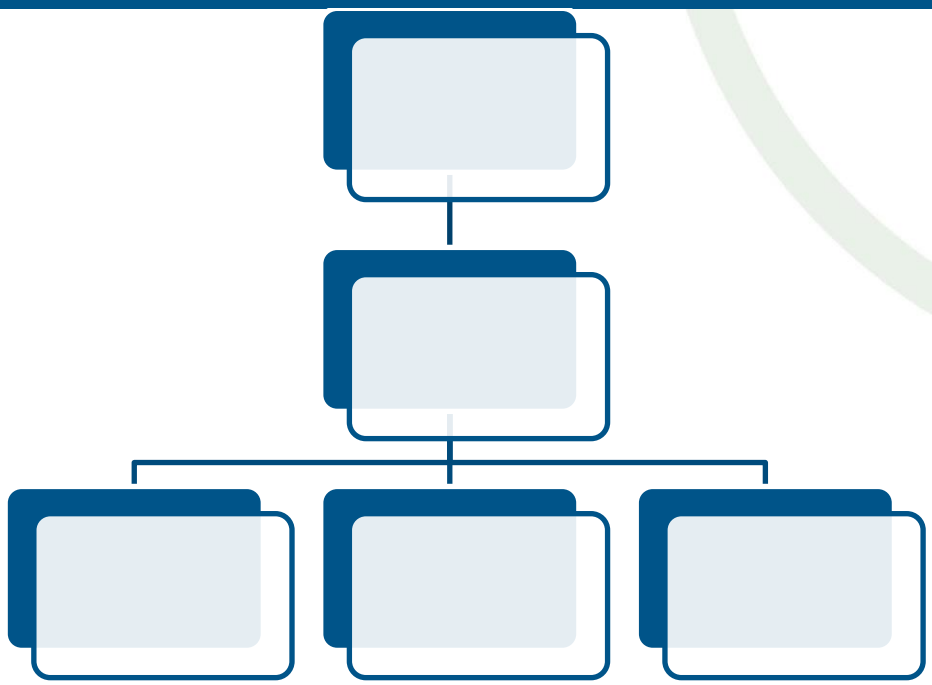
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Knowledge of Local Government law areas. • Expertise in law in some of the main subject areas of responsibility e.g., planning and highways, environment, property, and associated litigation. • Knowledge of local government and 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 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.

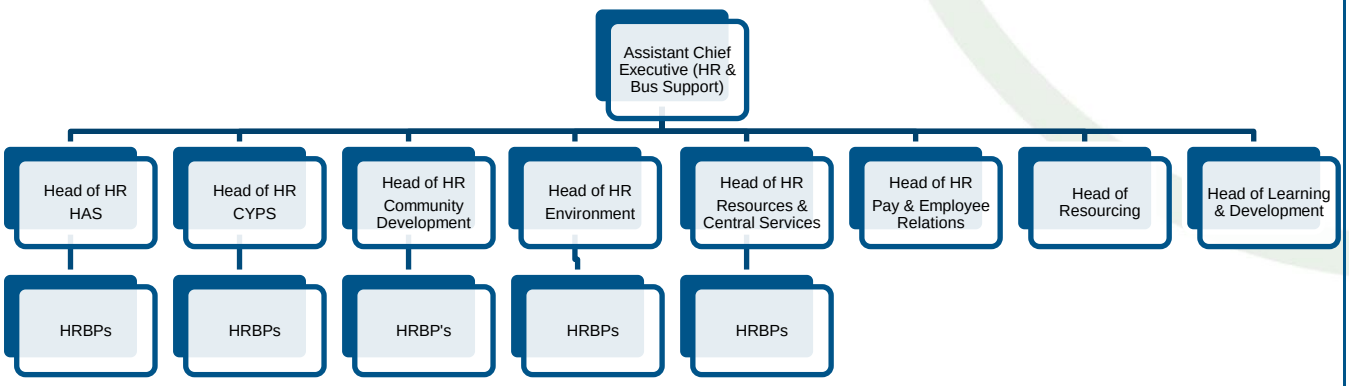
	• Support with the delivery of HR systems developments at scoping, testing and implementation stages. • Support with the delivery of HR systems developments for services across the Directorate. • Oversee and report on agreed KPIs and governance targets

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:

- 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 Commercial
Grade:	SM2
Responsible to:	Assistant Director Commercial, Property & Procurement
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Commercial, Property and Procurement
Job family:	**SM - Senior Management**
Date of issue:	March 2024

Job context

The Council has a wide range of income generating services. Examples include entertainment and leisure venues, beach chalets, traded services with schools, crematoria, and commercial properties amongst various other areas.

In addition to commercial activity delivered through its General Fund the Council owns a number of wholly owned companies which are managed through the umbrella of the Brierley Group. The Brierley Group entities generate income in excess of £100m and profits of circa £5m per annum.

The Head of Commercial will play a key role in supporting the Assistant Director for Commercial Property & Procurement in setting the Council's commercial agenda along with the management and co-ordination of Brierley Group governance and oversight.

Key responsibilities of the postholder will include:

- Ensuring a commercial approach is developed and delivered across relevant, income generating services of the Council**.**
- Maximising business development, income generation and grant funding opportunities
- Negotiating commercial terms for high profile and high value capital projects; ensuring that the Council's interests are protected and commercial risks are identified and adequately mitigated**.**
- Supporting the Assistant Director with corporate activity relating to the Brierley Group
- Advising and leading on the establishment of new commercial ventures
- Ensuring governance arrangements for commercial entities are robust and fit for purpose**.**
- The establishment of the Council's commercial management framework; ensuring that it is effective and continues to be fit for purpose**.**
- The development of strategies and business cases to further the commercial aspirations of the Council and its range of services, commercial ventures / companies
- The establishment of multi-service senior officer working groups; with the responsibility for co-ordinating and embedding commercial best practice across relevant council services.
- Supporting commercial operational leads in the production of business plans and other related commercial strategies.

Due the nature and activities of the role the post is politically restricted under the terms of the Local Government and Housing Act 1989.

Job Purpose:	**To play a significant role in the Council's ongoing financial viability, by ensuring that returns on assets, services, income and grant funding are maximised.** **To lead commercial negotiation on high value, high profile projects; ensuring that the Council's interests are protected and that commercial risks are identified and adequately mitigated.**
Operational management:	• To work with the Assistant Director – Commercial, Property and Procurement on the development and delivery of the Commercial Strategy to help secure the long-term future of the Council's finances and have full autonomy within the agreed objectives • To lead commercial negotiations on high value, high profile projects within the Council ensuring the Council's interests are protected and commercial risks are identified and adequately mitigated • To work with Directors, Assistant Directors and Heads of Service across the Council to identify and maximise commercial and grant funding opportunities, offering strategic advice, challenge and solutions • To lead the development of a commercial and business-like culture in the Council and inspire and support staff from across all Directorates in becoming more entrepreneurial and commercially aware • To assist in the development of a commercial skills programme to ensure that staff across the Council are provide with the training, development and coaching to support a more commercial approach • To be proactive in seeking out market opportunities, investments and projects which will provide new sources of reliable income for the Council. The focus will be on investments and projects that produce "profits with a purpose. • Develop robust business cases and delivery plans for potential investments and projects including a rigorous assessment of financial risks • To effectively evaluate the risk and reward of potential new investments and projects and make recommendations • To provide leadership to multi-disciplinary teams, maximising skills and expertise across the Council as well as external consultants • To maintain an awareness of external factors likely to impact on commercial activities • Understand the wider sector in which the Council operates, including the political, economic, commercial and regulatory factors affecting it • To represent and deputise for the Assistant Director at meetings and groups as required, contributing to corporate and directorate policy.
Resource management:	• To work with resources across the range of Council commercial ventures and income generating services in order to develop commercial strategy and advantage • Identify areas where efficiency savings and income generation can be achieved and delivered through commercial activity. • To take responsibility for the development, delivery and risk management of commercial related capital investment projects • Protect the Council's financial interests in the delivery of major projects through strong commercial negotiation with developers and third parties; ensuring that risks are adequately mitigated and commercial risk mitigations are adequately reflected in legal agreements. • Lead, chair and establish terms of reference for a Commercial Senior Officer Working Group within the Council, to establish best commercial practice across the Council. Demonstrate effective leadership, foster cross-directorate teamwork, collaboration, communication, and customer service within the Working Group to support the Council in meeting its commercial and strategic objectives.

Partnerships / Corporate Working:	• Collaborate and develop strong working relationships with senior colleagues within the Council and Council owned companies to champion and embed the Commercial Strategy, offering innovative solutions to deliver financial returns. • Work with senior managers across the Council to support the development of business cases to support commercial activity within the Council. • Maintain effective relationships with key regional and national partners, investors, stakeholders, agencies, internal and external customers to deliver required outcomes from commercial negotiations. • Lead project teams and manage associated project budgets for commercial related projects. • Build effective relationships with enabling services such as Finance, Legal, Procurement and the NYES Hub ensuring their support aligns with strategic commercial goals. • To be a fully participating member of the Commercial, Property and Procurement service Senior Management Team, driving strategy and performance and championing the delivery of the Council's vision with all stakeholders • Instigate and facilitate collaboration with peers in similar roles in other local authorities, exploring, developing and sharing opportunities for commercialisation
Strategic management:	• Lead and be responsible for all commercial related policy and strategy. • Act as a recognised commercial expert. • Work with Senior Officers across all Directorates to support with the implementation of innovative and creative solutions in their service areas which generate commercial returns. • Work with Senior Officers within Council owned companies to propose and implement appropriate operational strategies involving commercial activity. • Work across all Directorates to ensure the Council maximises grant funding opportunities. • Ensure the effective delivery and performance management of specific tasks and action plans identified through the Council's approved Commercial Strategy and associated action plans. • Lead in the development of new ways of working that maximise commercial returns. • To lead and develop a programme of commercial reviews, using professional judgement and commercial acumen to identify innovative investment opportunities. • Promote a culture of continuous improvement by encouraging cross-directorate working groups to share ideas, take appropriate risks, and recognising innovation. • Contribute to the Commercial, Property & Procurement service planning process, including the identification and achievement of team objectives and financial savings. • Promote a culture of continuous improvement within the team, encouraging the sharing of ideas, taking calculated risks and recognising innovation to enhance service delivery and the customers experience.

Communications:	• 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 Developers
	• Negotiate commercial terms for complex, high profile and high value transactions with external parties.
	• Working across services to communicate the activities and vison for the Commercial Strategy
	• To effectively communicate and engage with staff on the Council's commercialisation agenda so that staff at all levels understand their responsibilities and role in commercialisation.

	• To produce reports and advise Members, Senior Management Board and Cabinet / Executive on commercial related matters and projects as required by the Corporate Director of Resource and Assistant Director Commercial, Property & Procurement; providing clear briefings and reports that inform the assessment of associated risks, effective operational and political decision making; seeking approvals and delegations. • Actively contribute to relevant management teams within the Resources Leadership Team. • Ensure that personal interaction with Members, Officers and other stakeholders is undertaken in a transparent, positive and professional way which creates a good impression of the Commercial, Property & Procurement service area and the Council.
Systems and information:	• To review systems to ensure they are fit for purpose in meeting the Council's corporate commercial objectives. • Prepare business cases to support system improvements that will enhance commercial returns
Safeguarding:	• To ensure that all requirement for the safeguarding, contained within the Councils Safeguarding Policy, are adhered to. • To support the health, wellbeing and welfare of the team

Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Evidence of successfully working in a senior management role in a commercial field within a large and complex organisation • In depth and up to date knowledge and understanding of the current issues and challenges facing local government, the statutory framework governing the sector and best practice and legislation within the local government commercial environment**.** • Experience in drafting and implementing complex commercial or financial strategies and business cases**.** • Demonstrable evidence of effectively managing, and achieving enhanced outcomes from commercial activity • Evidence of proactively identifying income generating opportunities • Experience in conducting commercial negotiations with delivery partners and customers at senior management level on high value, complex projects**.** • Evidence of a highly focussed commercial approach in achieving outcomes, whilst having regard to constraints of the local government business environment • Demonstrable evidence of service improvement and proactive change management including staff engagement, capacity building, workforce modernisation and organisational transformation • Experience of driving performance management using appropriate quality and management methods and models to deliver commercial returns through collaborative working • Proven track record in developing feasibilities and business cases that support commercial investment**.** • Strong financial analysis skills, including budgeting and cost control measures**.**	• Experience of working in a public sector / Local Government environment • Project Management experience • Experience in the HM Treasury 5 Case Business Model methodology.

Occupational Skills

- Strong entrepreneurial spirit and proven track record in income generation, with the capacity to deliver new opportunities.
- Excellent management and leadership skills, fostering commitment and promoting a positive and motivated organisational culture that leverages the strengths and talents of colleagues at all levels.
- Ability to lead, develop and sustain effective team and partnership working and maintain stakeholder relationships at all levels of a customer focussed organisation through strong effective advocacy, influencing and negotiating skills.
- Ability to establish and sustain positive relationships that generate confidence, ability and trust of Members, senior stakeholders, colleagues, external partners and the wider community.
- Excellent negotiation skills and an ability to influence outcomes through reasoning, persuasion and tact at all levels within the organisation.
- Excellent communication, presentation and interpersonal skills with the ability to communicate complex information both orally and in writing in a clear, articulate and balanced way to a variety of audiences.
- Strategic and logical thinker and decision-maker able to provide practical and creative solutions.
- Skills in understanding and responding to different perspectives and taking a cross-organisational approach, gained by working in a political or similarly challenging environment.
- Strong financial and risk awareness with the ability to manage finance and wider resources within a strong performance management culture.
- Proven ability to chair meetings effectively and inspire confidence among a wide range of service users, reflecting leadership capabilities.
- Ability to challenge project teams and stakeholders

Behaviours

Inclusive

- Be kind, compassionate and treat each other with respect.
- Be inclusive, seek the views of others and respond positively even when there are differences.
- Celebrate diversity recognising each other's contributions.

Ambitious

- Be aspirational in our service delivery for our local communities.
- Seek opportunities to share ideas and develop our approaches across partners.
- Understand how to deliver priorities on a locality basis.

Creative

- Adapt to a changing environment by listening to others and learning from each other.
- Think differently and seek new ways to improve services.
- See feedback and shared views as opportunities to learn.

Together

- Build on and develop relationships with colleagues and partners.
- Deliver excellent customer service through partnership working.
- Be visible and accessible within the team and with others to achieve goals together.

Professional Qualifications

- Professional qualification at degree level or equivalent in a relevant subject
- Membership of a relevant professional body (i.e. CCAB qualified, RICS with demonstrable commercial background)

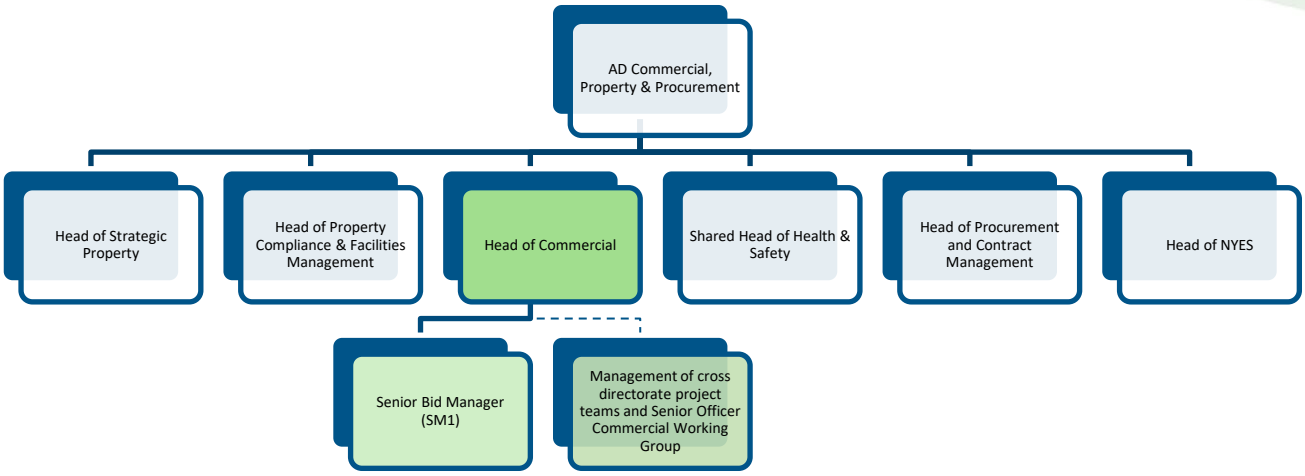
Other Requirements

- Strategic thinker with a proactive and forward-looking approach
- Evidence of ongoing professional development
- Ability to travel across the North Yorkshire Council area and work between sites.
- Ability to attend meetings outside of normal business hours

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

Job context

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

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

Job Purpose:	• **Act as the lead officer providing professional and strategic advice and recommendations on a wide variety of matters relating to unlocking and delivering strategic development sites and sustainable housing growth.** • **Respond to relevant national and regional consultations to ensure that the interests of the Council are represented.** • **Influence and shape relevant national, regional and local strategies, plans and activities to ensure that the needs of North Yorkshire are understood and reflected in policy making/investment decisions.** • **Working closely and flexibly across other planning workstreams and all other relevant council functions to support plan making, development management, infrastructure delivery and priority projects.** • **Contribute to the overall operational efficiency of the wider service** • **To 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**
Operational management:	• Oversee implementation of an ambitious corporate work programme to deliver strategic and local plan development sites - developing, maintaining and reviewing a specific action plan for this purpose • Ensure proactive monitoring and account management of sites at every stage of the planning process, building strong relationships with the development industry, infrastructure providers and key partners and finding solutions to moving forward stalled or slow moving sites Lead proactive collaboration, master planning and delivery of strategic sites – bringing together and leading multidisciplinary teams to facilitate quality and deliverable outcomes • Ensure effective and accurate CIL and S106 monitoring to enable infrastructure to be provided to support new and existing communities • Oversee the preparation of the council's Annual Monitoring Report, Infrastructure Funding Statement and monitoring of the council's housing land supply. • Ensure early and proactive engagement with infrastructure providers • Working closely/directly with officers within Development Management responsible for planning applications on major sites. • Work closely with colleagues in Housing and Economic Development to maintain a pipeline of sites and projects for funding and submitting successful funding bids to drive the delivery of sites and quality place-making • Lead the preparation of the Council's strategic housing and economic land availability assessment, to identify a future supply of land for housing or economic development. • Ensure that strategies, plans and projects are effectively and efficiently managed and implemented, using clear objectives and meaningful performance data to measure and report on progress and impacts • Develop and lead corporate and service project teams to drive, unlock and deliver strategic site development and sustainable housing growth in the district. • Represent the Council at national, regional and local forums, meetings and events to ensure that the Councils priorities around strategic development sites and sustainable housing growth are well communicated and understood. • Develop and deliver a 'key account management' programme, working at CEO/Director level with house builders, site owners/promoters and other stakeholders to help drive and unblock the delivery of strategic development sites and sustainable housing growth

	• Ensure that customer, partner and stakeholder feedback is collected regularly and used to inform and shape future service improvement and delivery. Determine any consultation and engagement needs and ensure that this is undertaken as required. • Commission external, specialist advice and capacity where necessary to enable efficient and effective delivery of corporate and service priorities/ projects around sustainable housing growth and strategic sites • Undertake any other duties commensurate with the post/grade as directed by Assistant Director
Resource management:	• Ensure appropriate training and development for officers and members involved in strategic planning, planning policy and place shaping, to ensure consistent and transparent decision making that is line with the National Planning Policy Framework. • Support the achievement of a high performing 'one team' culture, driving the delivery of excellent service performance, planned outcomes, targets and objectives and continuous improvement. • Lead by example; setting clear expectations around priorities and performance, customer service, team culture and staff behaviour. • Work closely with the rest of the Planning and Building Control Function to maintain a strong focus on gathering intelligence, performance monitoring and monitoring of planning policies to ensure an efficiently run service and effective policies to deliver the place-shaping ambitions of the council. • Work with the Planning Information, Plans Processing & Improvement workstream to continually review and identify improvements that can be made to the planning function to achieve a first class planning service. • Work closely and flexibly across other planning workstreams and all other relevant council functions to support plan making, development management, delivery and priority projects. • Proactively consider opportunities for commercial activity within the service, in line with the Council's Strategy for Success • Make and implement recommendations to deliver continuous improvement, including minor restructures and team/service reviews. Lead improvement initiatives in own service area and at a corporate level • Plan, direct and oversee the work of staff within your area of the service ensuring alignment with the single service vision and agreed service priorities. Ensure that 1-2-1's and staff appraisals are undertaken on a regular basis. • Ensure that all areas of staff management are undertaken in line with corporate policies including but not limited to recruitment and selection, appraisal, training and development, absence management, disciplinary and grievance. • Prepare budgets for the relevant area of the service, ensuring that income and expenditure targets are realistic. Work with Accountancy to proactively monitor budgets, report exceptions where they occur and take corrective action where required. • Set clear and appropriate performance targets for your area of the service, monitoring and reporting variances where they occur and taking corrective action where required. • Ensure that decisions are taken in line with corporate policies and guidelines, including but not limited to the Council's Constitution & Standing Orders, Contract Procedure Rules, Budget and Policy Framework, Financial Regulations.
Partnerships:	• Cultivate positive working relationships to proactively shape viable development proposals, help unlock barriers to growth, ensure timely delivery and influence investment decisions. Including (but not limited to) within the service, the Council and with politicians; with house builders, investors, developers & land agents; with partners, stakeholders & funding bodies. • Ensure close working relationships with senior colleagues working on planning policy and economic growth priorities and projects – to ensure effective cross service working and proactive delivery of activity on the ground

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

	• Ensure that strategies, plans and projects are effectively and efficiently managed and implemented, using clear objectives and meaningful performance data to measure and report on progress and impacts • Lead and coordinate planning input to Council major projects which support the delivery of sustainable economic growth (homes and jobs), ensuring that professional advice is provided in a positive and timely manner to support proactive progress. • Deputise in the absence of the Assistant Director and to undertake any other roles as directed by the team.
Communications:	• Represent the Council at external meetings and events on matters relating to strategic planning/planning policy to ensure that the Councils priorities are well communicated and understood • Lead liaison/communication with relevant Executive Members and Division Members, to ensure proactive and effective communication and decision-making. • Work together to ensure excellent cross-service communication, shared understanding and alignment of strategic priorities and allocation of capacity and resources. • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively • Promote the Council's priorities, policies and Council Plan and positively promote the service with local and national media. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate. • Ensure that proactive two-way communication is at the heart of everything we do. Develop and deliver clear and consistent messages about why the delivery of strategic development sites and sustainable housing growth is important for the County. • Promote key messages, milestones and progress, good news stories, case studies and relevant updates in a positive and proactive way to staff, colleagues, members, stakeholders and customers
Systems and information:	• Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

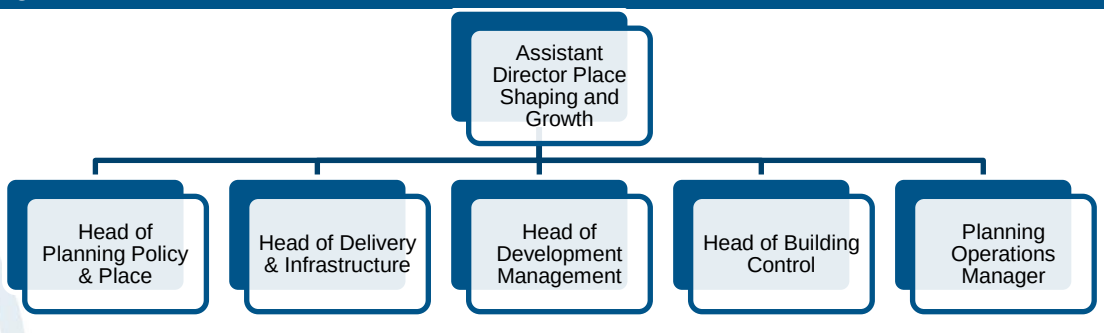
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of current good practice standards both at local and national level in relation to the business of the service. • Extensive experience of strategic planning linked to housing delivery, strategic site development and local economic growth**.** • Experience of developing and implementing organisational culture change within a large diverse organisation • Successful management of budgets and staff and resources • Good understanding of political processes and structures, and experience of working with elected members • Sound knowledge and practical understanding of planning and housing related legislation • Understanding of the social, political and economic environment and their wider impact in housing and strategic development • Financially and commercially aware with strong analytical skills • Establishing and leading a strong performance culture to proactively drive up standards, customer service and delivery • Managing and delivering efficient and effective front line services in a customer facing environment • Proactively leading and delivering significant change and business improvement initiatives • Working across organisational boundaries in partnership in order to deliver corporate projects and objectives • Identifying and delivering efficiencies whilst improving services • Managing customer relationships and delivering improvement through performance management. • Successful track record of achievement at senior level in developing corporate strategies/policies and delivering an efficient and effective planning, development or related service • Building proactive and successful relationships between the public and private sector • Significant experience of working with developers, house builder and key stakeholders	• Knowledge and understanding of the application of workplace Health and Safety Legislation • Working within a local authority
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. • Development and delivery of successful business cases to secure external funding/investment that support housing delivery or strategic site development • Effective customer care skills, including how to understand, deliver and manage customer expectations • A strong and effective leader, who leads by example and proactively demonstrates the Council's standards of behaviour • An effective communicator who is determined, positive and approachable • Highly self-motivated and driven to achieve challenging objectives; able to use own initiative under minimal supervision • Ability to use a range of ICT including word, excel, PowerPoint and teams	
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 the team. • Full Drivers Licence	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Head of Revenues
Grade:	SM2
Responsible to:	Assistant Director Customer, Revenue and Benefits
Staff managed:	Manages a group of managers
Directorate:	Resources
Service:	Customer, Revenue and Benefits
Job family:	**SM - Senior Management**
Date of issue:	June 2023

Job context

As a member of the senior leadership team, to contribute to the overall leadership, direction and management of the relevant service in the context of local and national priorities.
This role is responsible for:

- To provide leadership, operational management and financial control for the Council Tax administration function of the Revenues service area.
- The leadership and line management to a number of operational teams across North Yorkshire locality areas. These teams will provide a range of services including Council Tax, Business Rates, taxation and recovery, account receivable etc
- To work across the Council on Revenue related issues and determine strategy regarding payment methods/options, cash and cheque security etc working with finance and customer service to provide the best service.
- Drive the improvement/transformation agenda within the service and develop capacity in key areas to support services in meeting local and corporate objectives
- To be accountable for the performance of the Council Tax administration function and the delivery of high-quality strategic aims.
- Be an active member of the Customer, Revenues and Benefits senior leadership team with collective responsibility for the managerial leadership of the Customer, Revenues and Benefits service, encouraging a culture which promotes the values and behaviours of the council and a can-do attitude.
- To lead and manage the Council Tax administration function in order to deliver the Council's strategic and service objectives in relation to local taxation and discretionary spend.
- To lead and manage the revenues service, resource management capacity actively seeking and applying best practice and innovative methods of service delivery to ensure cost effective and efficient service delivery.
- To provide excellent customer services and leadership to the Revenues service which currently include Council Tax, Business Rates, Income and debt recovery, within a climate of continuous improvement to ensure performance is maximised.
- To maximise the income collected by the Council from customers – Council Tax, Business Rates and other income within the parameters of statute.
- To develop, lead and contribute to the Customer, Revenues and Benefits service objectives, ensuring the provision of an effective, consistent and high-quality service that is responsive to customer demands**.**
- To work with and advise the Assistant Director of Customer, Revenues and Benefits on matters relating to the development and delivery of strategic priorities, changes in legislation and the delivery of transformation plans and objectives, services and performance in relation to Customer, Revenues and Benefits
- The maximisation of external funding opportunities.
- In this role you will be required to deputise for the Assistant Director Customer, Revenue and Benefits as necessary and to represent the council on a range of regional and national networks.

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

Job purpose	**To be responsible for the effective delivery of Revenues, recovery and collection services across North Yorkshire. To provide strategic leadership and direction, operational management and financial control to achieve the council priorities.**
Operational Management:	• To lead the operational delivery of revenues services, ensuring that all statutory duties are met and delivered. • To ensure sound processes and procedures are in place to ensure all systems are reconciled, that appropriate financial controls are in place, the cashbooks are reconciled to the council's bank account and random system access and use checks are in place. • To work with and provide expert advice to AD Customer Revenues and Benefits and AD for resource manager -Strategic Finance with regard to setting the councils tax base, identifying trends both internally and externally to ensure a balanced budget is set and achievable with regard to the Collection Fund in particular • Ensure procedures are in place to identify business critical events occur such as the annual main billing runs, debt recovery annual timetables and billing regimes, accurate database accuracy and access, reconciliation of the various systems etc • Ensure the Corporate Debt Policy is maintained, communicated and enforced as necessary • Make best use of resources, analyse outcomes and benefits against costs and risks when planning and making decisions. • Make decisions in a timely manner and take personal responsibility for those decisions. • Take initiative and clear ownership of issues. • Manage a budget, delivering against financial responsibilities and adhering to financial regulations. • Assist the Assistant Director for Customer Revenue and Benefits to Develop and maintain a future-focussed workforce plan. Demonstrate a commercial focus, identifying opportunities to reduce cost and create income generation opportunities. • Ensure effective performance management systems are in place and checks/balances and demarcation of duty occurs at key points to ensure data integrity and financial security • To make appropriate returns to the government and other external agencies • To work proactively with services on delivering appropriate means of billing and recovery in the area of Miscellaneous Income in particular and advise and ensure good financial stewardship is maintained in services across the council as applicable. • To negotiate contracts and agreements with partners/external suppliers, aimed at securing the councils objectives and best interest at all times, some specific examples being the Revenues and benefits IT systems contract, general Revenue related contract such as bailiff/trace agencies etc • Ensure internal and external audit recommendations are implemented or responded to where not practical or cost effective • Ensure risk to the councils cashflow is minimised by highlighting issues early and the potential for fraud is minimised • Make recommendations in respect to discretionary powers associated with revenues • Maintain good working relationships with Heads of Service and coordinate Revenue related issues across the council as required • To ensure the Council's information systems for revenue collection and benefit payments are accurate and up to date • As a Head of Service, to formulate the strategic direction, priorities and plans for the service, making a major contribution to the way the Council delivers its services

	• Provide clear, visible and motivational leadership to create a high performance culture that drives continual improvement, efficiency savings and high levels of customer satisfaction. • Anticipate and manage trends and changes in the operating environment and plan to meet these changes in order to provide best value for service users. • To ensure that every opportunity to maximise council resource is achieved Promote, develop and manage effective partnership working and strategic alliances, with internal and external stakeholders, including, authorities, partner organisations, and agencies in order to achieve continuous improvement in the provision of services and input into policy developments in own area of expertise. • Build and lead strong teams, communicating the vision and objectives of the service to ensure effective delivery to the agreed service standards and targets. • Act as a professional advisor to the Council, Chief Executive, Director and Assistant Director and elected members on all issues relating to the Revenues service.
Resource management:	• The Revenues and Benefit Service is responsible for all the major income streams of the council and as such is key to the overall financial wellbeing. It is imperative that systems are maintained and developed to maximise cashflow, databases and overall income levels from all sources external and internal. With the large value of debt handled including cash and cheques, risks need to be minimised and systems in place to ensure misallocation, fraud, theft etc are mitigated. • To lead on the development and implementation of effective financial, planning, monitoring and management systems within the service to ensure the delivery of value for money, cost efficient and high-quality services. • In the relevant service area, prepare bids, justification for financial support, agreement of programmes and the execution of all management functions to obtain external funding from Central Government, other appropriate funding sources. • Be responsible as the budget holder for resources in respect of allocated budgets within the council's scheme of delegation of financial responsibility. • To ensure the effective use of resources through identifying, assessing and evaluating different approaches including utilising value for money criteria, using resource management tools to ensure we demonstrate cost effectiveness. • Be Accountable to the Assistant Director of Customer, Revenue and Benefits for financial performance of the service, ensuring that effective monitoring systems are in place and that a balanced budget and efficiency targets are achieved. • To lead and manage staff ensuring that they are consulted, supported, motivated, appraised and developed to enable them to fulfil their roles effectively, to the highest standards possible and meet current and future service needs • Ensure the health and safety of all persons and premises under your control are in accordance with the provisions of Health and Safety. • To respond to internal audit reviews and implement action plans within agreed deadlines. • To manage risk assessments for the Revenues teams
Partnerships:	• Establish and maintain effective working relationships with internal and external partners including other directorates, statutory and voluntary sector partners and Government bodies. • Establish and maintain effective working relationships • Deputise for the Assistant Director of Customer, Revenue and Benefits as required and represent the directorate at policy, organisational, co-ordination and consultation forums with external agencies, other council directorates within the service area or wider directorate. • Identify and work effectively with all relevant stakeholders to support service development and transformation.

	• To work collaboratively with other local authority staff and partner agencies to influence an integrated and co-ordinated approach to achieving key targets and required outcomes. • Work with communities and service users to ensure they can influence service development
Strategic management:	• Supporting the Assistant Director of Customer, Revenue and Benefits at a management level and be an active member of the management team with collective responsibility for the delivery of the wider council plan and service plans as well as establishing a culture which promotes the values and behaviours of the council. • As a member of the directorate management team, provide general support on service matters to the Assistant Director of Customer, Revenue and Benefits. • Through effective planning and resourcing, provide robust strategic leadership and effective management of Revenues services and its staff, ensuring that it is an effective, high performing team capable of delivering Member's priorities. • Within service area, to lead on all aspects of staff management including recruitment, induction, production of personal objectives, monitoring of staff performance data, delivery of performance appraisals, management of poor performance and learning and development. • Provide sufficient management guidance and information and embed good people management skills in managers across the service area, making North Yorkshire • To ensure on-going continuous improvement within teams and to drive transformational change within the service to ensure cost-effective, high-quality services to residents. • To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate. • Take direction from the Assistant Director of Customer, Revenue and Benefits in relation to exceptionally complex or highly politically sensitive issues. • Establish and maintain effective working relationships with strategic partners and to lead on the development of consistent and effective services at a locality level. • Evaluate activity at a strategic level to ensure the continued relevance of strategies as policy and practice moves forward. • Develop policies, guidance and procedures to ensure consistent working practices across locality teams. • Ensure that the required budget savings are delivered in line with objectives and ensure all procurement and commissioning activity related to the service area provides value for money.
Communication:	• Encourage good communication and effective working relationships across services/directorates. • Communicate and engage with staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice. • Represent, through the provision of specialist advice, preparation of reports and information, the work of the service to members and senior officers of the council so that they can perform their executive, scrutiny and representational responsibilities. Ensure decisions are appropriately informed and services delivered according to council priorities. • Oversee the production of written information, which is clear and concise, including articles for the website, processes for staff, procedures and guidance documents, customer journey mapping etc. • Lead engagement and consultation processes to support the delivery of the Local Taxation and associated policies and initiatives. • Communicate effectively with staff and senior management in respect of all activity and development.

	• 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 revenue and benefits system across north Yorkshire. • Ensure that all Policy and procedures are aligned with data collection and performance to ensure they provide information and statistical reports to illustrate transformational plans and progress. • Analyse data and information to inform transformational decision making. • Use the current business processes in relation to record keeping, financial monitoring and ICT. • Support the Assistant Director of Customer, Revenue and Benefits and wider corporate leads on the development of technology, other communication and data management processes to ensure the service remains effective, efficient and modern. • Ensure all service systems are operated in accordance with policy and procedure • Ensure all data protection (GDPR) are followed in accordance with council policy
Safeguarding:	• 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.

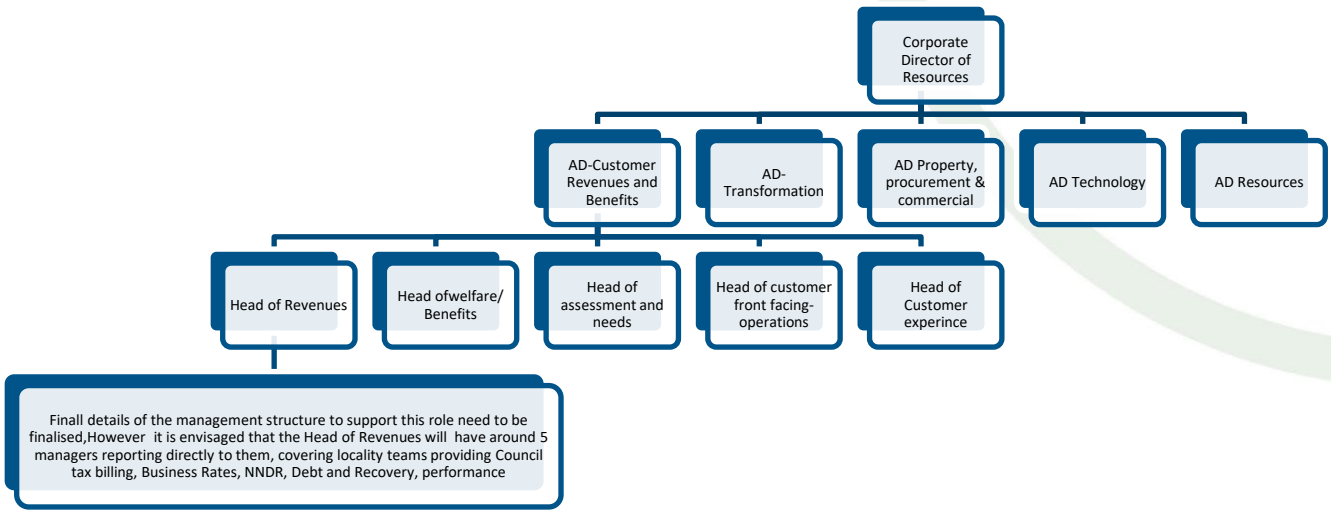
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Substantial experience of delivering a Revenues/ Council Tax administration function, with expert technical knowledge and experience. • Expert knowledge of Legislation and practice for council tax administration with skills to interpret and apply new Legislation to the Council as required. • Authority and credibility to work effectively in a political environment and build productive relationships and engage successfully with colleagues, partners and customers. • Excellent interpersonal, communication and presentation skills, with proven ability to communicate effectively and persuasively to a wide range of audiences both horizontally and vertically throughout the organisation. • Excellent persuasion and negotiating skills, in order to motivate people and partnerships and influence outcomes critical to the success of the Service. • Able to analyse complex information quickly, reaching and articulating decisions with clarity, to deliver solutions that command support. • Sound financial management and budget Experience. • Applied understanding of the technical issues across the professional service area. • Able to think and act strategically, be proactive, solve problems and make decisions.	

• 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. **link**	
Professional Qualifications	• 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:	Technology Head of Service – Systems and Applications
Grade:	SM2
Responsible to:	Assistant Director Technology
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Technology
Job family:	**SM - Senior Management**
Date of issue:	July 2023

Job context

- This post is one of the senior leadership team for North Yorkshire Council (NYC) Technology Services. We provide the ICT services which enable the organisation and its partners to achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire. The current user base includes approximately 10,500 staff and 625,000 citizens of North Yorkshire. Increasingly the council is working in partnership with other organisations, communities**,** and volunteers to deliver services as well as offering commercial services to other public and private sector customers. Technology services and products therefore need to take account of an increasingly wide and diverse user base.

- Our Technology Vision is to provide effective Technology Services and drive innovation and efficiency across all services to ensure that our organisation and partners can achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire.

- We want to have a Technology Workforce that:
  - feels valued for the contribution of individuals and teams,
  - works with agility and flexibility across and between our teams,
  - has a spirit of creativity and continuous learning,
  - and the capabilities and skills to deliver a first-class service.
- Within NYC we want Technology to be a Service that:
  - is a valued partner and trusted advisor for our NYC customers,
  - is knowledgeable about and proactively guiding and supports our customers,
  - seeks innovative solutions to support service transformation,
  - continuously improves our service provision.
- Across North Yorkshire we want Technology to be a Service that:
  - enables our NYC customers to deliver world class services to our residents,
  - role models the provision of best value to save and invest in NYC services,
  - boldly supports partnership beyond NYC with honesty and integrity,
  - collaborates with our services and partners to ensure maximum value.

- Technology senior leadership team is made up of the following Head of Service roles are:
  1. The Head of Enterprise Architecture, Solutions, and Infrastructure
  2. The Head of Systems and Applications
  3. The Head of Technology Support
  4. The Head of Security and Governance
  5. The Head of Technology Commercial Services

- All Heads of Service roles will have responsibility (within their composed remit) for:
  - Setting strategy, inspiring**,** and mobilising a wide range of ICT and management responsibilities.

- Influencing the developments within ICT providers at the highest levels.
- Developing long-term strategic relationships with customers, partners, industry leaders and government.
- Leading on the formulation and implementation of the council's ICT strategy and advises on the implications of emerging technologies for the wider business environment.
- Delivery of complex technical ideas to both technical and non-technical audiences at all levels.
- Communicates the potential impact of emerging technologies on the council and its services and assesses the risks of using or not using such technologies with ICT colleagues, Senior Management, Members, Customers, suppliers, and partners.
- Assessment and advise on the impact of legislation and ensure compliance.
- Ensuring the provision of committed resources to Transformation Services to develop adequate systems, structures, and processes to ensure risk averse transfer of innovative solutions from projects to live production.
- Preparation of business cases and investment requests for developing and growing all aspects of their area of Technology.
- NYC has a number of key third party contracts that provide specific technical solutions, the post holder is responsible for the supplier service level management.

- **Systems and Applications**
  - For all corporate, service led, and local systems lead on the implementation and use of best practice in IT Service Management by providing service and product ownership. Ensuring that all current and future directorate focused IT services are delivered to agreed, achievable targets.
  - Ensuring all Services and Products are aligned to business capabilities and meet any statutory process and/or reporting requirements.
  - Lead on the consolidation and convergence of systems and applications across NYC, maximising reuse and recycle where possible utilising the capabilities framework to ensure best value for the organisation.
  - Responsible for the centralisation of systems and services aligning to the NYC Target Operating Model, ensuring the practices of Service and Product ownership are always applied.
  - Contract consolidation to support system convergence, ensuring best value is balanced with operational service delivery and organisation transformation programmes.

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

Job Purpose:	**This role will lead on the consolidation and convergency of systems and applications, maximising reuse and recycle wherever possible to ensure best value. The other key transformation priority for the Head of TSA will be management of the centralisation of systems (and people) aligning to the NYC Target Operating Model TOM.**
Operational management:	**All** • Lead in the introduction and use of new techniques, methodologies, and tools. • Provide ICT support and technical consultancy to the business, change functions and associated project teams. • To advise the Assistant Director on changing legislation and professional standards and their adoption. • Personally, and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance in collaboration with services. • Advise the service about relevant market analysis, changing legislation, professional standards, and their implementation. • Work with other managers in Technology to ensure that all technology related work is effectively planned and delivered.

	• Maintain customer contact during and after the sales process to pre-empt any issues and identify further opportunities. • Work with nominated service managers to ensure that a catalogue of available technology services is created and maintained and that service level agreements are complete and cost effective. • Work with Service Management Office to ensure that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented. • Negotiate with relevant parties in respect of disruptions and major amendments to the provision of services. • Review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities, customers**,** and targeted groups. • Develop, support**,** and promote a strong results-driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development. • Lead specific workstreams, programmes and projects as part of the Council's transformation programme. **Systems Applications** • lead on the implementation and use of best practice in IT Service Management by providing Service and Product Ownership. • Ensure that all current and future directorate focused IT services are delivered to agreed, achievable targets. • Plan and implementation of continuous service improvement on all services. • Integration from legacy organisations and consolidation of systems aligned to business capabilities as well as contractual obligations. • Contract management and provision of best value during consolidation and ongoing systems management.
Resource management:	• Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management, and direction to the managers of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal. • As the responsible budget holder plan, direct and monitor the preparation of annual revenue and capital estimates within the budgetary allocation agreed by the Council, account to the Assistant Director for the financial performance of the service. • Give leadership, management, and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal. • Develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency, and effectiveness. • Support the delivery of corporate initiatives in delivering transformational change.
Partnerships:	• Work with a range of internal and external partners and agencies, to develop and maintain co-operative relationships and to understand the opportunity and feasibility for service delivery and product development. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place across the Council. • Represent the service at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.

	• Work with key suppliers to understand the opportunity and feasibility for service delivery and product development.
Strategic management:	**All** • To have a lead role in determining strategy, setting objectives and targets and to the development of policies across the operational remit of the Service and the Directorate, and, working with the Assistant Director, to be accountable for the Council's service strategy. • Lead on the continuing development of the action plans to deliver the strategy, setting out the full part that the service will play in the achievement of the Directorate's plan and the promotion of the plans to all stakeholders. • Leads development and communication of the organisation's policies for corporate governance of information. • Leads on the strategic plans for ICT, which satisfy the current and ongoing needs of the organization's business strategy, and the current and future capabilities of ICT. • Deputise for the Assistant Director as required and represent the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates as relates to remit and scope of role. • Ensures compliance between business strategies, enterprise transformation activities and technology directions, setting strategies, policies, standards, and practices. • Prepare and communicate the Technical Strategic vision to Senior Management and Directors and prepare and monitor its delivery action plan. **Systems Applications** • Set operational standards, strategies, and procedures across technical components in the areas of Systems and Product Management.
Communications:	• Influence and liaise with lead partners in the business as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Develop professional network relationships with service managers across the Council to gather and communicate the technical vision. • Ensure timely and appropriate communication and engagement with key stakeholders. • Preparation of business cases and investment requests for developing and growing all aspects of own area of Technology.
Systems and information:	• Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide, customers and to partners. • Use relevant IT systems and tools to support the management, delivery, and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Person Specification:	
Essential	**Desirable**
Knowledge and Experience **All** • Significant knowledge of current good practice standards at local and national level in relation to the business of the service. • Knowledge and understanding of how technologies and digital technology approaches can enable service transformation.	• Understanding of service management methodologies, tools, and techniques such as ITIL. • Knowledge of Agile Methodologies.

• In depth understanding of the business and technical issues associated with the analysis, design, development**,** and support of information systems. • Knowledge of statutory requirements, including equality standards. • Knowledge of effective management of staff, budgets, and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management. • Experience of designing and implementing an ICT Strategy. • Extensive experience of the management of resources in a changing organisational environment, including human and financial resources. • Extensive experience of strategic planning, policy development and implementation of performance management. • Experience of brokering and establishing new business relationships and partnerships. **Systems** • Experience of developing and implementing organisational culture change within a large diverse organisation.	• Knowledge of human centred design. • Knowledge of project delivery methodologies. • Recent experience of working in the public sector. • Experience of planning and delivering technology services and leading transformation programmes. • Experience of development and implementing commercial strategies. • Experience of managing commercial customer accounts. • Experience of leading bid opportunities for commercial contracts.
Occupational Skills • Ability to assimilate new initiatives, technology and software and interpret information. • Effective leadership skills and the ability to promote organisational policy and objectives • Effective organisational skills to manage diverse operational functions delivering strategic objectives • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. • Effective change management skills. • Excellent communication skills. • Ability to analyse complex data and to influence well-reasoned conclusions. • Ability to make, and be accountable for, effective decisions and sound professional judgements. • Effective interpersonal, influencing and negotiating skills. • Ability to inspire and influence across the organisation and with partners. • Ability to effectively collaborate, promote and support multi-disciplinary team working. • Ability to innovate and to lead the organisation to deliver innovative ways of working.	
Behaviours • link	
Professional Qualifications • Educated to degree level or equivalent experience. • Professionally qualified in a relevant specialism or equivalent experience, e.g. Enterprise Architecture or Cyber Security. • Recognised management qualification or equivalent experience.	• Service management qualification, e.g. ITIL practitioner.

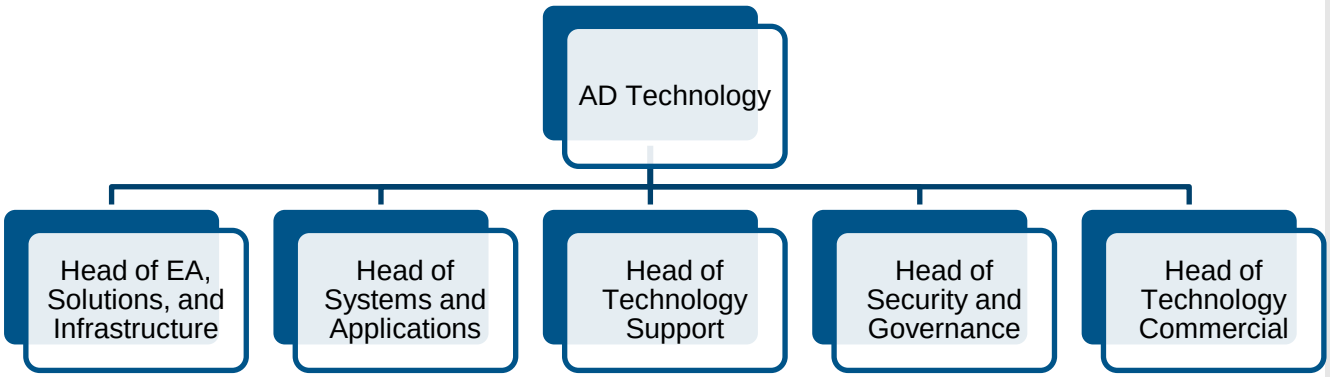
Other Requirements

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

Career progression:

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

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 - Strategic Finance
Grade:	SM2
Responsible to:	Assistant Director Resources
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Finance
Job family:	**SM - Senior Management**
Date of issue:	May 2023

Job context

Finance is a key enabling service for North Yorkshire Council. It operates a 'hub and spoke' business partnering model providing support for the corporate core and organisation generally, as well as specific support to the council's 5 directorates. The team is structured into directorate-based teams led by an Assistant Director (lead finance business partners). Heads of Finance are key roles within the service with responsibility for a portfolio of services to support the lead finance business partners.

The continued success and development of the service is dependent upon delivering high-quality, value for money services which meets the needs of customers. This is a customer facing role and requires the establishment of strong relationships with customers (both internal and external).

The post is part of the senior leadership team of the finance service ensuring the development and delivery of value added financial and business management services.

As part of the Heads of Finance Group, the post holder will have responsibility for identifying and implementing new service developments within the service portfolio assigned and the wider finance Team through leading one or more cross cutting work strands and specific corporate projects.

The job is based at County Hall with potential for home working. The job involves some travel to visit clients including attendance at relevant client management and member meetings.

Job Purpose:	**The core focus of this job is to lead delivery of the strategic finance service supporting medium term financial planning and annual budget setting for the Council's general fund. The role also provides financial management support to a range of services within the resources directorate** **Core products:** • **Strategic financial plans – corporate and service specific** • **Co-ordination and production of corporate and service specific financial management reports** • **Final accounts** • **Service/project/unit costings** • **Financial advice, guidance and insight**
Operational Management:	• Lead the strategic financial planning service including delivery of: • Medium Term Financial Strategy

	• Corporate resource estimates (including government funding, council tax and business rates and reserves) • Corporate budget co-ordination • Strategic programme/project co-ordination and support • Corporate financial intelligence (including policy/research) • Lead provision of financial management support to service clients: • Financial planning and budgeting • Financial management and reporting (management accounts) • Final Accounts (management accounts) • Project support – including investment appraisals and financial modelling and savings tracking • Value for money reviews • Benchmarking • Service specific returns • Financial horizon scanning • Advise the Assistant Director, Resources Leadership Team (RLT) and s151 Officer on relevant changing legislation, professional standards and their implementation. • Work with the Assistant Director and RLT, to identify and take all opportunities to maximise the commercialisation of services. • Develop, support and promote a strong results-driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs. • Deputise for Assistant Director, Resources in their capacity as Lead Business Partner as and when required, such as chairing meetings and attending meetings requested by clients (including elected members), taking decisions on allocating resources to clients in the AD's absence, attending finance leadership meetings or other senior management meetings.et elected members), taking decisions on allocating resources to clients in the AD's absence, attending FLT or her senior
Resource management:	• Line manage those staff assigned to the post including taking responsibility for all aspects of staff recruitment, training and development, performance and appraisal.
Partnerships:	• 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 estimating and scenario modelling resources and spending to support medium term financial planning to meet organisational needs. • Lead on relevant legislative changes (within the context of the post and in particular local government finance and resource allocation) and guidance from government that impact upon organisation and service finances. • Lead on the development of strong financial management arrangements across the council, including assessment against the CIPFA financial management code, associated improvement planning and delivery.
Communications:	• 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 financial management systems (Oracle e-forecasting, corporate financial modelling tools) (including associated disaster recovery arrangements). • Continually review financial systems within the Finance Team and actively work towards service transformation by challenging the status quo and seeking better ways of working, improved value for money, savings and efficiencies. • Provide analysis and insight using financial and non-financial data to help shape strategy and policy formulation and decision making.
Safeguarding:	• Have an awareness of safeguarding responsibilities and ensuring any issues raised during the course of the teams' work is escalated as necessary

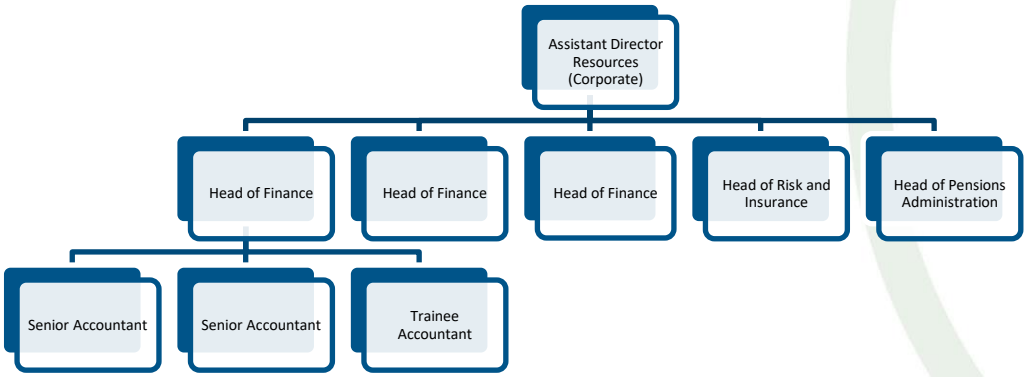
Person Specification:	
Finance roles person spec competency framework	Compentency Framework Finance
Behaviours	link

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



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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.

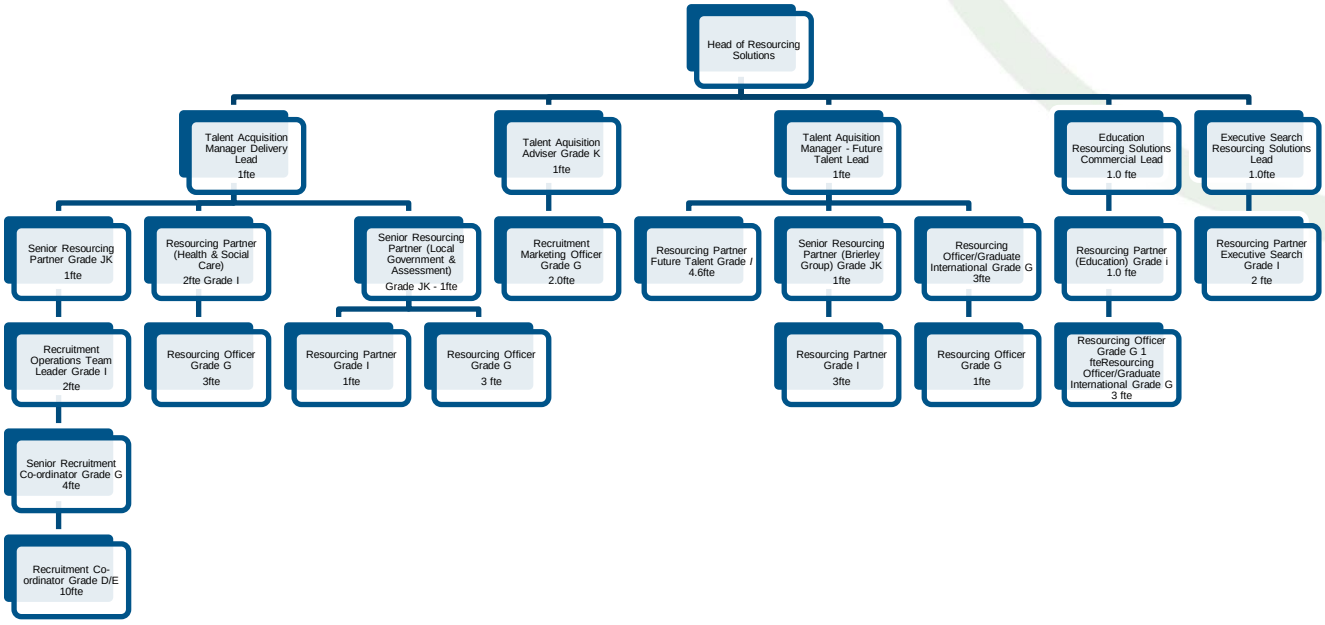
Person specification:	
Essential	**Desirable**

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 Transformation Projects and Programmes
Grade:	SM2
Responsible to:	Director of Transformation
Staff managed:	Manages a group of managers
Directorate:	Resources
Service:	Transformation
Date of issue:	March 2026

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 the Transformation Department and a is key member of the Transformation Senior Leadership team. The Transformation Department provides Portfolio, Project, Programme and change management, business analysis, digital, service design 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 Projects & Programmes is to successfully define and deliver all Transformation/change projects & programmes across NYC which drive towards achieving the council's strategic objectives, delivering value and benefits to the organisation and the residents of North Yorkshire. This includes the scoping, design, delivery and evaluation of strategic cross cutting programmes of work and the definition and delivery of key organisational projects ensuring alignment with strategic goals whilst ensuring continuous business justification.

Our Projects and Programmes Service works collaboratively with diverse and specialist colleagues across NYC, its partners and external suppliers to define and deliver project and programme goals within agreed parameters such as time, cost and quality. They make sure all project components are considered, resources are co-ordinated, milestones monitored, and risks mitigated. No two projects or programmes are ever exactly the same. Successful project and programme delivery is key to the organisation realising the identified benefits arising from transformation and change activity.

The post holder is a key member of the Transformation senior leadership team and will manage an operational budget of circa £2,000,000. They will have primary responsibility for successful delivery of the Transformation portfolio, including: the establishment of appropriate governance that fully integrates with organisational governance and assurance, monitoring progress, managing risks and issues, and ensuring business readiness for change.

The post holder will provide strategic and operational leadership to a team of circa 50 Programme Managers, Senior Project Managers, Projects Managers and Assistant Project Managers who define, design and deliver the most complex organisational change across NYC and fulfil the role of Head of profession across the following disciplines:

- **Programme Management**
- **Project Management**
- **Change Management, Delivery and Adoption**

The post holder will also monitor allocated change programme budgets including monitoring, tracking and taking associated corrective action ensuring that spend is aligned with agreed priorities.

By nature the Transformation Portfolio is very large and complex (made up of circa. 100 live projects and programmes at any one time) delivering significant benefits equating to tens of £millions including both tangible and efficiency savings and outcomes for residents. **The Projects and Programmes service deliver** complex **change and transformation across the full range of Council Services** (including, Adults Social Care, Children and Young People's Services, Environment, Community Development and Central Services/Resources) and include the convergence and re-design of Council Services following Local Government Re-organisation (holistically including people, policy, process, technology, customer and finance elements), Technology Infrastructure and systems consolidation projects, Organisational change associated with key construction projects, delivering organisation wide systems, capabilities **and approaches**.

This role will lead on ensuring that project and programme 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 portfolio of Transformation projects and programmes.

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

Job Purpose:	**The core focus of this job is to: Ensure that the Council's ambitions in relation to the delivery of the Transformation Portfolio are met through building, leading and sustaining highly effective and efficient, project, programme and other relevant change management services.**
Operational management:	• Lead and have primary responsibility for the delivery of the projects and programmes within the organisation's Transformation Portfolio • Provide leadership in order to ensure the programme vision is reflected in the delivery plan ensuring successful delivery of the Portfolio's strategic objectives through project and programme delivery • Provide project and programme management services to support the delivery of a very large, and complex transformation/change portfolio delivering significant benefits (£multi-million). • Lead and manage a team of project and programme professionals delivering the change/transformation programme across the full range of Council services. • Lead on the management of benefits through projects and programmes working with senior managers to ensure that change and transformation activity is effectively adopted, embedded and benefits realised. • 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.

	• Ensure programmes, projects and other change initiatives are being managed in accordance with agreed methodologies and standards including project planning, business cases, risk management, resource management, benefits management, quality management, governance and reporting. • Ensure, where appropriate, that project management activities/outputs are aligned with other relevant specialisms, practices and processes across the organisation. • Provide support and direction to senior project and programme management professionals and intervene where appropriate to ensure successful achievement of project/programme objectives and the benefit realisation. • Review and lead changes to structures, procedures and working methods, including the development of investment cases that will improve the efficient use of resources and the effectiveness of service delivery to internal and external customers.
Resource management:	• Manages budgets as delegated ensuring that expenditure is kept within existing allocations. • 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. • Manage all aspects of spend and budget relating to maintaining the service including forecasting and future planning. • Maximise opportunities to commercialise service provision where appropriate. • Be responsible for ensuring that excellent quality project and programme management capability and capacity is available and allocated to support the needs of the wider organisation through delivery of the Transformation and Change portfolio. • Develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Be responsible for ensuring that project and programme professionals develop high quality, proportionate business cases aligned to corporate governance requirements and Transformation standards which maximise success in project and programme delivery and subsequent benefits realisation. • Be responsible for ensuring appropriate project and programme delivery resource is monitored and managed effectively to ensure value for money and continued project and programme viability. • Carry out all aspects of people management activities such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues for line managed staff and staff in the wider service. • Lead 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:	• Ensure effective delivery of the service both internally across the organisation and through collaboration with external bodies/partners. • Develop and maintain excellent stakeholder relationships at all levels of the organisation and with partners as appropriate. • Work with other Senior Managers across the organisation to ensure the Projects and Programmes Service is delivered in alignment with the Council's overarching operating model. • Maintain positive working relationships with other Senior Managers within Transformation and other departments to ensure effective cross-team working and successful project/programme delivery. • Work collaboratively with other Transformation Services to design and deliver cohesive approaches to the delivery of change/Transformation initiatives with specific responsibility for those relating to project/programme delivery.

	• Work with a range of partners/agencies, both internal and external, to develop and maintain effective collaboration and strong working relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates. • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Directorates when required. • Work with key suppliers to understand the opportunity and feasibility for service delivery and product development. • When resources allow lead on the opportunities for the provision of Project and programme services to external bodies as an income generating possibility.

Strategic management:	• Lead the definition, development and implementation and review of the organisations new ways of working, specifically NYC's Project and programme management framework to maximise efficiency and effectiveness
	• Act as head profession for project and programme management across the organisation providing expert advice and guidance to senior officers through the definition and delivery of the Transformation Portfolio
	• Develop Service and 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.
	• Negotiate and influence at a senior level to drive delivery of Council priorities through project and programme delivery.
	• Provide advice, guidance, consultancy support and act as an advocate to the wider organisation on relevant professional standards and their implementation.
	• Own the organisations 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.
	• Deputise for the Director of Transformation as required and appropriate.

Communications:	• Influence and liaise with senior officers and lead representatives from all areas of the Council as required to ensure that Transformation/Change delivery planning and implementation is carried out consistently and effectively delivers agreed objectives and contributes to strategic goals and outcomes. • Promote the Council's priorities, policies, Corporate Plan and deliver the projects and programmes service aligned to the Council's Operating Model. • Manage challenging situations effectively and pro-actively to improve the performance of staff, projects and programmes by maintaining communication and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with senior officers, managers, staff, and other stakeholders in challenging situations. • Prepare and present complex or sensitive information to a wide range of senior stakeholders (internal and external) clearly and concisely to ensure consistent

	understanding and appreciation of complex delivery issues and resolution approaches to meet the needs of the organisation. • Produce written reports as required including evaluation and impact statements for distribution service and organisation wide and to external partners, members and publicly available documents.
Systems and information:	• Deliver a successful Projects and Programme Service based on effective use of data and information to support sound decision making. • Ensure that systems and processes to support the service are consistent with the Council standards and procedures and meet the needs of the service. • Lead on the identification, implementation and use of programme, project and change management tools, ensuring these are fit for purpose to enable effective service delivery. • Drive data quality standards to ensure provision of timely and accurate portfolio information is available to stakeholders across the organisation. • Promote and ensure consistent use of key line of business systems/tools across the service to ensure effective management, delivery and development of projects, programmes and services and effective data-based decision making. • Develop performance management controls within the service to measure effectiveness, productivity and promote quality initiatives. • 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 • Excellent understanding of portfolio, programme, project and change management methodologies and delivery approaches. • Extensive experience of leading, developing and delivering major transformational change in a complex environment • Extensive knowledge of current good practice standards at a local and national level in relation to the development and implementation of transformed services. • Excellent knowledge and understanding of factors that can enable service transformation, e.g., technology, people/culture, process, policy etc. • Knowledge of statutory requirements, including equality and GDPR standards. • Extensive experience of leading and providing project management, programme management and change management services in a fast paced, multi-disciplinary environment. • An experienced leader with demonstrable experience of operating at a senior level to implement strategic cross-service/partnership change initiatives. • 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, staff and resources.	Coaching/mentoring experience. Local government experience.
Occupational 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.
- Strong interpersonal skills and the ability to develop effective relationships with a wide range of stakeholders with the ability to negotiate and influence at a senior level with council chief officers.
- Ability to work well under pressure, with multiple tasks, in a fast-changing and ambiguous environment, effecting positive culture change.
- Ability to guide and coach project professionals on approaches to complex project/programme delivery, issue resolution, processes and techniques.
- Ability to inspire and influence across the organisation and with partners.
- Ability to effectively collaborate, promote and support multi-disciplinary team working and maintain effective partnerships both within and outside of the Directorate/organisation.
- Effective leadership skills and the ability to promote functional and 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 and recommend where programmes need to drive change.
- **Programme Management**
  - Ability to set the direction and conduct of programme management, including application of appropriate methodologies.
  - Ability to plan, direct, and co-ordinate activities to manage and implement complex programmes from contract /proposal initiation to full integration and embedding into “business as usual”.
  - Ability to align programme objectives with business objectives.
  - Ability to plan, schedule, monitor, and report on activities related to programmes, ensuring that there are appropriate and effective governance arrangements, supported by comprehensive reporting and communication.
- **Project Management**
  - Ability to set the direction and conduct of project management, including application of appropriate methodologies.
  - Ability to lead project planning, scheduling, controlling and reporting activities for strategic, high impact, high risk projects.
  - Ability to manage risk and ensure that solutions to problems are implemented in line with change control processes.
- Ability to lead on the identification, implementation and use of programme, project and change management tools and applications.

Behaviours

- **LINK**

Professional Qualifications

- Educated to degree level or equivalent experience.
- Professionally qualified in the specialist area, e.g., MSP Practitioner, PRINCE2 Practitioner, BSC Diploma or equivalent experience.
- Recognised management qualification or equivalent experience.

Other Requirements

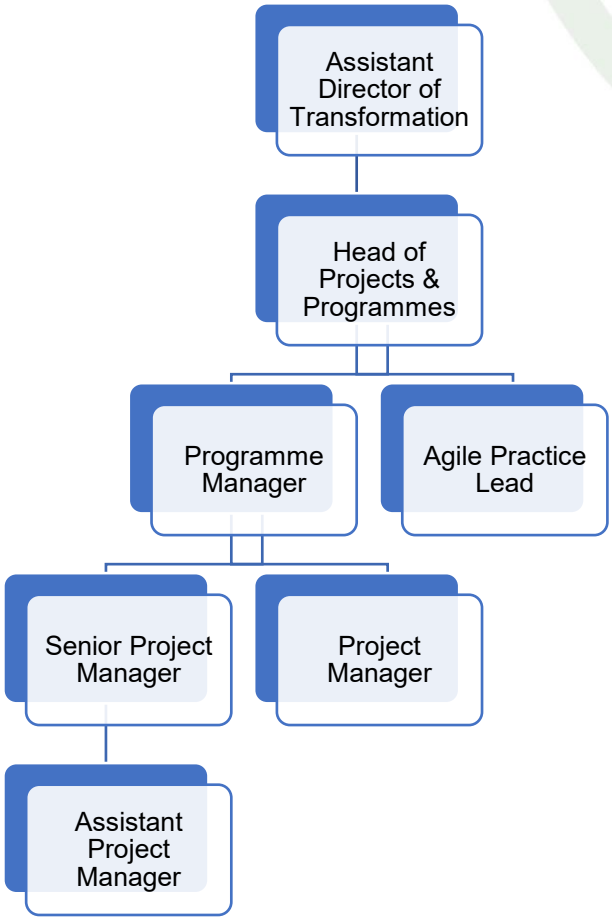
- Ability to travel for work purposes including the County.
- Ability to attend meetings outside of normal business hours.
- Professional values and attitudes in line with NYC expectations.
- Ability to work both on own initiative and as part of a team.

- 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 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 T**ransformation** 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.

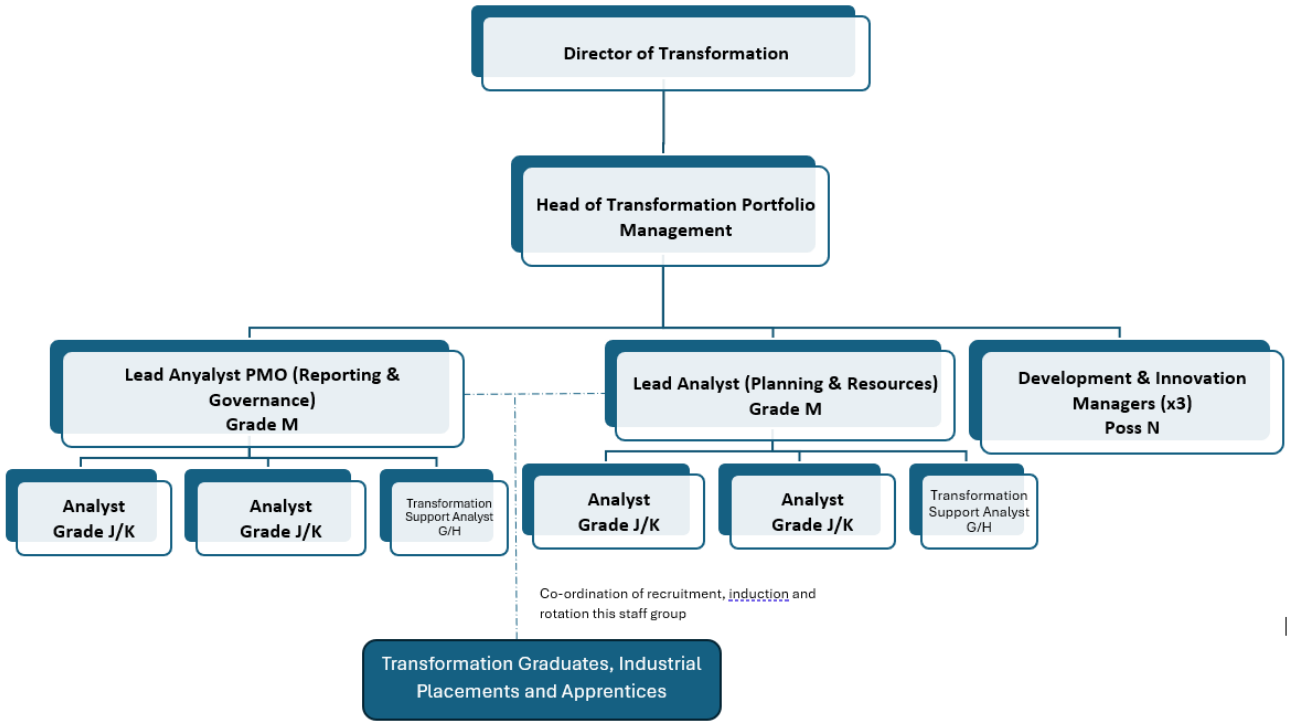
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of current good practice standards both at local and national level in relation to the business of the service. • Understanding of portfolio, programme, and project management methodologies. • Knowledge of 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 **Link**	
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:	Principal Property Capital Programme Manager
Grade:	SM2
Responsible to:	Head of Strategic Property
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Commercial, Property and Procurement
Job family:	**SM - Senior Management**
Date of issue:	May 2024

Job context

North Yorkshire Council's Property and Land Estate is managed under a Centralised Property Function, or Corporate Landlord Model and consists of over 3,000 land and property assets over a geographical area of 3,341sq miles. The portfolio consists of operational offices, operational buildings delivering front line services, farmland, legacy/surplus land and assets, industrial units, private residential and commercial holdings. It also works with several partners to support land and building requirements including the Police, NHS and 3rd sector organisations.

The post holder will work directly for the Head of Strategic Property and support colleagues within the team in delivering a range of Property, FM and Asset related programmes and associated projects, embedding the Corporate Landlord Model strongly within the team and the wider organisation.

The post holder will work within the Property and Facilities (PFM) Services area but will work with a range of Services, Stakeholders and external customers in supporting, coordinating and delivering capital projects including, but not limited to Leisure, Regeneration and Housing – supporting wider Strategic Outputs and Outcomes for the Council.

The role will play a significant role in supporting change across PFM, you will support colleagues in delivering a range of strategies and plans, ensuring that good and effective project management principles are adopted, aiding delivery, reporting and management to ensure success.

You will lead in the development of sound methodologies, such as RIBA, across the Council to bring a corporate and uniformed way of delivering projects. You will work within the Councils wider policies and governance, such as the Financial, Contract and Procurement Rules, assisting with their implementation and review as part of the Council continuous improvement.

The post holder will be responsible for, but not limited to, the following areas:

- **Programme Leadership –** Play a pivotal role in providing strategic leadership for the delivery of Property, Facilities Management and Asset-related programmes and projects under a Corporate Landlord Model. Your responsibilities extend beyond traditional programme management, encompassing the diverse landscape of land and property assets. This leadership position requires a keen understanding of the unique challenges within the property and land estate, fostering collaboration, and ensuring that programmes align with the Council's broader strategic objectives for sustainable and effective asset management.

- **Collaboration –** The Post Holder will lead cross-functional collaboration within Property and Facilities (PFM) Services while engaging with diverse services, stakeholders, and external customers. Your responsibilities extend beyond traditional silos, encompassing a broad spectrum of land and property related projects in service areas such as Childrens, Adults, Leisure and Regeneration. This collaborative approach is essential for contributing to the Council's wider Strategic Outputs and Outcomes. You will bridge gaps between PFM and our

internal and external clients, ensuring seamless coordination and delivery of capital projects. The role involves not only leading within the PFM Services area but also actively supporting, coordinating, and delivering initiatives that have far-reaching impacts, fostering a unified approach across the organisation.

- **Strategic Delivery –** You will be instrumental in developing a strategic approach, ensuring that methodologies such as RIBA are not only soundly revised but also uniformly implemented across the Council for cohesive project delivery. Your role extends beyond project management, actively contributing to the development and execution of strategies and plans. This includes supporting the implementation of Corporate Landlord and Asset Management Strategy outputs, championing the adoption of effective project management principles. You will play a key role in the Strategic Asset Group, providing essential reports, updates and advice. Additionally, your subject matter expertise will be crucial in supporting the development of business cases, feasibilities and options across the Council, reinforcing a strategic and planned approach to Programme and Project Management and property construction related principles.

- **Governance** - you will operate within the Council's wider policies and governance framework. Additionally, you will play a crucial role in project management governance. This involves actively developing, participating in and contributing to project management groups, boards, and structures, ensuring alignment with established governance principles. Your responsibilities extend to providing support within the Strategic Asset Group and supporting the development of business cases for review via the governance models set out. Through your engagement in these project management governance structures, you will ensure that programmes and projects adhere to regulatory requirements, fostering effective decision-making, and contributing to the strategic objectives of the Council

Due the nature and activities of the role the post is politically restricted under the terms of the Local Government and Housing Act 1989.

This post is subject to an Enhanced DBS check with Barred List (Children)

Job Purpose:	**To manage and lead the Property Services Programme and Project Management Function, delivering a range of strategic and capital works programmes across the Council.**
Operational management:	• To be the responsible person for the effective management of the Councils Capital and other property related strategic programmes and projects, delivering an effective and efficient service and sustainable portfolio of assets. • To work with the PFM Team in supporting the development and delivery of, but not limited to, the Corporate Landlord Model, Long Term Maintenance Strategy and Plan, Asset Management Strategy and Plan and the Accommodation Strategy. • To effectively and compliantly manage contractors and suppliers working on behalf of the Council, ensuring clear commissioning, control and monitoring of all contractors to ensure effective delivery and Value for Money. • Be the Project Management 'Head of Profession' for PFM and the Council, providing strategic direction and guidance for this professional field. Ensure a culture of continued professional development is in place, with a strong understanding of the field's best practices, emerging trends and industry advancements. • To lead, manage and provide guidance to a team of professionals, working through uniformed and industry standard project delivery methodologies, embedding a culture of consistent and professional delivery and management. • To use a project management approach in achieving key objectives and targets within own and across services, • Understand the wider sector in which the Council operates, including the political, economic, commercial and regulatory factors affecting it.

	• Manage and monitor risks associated with a range of capital and strategic projects, creating clear reporting and escalations and ensuring control and mitigation is applied and managed, implement contingencies promptly once risks are realised. • 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 review and identify opportunities for continuous improvement within the service, its policies and procedures, embedding a culture of change within own activities, the team and that of the organisation to improve services and drive forward an effective service for all users. • Take a commercial view and understand the cost/benefit principles of business planning • To represent the service and deputise for the HoS at meetings and groups as required. • Any other duties as required to support the business, including maintaining business continuity and during civil emergencies. All staff may on occasions be called upon to support the Council to deal with emergency situations affecting the community we serve. In the event of an emergency or a rehearsal for such an event, you may be required to attend at times and at locations outside of the normal hours and duties of the post and to adopt duties directed by the Chief Executive or their nominated representative for the duration of the emergency.
Resource management:	• Play a leading role in ensuring the efficiency, legal compliance and a customer-focused approach of the Councils portfolio. The property portfolio consists of over 3,000 land and property assets and has a capital value in excess of £1.3bn. • Direct responsibilities for a Capital budget of £22m and indirect (delivery of construction projects for services) of up to £30m • Effective management of a £9.3m revenue budget. • Bring Programme and Project methodologies to support the delivery of a range of strategies and wider council outputs, such as regeneration and housing schemes, school placements and improvements, the LTMP and Asset Management strategy workstreams. • Provide appropriate development inputs for all staff and evaluate outcomes of learning activity. • Take action to resolve performance issues speedily and effectively, and within policy guidelines. • Ensure that Project Management systems are fit for purpose, reduce duplication and data entry requirements, facilitate effective reporting and interfaces with other systems and deliver value for money. • Ensure the efficient use of staff time and skills, deploying staff effectively and monitoring staff related budgets • Ensure that procurement plans and budgets are in place for relevant activity. • Maintain and manage a comprehensive service and corporate risk register, specifically focusing on property-related risks within the asset portfolio, and effectively managing and monitoring specific Programme and Project risks. • Support and embed a One Council culture across own team and Directorate, reviewing and developing working practices, structures and resources, accordingly, supporting the ongoing continuous development and sustainability of North Yorkshire Council • Cultivate a unified organisational culture by promoting an integrated and consistent Programme and Project Management approach, refining working practices and aligning structures and resources with the principles of sustainability. • Address the needs of internal and external stakeholders, establishing robust programmes of works and acting as an enabler to deliver service needs through

	effective management and control of projects, establishing reporting and KPI's for own service delivery, apply and reporting on success and improvements. • Manage a team of Project delivery professionals, demonstrating effective leadership, fostering teamwork, collaboration communication, customer service and staff motivation to ensure the team meets its strategic objectives. • Uphold professional standards, ethics and certifications within the team, ensuring the delivery of unbiased advice and activities in alignment with recognised industry standards. • Implement succession planning methods, identify resource requirements and contribute to wider strategic resource planning to support the Head of Strategic Property • Develop and review job descriptions, participate in recruitment processes to bring in qualified resources and manage team performance through goal-setting, monitoring and appraisal. • Ensure the team's full compliance with professional standards, ethics and policies, including those associated with relevant certifications such as RIBA, Prince2 and APM, contributing to the overall integrity of the service.
Partnerships:	• Foster collaborative relationships with senior colleagues throughout the organisation to champion and integrate the Corporate Landlord approach, offering innovative solutions and working to improve the customer experience. • Manage and drive forward change across the service and the organisation in adopting key principles for effective project delivery, linking with clear governance and decision-making. • Build effective relationships with enabling services such as HR, Business Support, Finance, Procurement and Legal, ensuring their support aligns with the strategic goals and outputs of the service and linking with Service and the Corporate asset management plans. • Align own reporting and methodologies with that of the Council wider groups and boards, ensuring integrated, joined up governance and well informed decision making. • Work with peers in similar roles in partner organisations, explore and develop options for a shared approach to the management of property projects across organisations. • Co-operate and work well with team members, peers, senior managers and external partners in the pursuit of goals and objectives. • Collaborate with and nurture relationships with key external partners, including NHS, Police, Fire, ICB, NYMNP, YDNPA, LEP, etc., to align project delivery within the strategic asset management framework. • Maintain strong relationships with key internal customers and Councillors, providing regular updates and information on activities relevant to both individual and broader team service areas. This ensures transparency and alignment with strategic asset management objectives.
Strategic management:	• Support development and implementation of the Council's Asset Management Strategies and Plans, ensuring alignment with broader organisational goals. • Support on the delivery and oversight of the Councils Transformation Plan (Property) including, but not limited to, Asset Rationalisation, New Ways of Working and Energy Reduction and Sustainability programmes. • Collaborate across services to establish, monitor and manage a resilient Corporate Landlord Model, driving key corporate outputs and delivering effective services to customers. • Lead on and manage governance associated with the property programme and project process, creating groups and boards that are informed in making decisions and are aligned with wider governance within NYC. • Assist in the development and delivery of a comprehensive long-term maintenance and lifecycle strategy to ensure the sustainability and effectiveness of the Council's

	portfolio, bringing clear and decisive project management methodologies into its delivery. • Define a clear and realistic Key Performance Indicator framework, enhancing the monitoring of programmes and projects, linking with wider strategic outcomes, facilitating effective reporting and control. • Take the lead in developing innovative ways of working to maximise efficiency and effectiveness. • Promote a culture of continuous improvement within the team, encouraging the sharing of ideas, taking calculated risks and recognising innovation to enhance service delivery and the customers experience. • Champion and embed a quality assurance culture that achieves results through rigorous open challenge, personal accountability and continuous improvement, ensuring excellence in Programme and Project Management. • Contribute to the service planning process, including the identification and achievement of team objectives, budgets, business continuity, health & safety, risk management and the development of sound business cases for investment and divestment within the strategic asset management context.

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
	  ○ Combined Authority/Mayoral Authority
	• Working across services to communicate the activities and vison for the Corporate Landlord and the Asset Management Strategy.
	• To produce reports and advise Members, Senior Management Board and Cabinet / Executive on property related matters as required by the Corporate Director of Resource, Assistant Director Commercial, Property & Procurement and Head of Strategic Property; providing clear briefings and reports that inform effective operational and political decision making, seeking approvals and delegations.
	• Actively contribute to relevant management teams within the Resources Leadership Team.
	• Ensure that personal interaction with Members, Officers and other stakeholders is undertaken in a transparent, positive and professional way which creates a good impression of the Property Team and the Council.

Systems and information:	• To manage and monitor data and information in relation to effective project delivery, ensuring all data is up to date and relevant. • Develop key criteria, utilising data, information and systems, to assess and identify future priorities of capital works. • Create, manage and review clear process and procedures that can be utilised to support effective decision making for the Councils Portfolio. • To utilise data effectively to ensure that the Councils Portfolio remains compliant and sustainable. • Using data, information and systems to manage a range of Service Level Agreements with clients, utilising systems and data to report key performance and continuous improvement within the Property service.
Safeguarding:	• To ensure that all requirement for the safeguarding, contained within the Councils Safeguarding Policy, are adhered to. • To promote a culture of proactive reporting on all safeguarding areas whether in the workplace or elsewhere • To support the health, wellbeing and welfare of the team

Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Significant project, programme and portfolio management experience including establishing, managing and reporting on robust governance arrangements, issue and risk management. • Good understanding and familiarity with the principles and practices of a corporate landlord model specific to the public sector, demonstrating a clear understanding of how it aligns with and supports the development of an overarching asset management strategy. • Practical experience of project and programme management tools, methods and processes such as PRINCE2, APM. • Demonstrated experience in effectively managing, controlling and monitoring contracts and contractors related to projects, programmes and delivery of Capital works. • Up-to-date and in-depth knowledge of current issues and challenges facing local government, the statutory framework governing the sector and best practices and legislation within the local government property and asset environment. • Proven track record in developing feasibilities and business cases that support effective asset programs. • In-depth understanding and application of Performance Frameworks that contribute to the effective and sustainable management of projects. • Familiarity with technology solutions for programme and project management, including proficiency in using software/systems for tracking milestones, performance and data analytics. • Strong financial analysis skills, including budgeting and cost control measures, ensuring value for money on projects. • Proven experience in the development and embedding project management methodologies within an organisation. • Strong governance knowledge, including experience in the development and implementation of boards and groups to cascade information and decision-making processes. • Experience in negotiation of contracts in the delivery of Capital works, including the ongoing development of sound governance during project delivery. • Demonstrable evidence of service improvement and proactive change management including staff engagement, capacity building, workforce modernisation and organisational transformation.	• Experience of working in a public sector / Local Government environment • Experience in the HM Treasury 5 Case Business Model methodology.
Occupational Skills • Excellent management and leadership skills, fostering commitment and promoting a positive and motivated organisational culture that leverages the strengths and talents of colleagues at all levels. • Excellent communication skills, both written and verbal, to engage effectively with internal and external stakeholders, including Senior Management, regulatory bodies, Elected Members and community representatives. • Proven ability to chair meetings effectively and inspire confidence among a wide range of service users, reflecting leadership capabilities. • Proven ability to establish and maintain positive relationships, instilling confidence, ability and trust among Elected Members, stakeholders, colleagues, external partners and the wider community.	

- Ability to challenge project teams and stakeholders.
- Ability to manage conflicting priorities in a pressured and fast moving/changing environment.
- Developed report writing skills, with the ability to present complex information in an easy to understand format, both verbally and in writing.
- In-depth understanding of legal and regulatory requirements related to contracts and procurement.
- Proficiency in developing and implementing effective systems for sound project and programme management setting clear performance management and measurements to ensure consistent quality of service in alignment with industry standards.
- Strong presentation skills, enabling the communication of information to inform decision-making through reports, business cases and briefings to a diverse group of stakeholders.
- Proficient use of relevant software and technology for project management, financial analysis and reporting, demonstrating a high level of technical competency.
- Business acumen and an entrepreneurial mindset to lead the strategic delivery of services, maintaining a focus on obtaining best value for money and exploring innovative solutions.
- Robust financial and budgetary awareness, with the ability to manage finance and wider resources within a strong performance management culture, ensuring fiscal responsibility and accountability.
- Strong ICT skills, demonstrating the ability to leverage information technology to improve service delivery and reduce costs, contributing to the efficient use of resources.
- Effective problem-solving skills, showcasing the ability to address complex challenges and develop practical solutions within the realm of strategic asset management.
- Excellent communication and negotiation skills, facilitating effective collaboration with internal and external stakeholders and enabling successful interactions with diverse audiences.
- Demonstrated ability to adapt to changing environments and emerging trends, showcasing agility and resilience in navigating evolving landscapes.

Behaviours

Inclusive

- Be kind, compassionate and treat each other with respect.
- Be inclusive, seek the views of others and respond positively even when there are differences.
- Celebrate diversity recognising each other's contributions.

Ambitious

- Be aspirational in our service delivery for our local communities.
- Seek opportunities to share ideas and develop our approaches across partners.
- Understand how to deliver priorities on a locality basis.

Creative

- Adapt to a changing environment by listening to others and learning from each other.
- Think differently and seek new ways to improve services.
- See feedback and shared views as opportunities to learn.

Together

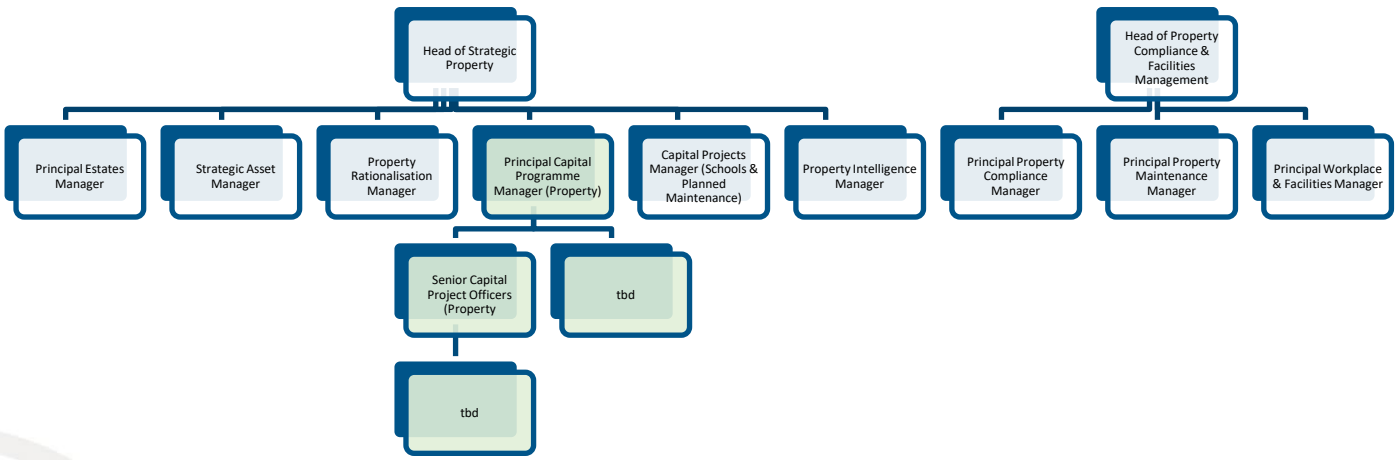
- Build on and develop relationships with colleagues and partners.
- Deliver excellent customer service through partnership working.

• Be visible and accessible within the team and with others to achieve goals together. **link**	
Professional Qualifications • Relevant degree (Level 6) and/or professional or management qualification. • Certification in project management (e.g., PRINCE2, PMP) • Membership of relevant professional body (e.g. CIOB, RIBA, RICS) • Evidence of continuing managerial and professional development.	• Additional training or qualifications in strategic asset management, financial management or related areas • Six Sigma green belt
Other Requirements • Strategic thinker with a proactive and forward-looking approach. • Strong leadership and team management skills. • Evidence of ongoing professional development • Excellent interpersonal and negotiation skills. • 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 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

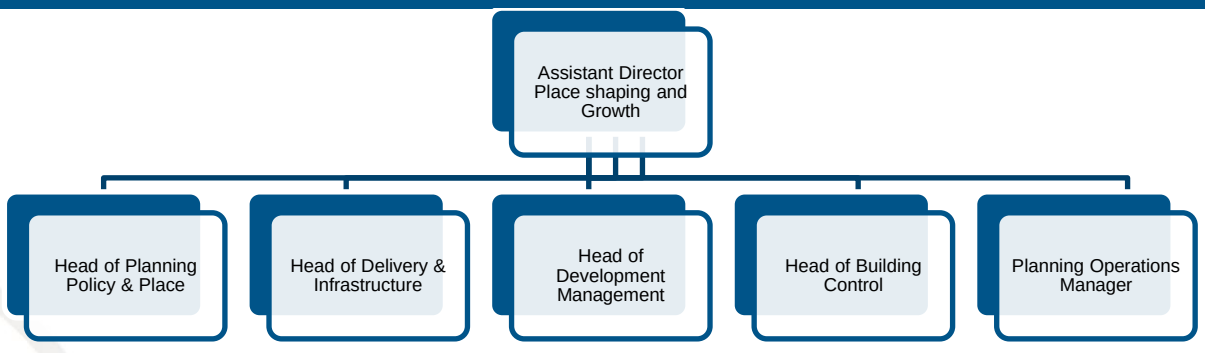
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Up-to-date knowledge and understanding of legislative developments and regulation and trends, relevant to the strategic management of the Building Control service. • To have a working knowledge of Health and Safety legislation • 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.	• 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
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	

• 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.

NORTH YORKSHIRE COUNCIL

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.

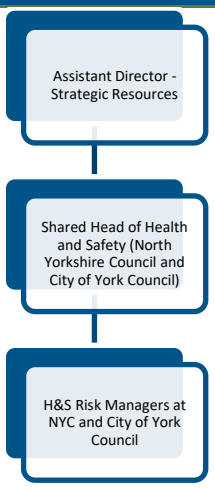
Person specification:	
Essential	**Desirable**
Knowledge • Extensive knowledge of Health and Safety management and practice in a large organisation • In-depth knowledge of Budget Processes including Preparation, Management and Monitoring; and commercial practices, risk assessments • Information Systems 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.

Post title:	Head of Property Compliance and Facilities Management
Grade:	SM2
Responsible to:	Assistant Director Commercial, Property & Procurement
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Commercial, Property and Procurement Services
Job family:	**SM - Senior Management**
Date of issue:	August 2023

Job context

Acting as the lead professional on all property management, facilities management and compliance matters including reactive repairs and maintenance, condition surveys, property compliance and workplace services and work with the Shared Head of Health and Safety to ensure that all property risks are managed. Managing an annual revenue budget of circa £30m, plus £4m from a traded service.

To lead, co-ordinate and provide effective management of the property portfolio to ensure the provision of suitable and safe working environments for occupiers and users of all Council owned buildings in accordance with statutory requirements and good practice while delivering the Council's operational business priorities. This includes responsibility for all legislative compliance, service delivery and cost effectiveness relating to the Council's operational property portfolio.

The post operates a traded service and is expected to tender for, develop contracts and provide services to outside organisations, not only in local government.

North Yorkshire Council's property portfolio is managed under a Corporate Landlord approach and consists of over 3,000 land and property assets including schools, corporate offices, depots, service delivery accommodation, farms, industrial units, surplus sites and commercial assets.

The Council's significant land and property holdings are a key corporate resource and the post holder will support the Assistant Director – Commercial, Property and Procurement in providing strategic direction, leadership and management of the Council's operational property portfolio. The post holder will act as Responsible Person within the Council for building compliance; ensuring that the Council's property portfolio is managed in a safe and compliant manner, is fit for purpose, cost effective and enables service departments to deliver their existing and future services in the most effective way.

The post holder will work alongside the Head of Strategic Property; whose main duties will be to set and deliver the Council's overarching Property Asset Management Strategy, Plans, Policies and Programmes, including the embedding of the Corporate Landlord model within the Council.

The post holder will have responsibility for managing 60+ FTE employees and have wider responsibilities for the commissioning and management of external contractors; with responsibility for the following areas:

- Developing and implementing a Compliance Policy, and delivering all associated activity, for the Council's entire property portfolio;
- Facilities and Workplace Management;
- Fulfilling the corporate responsibilities for property ownership, as determined through the Corporate Landlord model set out within the Property Asset Strategy;

- Managing all responsive building maintenance works within the Council;
- Building condition: undertaking a programme of cyclical condition surveys across the Council's entire property portfolio, and identifying associated risks relating to building condition to inform property risk registers and the development of the planned maintenance programme;
- Decommissioning and managing surplus and vacant land and property assets;
- Managing the property traded service, achieving income targets (currently £4m p.a.) and maximising financial returns from the service;
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose:	**To lead, co-ordinate and provide effective management of the Property Compliance and Facilities Management service.**
Operational management:	• To have lead responsibility for the safe and effective day to day management of the Council's large and diverse property portfolio; • To provide leadership, management and financial control for the planning, delivery, and maintenance of the Council's operational and non-operational property portfolio; • Stay abreast of current and proposed legislation and guidance relating to property management matters and implement changes to plan, policies and practices as required; • To work with the Head of Strategic Property to actively identify and promote sustainable property initiatives to reduce the Councils Carbon usage across its occupied estate; • To act as the Responsible Person within the Council for building compliance; • To set and deliver a Compliance Policy for the Council's build estate ensuring that all Council land and properties are demonstrably compliant and that all contractor, maintenance, and construction activities are carried out in accordance with the relevant Health & Safety / Construction Design & Management legislation; • To devise and implement a regime to audit and measure against the new Compliance Policy; • To develop and manage a compliance and property maintenance risk register; • To identify and set minimum performance standards for the occupied estate and to ensure the maintenance regimes are appropriate and adequately reflect the nature of the Council's build estate; • To establish appropriate governance for corporate decision making on facilities management matters ensuring that the Council's responsibilities are met on issues including statutory compliance, security and carbon management, whilst providing suitable working environments for occupiers and users of all Council buildings; • To be accountable for the delivery of all facilities management related commercial relationships either directly or as lead client through external contracts and commissioning as appropriate; • To advise, review and deliver in relation to facilities management related commercial partnerships, companies and contracts and to be the lead client for the Council's involvement in property management contracts or internal delivery; • To ensure service providers are demonstrably performing in accordance with their agreement and to review and refresh KPI and SLA metrics; • To reduce the overall cost of service provision through innovation, including the consideration of alternative delivery models and streamlining of processes; • To support the development and implementation of the Council's Strategic Asset Management Plan in relation to property compliance and facilities management, including managing the corporate maintenance budgets and collecting Property data to guide investment or rationalisation decisions about assets;

	• Ensure surplus and vacant land and properties are decommissioned and are managed in a safe, compliant and cost effective manner until re occupied or sold; • Understand and uphold the Constitution, Scheme of Financial Delegation, Contract Procedure Rules and Health & Safety requirements of the Council and ensure that they are managed on behalf of the service; • To be responsible for ensuring that all property transactions relating to the Council's property portfolio are undertaken in accordance with the Council's Property Procedure Rules, objectives, policies, legislative requirements and RICS guidelines. • To represent and deputise for the Assistant Director at meetings and groups as required, contributing to corporate and directorate policy.
Strategic management:	• Lead and be responsible for property occupation, compliance and management related policy and operational performance; • Act as a recognised expert within the Property Service; • Manage and direct senior managers and staff within the Property service to ensure that properties are managed and operated in a safe, effective and efficient manner; • Prioritise the allocation of property maintenance budgets across the portfolio to ensure that property assets remain safe and fit for purpose; • Lead in the development of new ways of working that maximise efficiency and effectiveness; • Promote a culture of continuous improvement by encouraging team members to share ideas, take appropriate risks, and recognising innovation; • Champion and embed a performance and quality assurance culture that delivers results through rigorous open challenge, personal accountability, and continuous improvement; • Contribute to the service planning process including the identification and achievement of team objectives.
Communications:	• Develop and maintain strong relationships with senior officers and other stakeholders within North Yorkshire Council; • Actively contribute to relevant management teams within Resources and Central Services; • To produce reports and advise Members and Management Board on property maintenance and compliance related matters as required by the Assistant Director Commercial, Property & Procurement; • Ensure that personal interaction with Members, officers and other stakeholders is undertaken in a positive way which creates a good impression of the Corporate Property Team and the Council.
Partnerships:	• Collaborate and develop strong working relationships with senior colleagues across the organisation; • Represent the service at intra and inter agency meetings; • Effectively promote your role to sustain good relationships across agencies; • Work with staff in Business Support to achieve required outcomes; • To be a fully participating member of the Commercial, Property and Procurement service Senior Management Team, driving strategy and performance and championing the delivery of the Council's vision with all stakeholders.
Resource management:	• To manage the Council's operational property revenue budgets (circa £30m) and external contractors in a strategic, effective, efficient, legally compliant and customer focussed manner; • To effectively manage and further develop the property traded service, which delivers income of £4m p.a; • Identify areas where efficiency savings and income generation can be achieved and delivered through the budgets within the post holders control; • Performance Management: to determine standards and Key Performance Indicators (KPI's) for the service and ensure that staff are aware of the required standards, to embed those standards and KPI's in the service performance planning process and

	to manage and monitor staff performance to ensure that standards and KPI's are met; • Plan and organise staff, contractors and other resources within the service in line with the resourcing plan; • Manage the Facilities Management and Compliance Team, demonstrating effective leadership, sound participation, teamwork, collaboration, communication, customer service and staff motivation to ensure team members deliver their objectives; • Manage and appraise staff through the setting and monitoring of performance targets and standards, to ensure they effectively deliver their key objectives, encouraging personal development, providing support and taking action as necessary.
Systems and information:	• To ensure that property related costs and building condition information is accurately recorded in property data management systems, in a format agreed by the Head of Strategic Property to ensure evidence–based asset management decision making across the Property service; • Ensure that effective systems are in place to manage, develop, monitor, evaluate and review performance within the Property Compliance and Facilities Management Service; • Ensure that processes and systems integrate effectively with other functions as needed; • Ensure compliance and health and safety information is available to service users and the general public as appropriate.

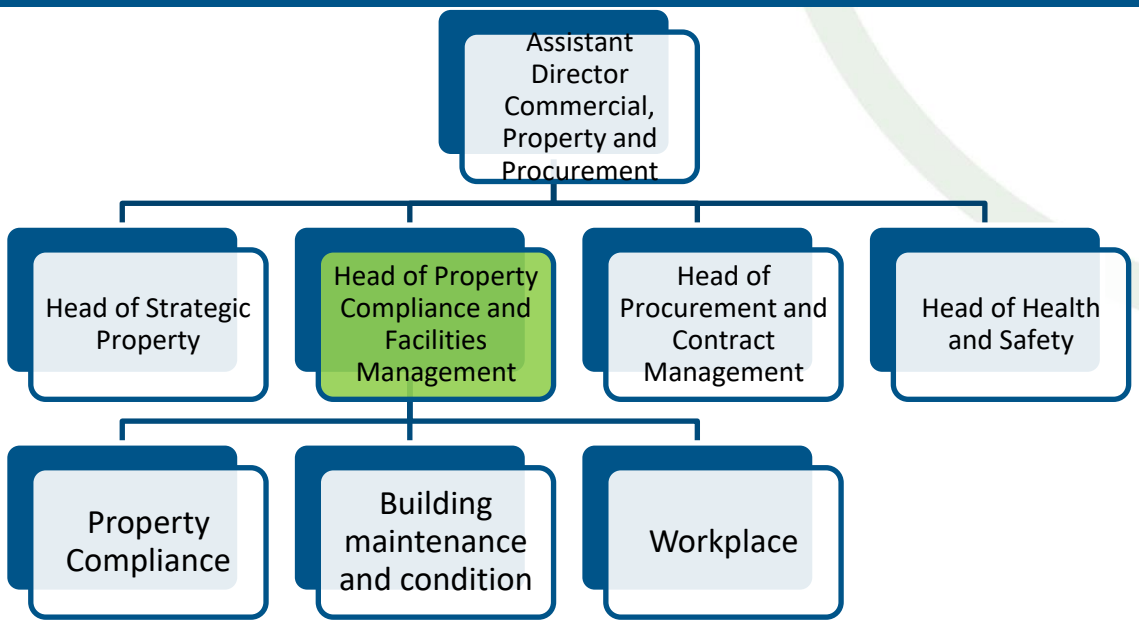
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Evidence of successfully working in a senior management role in a relevant property environment (within a large and complex organisation with comparable scope, responsibilities, budget and resources); • In depth knowledge and understanding of the current issues and challenges facing local government, the statutory framework governing the sector and best practice and legislation within the local government property environment; • In depth knowledge of promoting, preserving and protecting the health, safety and wellbeing of councillors, employees, service users, contractors and partners across the Council's property portfolio; ensuring that the provisions of all relevant legislation are achieved, such as the Health and Safety at Work Act; • Demonstrable evidence for effective development, accountability, delivery and monitoring of a Property related Compliance Policy; • In depth knowledge of the effective management and monitoring of service and property based risks; • Extensive experience of successfully and effectively managing and monitoring high value property contracts, contractors and consultants; • Significant experience of managing high value budgets; • In depth knowledge and experience of procurement and contract management issues relating to property; • Demonstrated commercial experience such as the management of a traded service in a Local Authority; • Evidence of successfully delivering quality assured outcomes, utilising a performance management framework in property related functions; • Experience of managing and using property data, records and systems;	• Experience of working effectively in a political environment • Programme Management Skills • Project Management experience

• Evidence of successful partnership development or delivery through partnerships including an ability to work with local partners; • Demonstrable evidence of significant service improvement through managing change including staff engagement, capacity building, workforce modernisation and organisational reform; • Significant experience of driving performance management using appropriate quality and management methods and models to deliver efficient and effective services through collaborative working.	
Occupational Skills • Excellent management and leadership skills, which encourage commitment from others that promote a positive and motivated organisational culture to harness the strengths and talents of colleagues at all levels; • Ability to lead, develop and sustain effective team, partnership and multi-agency working and maintain stakeholder relationships at all levels of a customer organisation through strong effective advocacy, influencing and negotiating skills; • Ability to establish and sustain positive relationships that generate confidence, ability and trust of Members, senior stakeholders, colleagues, partners and the wider community; • Ability to influence outcomes through reasoning, persuasion and tact at all levels within the organisation; • Skills in understanding and responding to different perspectives and taking a cross-organisational approach, gained by working in a political or similarly challenging environment; • Ability to develop and implement effective systems of property performance management and measurement including the management of external contractors; • Development, monitoring and application of procedures to ensure consistent quality of service; • Strong financial and budgetary awareness with the ability to manage finance and wider resources within a strong performance management culture; • Strong ICT skills - ability to use information technology to improve service delivery and reduce costs. • Emotional Resilience**.**	
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 (eg. RICS, CIWFM) 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 Involvement and Governance
Grade:	SM2
Responsible to:	Director of Public Health
Staff managed:	Manages a team of specialist professionals
Directorate:	HAS
Service:	Public Health, Engagement and Governance
Job family:	**SM - Senior Management**
Date of issue:	August 2023

Job context

Reporting to the Director of Public Health, this post will lead and manage a team of specialist professionals and will be responsible for:

- The implementation and monitoring of Engagement and Governance Frameworks for Health and Adult Services.
- Governance of Safeguarding within the Directorate, and of the multi-agency statutory Safeguarding Adults Board.
- Management of the statutory complaints function for adult social care.
- Management of consultation and engagement within the Directorate.
- Management of the preparation for CQC Assurance Framework

Job Specifics

- The postholder will ensure that effective governance arrangements are in place for decision making to support HAS Managers in carrying out their duties
- The post holder will ensure Safeguarding Adult Reviews (SARs) are commissioned on behalf of the North Yorkshire Safeguarding Adults Board (NYSAB).
- The post holder will ensure the effective day to day operation of NYSAB and effective governance linked to safeguarding. The post holder will ensure that the NYSAB and its subsidiaries work well.
- The post holder will operate as a critical friend to provide policy leadership and consistent challenge to safeguarding practice and will have the freedom to manage on safeguarding issues which carry high reputational risk. They will work closely with colleagues from the Children's Safeguarding Partnership and Community Safety Partnership
- The post holder will also ensure compliance with all statutory social care requirements, including the Care Act 2014, Mental Capacity Act and Deprivation of Liberties Safeguards (DoLS)
- The post holder will ensure the effective management of the statutory Adult Social Care complaints function, **Subject Access Requests and Freedom of Information requests in keeping with the relevant legislation**
- The post holder will ensure effective management of the consultation and engagement processes for Health and Adult Services Directorate, ensuring that these follow legal requirements and good practice models and continue to evolve as necessary to meet the Directorate's strategic requirements.
- Working with colleagues from the corporate Communications Team, the postholder will ensure the development of a Communications Strategy and Plan for the Directorate
- The post holder will work with the HAS Leadership Team and other colleagues to provide effective leadership to deliver the implementation of a Programme of work around preparation for CQC Assurance that will contribute to the continuous improvement of the Council.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose:	**This post provides strategic leadership to enable the implementation and monitoring of a governance framework across Health and Adult Services. As part of effective governance across the Directorate, the postholder will be responsible for managing an effective statutory complaint's function. The postholder will be responsible for the ensuring the efficient management of the multi-agency Safeguarding Board. This Board involves representatives of the most senior officers of statutory and non-statutory partner agencies across North Yorkshire, working together to safeguard and protect vulnerable adults from harm.** **The postholder will be responsible for the implementation and monitoring of an engagement framework across Health and Adult Services, ensuring the engagement and involvement in the design and delivery of people who access health and adult service services. The postholder will play a key role in co-ordinating the Directorate's preparation for CQC Assurance of Adult Social Care**
Operational management:	• Lead the Council's adult safeguarding policy, governance, quality and public engagement functions for Adult Social Care, Public Health and the interface with the NHS, Police and other public services, ensuring that they are delivered well to meet financial, quality and performance standards • Ensure compliance with all statutory social care requirements, including the Care Act, and lead on the Mental Capacity Act and DoLs • Work with the Safeguarding Adults Board's Independent Chair and the statutory partners to ensure the effective functioning of the statutory Safeguarding Adults Board. • Work closely with colleagues in the Children's Safeguarding Partnership and Community Safety Partnership • Lead the development and delivery of public engagement, involvement and consultation in Adult Social Care and Public Health • Lead the Directorate's work on equality and diversity issues, ensuring compliance with legislation and good practice within the context of a large rural county • Lead specific countywide programmes as part of the Council's change and transformation programmes • Support organisational change by ensuring the appropriate systems and resources are in place, and communicating and contributing to change effectively • Carry specific management responsibilities within Health & Adult Services and be assigned development tasks across Health & Adult Services and the wider Council and its partnerships • Contribute to the annual programme of collaborative service development. • The post holder will ensure the safety of vulnerable adults in line with the North Yorkshire Multi Agency Safeguarding Adults Procedures and Health and Adults Services operational guidance. • Ensure the completion of self-assessments, including collating documentary evidence, and communicating and engaging with the Practice Team to understand and evidence good practice and identify areas for improvement. • Lead and provide advice, guidance and oversight of commissioning activities.
Resource management:	• The post holder will be responsible as a budget holder within the Council's scheme of Delegation of financial performance of the post holder's unit, ensuring a balanced budget and meeting any efficiency targets agreed.

	• Provide leadership, motivation and regular supervision, appraisal and development to those staff for whom the postholder is responsible in line with Directorate's Supervision and Appraisal procedures • Ensure the effective performance of all members of their team
Partnerships:	• Develop and maintain effective working relationships with elected Members, Directorate staff, partners, communities and external agencies • Forge partnerships and work alongside others in the delivery of services that enhance our County and build self-reliance within North Yorkshire's communities. • Understand the needs of communities, and a commitment to delivering outcomes for citizens, customers and stakeholders. • Represent the Directorate at appropriate Regional and National Groups where added value for NYC can be gained by sharing and working collaboratively with others.
Strategic management:	• Effectively implement national legislation, policies and guidance and Council policies • Modernise and develop the workforce alongside the transformation agenda • Improve and modernise business processes • Evaluate transformation which has taken place to ensure lessons are learnt and used to improve further transformation • Contribute to the annual Service Performance Plan • Work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate. • Establish and maintain effective working relationships with strategic partners of Health & Adult Services. • Develop policies, guidance and procedures to ensure consistent working practices, ensure clarity of function and explore opportunity to joint working arrangements with other directorates. • Ensure the achievement of ongoing continuous improvement for the team.
Communications:	• Provide information, written and oral, in an extensive range of formats to an extensive range of audiences, including the Corporate Director - Health & Adult Services and Executive Members, senior officers, staff and partner organisations, whilst being sensitive to the nature of the transformation and the audience, ensuring the end goal is achieved effectively • Negotiate and influence others whilst leading on complex transformation projects • Represent the Directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services, their carers and other stakeholders in challenging situations • Respond to media enquiries as requested by the Director of Public Health and Corporate Director Health and Adult Services and appraise them of any matters arising which are particularly sensitive or controversial in nature • Promote the reputation and image of the Council positively when responding to complaints or to media queries. This may include responding to matters of a sensitive or controversial nature.
Systems and information:	• Ensure the provision of relevant data for inclusion in reports to Health and Adult Services Leadership and Management Teams, the SAB, its sub-groups and other groups as appropriate, making good use of available information, appraise content and assess what else might be needed • Prepare and present reports to Committees, Health and Adult Services Leadership and Management Teams, the Safeguarding Adults Board and its sub-groups. • In conjunction with other service areas, develop initiatives and proposals to promote the work of the service. • Use systems and information as appropriate to quality assure the work of other staff. • The post holder will be required to provide IT information and statistical reports to illustrate transformational plans and progress • The ability to analyse complex data and information to inform transformational decision making is a key aspect to this role

	• The post holder must utilise the current business processes in relation to record keeping, financial monitoring and ICT. • The post holder is expected to be responsible for the use, maintenance and management of IT equipment, software and information required to perform their job role.
Safeguarding:	• In conjunction with the Director of Public Health, lead the governance of safeguarding across Health and Adult Services Directorate as a core part of this role. • Be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate

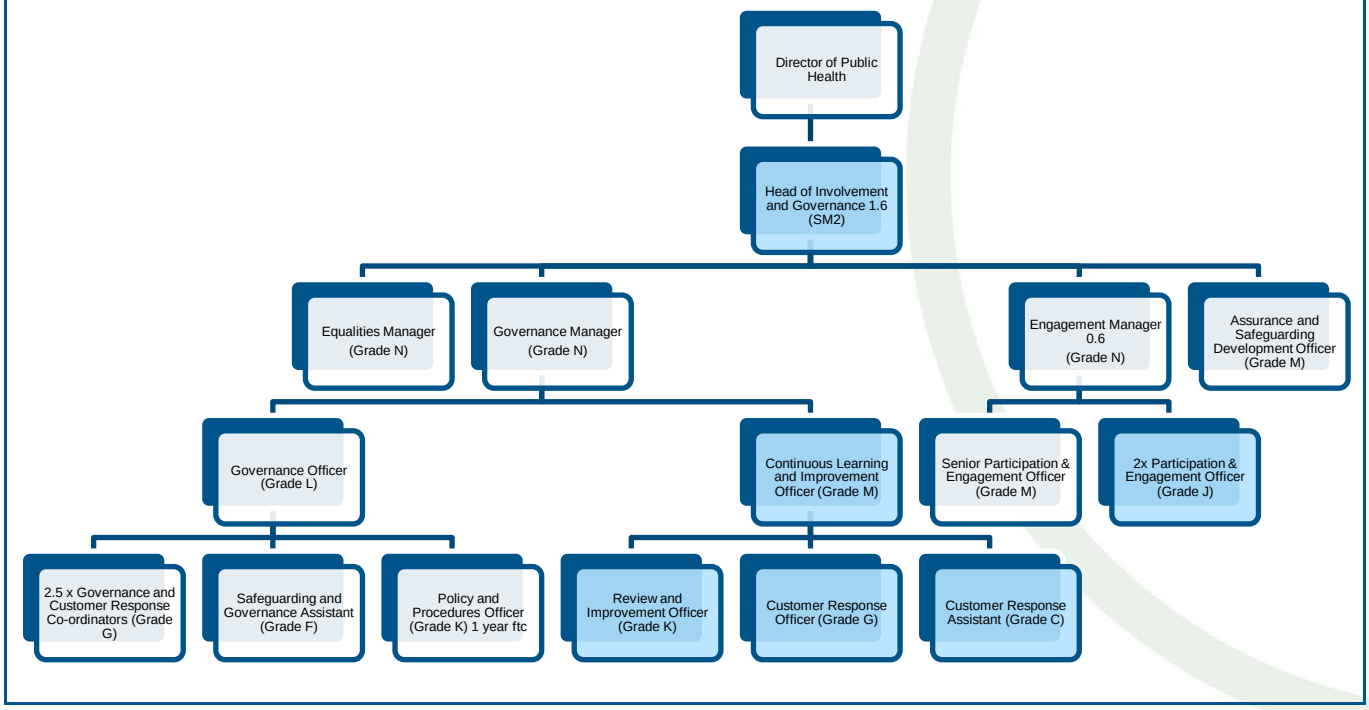
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of the legal framework applied to the Directorate's relationship to relevant consumer groups. • Significant knowledge/experience of current good practice standards both at local and national level. • Detailed knowledge of the Care Act and the national legislative framework for safeguarding • Knowledge of the requirements of the CQC Assurance Framework for Adult Social Care • Extensive knowledge of current philosophy in adult care • Significant demonstrable knowledge of statutory requirements, including requirements in respect of equality and anti-discrimination legislation, maintaining a safe working environment, data protection and confidentiality across a multi-agency partnership. • Knowledge of Quality Assurance mechanisms • Knowledge of budget and staff management processes. • Extensive post qualifying experience within a relevant professional field • Substantial experience of intra and inter-agency work at senior manager / leadership level. Able to demonstrate examples of making a practical difference. • Experience of developing strategic plans based on needs assessment and delivery of required outcomes. • Experience in commissioning services for vulnerable adults • Experience of developing and implementing new ways of delivering services and innovative working practice. • Wide experience of contact with, and presenting to, Members and Director level staff and senior managers in partner organisations. • Experience of policy and service planning and development • Experience of managing and delivering against performance indicators in a complex operational environment. • Proven, effective and substantial experience of the management of resources in a changing organisational environment, including budget planning, expenditure control, and identifying savings. • Extensive experience of people management including managing recruitment, discipline and grievance processes and performance management	• Experience of responding to media enquiries. • Experience in a local authority, other public sector or independent service industry

Occupational Skills • Ability to lead change and to support services during periods of change and development, minimising the impact on staff morale and maximising the positive outcome • Ability to monitor and evaluate services and practices to ensure agreed standards are maintained and intervene constructively where necessary • Exercises professional judgement to make key decisions which have wide reaching implications. • Has insight into strategic strands of Directorate and Safeguarding Adults Board work to make clear business-focused decisions. • Uses high level persuasion, influencing and/or negotiation techniques to achieve strategic objectives of the Council and Safeguarding Adults Board • Scans, anticipates and plans preventative actions for cross-cutting, complex problems at a strategic level. • Oversees the delivery of strategic projects, reviewing and making amendments as necessary. • Excellent communication skills, presenting high level, complex information in an accessible format. • Good political skills and ability to operate effectively and promote services for vulnerable adults in a political environment • Ability to plan, develop and implement new ways of working, including integration with other key agencies. • Strategic thinker with proven leadership skills and the ability to promote and gain commitment to the organisation's policy and objectives • Staff management skills including recruitment and selection, performance management & development. • Budget management skills including effective use of resources. • IT skills. • Experience of dealing sensitively with members of the public and with complex / difficult situations	
Behaviours • **link**	
Professional Qualifications • Educated to degree level or demonstrable equivalent experience • Professional Qualification or post graduate qualification	• Project management qualification
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 Healthier Lives, Communities and Economy
Grade:	SM2
Responsible to:	Director of Public Health
Staff managed:	Manages a group of managers
Directorate:	Health and Adult Services
Service:	Public Health
Job family:	**SM - Senior Management**
Date of issue:	April 2024

Job context

- The role is based in the public health function and is a senior manager focused on healthier lives, communities and the economy as part of supporting the Director of Public Health to discharge the statutory duty to protect the health of the people of North Yorkshire.
- In conjunction with Public Health specialists, this role will lead on physical activity and sport and supporting the transformation of the leisure offer through LGR including delivery of the Healthy Weight Healthy Lives strategy
- The role will also work closely with the Assistant Directors for Care and Support, Public Health Consultants and other heads of service across Health and Adult Services, BES, Corporately and with CYPS.
- It will manage a team of managers and officers (ranging from grade L-N).
- Be a member of the Public Health Senior Leadership Team chaired by the Director of Public Health.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.
- This post is a new post and will be an integral part public health and the Health and Adult Services Directorate.

Job purpose

- **Head of service to lead on the implementation of programmes of work to encourage healthy lives, communities and the economy.**
- **This role will lead on physical activity and sport and supporting the transformation of the leisure offer through LGR including delivery of the Healthy Weight Healthy Lives strategy.**
- **The Healthier Lives and Communities portfolio will lead on:**
  - **Working with businesses to create healthy workplaces**
  - **Food**
  - **Thrive at Work Health Improvement Practitioner**
  - **Lead joint working to embed public health into regulatory services such as Environmental Health, Trading Standards and Licensing**
  - **Fuel Poverty and winter warmth**
  - **Road safety and injuries**
  - **Stronger Communities**
  - **Public Health input into localities**
  - **Coastal health**
  - **Rurality and rural-proofing**
  - **Migrant health**
  - **Licensing applications responses from Public Health**

	• **Poverty** • **Gambling** • **Military and Veterans health and wellbeing** • **Lead for PH in identifying development opportunities working with regulatory services including but not limited to trading standards, environmental health and planning and wider opportunities presented through LGR.** • **Operate as part of the Directorate's senior leadership team and work in partnership with a range of partners such as NHS, districts, providers and the community and voluntary sector.** • **Lead senior manager for Public Health Engagement and Governance for ensuring robust business continuity plans are in place and tested.** • **Work with the new UK Health Security Agency and other regional, national and where appropriate international agencies focused on protecting the health of the population.** • **Lead senior manager supporting the Director of Public Health in relation to investment of the circa £22 million public health grant.** • **Lead senior manager for ensuring comprehensive service planning and performance management across public health, engagement and governance.**
Operational Management:	• Identify, develop and cascade relevant information and policy updates relating to relevant Health & Adult Services Directorate staff and managers. • Represent the Director of Public Health in their absence, where necessary. • Keep abreast of developments/research findings to facilitate evidence based practice in relation to health protection. Learning from local, regional, national and international best practice approaches. • Set strategic objectives and a population health approach • Support the development of business models and business cases for county wide services • Support the development of county wide service specifications and procurements and co-ordinate work with the Lead Public Health Consultant • Ensure commissioning activity supports the Council's statutory and legal obligations including safeguarding. • To ensure good relationship management is in place with providers. • To support the Director of Public Health, Head of Engagement and Governance and Public Health Consultants in the strategic planning and delivery of the public heath commissioning functions and responsibilities of the local authority, including developing policies, procedures, good practice guidance and service plans. • To support the implementation of decommissioning of county wide services and mobilisation of newly commissioned services. • To be part of any Directorate and Council on-call and emergency planning arrangements as required.
Resource management:	• Lead Senior Manager supporting the Director of Public Health in relation to strategic investment of the circa £22 million public health grant. • Ensure the monitoring of allocated budgets, ensuring that they are used appropriately and efficiently and that there are robust and relevant monitoring systems in place • The post holder will be responsible as a budget holder within the Council's Scheme of Delegation of financial performance of the post holders unit, ensuring a balanced budget and meeting any efficiency targets agreed. • To ensure the effective use of resources through identifying, assessing and evaluating different approaches including utilising value for money criteria to demonstrate cost effectiveness.

	• The post holder will provide leadership, motivation and regular supervision, appraisal and development to those staff for whom they are responsible in line with Directorate's Supervision and Appraisal procedures • The post holder will ensure their behaviours and those of their managers comply with the expectations of the Manager's Pocket book and that their managers and staff all comply with the Council's Behaviour and Skills Framework
Partnerships:	• Establish and maintain effective working relationships with internal and external partners including other Directorates, Health bodies such as CCGs, District Councils, etc. • Establish and maintain effective working relationships with providers of public health and adult services. • Take a lead where required in commissioning initiatives and projects. • Deputise for the Director of Public Health as required and represent the Directorate at policy, organisational, co-ordination and consultation forums with external agencies, other Council Directorates within the Service Area or wider Directorate • Identify and work effectively with all relevant stakeholders within each transformation project. • To work collaboratively with other local authority staff and partner agencies to influence an integrated and co-ordinated approach to achieving key targets, to achieve required health and wellbeing outcomes • To work collaboratively across the HAS Directorate and across all functions of the local authority and CCG's providing specialist input to inform commissioning; policy development; and service planning and redesign in relation to health protection. • To develop and deliver new joint commissioning arrangements with health and other partners • Work with communities and service users to ensure they can influence service development.
Strategic management:	• To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate. • Take direction from the Director of Public Health in relation to exceptionally complex or highly politically sensitive issues. • Establish and maintain effective working relationships with strategic partners of the Council. • Evaluate health population strategies ensuring they continue to be relevant and meet assessed population health need as policy and practice moves forward. • Where required develop policies, guidance and procedures to ensure consistent working practices, ensure clarity of function and explore opportunity to joint working arrangements with other directorates. Cascade to the team, NYCC staff, partner organisations and external partners, as appropriate. • Ensure the achievement of ongoing continuous improvement for the team. • To work with all parts of the Directorate, the wider council, external partners, the voluntary and community sector and the independent sector to commission relevant and effective services across the localities ensuring all health protection and address the key themes of safeguarding, quality, integration, personalisation, efficiency, prevention and early intervention. • Ensure that any required budget savings are delivered in line with Directorate objectives and ensure all commissioning on behalf of Health & Adult Services provides value for money. • To contribute by providing evidence on need and advising on evidence based interventions to assist negotiations to secure investment from partners. This should help deliver savings across the whole system and to re-profile commissioned services across the locality and portfolio to achieve greater equity in Health & Well-being outcomes and a common menu of services across the County.

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 Directorate's aims and objectives. • Lead engagement and consultation processes to achieve the introduction of new initiatives and change in services • Communicate effectively with staff and senior management in respect of commissioning activity and development. • Negotiate and influence others whilst leading on complex transformation projects • Represent the Directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations. • Respond to media enquiries as requested by the Assistant Directors, Director of Public Health and Corporate Director Health and Adult Services and appraise them of any matters arising which are particularly sensitive or controversial in nature
Systems and information:	• Develop and implement systems to assist and underpin and decisions arising from this. • Develop and maintain an overall suite of management information that underpins the Healthier Lives, Community and Economy portfolio • Provide an overview of relevant and complex information to assist senior and strategic managers and officers in their understanding of Healthier Lives, Community and Economy issues across the Council • Present complex and sensitive information to range of different agencies
Safeguarding:	• The postholder will ensure the safety of vulnerable people in line with the North Yorkshire Multi Agency Safeguarding Adults Procedures, and Health and Adults Services operational guidance.

Person specification:	
Essential	**Desirable**
Knowledge and Experience • Comprehensive knowledge and understanding of public health, the NHS and different branches of local government including regulatory services, such as Environmental Health, Trading Standards and Licensing • Significant knowledge of current good practice standards both at local and national level. • Detailed specialist knowledge of legislation and policy relating to Environmental Health, Trading Standards and Licensing. • Knowledge of statutory requirements, including: safeguarding, equality and anti-discrimination, maintaining a safe working environment, Data Protection and confidentiality. • Significant knowledge of public health strategies and skills and competences in assessing the needs of the population. • Knowledge of service provision with a thorough understanding of legislation, practice issues and tensions. • Knowledge and understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role. • Significant experience of commissioning services and developing strategies at a senior level. • Managerial accountability for the performance of a group of staff. • Detailed experience of Partnership Working.	

• Detailed experience of policy implementation. • Experience in a local authority, other public sector or independent service industry • Experience of implementing organisational culture change strategies. • Experience of dealing sensitively with complex/difficult situations. • Experience of translating national policy and guidance into local action • Experience of chairing groups or committees • Line management experience • Experience of managing resources	
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 population health strategies and plans. • Project management and implementation skills. • Experience of liaising and negotiating with external and internal partners. • Communication and presentation skills (written & oral). • Budget management skills including effective use of resources. • IT skills. • Time management skills • Experience of dealing sensitively with members of the public and with complex / difficult situations • Corporate working skills • Innovative • Incisive • Experience of strategic planning and policy formulation and implementation	
Behaviours • **link**	
Professional Qualifications • Education to degree level or equivalent in related discipline. • Evidence of further professional development	• A post graduate management qualification.
Other Requirements • Ability to travel across the County • Availability to work as necessary outside office hours. • Willingness to undertake further professional development to fulfil the requirements of the role. • Committed to equality and diversity. • Willingness to adapt to a changing environment.	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Head of HAS Planning
Grade:	SM2
Responsible to:	Director of Public Health
Staff managed:	Manages a group of managers
Directorate:	Health and Adult Services
Service:	Public Health
Job family:	**SM - Senior Management**
Date of issue:	April 2024

Job context

- The role is based in the Public Health function and is responsible for leading the development of evidence based population health strategies for targeted groups in the population.
- The role will be line managed by the Director of Public Health but will work closely and take strategic direction from the Assistant Director Prevention and Service Development.
- The role will also work closely with the Head of Service Development, Head of Integration and Head of Targeted Prevention to ensure the delivery of the population health strategies across the County.
- It will manage a team of managers and officers (ranging from grade L-N).
- The role has responsibility to ensure there is a consistent and coherent approach taken to population health strategies across the county area and for developing county wide strategic approach for key groups in the population.
- The role has responsibility for ensuring the development of population health strategies but will also contribute to the practical implementation plans which reflect both the county wide strategic plans and local need.
- The role will be a key contributor to delivery of statutory responsibility under the Health and Care Act 2013 and the Care Act 2014 to ensure the strategies are in line to improve and protect the health of the population and ensure a sustainable and diverse market for care and support.
- The post holder will need to work closely with Head of Housing Market Development, and the Head of Quality and Improvement, Public Health and operational staff to ensure the success of these arrangements.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.
- This post is a new post and will be an integral part of integrating public health and adult social care as part of the Health and Adult Services Directorate.

Job purpose	**Reporting to the Director of Public Health the post holder will:** **Lead the development of evidence based population health strategies and support the delivery of strategies in relation to key adult population groups including but not limited to:** **• mental health and wellbeing** **• suicide** **• dementia** **• learning disabilities** **• autism** **• people with physical and sensory impairment** **• ageing well and older people.**

	Operate as part of the Directorate's senior leadership team and work in partnership with a range of partners such as NHS, districts, providers and the community and voluntary sector. **Work collaboratively across the Directorate and across all functions of North Yorkshire Council (NYC), providing input to shape and drive commissioning, policy development, service planning and redesign.** **Contribute to the development, implementation, performance management and evaluation of commissioning programmes to inform population health strategies.** **Work with key senior managers and practitioners to facilitate the delivery of population health strategies.** **Manage staff to ensure the development and delivery of innovative services which improve health and wellbeing, improve choice and control and independence for people who access services.**
Operational Management:	• Identify, develop and cascade relevant information and policy updates relating to relevant Health & Adult Services Directorate staff and managers. • Represent the Director of Public Health and Assistant Director of Prevention and Service Development in their absence, where necessary. • Lead and provide advice, guidance and oversight of county wide population health strategies and commissioning activities, linking with a wide variety of partners to create effective commissioning and disseminating relevant practice developments/research findings to facilitate evidence based practice, • Set strategic objectives and a population health approach • Support the development of business models and business cases for county wide services • To undertake county wide needs assessments to inform specific population health strategies and the commissioning of public health and adult services, co-ordinating input from local teams. • Support the development of county wide service specifications and procurements and co-ordinate work with other Heads of Service across HAS. • Ensure commissioning activity supports the Council's statutory and legal obligations including safeguarding. • To ensure good relationship management is in place with providers. • To contribute to the evaluation of local public health and social care services, initiatives and programmes to improve health and wellbeing and improve choice and control and independence • To support the Director of Public Health and Assistant Director of Prevention and Service Development in the strategic planning and delivery of the population heath commissioning functions and responsibilities of the local authority, including developing policies, procedures, good practice guidance and service plans. • To support the implementation of decommissioning of county wide services and mobilisation of newly commissioned services. • To be part of any Directorate and Council on-call and emergency planning arrangements
Resource management:	• Ensure the monitoring of allocated budgets, ensuring that they are used appropriately and efficiently and that there are robust and relevant monitoring systems in place • The post holder will be responsible as a budget holder within the Council's Scheme of Delegation of financial performance of the post holders unit, ensuring a balanced budget and meeting any efficiency targets agreed. • To ensure the effective use of resources through identifying, assessing and evaluating different approaches including utilising value for money criteria to demonstrate cost effectiveness.

	• The post holder will provide leadership, motivation and regular supervision, appraisal and development to those staff for whom they are responsible in line with Directorate's Supervision and Appraisal procedures • The post holder will ensure their behaviours and those of their managers comply with the expectations of the Manager's Pocket book and that their managers and staff all comply with the Council's Behaviour and Skills Framework
Partnerships:	• Establish and maintain effective working relationships with internal and external partners including other Directorates, Health bodies such as CCGs, District Councils, etc. • Establish and maintain effective working relationships with providers of public health and adult services. • Take a lead where required in commissioning initiatives and projects. • Deputise for the Assistant Director Commissioning and Quality as required and represent the Directorate at policy, organisational, co-ordination and consultation forums with external agencies, other Council Directorates within the Service Area or wider Directorate • Identify and work effectively with all relevant stakeholders within each transformation project • To work collaboratively with other local authority staff and partner agencies to influence an integrated and co-ordinated approach to achieving key targets, to achieve required health and social care outcomes • To work collaboratively across the HAS Directorate and across all functions of the local authority and CCG's providing specialist input to inform commissioning; policy development; and service planning and redesign. • To develop and deliver new joint commissioning arrangements with health and other partners • Work with communities and service users to ensure they can influence service development
Strategic management:	• To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate. • Take direction from the Director of Public Health and Assistant Director Prevention and Service Development in relation to exceptionally complex or highly politically sensitive issues. • Establish and maintain effective working relationships with strategic partners of Health & Adult Service. • Evaluate population health strategies to ensure they continue to be relevant and meet assessed population health need as policy and practice moves forward. • Where required develop policies, guidance and procedures to ensure consistent working practices, ensure clarity of function and explore opportunity to joint working arrangements with other directorates. Cascade to the team, NYC staff, partner organisations and external partners, as appropriate. • Ensure the achievement of ongoing continuous improvement for the team. • To work with all parts of the Directorate, the wider council, external partners, the voluntary and community sector and the independent sector to commission relevant and effective services across the localities ensuring all services commissioned address the key themes of safeguarding, quality, integration, personalisation, efficiency, prevention and early intervention. • Ensure that any required budget savings are delivered in line with Directorate objectives and ensure all commissioning on behalf of Health & Adult Services provides value for money. • To contribute by providing evidence on need and advising on evidence based interventions to assist negotiations to secure investment from partners. This should help deliver savings across the whole system and to re-profile commissioned services

	across the locality and portfolio to achieve greater equity in Health & Well-being outcomes and a common menu of services across the County. • Facilitate the shift from traditional services to community-based activities.
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 Directorate's aims and objectives. • Lead engagement and consultation processes to achieve the introduction of new initiatives and change in services • Communicate effectively with staff and senior management in respect of all population health and commissioning activity and development. • Negotiate and influence others whilst leading on complex transformation projects • Represent the Directorate at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers and other stakeholders in challenging situations • Respond to media enquiries as requested by the Assistant Directors, Director of Public Health and Corporate Director Health and Adult Services and appraise them of any matters arising which are particularly sensitive or controversial in nature
Systems and information:	• In conjunction with corporate teams, develop and maintain population health strategies and information to inform commissioning intentions and strategies. • Develop and implement systems to assist and underpin the development of population health strategies commissioning cycle and decisions arising from this. • Develop and maintain an overall suite of management information that underpins the commissioning and planning function. • Provide an overview of relevant and complex information to assist senior and strategic managers and officers in their understanding of commissioning issues within Health & Adult Services and in particular within the specified locality and portfolio • Present complex and sensitive information to range of different agencies.
Safeguarding:	• The postholder will ensure the safety of vulnerable people in line with the North Yorkshire Multi Agency Safeguarding Adults Procedures, and Health and Adults Services operational guidance.

Person specification:	
Essential	**Desirable**
Knowledge and Experience • Comprehensive knowledge and understanding of the social care and public health environment and the NHS and different branches of local government • Significant knowledge of current good practice standards in commissioning both at local and national level. • Detailed specialist knowledge of legislation and policy surrounding public health and commissioning. • Knowledge of statutory requirements, including: safeguarding, equality and anti-discrimination, maintaining a safe working environment, Data Protection and confidentiality. • Significant knowledge of public health, approaches to population health strategies and skills and competences in assessing the needs of the population. • Knowledge of service provision with a thorough understanding of legislation, practice issues and tensions.	• Experience of social care operations • Relevant experience of using electronic information and communication systems at management level.

• Knowledge and understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role. • Significant experience of writing population health strategies and commissioning services and developing strategies at a senior level. • Managerial accountability for the performance of a group of staff. • Detailed experience of Partnership Working. • Detailed experience of policy implementation. • Experience in a local authority, other public sector or independent service industry • Experience of implementing organisational culture change strategies. • Experience of dealing sensitively with complex/difficult situations. • Experience of translating national policy and guidance into local action • Experience of chairing groups or committees • Line management experience • Experience of managing resources	
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 population health strategies and plans. • Project management and implementation skills. • Experience of liaising and negotiating with external and internal partners. • Communication and presentation skills (written & oral). • Budget management skills including effective use of resources. • IT skills. • Time management skills • Experience of dealing sensitively with members of the public and with complex / difficult situations • Corporate working skills • Innovative • Incisive • Experience of strategic planning and policy formulation and implementation	
Behaviours • **link**	
Professional Qualifications • Education to degree level or equivalent in related discipline. • Evidence of further professional development	• A post graduate management qualification. • Commissioning or procurement qualification
Other Requirements • Ability to travel across the County • Availability to work as necessary outside office hours. • Willingness to undertake further professional development to fulfil the requirements of the role. • Committed to equality and diversity. • Willingness to adapt to a changing environment.	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

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

Job context

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

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

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

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

Job purpose	**The core focus of this job is to lead delivery of a portfolio of services to support a range of clients (internal and external through partnerships and/or commercial arrangements). Services to specific clients will be subject to individual requirements reflecting the different needs of different organisations.**
Resource management:	• To give leadership, management and direction to managers through the establishment and promotion of objectives, service performance plans, priority setting, reviews and performance appraisal. • Contribute to budget decisions through the provision of specialist advice relating to improving commercialisation of service targets.
Partnerships:	• Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships.

Strategic management:	• To have a lead role in determining strategy, setting objectives and targets and to the development of relevant policies across the Council. • Lead on the continuing development of the action plans to deliver the strategy, setting out the full part that the Council will play in the achievement of the Council's plan and the promotion of the plans to all stakeholders. • Align the planning and monitoring processes with wider service planning, Member reviews and external factors. • Represent the Council at policy, operational and co-ordination forums with external agencies and other Council Directorates. • To keep services under review and to propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups. • To establish and lead decision-making on priorities for services. • To advise Management Board on changing legislation and professional standards and their adoption
Communications:	• Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote services with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services.
Systems and information:	• Ensure that systems and processes to support services are consistent with the Council standards and procedures.

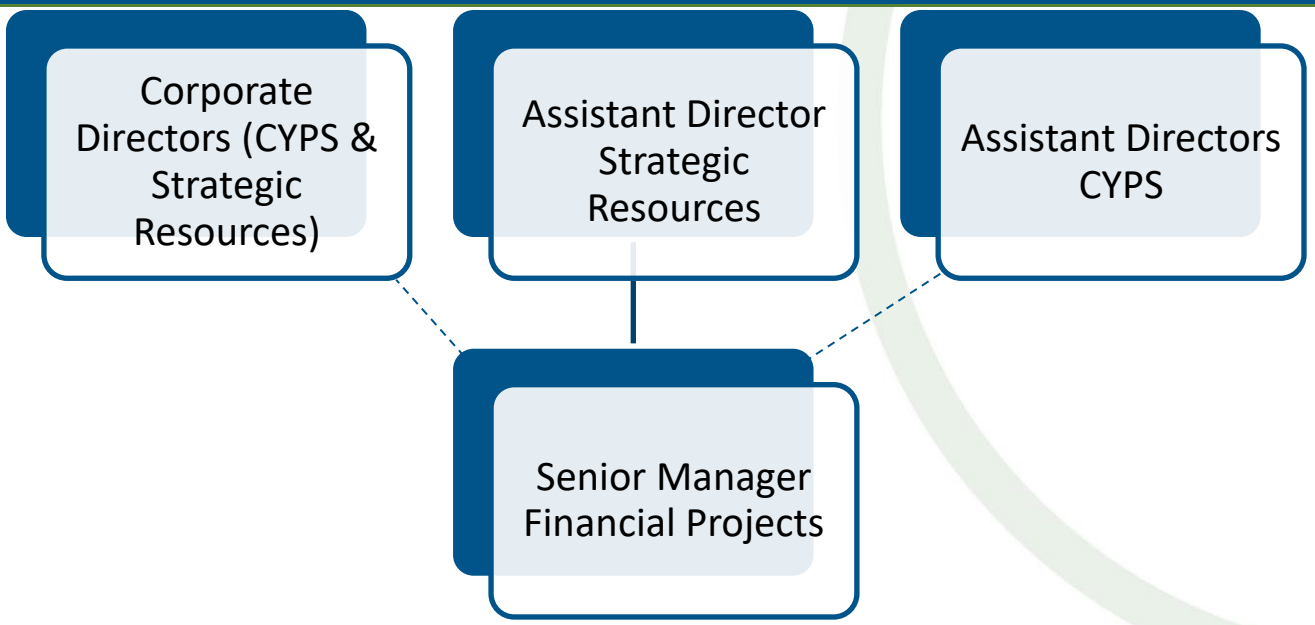
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of current good practice standards both at local and national level in relation to the business of the services. • Knowledge of statutory requirements, including equality standards • Knowledge of effective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

Occupational Skills • Effective leadership skills and the ability to promote organisational policy and objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Ability to contribute to the planning of resources within the council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. • Demonstrate commerciality and entrepreneurial mind set through business development	
Behaviours • **link**	
Professional Qualifications • Professionally qualified to degree level in a relevant specialism or equivalent	
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 Resilience and Emergencies
Grade:	SM2
Responsible to:	Assistant Chief Executive – Local Engagement
Staff managed:	Manages a group of managers
Directorate:	Local Engagement
Service:	Resilience and Emergencies
Job family:	**SM - Senior Management**
Date of issue:	February 2023

Job context

Local Government Reorganisation brings together the eight councils of North Yorkshire into a single unitary North Yorkshire Council on 1 April 2023. This will provide the platform for improving the efficiency and effectiveness, maximising opportunities of scale across a rural council whilst improving outcomes for residents and businesses. It will place communities at the heart of the council with the aim of being the most local, large council in England whilst ensuring we are in a strong position to manage the challenges ahead including rising costs and increased demand for services.

The Head of Resilience and Emergencies will play a critical role in our journey, bringing together and leading the resilience and emergencies team to ensure that North Yorkshire Council is prepared and able to respond effectively to emergencies and major incidents and to assist affected communities, both directly and in support of partner organisations supporting whole society resilience; and is in compliance with the Civil Contingencies Act 2004, National Resilience Standards and Framework and other relevant legislation. In addition the team supports all North Yorkshire Council services to have effective and tested business continuity management arrangements in place that supports organisational resilience across the council.

In addition the team provide under service level agreements:

- Collaboration agreement with City of York Council providing annual emergency planning and business continuity work plan, duty system and major incident response team.
- Policy, coordination and secretariat support to the North Yorkshire Local Resilience Forum including 24/7 response.

The post holder is required to work out of normal office hours, particularly:

- Out of hours incident response and recovery for NYC, CYC and LRF. Supporting Command Structure as required.
- Performing designated roles in the implementation of the North Yorkshire Council's (and includes City of York plans) emergency plans and/or the Local Resilience Forum's Response to Major and Critical Incidents.

Much of the work out of normal office house can be undertaken remotely (e.g. teams, phone and email) but from time to time it is necessary to travel and work across North Yorkshire and occasionally beyond. The time required and the timing are unpredictable, but can be significant and last several days during major incidents.

North Yorkshire is England's largest county covering 3,103 square miles. In such a large and sparsely populated county there are significant challenges to providing an effective resilience and emergencies response capability. North Yorkshire Council resources, and those of our partners, are thinly spread and deployment of these can involve significant travel during bad weather. North Yorkshire has be subject to sever flooding, storms in recent years as well as significant transport accidents, environmental pollution and human and animal health incidents including Covid pandemic and Avian bird flu.

The post is based at County Hall, Northallerton (hybrid working) and requires some travel across North Yorkshire and occasionally beyond.
The post is also required to develop and deliver existing and new income generation and funding opportunities, such as the provision of services to other councils and the Local Resilience Forum.
This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose:	**To ensure the effective delivery and provide professional leadership, in accordance with the Civil Contingencies Act 2004 and statutory guidance, of:** • **Resilience, emergencies and business continuity management capability across North Yorkshire Council to ensure the safety of residents and that the council is resilient to deliver its day to day activities in the event of an emergency or major incident** • **Collaboration agreement with City of York Council providing annual emergency planning and business continuity work plan, duty system and major incident response team** • **Advice, coordination and support to the North Yorkshire Local Resilience Forum**
Operational management:	• Ensure the North Yorkshire Council 24 hours/365 days resilience and emergencies duty officer service is provided. • Provide management advice and direction out of normal office hours to the 24 hours/365 days resilience and emergencies duty officer at all times other than when on leave or agreed with line manager as set out in the Resilience and Emergencies stand by policy. • Ensure the development, preparation, maintenance, training, exercising and reviewing of the plans required to deliver effective integrated North Yorkshire Council (NYC) and multi-agency emergency planning and management across North Yorkshire. • Ensure the effective delivery of emergency planning and business continuity management capability to City of York Council as specified in the Collaboration Agreement. • Ensure for the provision of policy, coordination and secretariat support to the Local Resilience Forum and its sub-groups. • Ensure the effective delivery of practical and emotional support through the Major Incident Response Team (MIRT) including Ready for Anything.

	• Ensure the provision of proactive tactical and strategic support and advice to the NYC Gold and Silver Commanders and their deputies, and to those in leadership positions within the Local Resilience Forum, Strategic Coordinating Groups and Tactical Coordinating Groups 24/7 365 days per year. • Ensure effective and efficient arrangements are in place for 24 hours/365 days for the implementation of the NYC's Major Incident Plan and other plans, and the Council's participation in the Local Resilience Forum's Response to Major and Critical Incidents (RMCI). • Perform designated roles when required in the implementation of the Council's Major Incident Plan, the Council's participation in the Local Resilience Forum's RMCI, and the management of the recovery phase following an emergency or major incident. • Keep up to date with best practice elsewhere in relation to resilience, emergencies and business continuity management and ensure or encourage the implementation of good practice locally. • Provide proactive advice on all relevant matters to the Assistant Chief Executive – Local Engagement. • Promote diversity and inclusion throughout the Council and through partnership and relationship with other stakeholders. • Responsible for the Wellbeing, Health & Safety of staff in line with the Health & Safety Policies and practices. • To carry out roles identified within the resilience and emergencies and business continuity policies. Take a lead where required on single and/or multi agency response to emergencies both in and out of hours. • Maximise commercialisation of services provided.
Resource management:	• Line manager responsibility for the staff assigned to the Team including setting and monitoring of targets, performance appraisal, development and training, induction and planning staff cover. • Manage the budgets assigned to the Team and the Local Resilience Forum. • Develop and deliver existing and new income generation opportunities including the provision of resilience, emergencies and business continuity services to City of York Council and policy and secretariat support to the Local Resilience Forum. • Develop an annual plan, performance management framework and operational work plans that support the Team's work. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of the Council's values and delivering innovative solutions to service delivery and development. • Ensure clear accountability for delivery and impact through good planning, active performance management, challenge and support.
Partnerships:	• Develop and maintain productive and co-operative working relationships with senior managers and colleagues across NYC to ensure the effective delivery of a high quality strategic and professional resilience, emergencies and business continuity management capability. • Develop and maintain productive and co-operative working relationships with senior managers and colleagues in City of York Council to ensure the effective provision of service as detailed within the Collaboration Agreement. • Develop and maintain productive and co-operative working relationships with senior managers and colleagues in category 1 and 2 responders to ensure the effective provision of policy and secretariat support to the Local Resilience Forum, including working at a regional and national level as appropriate. • Ensure that interoperability with and between partners is integral to all work in particular the Council's Major Incident Plan and other plans and the Local Resilience Forum's RMCI.

	• Liaise with and develop effective collaborative relationships with other agencies including sub-regional, regional and national resilience arrangements where benefits to delivery can be achieved. • Represent the Directorate, NYC and the Local Resilience Forum at relevant forums and partnerships locally, regionally and nationally. • Promote and support the joint ownership of Local Resilience Forum matters across North Yorkshire and York. • Reflect and promote the values and skills needed for good inter-agency working with statutory bodies and other partners.
Strategic management:	• 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:	• Ensure that proactive briefings are provided to senior managers in the Council, City of York Council, and other agencies involved in the Local Resilience Forum, and to NYC Councillors. • Ensure proactive communications in the management of emergencies and major incidents.
Systems and information:	• 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.

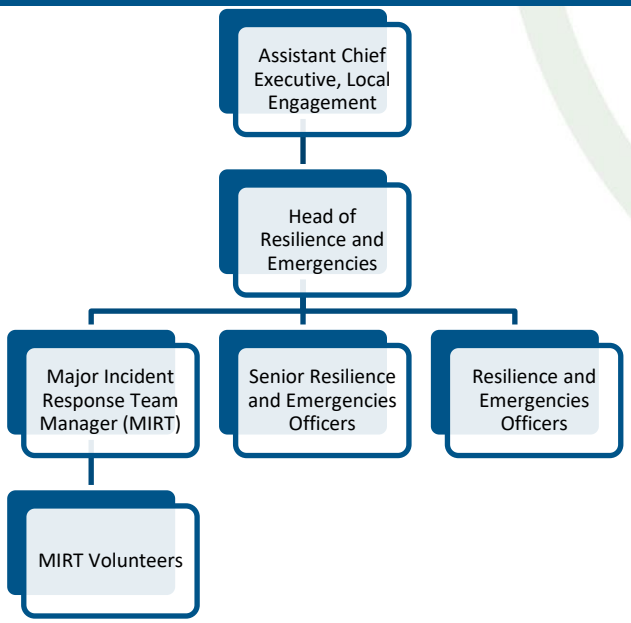
Person Specification:	
Essential	Desirable
Knowledge and Experience • Significant knowledge and understanding of the key issues, statutory requirements and good practice standards relevant to the Civil Contingencies Act 2004 and emergency planning • Significant knowledge and understanding of the key issues, statutory requirements and good practice standards relevant to business continuity • Significant knowledge of effective management of staff, budgets and resources • Significant experience of leading and managing teams • Significant experience of being an effective team member • Significant experience of preparing and presenting complex reports to senior managers and others • Significant experience of briefing and advising senior managers and others on complex issues • Significant experience of working in a multi-agency or multi-disciplinary environment	• Experience of working in a local authority or other public sector organisation • Experience of budget management • Experience of responding to media enquiries

• Significant experience of dealing with challenging and unplanned demands • Significant experience of effective planning and organising resources, including managing multiple projects • Significant experience of delivering organisational change and improving performance	
Occupational Skills • Effective leadership skills and the ability to promote organisational policy and objectives • Ability to develop and maintain effective partnerships both within and outside the Council • Ability to negotiate and influence at a senior level with council chief officers and senior politicians and similar post holders in partner organisations • Ability to demonstrate drive and initiative to achieve outcomes • Significant ability to analyse and provide solutions for complex problems with multiple resource implications • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change • Ability to communicate effectively at all levels of an organisation, both in writing and verbally • Ability to prioritise own work, manage own time effectively and work to non-negotiable deadlines • Ability to formulate and secure delivery against targets and service plans • Ability to manage change in an effective and inclusive way • Ability to use Microsoft (or equivalent) software for communication and report writing purposes	• Ability to provide specialist training for internal and external colleagues
Behaviours Link	
Professional Qualifications • Degree or graduate capability • Evidence of continuing professional development	• A relevant professional qualification and/or a management qualification
Other Requirements • Committed to the NYC corporate vision, values and objectives • Ability and willingness to work flexibly to meet the demands of the job including outside of normal office hours including weekends, evenings and public holidays to provide management advice and direction to the duty officer and perform designated roles in the implementation of the County Council's Major Incident Plan and/or the Local Resilience Forum's RMCI • Travel around the whole of the County and occasionally beyond • Highly motivated, resilient and not easily discouraged • Personal and professional demeanour and credibility which commands the confidence of elected members, senior managers, staff, external partners and other stakeholders • A high degree of probity and integrity • Evidence of professional development	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

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

Job context

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

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

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

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

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

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

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

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Job Purpose:	**The Head of Service for Regeneration will be the lead role responsible for a variety of functions within the EDRTS service of the Community Development Directorate.** **They will take the lead in delivering NYC services to a range of internal and external stakeholders, achieving desired outcomes as set by the Assistant Director and the Director, making sure that North Yorkshire has a high profile and receives its fair share of resources from government and the Devolution Deal.** **They will take the lead in liaising and working with partners in local government and other bodies regionally and nationally, including Area Committees, Council Members and MPs. They will take the lead in liaising and working internally with partners and colleagues within NYC Directorates and Services.** **The Head of Service for Regeneration will provide professional and strategic advice on Regeneration and associated disciplines to the Assistant Director, Director, Members and other senior leaders of NYC. The Head of Service for Regeneration will be expected to respond to national, regional and local initiatives, funding opportunities and consultations leading on the strategic development for their part of the EDRTS service, including the development, finalisation and delivery of associated service plans.**
Operational management:	• Ensure that the Regeneration Service operates within the 'one team' ethos of the wider Economic Development, Regeneration, Tourism and Skills Service to achieve service excellence. • Oversee the day to day provision of a range of key Regeneration Service functions including: Regeneration Strategies & Plans; Town Centre Strategies & Action Plans; Masterplans for strategic sites; Development and delivery of key regeneration programmes and projects e.g, Towns Fund programmes; TCF projects; Future High Street Fund; developing a future pipeline of regeneration projects including feasibility studies, business case development & funding bids; project & programme management/monitoring and reporting; representation on BIDs • Take a proactive approach to maintaining a pipeline of key regeneration projects and initiatives, developing business cases, leading and commissioning feasibility studies, submitting funding bids, managing performance and resource and overcoming obstacles to delivery. • Commission external, specialist advice and capacity where necessary to ensure timely delivery of regeneration strategies, plans and initiatives. • Work closely with the colleagues across the Council to ensure all stages of the project development and delivery cycle are achieved and resourced with necessary expert support is secured including Property, procurement, commercial, financial and legal advice. • Close working with a wide range of key stakeholders and delivery partners to ensure the ambitions, work programmes and projects of the service and Council are delivered. • Ensure major regeneration projects and programmes are delivered to programme and budget with effect management of risks and delivery of key outputs and outcomes through a robust programme and project management process. • Ensure all reporting, government and other funding bodies is carried out within agreed timescales and the necessary internal Assurances are secured (legal; financial; procurement etc) through a development team approach and reporting to internal project boards.

	• Ensure an effective programme of Member briefings, Member and officer training, using technology and systems (including project management software) to effectively monitor and report on performance. • Responsible for the wellbeing, health and safety of staff in line with the health and safety policies and practices. • Promote diversity and inclusion throughout the service and through partnership and relationships with other stakeholders. • Undertake any other duties commensurate with the post/grade as directed by Assistant Director
Resource management:	• Lead by example; setting clear expectations around priorities and performance, customer service, team culture and staff behaviour, and ensuring that they are consulted, supported, motivated, appraised and developed to enable them to fulfil their roles effectively, to the highest standards possible to meet current and future service needs. • Working closely with the rest of the Economic Development, Regeneration, Tourism and Skills Service to maintain a strong focus on gathering intelligence, performance monitoring and reporting on regeneration policies, projects and programmes, to ensure an efficiently run service and effective policies to deliver the regeneration and sustainable economic growth ambitions of the council. • Working closely and flexibly across the wider service and other relevant council functions to support plan making and delivery of priority projects and initiatives. • To take a proactive approach to maximising external funding opportunities, including various funding streams from government and through the Devo Deal, to support the delivery of the council's economic development ambitions. • Proactively consider opportunities for commercial activity within the service. • Make and implement recommendations to deliver continuous improvement, including service restructures and team/service reviews. Lead improvement initiatives in own service area and at a corporate level. • Plan, direct and oversee the work of staff within your area of the service ensuring alignment with the single service vision and agreed service priorities. Ensure that 1-2-1's and staff appraisals are undertaken on a regular basis. • Ensure that all areas of staff management are undertaken in line with corporate policies including but not limited to recruitment and selection, appraisal, training and development, absence management, disciplinary and grievance. • Prepare and manage budgets for the relevant area of the service, ensuring that income and expenditure targets are realistic. Work with Accountancy to proactively monitor budgets, report exceptions where they occur and take corrective action where required. • Set clear and appropriate performance targets for your area of the service, monitoring and reporting variances where they occur and taking corrective action where required. • Ensure appropriate training & development for officers and members to ensure a commitment to service excellence, continuous development and improvement and implementation of best practice in economic development. • Ensure that decisions are taken in line with corporate policies and guidelines, including but not limited to the Council's Constitution & Standing Orders, Contract Procedure Rules, Budget and Policy Framework, Financial Regulations.
Partnerships:	• Cultivate positive working relationships to unlock new regeneration opportunities and funding, working with key landowners, developers, existing businesses, potential inward investors, and other key stakeholders and individuals to unlock the economic potential of North Yorkshire and achieve the regeneration of its urban areas, market towns and strategic sites. • Influence key investment decisions required to enable regeneration and sustainable economic growth by building and strengthening relationships with key funding and

	delivery partners including: the LEP/MCA, Homes England, Highways England, other government agencies, Network Rail, Train Operators, house builders, investors, developers and other partners, stakeholders & funding bodies. • Help unlock barriers to regeneration, investment and sustainable economic growth by close working relationships with senior colleagues across relevant council services (including: Planning, Transport, Housing, Education, Health, Legal) and to ensure that corporate plans, strategies and policies are aligned with the Council's regeneration and sustainable economic growth ambitions. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required.
Strategic management:	• Work alongside the Assistant Director and other members of the Economic Development Leadership Team; supporting each other to shape, drive and deliver priority corporate work streams and act as proactive leaders for cultural change & service improvement in line with a shared 'one team' vision. • Act as the Council's Regeneration Lead, providing professional/strategic advice and recommendations to the Chief Executive, Directors, Heads of Service and senior politicians, on all matters related to: Regeneration Strategies & Plans; Town Centre Strategies & Action Plans; Masterplans for strategic sites; Development and delivery of key regeneration programmes and projects e.g, Towns Fund programmes; TCF projects; Future High Street Fund; developing a future pipeline of regeneration projects including feasibility studies, business case development & funding bids; project & programme management/monitoring and reporting; representation on BIDs • Lead on the development and implementation of the council's regeneration strategies, programmes and plans, including engagement and consultation with a wide range of key stakeholders, including officers and members across the Council, to achieve strong buy-in and support for these strategies, programmes, delivery plans and projects. • Lead and coordinate the preparation of a wide range of thematic and local area regeneration plans, policies and documents (e.g. town plans; town centre strategies; areas-based regeneration plans; strategic regeneration projects) to enable the delivery of the Council's regeneration, sustainable economic development and reduce inequalities across North Yorkshire and its local communities. • Lead the delivery of support to the Area Committees and Community Networks, where they exist, to promote regeneration and investment through supporting in delivering community regeneration projects, help with access to funding, and support for training, skills and employment opportunities, working closely with the Localities Team. • Keep informed on national, regional and York & North Yorkshire policy, programmes and funding opportunities, to ensure North Yorkshire has a high profile, is influential nationally and sub-regionally and receives its fair share of resources to deliver our economic development ambitions. This will include developing major funding bids for government and Devolution resources. • Respond to relevant national, regional and sub-regional consultations to ensure that the interests of the Council are represented. • Ensure that strategies, plans and projects are effectively and efficiently managed and implemented, using clear objectives and meaningful performance data to measure and report on progress and impacts. Negotiate with and influence others to develop buy-in and deliver major transformational regeneration and development projects. • Lead in the development of new ways of working that maximises efficiency and effectiveness including exploring new opportunities to secure income and grant funding. • Deputise in the absence of the Assistant Director and to undertake any other roles as directed by the team.

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

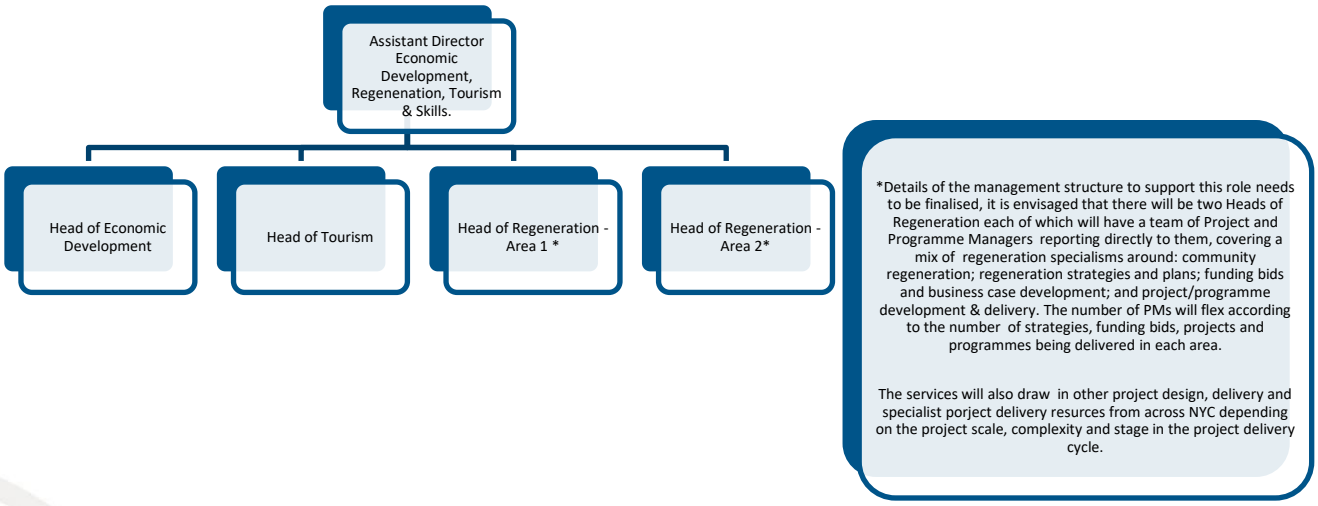
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Comprehensive knowledge, experience and understanding of regeneration including best practice, at a national, sub-regional and local level. • A good understanding of local government and key partners such as the LEP/MCA, developers and investors in the regeneration sector, key government departments and key agencies linked to regeneration e.g. Homes England. • Significant knowledge of current good practice standards both at local and national level in relation to the business of the service. • Experience of cross-professional working, business planning, leading project teams involving related disciplines such as Planning, Transport & Highways, and Housing. • Understanding of the social, political and economic strategic environments and their wider impact on economic development. • Financially and commercially aware with strong analytical skills and successful management of budgets, staff and resources. • Establishing and leading a strong performance culture to proactively drive-up standards, customer service and delivery • Proactively leading and delivering significant change and business improvement initiatives whilst working across organisational boundaries in partnership in order to deliver corporate projects and objectives • Successful track record of achievement at senior level in developing corporate strategies/policies and delivering an efficient and effective regeneration, economic development or related service. • Building proactive and successful relationships and partnerships between the public and private sector including with LEPs, surrounding Local authorities and Combined Authorities.	Knowledge and understanding of the application of workplace Health and Safety Legislation Working within a local authority
Occupational Skills • Effective leadership skills and the ability to promote organisational policy and objectives whilst proactively demonstrating the Council's Standards of Behaviour. • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and deliver sustainably effective income generation, drive business cases and create viable business models for public benefit and to deliver wider regeneration objectives. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate, including negotiating and influencing at a senior level with Council Chief Officers and Senior Politicians. • Use high level communication skills with people at all levels, including public speaking and presentations. • Experience of liaising and negotiating with external and internal partners to achieved shared goals and outcomes. • Use Professional judgements to make key decisions which have wide reaching implications. • Budget and project management and implementation skills.	

• Highly self-motivated and driven to achieve challenging objectives; able to use own initiative under minimal supervision.	
Behaviours	link
Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role • Degree and/or Post-graduate Diploma in Regeneration, Planning, Economic Development, Property/surveying or other relevant subject or demonstrable other suitable knowledge/experience directly related to the work of this post.	A recognised management and leadership qualification
Other Requirements • Access to transport to enable travel across the County • Ability to attend meetings outside of normal business hours • Evidence of continuing professional development • To deputise in the absence of the Assistant Director and to undertake any other roles as directed by them, applicable to the role level.	Full Drivers Licence Own Vehicle

Career progression:

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

Structure



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 Operational Support
Grade:	SM2
Responsible to:	Assistant Director Prevention and Service Development
Staff managed:	Manages a group of managers
Directorate:	Health and Adult Service
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 Brokerage Teams, Direct Payments Teams, LLA Systems and Controcc teams.
- The post holder will be fundamental in maintaining strong links with other corporate teams including Corporate Transformation Team, Strategy and Performance and Data and Intelligence in line with the development of HAS Systems.
- 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 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.
- This post will be responsible for ensuring compliance with all statutory social care requirements including the Care Act and all other relevant Legislation within their service areas.
- This post will be accountable for the management of a resource budget in excess of £1M.
- The post links closely with ASC AD's and Strategy and Performance in terms of the development of the Service and Transformation Plan.

Job purpose	To design, lead and deliver Operational Support across Health and Adult Services
Operational Management:	• To ensure compliance with all statutory social care requirements in across the County within specific portfolio are, including the Care Act, as well as other relevant Legislation. • 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. • The post holder will have responsibility for a 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 of Brokerage with a particular focus on transformation of the service through the e-brokerage model. • To lead the strategic development of Direct Payment across the County and ensuring the key aims of the personalisation agenda. • To lead the strategic development of digital solutions within adult social care. • Maintain strong working relationships with Benefits and Assessment Team and the HAS Business Relationship Manager. • 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 all portfolio areas 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.
Resource management:	• Manage an effective team to deliver on the key objectives of the role. • Fulfil the role of project sponsor in the management of resources where required. • Identify the resource requirements that would be affected by transformational 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.
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 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 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 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.

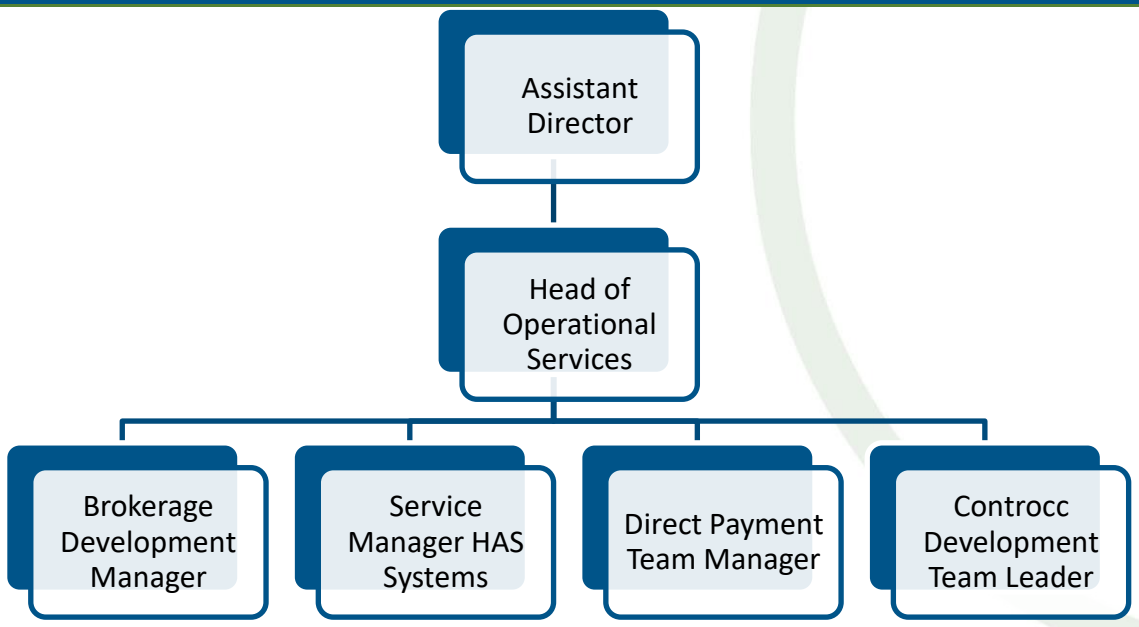
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Extensive knowledge and expertise in business planning, performance, financial and human resources management. • Extensive knowledge of either NHS and/or social care policy environment at local, regional and national level. • Extensive knowledge and understanding of all adult social care services. • Extensive knowledge of current good practice standards both at local and national level. • Extensive knowledge of user and community engagement. • Extensive knowledge of statutory requirements. • Extensive knowledge and understanding of how Equality & Diversity, Dignity & Respect and Human Rights will apply to this role. • Extensive leadership and managerial experience and the ability to be responsible for the motivation and performance of a group of managers. • Extensive demonstrable experience of adult social care operations, policy development and management in a local authority, major independent service organisation or equivalent. • Extensive experience of health/social care needs assessment and service provision. • Proven and effective extensive demonstrable experience of the management of specific resources in a changing organisational environment, including human and financial resources. • Significant demonstrable experience of developing and implementing organisational change strategies. • 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.	• Project management knowledge/qualification (e.g. PRINCE 2 or similar methodology). • Experience in project management principles.
Occupational Skills • Demonstrable leadership skills within a challenging/ demanding environment; and ability to promote organisational policy and objectives. • 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.	• A post-graduate qualification.
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.	

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 Children's Partnerships and Evaluation
Grade:	SM2
Responsible to:	Assistant Director Children's Partnerships and Sufficiency
Staff managed:	Manages a team of specialist professionals
Directorate:	Children and Young People's Service
Service:	Children's Partnerships and Sufficiency
Job family:	**SM - Senior Management**
Date of issue:	November 2025

Job context

This post ensures a coordinated approach to strategic partnerships, evaluation of the effectiveness and impact of joint working, and oversight of inspection readiness.

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

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

This role has responsibility for the oversight of safeguarding and SEND partnership arrangements and the co-ordination and delivery of partnership work through the North Yorkshire Safeguarding Children Partnership (NYSCP)
This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose:	**The core focus of this post is to lead and manage a dedicated Safeguarding Unit that meets key statutory functions, while also driving delivery of the safeguarding partnership arrangements of the North Yorkshire Safeguarding Children Partnership (NYSCP). The postholder provides strategic oversight of key partnerships working across Children and Young People's Services (CYPS), including the SEND partnership, ensuring a coordinated and effective approach to joint working that improves outcomes for children and families.**

	The role manages the interface with Strategy & Performance for inspection readiness across CYPS, ensuring that partnership arrangements, safeguarding practices, and services are well-prepared for external scrutiny and meet regulatory standards. **The postholder supports CYPS leads on safeguarding, SEND, and partnership matters, and undertakes strategic work on behalf of the Director of CYPS.** **The postholder also manages the strategic and operational oversight of the NYSCP Multi-Agency Child Exploitation arrangements and referral into the National Referral Mechanism. They oversee the Local Authority Designated Officer (LADO) for allegations against staff and volunteers.**
Operational management:	• Provide strategic and operational management of the NYSCP MACE Level 2 and NRM arrangements • Ensure delivery of the functional service area in accordance with current legislative requirements, all relevant policies and procedures and to agreed performance targets. • Ensure clear accountability for delivery and impact through good planning, active performance management, challenge and support. • Act as NYSCP Executive advisor in relation to NYSCP arrangements and undertake strategic work on behalf of the Director in relation to this, as required. • Identify, oversee and co-ordinate strategic safeguarding challenge where required, on behalf of the NYSCP Executive and the three safeguarding partners. • Identify, develop and implement innovative and best practice. • Ensure key professional decisions are made according to the highest standards, using an evidence base and stand up to scrutiny. Provide appropriate challenge to the decisions of other managers and partners. • Co-ordinate the work of the NYSCP with other relevant partnerships and boards to create efficiency and effectiveness in relation to safeguarding at strategic and operational levels. • Represent NYC CYPS at NYSCP and other relevant strategic meetings. • Provision of safeguarding and partnership support and advice to NYC leads and managers. • Responsibility for strategic and operational management of LADO for NYC and provision of LADO advice. • Manages the interface with Strategy & Performance to ensure inspection readiness on behalf of CYPS
Resource management:	• To line-manage the NYSCP Manager and NYSCP functions. • To line manage the LADO Manager and LADO functions. • To line -manage the Child Exploitation and Contextual Safeguarding Officer • Ensure that there is robust financial and general resource management in the operational areas and teams for which the post holder is responsible. • Ensure that the use of systems and operational procedures is efficient, effective and consistent across all the teams for which the post holder is responsible. • Contribute to the development of annual budget estimates ensuring realisation of efficiency targets whilst maximising delivery outcomes. • To manage the designated budget for the unit.

	• Take overall responsibility for the workload and deployment of staff working within the unit.
Partnerships:	• Oversight for the facilitation of strategic partnerships for safeguarding and SEND; directly evaluates the effectiveness of these partnerships and leads on measures to improve partnership maturity • To oversee and co-ordinate NYSCP activity including the chairing of NYSCP and other meeting structures pertaining to safeguarding, as required. • Reflect and promote the values and skills needed for good inter-agency working with statutory bodies, the third and private sectors. • To represent the interests of the Safeguarding Unit in relation to internal and external audiences. • To represent NYC on the NYSCP and other relevant safeguarding groups in order to help formulate the Authority's policies and procedures with respect to safeguarding and other related matters. • To initiate and develop opportunities to collaborate with external organisations (including other Local Authorities, safeguarding boards and partners) in the interest of practice improvement, organisational effectiveness and financial efficiency
Strategic management:	• Undertake strategic safeguarding work as directed by the Director of CYPS • Act as a safeguarding advisor to NYSCP and support the CYPS Director and Heads of Service • Support the NYSCP Executive in delivering transformational change and delivering innovative solutions to service delivery and development. • Develop and deliver strategic plans, policies and procedures for delivery across the NYSCP and contribute to local and regional partnership plans. • Ensure NYSCP stakeholders are consulted on strategic priorities and mutual benefits are recognised and where relevant, realised. • Ensure NYSCP and relevant CYPS policies and procedures are up to date and compliant with statutory requirements. Contributes to NYC CYPS strategic decision making at AD and Heads of Service level and supports planning processes, practice model and procedures. Produce strategic reports and analysis with regard to key issues and outcomes. • Work with national bodies, including the Home Office Single Competent Authority and National Panel to ensure NYC has a significant impact on the development of national policy.
Communications:	• To analyse and summarise for other audiences (e.g. Senior Managers) guidance and regulations produced by Government and other National Bodies on the safeguarding of children and young people. • Preparation and delivery of specialist reports which analyse, evaluate partnership delivery and performance, as well as making recommendations for change. • Undertake complex and contentious negotiations with partners and commissioned services in order to ensure delivery of required outcomes and benefits. • Influence others both internally and externally to develop and adopt partnership policies and courses of action to gain buy-in to changes and improvements in order to achieve required outcomes. • To provide strategic and operational advice and consultation to a range of other professionals in relation to safeguarding children, including the management of allegations against professionals. • To enhance the specific profile of Safeguarding and the work of the NYSCP across the three safeguarding partners and relevant agencies.

Systems and information:	• Ensure partnership information is shared with relevant other agencies and key stakeholders in order to ensure access to services is smooth and effective. • Report issues of poor practice, issues of media interest and any other issues that require reporting to appropriate senior managers. • Share information and ensure good practice is in place regarding confidentiality and data protection. • Ensure performance monitoring information is routinely available to senior managers and key stakeholders as appropriate. • Use data effectively to manage service demand and influence change through systems leadership.
Safeguarding:	• Be responsible for promoting and safeguarding the welfare of children and young people across North Yorkshire. • To be highly committed to safeguarding and promoting the welfare of children, young people and adults, raising concerns and intervening as appropriate where deficiencies are identified • To champion the safeguarding agenda and the work of the NYSCP and NYC at a local, regional and national level.

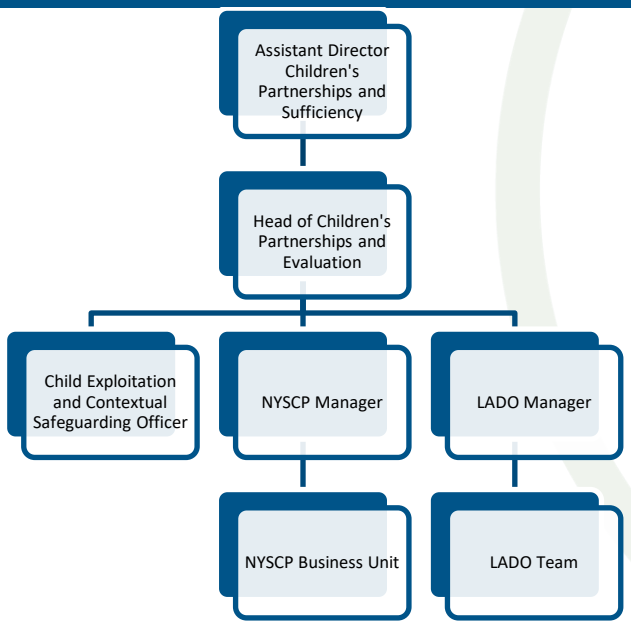
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • In depth knowledge of current guidance, legislation and practice with respect to safeguarding children and young people. • National guidance and legislation relating to children and young persons • Policies and procedures in relation to Child Protection and Safeguarding • In depth knowledge of the Modern Slavery Act 2015 and the National Referral Mechanism process for children. • Performance management and improvement models. • Extensive safeguarding experience within a relevant professional field at strategic and operational level. • Proven and effective experience of the management of resources in a changing organisational environment, including human and financial resources. • Substantial experience of intra and inter-agency work at senior manager / leadership level. Able to demonstrate examples of making a practical difference and evidence of challenge and improvement of practice • Experience of developing strategic plans based on needs assessment and delivery of required outcomes. • Developing and implementing new ways of delivering services and innovative working practice. • Experience of planning, organising and delivering training / workshops to diverse audiences. • Extensive experience of people management including managing recruitment, discipline and grievance processes and performance management • Experience of successfully planning for and contributing to OFSTED and multi-agency inspection processes • Leading on provision of strategic advice, consultation and participation activity. • Experience of policy and service planning and development	• Experience of responding to media enquiries.

• Experience of managing and delivering against performance indicators in a complex operational environment.	
Occupational Skills • Ability to monitor and evaluate services and practices to ensure agreed standards are maintained and intervene constructively where necessary • Ability to manage, supervise and support a team of staff and provide leadership to drive performance and during periods of service change and development • Excellent communication skills, verbal & written, including the ability to use different methods according to service users' and professionals' differing needs. • Good negotiation and report writing skills. • Good political skills and ability to operate effectively and promote services for children and young people in a political environment • Ability to plan, develop and implement new ways of working, including integration with other key agencies. • High level leadership skills and the ability to promote and gain commitment to the organisation's policy and objectives • Strategic planning and decision making • Good level of IT literacy, sufficient to manipulate documents and spreadsheets and to interrogate case recording systems • Ability to use data to analyse service performance	
Behaviours link	
Professional Qualifications • Relevant Degree with professional safeguarding and management qualifications (in line with work of three safeguarding partners – Police, Health and Local Authority) or substantial equivalent experience	• A management qualification
Other Requirements • Ability to travel across the County • Ability to attend meetings and provision of urgent advice outside of normal business hours	

Career progression:

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

Structure


Assistant Director Children's Partnerships and Sufficiency
Head of Children's Partnerships and Evaluation
Child Exploitation and Contextual Safeguarding Officer
NYSCP Manager
LADO Manager
NYSCP Business Unit
LADO Team

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

Job context

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

Job Specifics

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

Job Purpose:	**To lead the management and development of North Yorkshire Council's Outdoor Learning Service, ensuring the service delivers residential and day outdoor learning activities and provides advice and training in relation to all aspects of educational visits in line with aims, objectives, priorities, and funding for the council**
Operational management:	• As appropriate represent the service at corporate/strategic groups and at Senior Management level • Liaise and consult with Professional Associations, where appropriate • Manage the deployment of staff across service areas to ensure provision of services with agreed KPI's • Ensure the continuing professional development of staff across the services. • Undertake personal and professional development activities as agreed with the Assistant Director. • Line manages the Outdoor Learning Manager, Business Manager, and Educational Visits Manager and oversee their development • Ensure that effective performance management and staff development systems are in place and implemented in both centres. • Lead or assist in the recruitment and induction of all staff as appropriate
Resource management:	• Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. • Oversee the service in such a way as to protect financial and operational viability by maintaining current levels and securing additional business to maximise income generation. • Act as lead officer for income generation initiatives associated with commercial development programmes across the service • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • Develop and maintain an innovative and responsive approach to the management of resources having regard to the need of economy, efficiency, and effectiveness. • Lead and manage the senior leadership team through the establishment and promotion of service and individual objectives, service performance plans, priority setting, target setting, reviews, and performance appraisal. Ensure that they are consulted, supported, motivated, appraised, trained, and developed (including continual professional and personal development) to enable them to fulfil their roles effectively and to the highest standards possible in order to meet current and future designated service needs. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
Partnerships:	• Work with the Outdoor Learning Managers, Educational Visits Manager, Business Manager alongside the CYPS Health and Safety Risk Manager to ensure best practice in risk management across the service.

	• Liaise with other services within CYPS, with schools and settings, and with other partners to ensure that the service is recognised and valued for the contribution it can make. • Actively promote and support the work of the Local Authority • Foster, encourage and generate collaborative working between schools • Lead and develop commercial offer to wider sectors • Establish and maintain good relationships with National Park Authorities, landowners, and the local community.
Strategic management:	• Lead the OLS service to ensure its continued development as a nationally, regionally, and locally recognised provider of high-quality Outdoor Learning • Continue to develop the range of residential, outreach, curriculum support and CPD and educational visits support offered by the service to ensure it is a viable traded service. • Ensure the development, implementation and monitoring of a service development plan and centre plans which support the priorities of the Children and Young Peoples Plan. • Develop and maintain effective and beneficial partnerships with schools, other local authority services and other Outdoor Education providers • Ensure that the two OLS centres and the educational visits team operate with consistent aims, standards and procedures and adopt best practice approaches to risk management. • Provide expertise to the Education and Skills service and Children and Young Peoples Service as required • With the Outdoor Learning Managers, lead the development, monitoring and evaluation of impact of the programmes and training offered by the service • Ensure that the service complies with all legislation and regulation (and changes thereto) relating to the postholder's strategic responsibilities • Aim to make sure that services are provided fairly and inclusively to all sections of our community, and that all our existing and future employees have equal opportunities. • Ensure services are developed and delivered in accordance with the aims of the Equality Policy Statement in response to the needs and aspirations of service users. • Ensure that the service complies with all Health and Safety, licensing, and National Governing Body requirements for the activities it undertakes. • Ensure that all staff adopt best practice approaches to risk management. • Be aware of and implement health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure. • Work with colleagues and others to maintain health, safety, and welfare within the working environment.
Communications:	• Communicate strong leadership which motivates and inspires the service and education colleagues to secure a shared vision for the service • Provide the Assistant Director Education and Skills, OLS leadership team and CYPLT with timely, evaluative reports on the impact and development priorities of the OLS • Ensure that the work of the OLS is promoted and publicised effectively • Provide high standards of verbal and written communication across all levels including senior professionals, inspectorates, members, customers, and voluntary organisations. • Present information through public speaking at local, regional, and national events, ensuring the reputation of the local authority is maintained to a high standard.

	• Working with the Corporate and Assistant Directors to investigate and implement business development opportunities including those outside North Yorkshire and helping to drive and embed a more commercial approach across the council • To prepare reports and advise the Executive, any Committees or Member Working Groups of the Council, as appropriate, on policy and performance within the remit of this post and such other matters as directed by the Assistant Director
Systems and information:	• Ensure that all service systems including emergency planning, risk management, Health and Safety, staff qualifications and approvals records represent best practice. • Ensure that the service captures accurate feedback from customers and continues to develop systems to measure the impact of its work. • Comply with legislation and the Council's policies and supporting documentation in relation to Data Protection, Information Security, and confidentiality. • Use technology to collate, analyse and report on performance information to members and senior managers.
Safeguarding:	• Be responsible for promoting and safeguarding the welfare of children and young people • Take appropriate and considered action in any circumstances where the safety and/or welfare of children and young people may be at risk

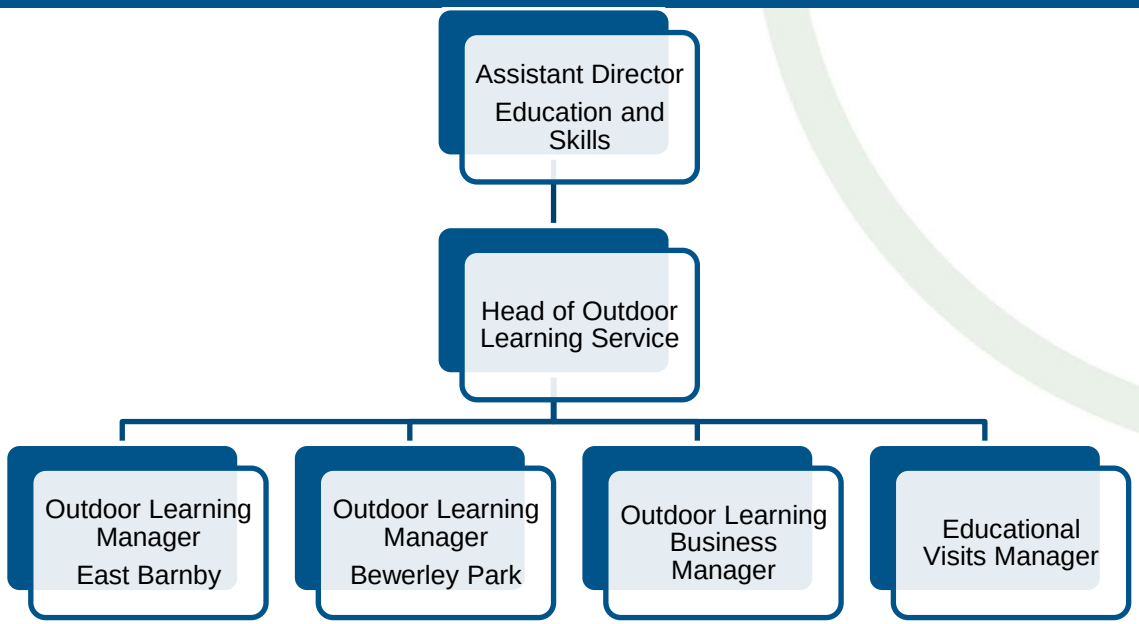
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • In depth knowledge of current best practice in outdoor and adventure activities. • Understanding of effective outdoor teaching and learning • Knowledge of relevant statutory requirements and health and safety management • Understanding of organisational structures and how effective management arrangements support good educational provision • Knowledge and understanding of Ofsted frameworks and how they apply to the context of Outdoor Learning services • Recent proven leadership and management responsibilities at a senior level within a large local authority, college, or training organisation • Wide and current experience in teaching outdoor education • Proven and effective experience of the management of people and resources in a changing environment. • Financial Management of significantly large and complex budgets, including managing income streams with considerable variations • Leading work with partners on issues of mutual interest, which require building collaborative partnerships • Experience of strategic planning, policy development and implementation • Experience preparing and presenting reports to senior boards, for example governors, elected members or senior management teams, including the ability to present complex issues in an understandable manner • Good understanding of the delivery of performance management that supports strategic and operational targets • Experience of promoting and safeguarding the welfare of pupils • Working knowledge of the needs of SEND pupils in relation to outdoor learning	• Knowledge and understanding of current curriculum and educational initiatives • Knowledge of the current needs and practice of settings, primary, secondary, and special schools, and services for young people • Experience of teaching and learning in schools • Experience of working in a commercial environment

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 • 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 **link**	
Professional Qualifications • Two or more of the desirable qualifications	• Leadership or business management qualification • ML, SPA and UKCC/BCU coach level 2 • IOSH Health and safety training · MIDAS (minibus) • Higher level outdoor leadership or instructor qualifications • Qualified Teacher status
Other Requirements • Ability to travel across the county and work from both centres and County Hall • Ability to attend meetings outside of normal business hours • Understanding of equality and diversity issues and an ability to challenge discrimination • The post is exempt under the Rehabilitation of Offenders Act and subject to DBS checks and references prior to interview	

Career progression:

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

JOB DESCRIPTION	
Post title:	Head of Economy and Tourism
Grade:	SM2
Responsible to:	Assistant Director – Place-shaping & Growth
Staff managed:	Manages a group of managers
Directorate:	Community Development
Service:	Place-shaping & Growth
Job family:	**SM - Senior Management**
Date of issue:	November 2025

Job context

- The council's Place-shaping & Growth Service (PS&G) 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, work, visit and do business.
- You will work closely and proactively with the Assistant Director for PS&G and other members of the PS&G Senior Leadership Team, playing a strategic role in driving and delivering a shared PS&G Service Plan, leading on priority strategic workstreams and acting as proactive leaders for collaboration, change and continuous improvement.
- As Head of Economy and Tourism, you will act as the Council's lead senior officer on developing and delivering economy-related strategies and plans, working collaboratively with the public and private sector to maximise funding to develop and deliver information, initiatives, activities and events which promote and support a thriving local economy
- You will ensure that the Economy and Tourism workstream is efficient, effective and customer focussed in delivering the following key work areas: - driving a corporate, collaborative approach to ensure that North Yorkshire Council is 'Open to Business'; Implementing a targeted and prioritised approach to Business Engagement / Key Account Management / Sector Growth (including tourism/visitor economy), Promoting North Yorkshire as a great place to visit, do business and invest; Ensuring proactive collaboration & a shared service delivery approach with the Combined Authority and other partners, particularly around Business Growth & Innovation, Visitor Economy, and Inward Investment & Events; Maintaining an evidence base and data to support and shape relevant strategies and plans; Matters relating to Business Improvements Districts (BID's)
- In line with current funding agreements, you will also lead regional work on behalf of the York and North Yorkshire Combined Authority in relation to the York & North Yorkshire Visitor Economy Partnership, including briefing the Mayor on visitor economy matters
- This is a high-profile, senior role providing visible and proactive service and economic leadership both internally within the Council and externally with national and regional partners (including the York & North Yorkshire Mayor and York & North Yorkshire Combined Authority), key stakeholders and local businesses/business networks.
- In undertaking this role, you will work closely and proactively with Senior Officers across the Council including the Assistant Director Place-shaping & Growth, Corporate Director Community Development and the Chief Executive. The post-holder also has direct regular contact with other members of Management Board and with

elected Members of the Council and especially Executive. In addition, the post-holder also deals with MPs on matters as and when they arise.

- Such a broad breadth and depth of contact with other disciplines and organisations requires the post-holder to have a high level of understanding across a range of economic functions to enable the post-holder to carry out the requisite duties of the post
- As with all Head of Service roles, the postholder will be to undertake 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 job requires the post-holder to: • Be the strategic lead for the functions covered by the Economy and Tourism workstream, providing a high-quality professional service, overseeing long term strategic development and policy/project formation • Work collaboratively to influence and secure funding and investment to develop and deliver a wide range of initiatives, activities and events which promote and support a thriving local economy; and to raise the profile of North Yorkshire and the work being undertaken by the service and the Council to support a thriving economy in North Yorkshire • Ensure that plans and projects to support a thriving local economy are proactively prepared, reviewed and delivered in line with Council policies and procedures and in accordance with any relevant legislation and/or external funding requirements • Proactively lead and manage the staff and budgets of the Economy and Tourism workstream in line with the Council's Policies and Target Operating Model • Play a strategic role on the Place-shaping & Growth Senior Leadership team, working collaboratively across the wider service as a proactive leader for change & continuous improvement in line with a shared 'one team' vision
Operational management:	• Ensure that the Economy and Tourism workstream operates within the 'one team' ethos of the wider Place-shaping & Growth Service to achieve service excellence. • Oversee the day to day provision of a range of key Economy and Tourism functions including: - driving a corporate, collaborative approach to ensure that North Yorkshire Council is 'Open to Business' -Implementing a targeted and prioritised approach to Business Engagement / Key Account Management / Sector Growth (including tourism) - Promoting North Yorkshire as a great place to visit, do business and invest - Working collaboratively with a wide range of partners and stakeholders to develop and deliver information, initiatives, activities and events which promote and support a thriving local economy - Ensuring proactive collaboration & a shared service delivery approach with the Combined Authority and other partners, particularly around Business Growth & Innovation, Visitor Economy and Inward Investment & Events; - Maintaining an evidence base and data to support and shape relevant economic strategies and plans

	Focus on the delivery of the Council's Destination Management Plan, Economic Growth Strategy and associated plans and projects. • Commission external, specialist advice and capacity where necessary to ensure timely delivery of Economy and Tourism work/decisions. • Ensure that the skills and recruitment needs of key North Yorkshire business sectors/businesses are captured and communicated into corporate/regional work around strategic skills provision to ensure italigns with the needs of existing businesses, potential inward investors, high potential growth sectors such as agri-tech and important sectors such as tourism. • Lead on matters relating to Business Improvement Districts including ensuring that the correct legislative processes are followed by the Council in relation to any proposals received by the Council to undertake a BID ballot/re-ballot, operation of BID's, ongoing engagement with BID managers • Close working with a wide range of key stakeholders and delivery partners to ensure the ambitions, work programmes and projects of the service and Council are delivered. • Ensure a consistency in approach through an effective programme of Member briefings, Member and officer training, and use of technology and systems. • Responsible for the wellbeing, health and safety of staff in line with the health and safety policies and practices. • Promote diversity and inclusion throughout the service and through partnership and relationships with other stakeholders. • Undertake any other duties commensurate with the post/grade as directed by Assistant Director
Resource management:	• Lead by example; setting clear expectations around priorities and performance, customer service, team culture and staff behaviour, and ensuring that they are consulted, supported, motivated, appraised and developed to enable them to fulfil their roles effectively, to the highest standards possible to meet current and future service needs. • Working closely with the rest of the Place-shaping & Growth Service to maintain a strong focus on gathering intelligence, performance monitoring and monitoring of strategies/policies, to ensure an efficiently run service and effective policies to deliver the Economy and Tourism ambitions of the council. • Working closely and flexibly across the wider service and other relevant council functions to support plan making and delivery of priority projects and initiatives. • To take a proactive approach to maximising external funding opportunities, including various funding streams from government and through the Combined Authority , to support the delivery of the council's Economy and Tourism ambitions. • Proactively consider opportunities for commercial activity within the service. • Make and implement recommendations to deliver continuous improvement, including service restructures and team/service reviews. Lead improvement initiatives in own service area and at a corporate level. • Plan, direct and oversee the work of staff within your area of the service ensuring alignment with the single service vision and agreed service priorities. Ensure that 1-2-1's and staff appraisals are undertaken on a regular basis. • Ensure that all areas of staff management are undertaken in line with corporate policies including but not limited to recruitment and selection, appraisal, training and development, absence management, disciplinary and grievance. • Prepare and manage budgets for the relevant area of the service, ensuring that income and expenditure targets are realistic. Work with Accountancy to proactively monitor budgets, report exceptions where they occur and take corrective action where required.

	• Set clear and appropriate performance targets for your area of the service, monitoring and reporting variances where they occur and taking corrective action where required. • Ensure appropriate training & development for officers and members to ensure a commitment to service excellence, continuous development and improvement and implementation of best practice in economic development. • Ensure that decisions are taken in line with corporate policies and guidelines, including but not limited to the Council's Constitution & Standing Orders, Contract Procedure Rules, Budget and Policy Framework, Financial Regulations.
Partnerships:	• This is a high-profile, senior role providing visible and proactive service and economic leadership both internally within the Council and externally with national and regional partners (including but not limited to Visit England, the York & North Yorkshire Combined Authority, Visit York, City of York Council), key stakeholders and local businesses/business networks • Cultivate positive working relationships and ensure proactive engagement with key partners, business sectors and networks when developing and delivering initiatives, activities, events to promote and support a Economy and Tourism in North Yorkshire. • Ensure close working relationships with senior colleagues across the service and with other relevant council services including with Communications, Culture, Environment to ensure that corporate plans, strategies and policies are aligned with the Council's Economy and Tourism ambitions. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required. • In line with current funding agreements, you will also lead regional work on behalf of the York and North Yorkshire Combined Authority in relation to the York & North Yorkshire Visitor Economy Partnership, including briefing the Mayor on visitor economy matters • Lead on relationships with existing or emerging Business Improvement Districts in North Yorkshire including ensuring that the correct legislative processes are followed by the Council in relation to any proposals received by the Council to undertake a BID ballot/re-ballot, operation of BID's, ongoing engagement with BID managers
Strategic management:	• Work alongside the Assistant Director and other members of the Place-shaping & Growth Leadership Team; supporting each other to shape, drive and deliver priority corporate work streams and act as proactive leaders for cultural change & service improvement in line with a shared 'one team' vision. • Act as the Council's Economy and Tourism lead, providing professional/strategic advice and recommendations to the Chief Executive, Directors, Heads of Service and senior politicians, on all matters related to the Economy and Tourism workstream including Business Engagement / Key Account Management / Sector Growth (including tourism/visitor economy), Promoting North Yorkshire as a great place to visit, do business and invest; Business Growth & Innovation, Visitor Economy and Inward Investment & Events; Economic evidence base and data • Lead on the development and implementation of the council's Destination Management Plan and Economic Growth Strategy, including engagement and consultation with a wider range of key stakeholders, including officers and members across the Council, to achieve strong buy-in and support for associated delivery plans and projects. • Keep informed on national, regional and York & North Yorkshire policy, programmes and funding opportunities, to ensure North Yorkshire has a high profile, is influential

	nationally and sub-regionally and receives its fair share of resources to deliver our Economy and Tourism ambitions. This will include developing major funding bids for government and Combined Authority resources. • Respond to relevant national, regional and sub-regional consultations to ensure that the interests of the Council are represented. • Ensure that strategies, plans and projects are effectively and efficiently managed and implemented, using clear objectives and meaningful performance data to measure and report on progress and impacts. Negotiate with and influence others to develop buy-in and deliver major transformational economic development projects. • Lead in the development of new ways of working that maximises efficiency and effectiveness including exploring new opportunities to secure income and grant funding. • Deputise in the absence of the Assistant Director and to undertake any other roles as directed by them.
Communications:	• Represent the Council at external meetings and events on matters relating to Economy and Tourism workstream to ensure that the Councils priorities are well communicated and understood. • Liaise with and provide specialist advice, prepare reports and other key information to present the work of the service to members and senior officers of the council, so that they can perform their executive, scrutiny and representational responsibilities. Ensure that decisions are appropriately informed and services delivered according to council priorities. • Communicate and engage with staff in the Place-shaping & Growth service to ensure a clear and consistent vision of the service's targets and activities and identify and incorporate best practice. • Work together with stakeholders and lead business partners to ensure excellent cross-service communication, shared understanding and alignment plus implementation of strategic priorities and plans and the allocation of capacity and resources. • Promote the Council's priorities, policies and Council Plan and positively promote the service with local and national media. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate. • Develop, promote and deliver clear and consistent key messages about the Economy and Tourism workstream and its key functions. • Ensure that customer and client feedback is collected regularly and used to inform and shape future service improvement and delivery
Systems and information:	• Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Person Specification:	
Essential	**Desirable**

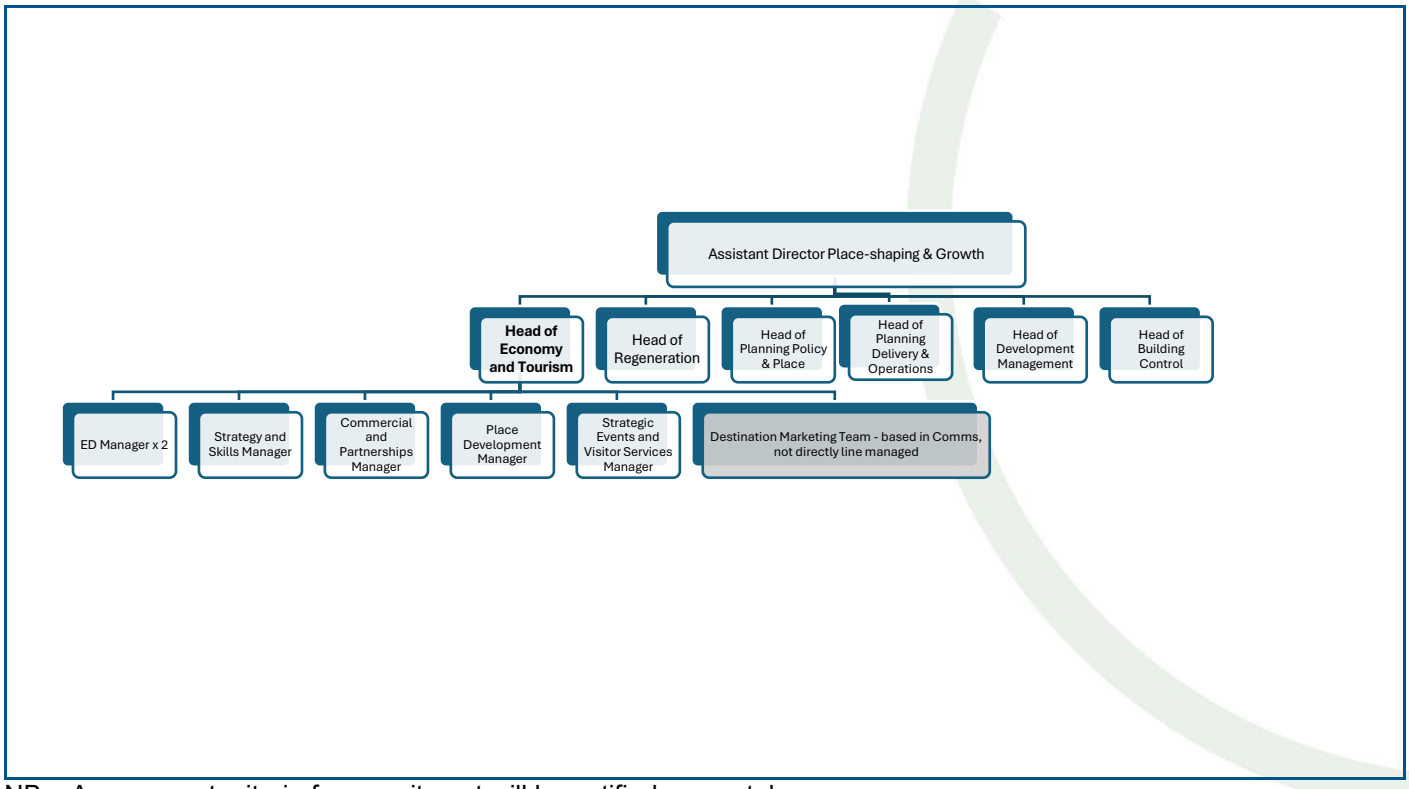
Knowledge and Experience • Comprehensive knowledge, experience and understanding of strategic matters relevant to the Economy and Tourism workstream eg business engagement, visitor economy, destination marketing/management, investment and funding, including best practice, at a national, sub-regional and local level. • A good understanding of local government and key partners such as the Combined Authorities, Visit England, Local Visitor Economy Partnerships, Chambers of Commerce and Business Improvement District's (BIDs), key government departments and agencies linked to business engagement and sector growth e.g. UKTI. • Significant knowledge of current good practice standards both at local and national level in relation to the business of the service. • Experience of cross-professional working, business planning, leading project teams involving economic related disciplines such as Culture, Major Events, Planning, Transport & Highways, Regeneration and Housing. • Understanding of the social, political and economic strategic environments and their wider impact on economic development. • Financially and commercially aware with strong analytical skills and successful management of budgets, staff and other resources • Establishing and leading a strong performance culture to proactively drive-up standards, customer service and delivery • Proactively leading and delivering significant change and business improvement initiatives, whilst working across organisational boundaries in partnership in order to deliver corporate projects and objectives • Successful track record of achievement at senior level in developing corporate strategies/policies and delivering an efficient and effective economic development or related service. • Building proactive and successful relationships and partnerships between the public and private sector including with surrounding Local authorities and Combined Authorities.	Knowledge and understanding of the application of workplace Health and Safety Legislation Working within a local authority
Occupational Skills • Effective leadership skills and the ability to promote organisational policy and objectives whilst proactively demonstrating the Council's Standards of Behaviour • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and deliver sustainably effective income generation, drive business cases and create viable business models for public benefit and economic development • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate, including negotiating and influencing at a senior level with Council Chief Officers and Senior Politicians • Use high level communication skills with people at all levels, including public speaking and presentations. • Experience of liaising and negotiating with external and internal partners to achieved shared goals and outcomes. • Use Professional judgements to make key decisions which have wide reaching implications. • Budget and project management and implementation skills. • Highly self-motivated and driven to achieve challenging objectives; able to use own initiative under minimal supervision	
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 Economic Development or other relevant subject or demonstrable other suitable knowledge/experience directly related to the work of this post. • Membership of Institute of Economic Development or similar professional body relating to the role	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, applicable to the role level	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Head of 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 c**ouncil'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

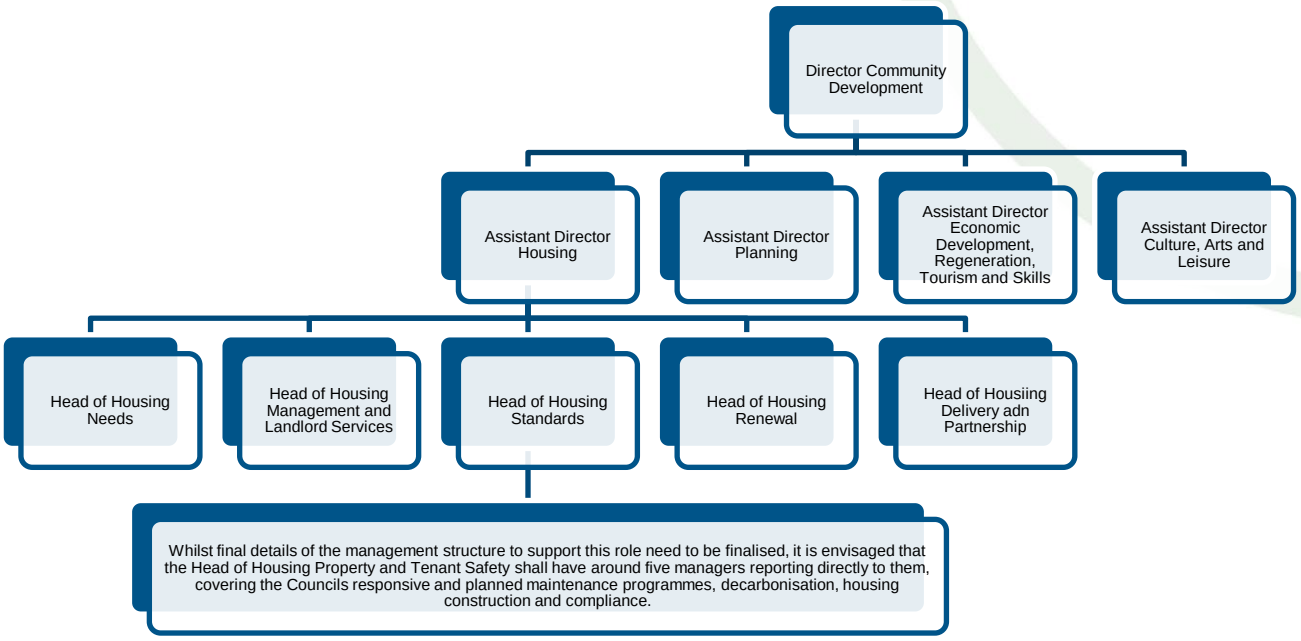
Person specification:	
Essential	**Desirable**
Knowledge • Comprehensive knowledge and understanding of the housing repairs, maintenance, construction environment and the different branches of local government. • Significant technical knowledge of housing maintenance issues and requirements. • Significant 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 Venues and Attractions
Grade:	SM2
Responsible to:	Assistant Director – Culture, Arts and Leisure
Staff managed:	Manages a team of staff across different locations
Directorate:	Community Development
Service:	Community Development – Culture, Arts and Leisure
Job family:	**SM - Senior Management**
Date of issue:	October 2023

Job context

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

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

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

Job Purpose	**The core focus of this job is to lead and manage the venues and attractions service for North Yorkshire. To provide strategic leadership, operational management, and financial control for the service. To develop and deliver innovative plans to increase income and the financial sustainability of venues and attractions. To ensure the safety and security of venues and those attending, including responsibilities relating to counter terrorism.**
Operational Management:	• To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups. • To advise the wider service on relevant changing legislation, professional standards, and their implementation. • Maximise commercialisation of services provided. • To develop, support and promote a strong result driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs. • To lead specific programmes as part of the Council's change and transformation programme.
Resource management:	• Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation. • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management, and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development
Partnerships:	• Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates,

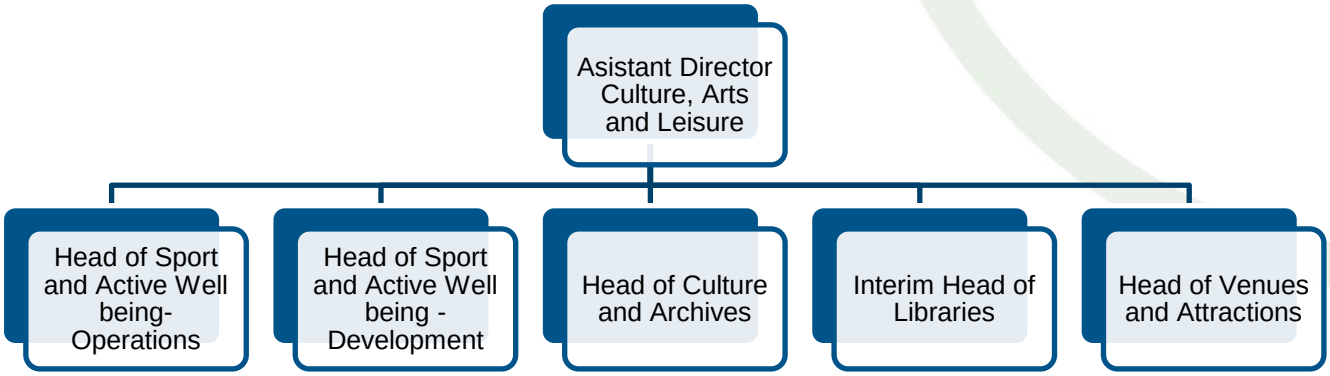
	including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
Strategic 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 venues/events management, culture and tourism. • Knowledge of legislative and health and safety requirements relating to the safe operation of large venues, including the requirements of the Terrorism (Protection of Premises) Act. • Knowledge of statutory requirements, including equality standards • Knowledge of effective management of staff, budgets and resources. • Extensive experience of strategic and operational management of large venues and of delivering services that promote culture and tourism. • Extensive experience of strategic planning, policy development and implementation, and performance management. • Experience of developing and implementing organisational culture change within a large diverse organisation • Successful management of budgets and staff • Extensive experience in management and delivery of large, complex and successful projects. • Experience in negotiating and managing contracts • Track record of strong financial management and an innovative approach to income generation. • Extensive experience in ensuring health and safety compliance across large venues.	• Experience of responding to media enquiries. • Experience of writing large scale, external funding bids.
Occupational Skills • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases, and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate, including public sector, business, and community partners. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians.	
Behaviours **link**	
Other Requirements • Ability to travel across the County • Ability to attend meetings outside of normal business hours • Evidence of professional updating and development	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

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

Job context

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

be responsible for identifying opportunities and leading the submission of bids for external funding to develop facilities and services and for ensuring compliance with the terms of any funding.
- The location of the base for this post is negotiable (hybrid working available) and requires travel across North Yorkshire and occasionally beyond.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

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

Job Purpose	**The core focus of this job is to lead the strategic direction and development of the sport, leisure and wellbeing service for North Yorkshire. To drive forward an increased focus on health, wellbeing, inclusion and the contribution to wider social, environmental and economic outcomes. To lead the development of policy and strategy. Effective management of the leisure operating contracts. To identify opportunities and lead on the submission of bids for external funding. To work collaboratively and build strong relationships with external partners, stakeholders and communities.**
Operational Management:	• To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups. • To advise the wider service on relevant changing legislation, professional standards and their implementation. • Maximise commercialisation of services provided. • To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs. • To lead specific programmes as part of the Council's change and transformation programme.
Resource management:	• Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation. • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
Partnerships:	• Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships.

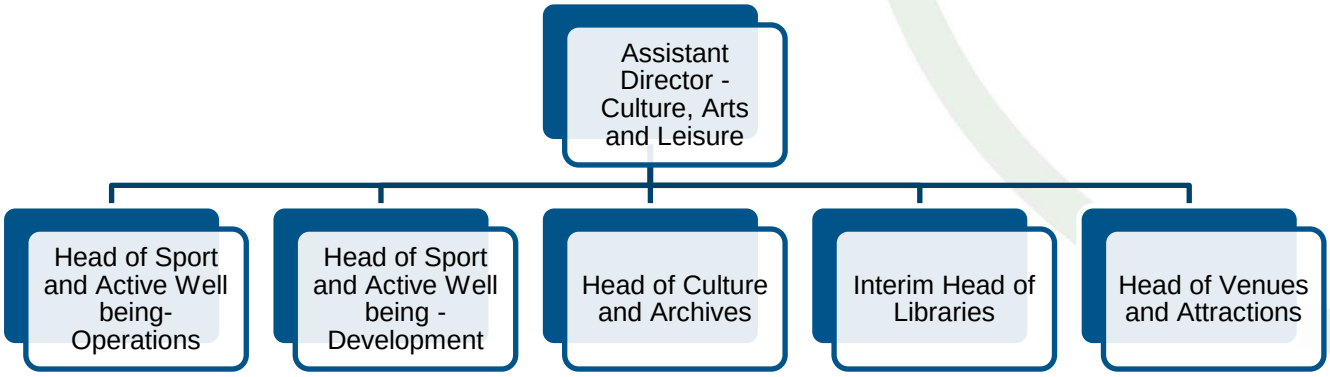
	• When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required. • Represent the 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 sport, leisure, physical activity and wellbeing services. • Knowledge of statutory requirements, including equality standards • Knowledge of effective management of staff, budgets and resources • Strong track record of strategic planning, policy development and implementation, and performance management within the areas of sport, leisure, physical activity and health and well-being. • Experience of developing and implementing organisational culture change within a large diverse organisation • Successful management of budgets and staff • Experience of successful contract management • Extensive experience of working collaboratively and building positive partnerships to deliver improved services and outcomes • Experience of writing successful large scale external funding bids • Extensive experience of managing the delivery of large, complex and successful capital and revenue projects.	• Experience of responding to media enquiries.
Occupational Skills • Effective leadership skills and the ability to promote organisational policy and objectives**.** • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate, including public sector, business and community partners. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians.	
Behaviours • **link**	
Other Requirements • Ability to travel across the County**.** • Ability to attend meetings outside of normal business hours**.** • Evidence of professional updating and development	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Festival Director
Grade:	SM2
Responsible to:	Senior Executive Scarborough
Staff managed:	Manages staff on a project/matrix basis (not direct line management)
Directorate:	Central Services
Service:	
Job family:	**SM - Senior Management**
Date of issue:	July 2022

Job context

- Identify background information about the service in which the job operates, key challenges / service purpose,
- Identify a number of key objectives which the postholder is expected to achieve
- Identify links with partners / other orgs / service units, parameters of the job, budget holder or income generation etc
- Identify team management responsibilities within the service in more detail
- Identify whether there are any statutory restrictions.
- Identify whether clearances are required e.g. DBS and barred list
- Identify working conditions and environment or other demands on the job.

- *Where a job is customer facing ensure the following statement should be incorporated within the context statement*:

This role involves spoken communications so a confident use of English language is required.

- *Where a job is politically restricted the following phrase should be incorporated within the context statement.*

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 specifics

- The Festival Director will attend senior team meetings at Scarborough Borough Council (SBC) as lead representative of the Fair and contribute to the development and implementation of programme plans, budgets, fundraising strategies, policies and practices. The Festival Director will report to a senior executive at SBC and to the specialist advisory group it has appointed for the Fair.
- Create and communicate a compelling vision and distinctive programme for The Scarborough Fair (the Fair).
- Co-design and -deliver a high profile international festival which brings together people and places, generates excitement and draws audiences and investment to the town.
- Travel as necessary to seek out and engage artists, companies and events for programming as part of the Fair.
-

Job purpose	**The Festival Director will work with artists, community organisations, local businesses and established cultural programmes in Scarborough to co-design and -produce a series of landmark events which will bring people together, attract investment, enhance Scarborough's profile and draw audiences from across the borough, the region and beyond. Supported by staff at Scarborough Borough Council the Festival Director will lead on programming, planning, partnership building and fundraising and will be the figurehead and spokesperson for The Scarborough Fair locally, nationally and internationally.**
Operational Management:	• Establish good relationships with the culture team at SBC and with the advisory group for the Fair. • Establish and manage an artist advisory group for the Fair, drawing on diverse skills and expertise from across the borough and ensuring it is representative of its population. • Set up manageable systems with SBC staff teams to ensure the effective planning, fundraising for, delivery and monitoring of Fair events. • Ensure that principles of equity and inclusion are embedded within all programming, planning and administrative elements of the Fair.
Resource management:	• Be accountable for a fundraising target of £750K over three years in addition to the £1.5m already in place for the Fair. • Work with SBC and partners to put in place a strategy and identify resources to fundraise an additional £2.5m for the continuation of the Fair for a further three years after 2026. • Use professional contacts and networks to identify and cultivate funders and funding opportunities locally, regionally, nationally and internationally. • Develop relationships with key businesses and business networks in Scarborough. • Provide expert input to all fundraising research, negotiations and bids. • Work closely with any consultant/fund raising manager appointed the preparation of bids, development of campaigns and delivery of benefits. • Revise and further develop the budget that has been created for the Fair; identify challenges and opportunities with the current budget, specifically around partnership and raised income opportunities. • Ensure programme costs are controlled through close monitoring of income and expenditure, developing a green-lighting process for programme activities that identifies and manages risk. • Work closely with the SBC team to prepare and present regular updates to senior staff and the advisory groups and Town Deal Board. • Be accountable for the implementation of agreed activity on time and within budget, working closely with council staff on event planning and management and ensuring compliance with council policies.
Partnerships:	• Actively engage SBC staff, the advisory groups and project partners in the research, planning, co-design, funding, delivery and evaluation of events in the programme. • Cultivate and mobilise creative and community arts practitioners from across the borough, ensuring their ideas, expertise and commitment are central to the Fair programme and that their participation is key to its success. • Build partnerships with grassroots and established arts and community organisations, businesses and support organisations which will enable the planning, development and delivery of an annual programme that supports a civic and cultural agenda nurtures pride in the town. • Develop a volunteer programme and work with the town's college and university to ensure a range of engagement and support opportunities for students and local residents.

Strategic management:	•
Communications:	• Support, encourage, motivate and inspire SBC staff and colleagues from partner organisations working as part of the Fair team. • Provide enabling and inclusive leadership to, and ensure the safety and wellbeing of, members of the Fair team. • Lead on relationships with visiting artists and companies, freelancers and contractors related to the Fair programme. • Ensure compliance with SBC human resources policies and procedures when recruiting and providing leadership support for Fair team members.
Systems and information:	•
Safeguarding:	•

Person specification:	
Essential	**Desirable**
Knowledge and Experience • Understanding of marketing and communications and experience of co-designing monitoring and evaluation strategies. • Ability to understand and work with sometimes conflicting social, economic and cultural agendas. • Experience in a senior role in a major cultural programme, festival, season or venue. • A reputation for original creative thinking and a track record of productive collaborations. • A track record of innovative public programming in a variety of settings, with a range of partners. • Experience of producing and co-producing on a range of scales in both indoor and outdoor settings. • A proven commitment to equity and inclusion and to the arts as an influencer of social change. • An extensive professional network and experience of mobilising cross-sector and cross-country collaboration. • E.g. Proven and effective experience of the management of resources in a changing organisational environment, including human and financial resources. • Experience of complex stakeholder management and the building of creative, business and funding partnerships. • Experience of working with public bodies and local authority departments. • A track record of success in direct fundraising, or a significant input to fundraising campaigns, for major cultural events or programmes.	• Knowledge of and a range of networks within the cultural sector in the UK and Abroad, in particular the North of England. • Experience as a trustee of an arts or social enterprise charity.
Occupational Skills • A strategic thinker with experience of business planning. • Financial literacy and experience of working with budgets in excess of £1m • Cultural fluency and exceptional interpersonal, public speaking and presentation skills • A commitment to collaboration, a team player, an enabler. • A compelling story teller, a persuasive negotiator, a diplomat. • A broker, problem solver and ally.	

Behaviours • link	
Professional Qualifications	
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 Harbours and Coastal Infrastructure
Grade:	SM2
Responsible to:	Assistant Director - IPT, PROW, Licencing, Harbours
Staff managed:	Manages a multidisciplinary team
Directorate:	Directorate of Environment
Service:	Harbours Services
Job family:	**SM - Senior Management**
Date of issue:	July 2024

Job context

- The Head of Harbours and Coastal Infrastructure is the senior responsible officer for the Harbours Service and for delivery of major coastal infrastructure projects across three harbours at Whitby, Scarborough and Filey and the wider North Yorkshire Coast.

- The post holder will lead and manage the Harbours Service with a sound understanding of both operational and professional fields. Required to deal effectively with complex, confidential, and sensitive situations and provide expert guidance and advice. The role will lead the development of the Harbour Strategy and Investment Plan together with annual service delivery plans. The role will also lead on the management of budgets, resource allocation, performance management and the delivery of key strategic and operational objectives.

- The postholder will ensure the harbours operate in a way that fully complies with the legal obligations of relevant Harbours Acts and the requirements of the Port Marine Safety Code. The postholder will ensure that safety of navigation is maintained throughout the harbours and that appropriate security and emergency response procedures are in place. This will include close liaison with the Maritime and Coastguard Agency, North Yorkshire Police, Border Force and the Environment Agency to ensure the efficient and effective operation of the harbours and the coordination and delivery of various emergency response plans relating to pollution; flooding; oil spills; counter terrorism and organised crime.

- The post holder will be responsible for the development, delivery and implementation of Major Projects incorporating coastal protection measures and regeneration; planning and managing the design of new structures and the maintenance of existing structures through an asset management-based approach. These infrastructure and engineering works are projects that are complex in nature and generally range from above £500,000 to multi million pounds in value.

- Team responsibilities include regular liaison with DEFRA/EA/DfT, attendance at regional and national forums and liaison with the team responsible for Local Lead Flood Authority and Coastal Strategy.

- The Council's Harbours are managed on a commercial basis and the postholder will develop commercial strategies and partnerships to maximise income and manage all operations cost effectively to deliver an annual operating surplus.

- Operating as Local Authority Ports the postholder will ensure that the principles of good governance, as set out in the Ports Good Governance Guidance, are enshrined within harbour operations. The postholder will perform a strategic and technical advisory role on harbours matters and maintain effective relationships with key stakeholders and partners including the harbour users, elected members and the Department for Transport.

- The post holder is responsible for the development of Harbours initiatives, supporting and delivering transformation and regeneration. Whilst harbour activity is governed to some extent by statute, there is scope for the Council to utilise its Harbours to support wider strategic objectives such as economic regeneration, improving the tourism economy and delivery of major events. The post holder will be responsible for ensuring that the Council's approach to harbours is innovative and acts to support the wider strategic agenda whilst maintaining compliance with relevant legislation.

- Delivery of the service is reliant on effective management of team members, consultants, contractors and developers.

- Some out of hours work is necessary such as attending evening meetings and providing emergency response

- The post is politically restricted and is based at Scarborough/Whitby Harbour Office or Scarborough Town Hall

Job Purpose	**The core focus of this job is to deliver the Council's functions in relation to Harbours as well as development and delivery of major coastal infrastructure projects. To ensure high quality and compliant services in line with relevant legislation and to work closely with key partners. To ensure the delivery of an effective operational service in line with the Port Marine Safety Code and to perform a lead role on all harbour, coastal infrastructure project delivery and maritime related matters.**
Operational Management:	• Lead the Harbour Service in line with current legislation, Governmental guidelines and develop and implement new Council policies on Harbour management. • Ensure harbour undertakings are compliant with Port Marine Safety Code including compilation and maintenance of full safety management system reporting to the Council. To provide assurance directly to the Corporate Director, as duty holder, that the maritime safety management system is working effectively. To arrange appropriate audit and assessment of the management system to demonstrate compliance. • To bring forward and deliver development projects and initiatives. • Manage the authority's Local Ports Service in compliance with national and international regulations. • Responsible for the control and supervision of all Harbours undertakings with regard to maintenance to infrastructure, equipment and other ancillary services. • Undertake incident commander responsibilities, maintaining and protecting the environmental integrity within harbour limits. To act as a Service Silver and represent the Harbours Service as part of the Council's integrated approach to emergency management. • Liaise with other internal services and external agencies. • Attendance at legal proceedings as required. • To advise the wider service on relevant changing legislation, professional standards and their implementation. • Maximise commercialisation of services provided, including marketing the dredging operation to external clients. • 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. • Manage and control capital budgets in excess of £500k relating to complex coastal infrastructure projects. • Enter into contracts and arrangements with existing and prospective Harbour users and be responsible for the long-term development of the Harbour and its commercial management to deliver annual operating surpluses. • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Lead transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development. To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery.
Partnerships:	• Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships and secure external project funding. • Identify and develop relationships with future strategic partners, for example with the offshore wind, fishing and leisure industries, that will lead to successful bids for potential investment funding opportunities that exist for harbour and transport sector projects in support of the harbours long term strategic investment plan. • Develop and maintain key commercial partnerships, to ensure the future commercial viability of the harbours. • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
Strategic management	• Lead the development of, in conjunction with key stakeholders, the Harbour Strategy and Investment Plan together with annual service delivery plans. • Responsible for the development and delivery of the major coastal projects and devising and implementing of strategies and service plan to ensure consistent, high quality and effective delivery of the service. • Ensure regular and effective engagement with stakeholders, including harbour users, on all strategic harbour matters. • Lead on the management of budgets, resource allocation, performance management and the setting and delivery of key strategic and operational objectives. • Review policies and procedures as required to ensure continued and effective service delivery. • Lead in the development of new ways of working and transformational programmes that maximise efficiency and effectiveness.
Communications:	• Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate. Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans are effectively delivered.

	• 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.
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.

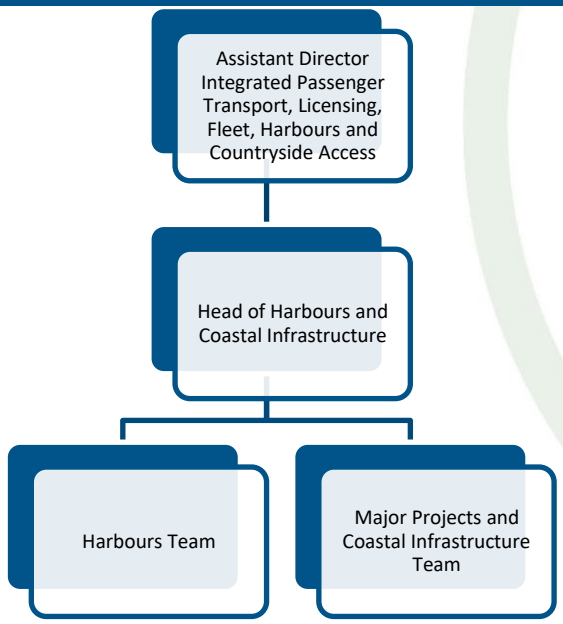
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of current good practice standards both at local and national level in relation to the coastal sector. • Knowledge of statutory and legislative requirements in relation to the Harbours, Coastal and Major Projects sector**,** 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 • Experienced in successful partnership working. • Previous and demonstrable experience and success in delivering innovative and creative solutions to service delivery. • Knowledge and understanding of the principles of partnering contracts. • Knowledge and understanding of coastal design and construction. • Experience of managing a team of individuals with differing levels of skill to achieve the organisations aims and ambitions.	• Experience of responding to media enquiries. • Membership of a relevant professional body. • Previous Port Management or operational harbour experience • Previous demonstrable knowledge of the Port Marine Safety Code. • Knowledge of the fishing industry and leisure craft/marina sector • Understand the principles of the requirements needed to be the Principal Designer for works carried out by the Council. • Working knowledge of all matters affecting Health and Safety in Construction and Maintenance.

Occupational Skills • Able to work in a political organisation and manage the needs of different stakeholders. • Excellent verbal communication skills to make presentations and explain complex issues to a range of audiences with various levels of understanding. • Effective leadership skills and the ability to promote organisational policy and objectives. • Management of diverse operational functions to deliver strategic objectives. • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • 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.	• A maritime or coastal background
Behaviours Link	
Professional Qualifications • Degree level education or proven equivalent level of knowledge in specific field. • Professionally qualified in the specialist area – see context statement for further details.	
Other Requirements • Ability to travel across the County • Ability to attend meetings outside of normal business hours • Evidence of continual 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 Parking Services
Grade:	SM2
Responsible to:	Assistant Director
Staff managed:	Manages a multidisciplinary team
Directorate:	Environment
Service:	Highways and Transportation, Parking Services, Street Scene, Parks and Grounds
Job family:	**SM - Senior Management**
Date of issue:	May 2023

Job context

- To manage the parking service provided by North Yorkshire Council covering all aspects of on and off-street parking policy, strategy and operations.
- Significant operational responsibility managing people resource, which includes 2 direct reports and approximately 70 other staff covering civil parking enforcement, penalty charge notice and permit administration and processing
- Managing assets across the county, including all public car parks which includes multi storey car parks and cash collection
- Budgetary responsibilities of over £15 million per annum
- Responsible for all on and off-street parking policy and strategy and the operational performance of the Parking Services functions.
- Overall responsibility for all aspects of the Parking Service to deliver high-quality, technology based, cost-effective services with high levels of customer satisfaction. Formulate relevant service strategy, policies and objectives and be accountable for their delivery. To act as lead officer and expert consulter on all consultations, regarding the Parking Services. Overall responsibility for the delivery of major schemes directly associated with the Parking Services.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

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

Job Purpose:	**To lead, direct and be accountable to the Assistant Director, Highways and Transportation for the Parking Service covering the following areas: Parking policy and strategy and operational delivery including enforcement, Penalty Charge Notice and Permit administration and processing, car parks including multi storey car parks and cash collection for the Council. To determine the strategic planning for the service and have specific responsibilities for the delivery of cost effective, highly efficient, high performing operational service, meeting the Council's strategic aims and objectives.**
Operational management:	• Acts as lead officer for the Parking Service, responsible for delivering professional parking enforcement in line with Service Level Agreements and the related budgets. • Supporting the Assistant Director through contributing to the service plan and contributing to the Management Team through providing direction on the production, delivery, monitoring and review of the plan.

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	• Embed a culture of performance management across the service through the development and operation of appropriate monitoring systems and processes focussed on customer outcomes and delivery of key objectives. • Responsible for workforce planning, developing the service and directing a multi-disciplined team covering all aspects of the service, ensuring innovation and continuous improvement. • Lead Officer responsible for developing the team's knowledge and expertise by ensuring suitable training, mentoring opportunities and one to ones etc. are in place and are effective.
Resource management:	• Responsible and accountable for the Parking Services budgets including monitoring, reporting and the preparation of estimates as required by the Assistant Director in accordance with the Council's financial procedures • Cash collection and management of approximately £7m per annum • Manage budgets as delegated ensuring that expenditure is kept within existing allocations, advising line manager of additional resource requirements and assist with the preparation of an annual budget. • Monitoring of staff performance against relevant targets agreed through the staff appraisal process. • Provide leadership, direction, motivation, and support to ensure delivery of the major schemes programme including the Service Performance Plan. • Be responsible for staffing and associated budget. • Take responsibility for the performance of the parking services and manage the overall work of the team, taking responsibility for decision making of escalated issues, professional judgements, and delegation as appropriate. • To ensure staff in the team are clear about what is expected of them, are kept informed about their performance and enabled to develop the necessary skills and knowledge through supervision, appraisal, and development opportunities.
Partnerships:	• Effective liaison with Members of Parliament, Parish, Town, and NYC Councillors, Media, Contractors and suppliers, other LA's, Regional and sub-regional meetings with partner LAs, suppliers, trade association, Public and Commercial Customers, Trade Unions, DVLA, Traffic Enforcement Centre, Traffic Penalty Tribunal, Enforcement Agencies (i.e., bailiffs), Chamber of Trade, Town Centre Managers to achieve objectives. Specialist/expert on strategic parking matters and law and strategic projects working with partners on project teams comprising consultants, researchers, Directors, Heads of Service, Cabinet Member(s), planning and economic development experts.
Strategic management:	• Responsible for all on-street and off-street parking policy and strategy • Responsible for the development and delivery of Strategic Policies of the NY Council in respect of parking. • Advises the Council, its elected members, services, partner organisations and other customers on all matters associated with the parking services function.
Communications:	• Liaison and provision of information and technical advice on relevant parking matters to Service Units, Directorates and external bodies. • Negotiate effectively with external agencies, including contractors, to ensure best value for the Council. • Liaise with internal colleagues and external organisations to deliver and procure services as required. • Representing the NYC/Highways & Transportation at Committee meetings, public meetings, public consultations, regional bodies, District Council and Parish Council meetings and other bodies. • Communication with contractors on large technical (car park) procurement (OJU level) for example the MSCP pay on entry systems, specification of work and negotiations.

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Systems and information:	• Responsible for all procurement of systems/equipment ensuring that they are delivered in accordance with the Council's policies and procedures • Ensure that personal data and records are correctly secured and protected in line with the General Data Protection Regulation and NYC requirements for information Security and Confidentiality. • Responsible for risk management within Service Area.

Person Specification:	
Essential	**Desirable**

Knowledge and Experience
• Substantial knowledge and experience in the following areas -
  • Car Park management and operation.
  • Civil Parking Enforcement.
  • Parking policy and strategy development
  • Parking Adjudication and relevant case law
  • Parking Legislation including Traffic Management Act, Civil Parking Enforcement and Taking Control of Goods.
  • Traffic Regulation Orders
• Experience of managing front-line services
• Risk management and Health and Safety
• Effective Customer Services.
• Procuring services and contract management.
• Programme, project and service management.
• Performance management; and Implementing change.
• Professional expertise in leading a multi-disciplined and diverse work force.
• Extensive experience in managing an operational, administrative and enforcement service either in house, contracted or other.
• Demonstrable experience of delivering services within relevant legislation.
• Proven track record of managing customer relationships and delivering improvement (including traffic management) through service analysis.
• Experience of identifying service/customer/traffic management needs and instigating, designing and developing innovative services to address these.
• Demonstrable experience of working in a political environment at a senior level.
	• Extensive knowledge of relevant legislation; research documents
	• Experience of responding to media enquiries.

Occupational Skills • Managing the delivery of Civil Parking Enforcement. • Professional expertise in leading a multi-disciplined and diverse work force. • Commercial aptitude to delivering services within relevant legislation. • Contract management and procurement expertise. • Project management experience. • Managing customer relationships and delivering improvement (including traffic management) through service analysis. • Management of Change. • Budget management and monitoring, including cash management. • Excellent people management skills.	
Behaviours **Link**	

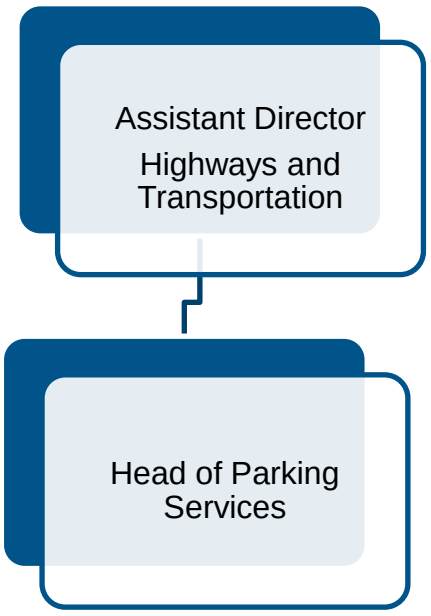
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Professional Qualifications • Will be expected to be educated to degree level or hold a relevant managerial qualification (e.g., Certificate in Management/MBA). • Evidence of continuing professional development	
Other Requirements • Ability to travel across the County • Ability to attend meetings outside of normal business hours	

Career progression:

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

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Post title:	Head of Parks and Countryside Services
Grade:	SM2
Responsible to:	AD Highways and Infrastructure
Staff managed:	Manages a group of managers
Directorate:	Environment
Service:	Highways and Infrastructure
Date of issue:	October 2025

Job context

- To provide strategic leadership and management for the Countryside Access, Parks, Grounds and Open Spaces services provided by North Yorkshire Council.
- The postholder will be responsible for ensuring the safe, effective and efficient running of the service in accordance with relevant legislation and for the identification and delivery of initiatives to ensure value for money and budget savings including through commercial approaches.
- The role requires partnership working with a wide range of stakeholders from the public, private and voluntary sector and will be responsible for a revenue budget of approximately £7m and capital budget of approximately £1m
- The job carries significant operational responsibility managing people resources as well as the management of Council assets such as PROW bridges and signage, parks, woodlands, play and games facilities, markets and paddling pools.
- This job is a politically restricted post as defined by the Local Government and Housing Act 1989.

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

Job Purpose:	**The core focus of this job is to provide leadership to the Countryside Access, Parks, Grounds and Open spaces services across the county and lead the delivery of a portfolio of services with a range of delivery models. The postholder will be responsible for ensuring the safe, effective and efficient running of the service in accordance with relevant legislation and for the identification and delivery of initiatives to ensure value for money and budget savings including through commercial approaches. The post holder will have strategic oversight of the statutory functions in relation to all aspects of access to the countryside including Public Rights Of Way (PROW), Definitive Map and Statement, Countryside Volunteer function, maintenance of the Unsurfaced Unclassified Road (UUR) network,asset management together with the management of Common Land and Village Greens**
Operational management:	• To manage the Councils Countryside Access, Parks, Grounds and Open Spaces Services and associated facilities to the highest standards possible within the

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	resources allocated and to ensure the effective and efficient discharge of the Council's duties • Review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups. • Being the responsible officer for the Council's duty to maintain the public right of way network across the county. • Responsible for all operational teams to manage all NYC owned parks, open spaces, corporate sites and Council owned housing gardens and open spaces. • Ensure all tree assets are assessed, maintained, enhanced and protected in line with statutory requirements. • Optimise resource planning to enhance highways winter resilience and assist with emergency responses. • Have strategic oversight of service delivery across the full range of Volunteer functions. • Lead in the development, review and implementation of the Council's Rights of Way Improvement Plan, Tree and Woodland Policy & Strategy, Play Strategy and other relevant policy documents. • Ensure the discharge of the Council's statutory duty to prepare and maintain an up-to-date Definitive Map and Statement, and Common Land and Village Green registers • 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, together with Common Land and Village Greens • 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. • Advise the wider service on relevant changing legislation, professional standards and their implementation. • Develop, support and promote a strong, results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs. • To ensure all work is completed to meet statutory requirements and industry best practice in terms of safe working practices ensuring the health and safety of our staff and the public. • To lead and promote change within the service, and to promote and embed a culture of learning and innovation, responding to the needs of service users and customers, to drive continuous improvement in service delivery • Promote and embed a culture of commercial awareness, ensuring that services develop the acumen to identify and develop income generating opportunities and minimise costs • To oversee the preparation, planning and placement of plants, shrubs and trees across the Council • Represent the authority in relation to insurance claims, acting as overarching representative for the service and attending court for these cases where appropriate • Oversee maintenance and management of the UUR network • Responsibility for markets across the Council
Resource management:	• To ensure efficient and effective use of resources • To manage a revenue budget of approximately £7m per annum • To manage a capital budget of approximately £1m per annum • Utilising funding allocated to the service in an effective and efficient way. Seeking and managing grants (e.g. Heritage Lottery Fund) and other additional

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	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. • To oversee the effective management of all operational teams within the service and ensure the efficient and effective deployment of employees, vehicles and plant, stores, supplies and other resources, in accordance with Health and Safety and Employment Legislation, within the service. • To oversee and carry out all aspects of staff management, including recruitment and selection, training and development, discipline, grievance, and monitoring performance, including where appropriate, involving Trade Union representatives • To oversee all aspects of staff training in respect of Countryside Access, Parks, Grounds and Open Spaces Services and ensure the effective maintenance of training records accordingly. • Be responsible for the in-house volunteer provision, and third party/external volunteer groups, ensuring the effective utilisation of these resources to assist with the delivery with the service • To oversee and ensure that effective processes are in place for requisition and control of materials, stores, plant, equipment, etc, and maintenance of related records for Countryside Access, Parks, Grounds and Open Spaces Services.
Partnerships:	• Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • Ensure positive engagement with volunteer groups and communities to encourage development, usage and maintenance of the PROW and UUR networks and the Councils parks and open spaces • Represent the Council's views on Countryside Access, Parks, Grounds and Open Spaces Services as required • Ensure that the Rights of Way Improvement Plan, Tree and Woodland Policy & Strategy, Play Strategy and other relevant policies contribute to achieving corporate objectives and priorities. • Represent the Council at appropriate professional organisations including ADEPT 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. • Lead Officer for the White Rose Forest Partnership, strategic plan, associated delivery plans and partnership bodies. • In partnership with other agencies, develop, support and encourage appropriate joint funding initiatives which support Service Plan objectives and priorities. • Provide lead representation for the Council on the Local Access Forum and other liaison groups, and ensure relationships meet statutory requirements whilst being productive and efficient • 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.

OFFICIAL - SENSITIVE

Strategic management:	• Lead the service in devising and implementing strategies and the service plan to ensure consistent, high quality and effective delivery of the Parks and Countryside service. Ensures the promotion of the plan to all stakeholders. • Have strategic overview of the development of policy and strategy to ensure the effective management, maintenance and improvement of the public rights of way and UUR networks, the Definitive Map and Statement, Common Land and Village Greens, trees and woodland areas, parks, grounds, play areas and open spaces. • Influence and align strategies with key internal stakeholders across Economic Development, Tourism, Venues and Attractions, Leisure and Property Services to ensure efficient and harmonised delivery of the Corporate Plan. • Working with other teams within the directorate, and across the wider organisation, to review and update relevant policies including the Rights of Way Improvement Plan, Tree and Woodland Policy & Strategy, Play Strategy and the Local Transport Plan. • 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 Assistant Director, 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. • Promote access to parks, open spaces and the countryside by ensuring that the service has a high profile internally and externally, making use of appropriate communications techniques. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of council services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and other stakeholders in challenging situations. • Have oversight of the preparation of reports to committee, Local Access Forum public inquiries and court hearings. • 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. • Responsible for the effective engagement with the community and voluntary sector, including overseeing the development of the voluntary networks in order to develop capacity for service delivery • Provide timely accurate advice to Elected Members, Committees, and Management within the Council • To represent the Council, giving technical advice and guidance on matters relating to Countryside Access, Parks, Grounds and Open Spaces Services. Oversee and prepare reports, business cases, correspondence, estimates,

OFFICIAL - SENSITIVE

	costed action plans, and schedules of rates and tender documents in connection with the work of the service
Systems and information:	• Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • 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 • 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
• Extensive senior management experience within local government or a comparable organisation.
• Proven track record of providing professional leadership within a large operational area.
• Significant experience of managing services at operational and strategic levels in some of the following areas
  • Parks and other recreational areas
  • Grounds Maintenance
  • Horticulture services
  • Arboriculture services
  • Open Spaces
  • Public Rights of Way
  • Definitive Map
• Significant experience of successfully leading, managing and motivating employees and enabling them to deliver to their full potential.
• Ability to identify and manage risks within group of services.
• Demonstrable experience in successful partnership working.
• Knowledge of relevant systems used for the management of Countryside Access, Parks, Grounds and Open Spaces Services
• Experience of financial management including the prioritisation and targeting of resources and income generation and monitoring of specific budgets.
• Experience in maintaining a performance-orientated culture which delivers efficient and effective customer services.
• Previous and demonstrable experience success in delivering innovative and creative solutions to service delivery.
• Ability to understand and promote the Council's vision and priorities as it applies to services.
• Demonstrate effective presentation and communication skills.
• Ability to lead, motivate and develop staff in a performance focused culture.
• Effective project management skills.
• Ability to work collaboratively building trust, mediating, conciliating, negotiating and delegating.
• Demonstrate a customer focused and responsive approach that improves service delivery.
	• Experience of responding to media enquires

Occupational Skills • Excellent communication skills, with the ability to communicate clearly and effectively with a wide range of audiences	

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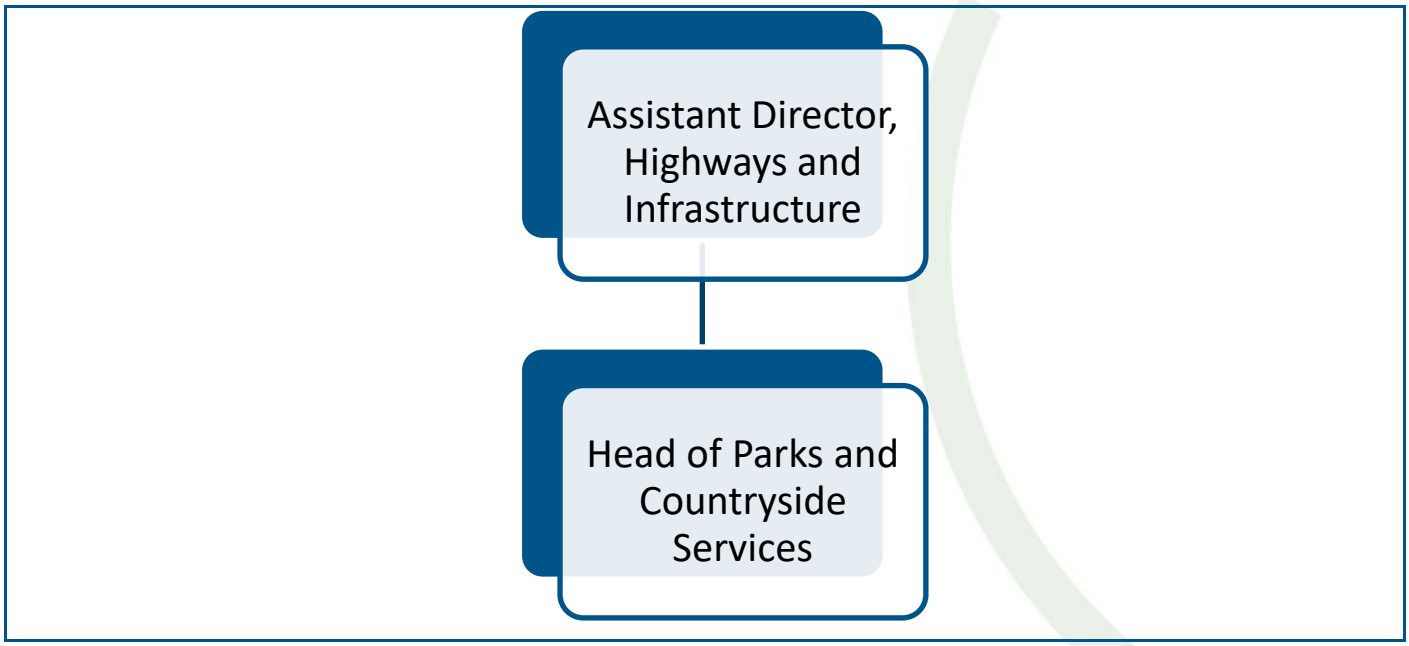
• Enterprise and commercial skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. •	
Behaviours Link	
Professional Qualifications • Relevant Degree level education or proven equivalent level of technical and organisational knowledge in Countryside Access, Parks, Grounds and Open Spaces Services.	• Membership of a relevant professional body
Other Requirements • Ability to travel across the Council	

Career progression:

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

Structure

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NB – Assessment criteria for recruitment will be notified separately.

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

OFFICIAL - SENSITIVE

Post title:	Head of Regulatory Services
Grade:	SM2
Responsible to:	Assistant Director Regulation and Harbours
Staff managed:	Manages a group of managers
Directorate:	Environment
Service:	Regulatory Services
Date of issue:	January 2026

Job context

- The Head of Regulatory Services is the senior responsible officer for the delivery of environmental protection, food regulation and other related regulatory activity across North Yorkshire. The role includes overseeing the drafting and development of regulatory policies and procedures, ensuring the delivery of an effective inspection and enforcement regime, establishing a strategic and technical advisory role on regulatory matters and maintaining effective relationships with key stakeholders and partners including local businesses, DEFRA, FSA, Environment Agency and North Yorkshire Police.
- The post holder will lead and oversee the management of the Council's Regulatory Service which comprises the teams responsible for environmental protection, food standards & animal welfare with a sound understanding of both operational and professional fields. Required to deal effectively with complex, confidential, and sensitive situations and provide expert guidance and advice, the role will lead the development of service plans, management of budgets, resource allocation and the setting and delivery of key objectives for the future. The post holder will also oversee development and operation of the Council's Pest Control service.
- The post holder will be responsible for overseeing the harmonisation of the Environmental Protection and Food and Farming elements of Council's Regulatory Services function and assisting the Assistant Director (Regulation and Harbours) in ensuring that all aspects of the new service work effectively and efficiently with one another under a shared operating model.
- The role will also include liaising and co-ordinating service delivery with related service areas such as licensing, housing, waste and community safety where cross service working will be required to ensure the most effective use of resources and that all elements of the Council's services can be delivered.
- The post holder will be expected to lead on the establishment of cross service groups to deliver overarching Council objectives wherever this is deemed appropriate in-service areas such as enforcement. This role will also include leading on the development and delivery of all associated supporting Policy and may include close working with external partners such as Police services.
- The post holder will ensure that the Council has appropriate policies and procedures in place to ensure that all businesses across North Yorkshire are compliant with various national statutory regulatory objectives.
- The post holder is also responsible for the development of initiatives linked to regulatory services and, supporting and delivering transformation. Whilst regulated activities are governed largely by statute, there is scope for the Council to utilise regulatory policies and functions to support wider strategic objectives such as economic regeneration, improving the night-time economy and local pride of place. The post holder will be responsible for ensuring that the Council's approach to all regulatory service is innovative and acts to support the wider strategic agenda whilst maintaining compliance with relevant legislation.
- The post holder will be required to review, develop and deliver a transformation plan for the Council's Pest Control Service to maximise the commercial opportunity open to the Council in respect of this service and to establish a new operating model across the North Yorkshire geography.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

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

Job Purpose	**Lead and oversee the management of the Council's Regulatory Service which comprises the teams responsible for environmental protection, food standards & animal welfare and Pest Control with a sound understanding of both operational and professional fields. Responsible for overseeing the harmonisation of the Environmental Protection and Food and Farming elements of Council's Regulatory Services function.**
Operational Management:	• To deliver the Council's functions in relation to regulatory services. To ensure high quality and compliant services in line with relevant legislation and to work closely with key partners to develop regulatory policies and procedures, ensure the delivery of an effective inspection and enforcement regime, perform a strategic and technical advisory role on regulatory matters and maintain effective relationships with key stakeholders and partners. • To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and business. • To advise the wider service on relevant changing legislation, professional standards and their implementation. • To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high quality services in line with identified needs. • To lead specific programmes as part of the Council's change and transformation programme.
Resource management:	• Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability. • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews and performance appraisal. • To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
Partnerships:	• Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • 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.

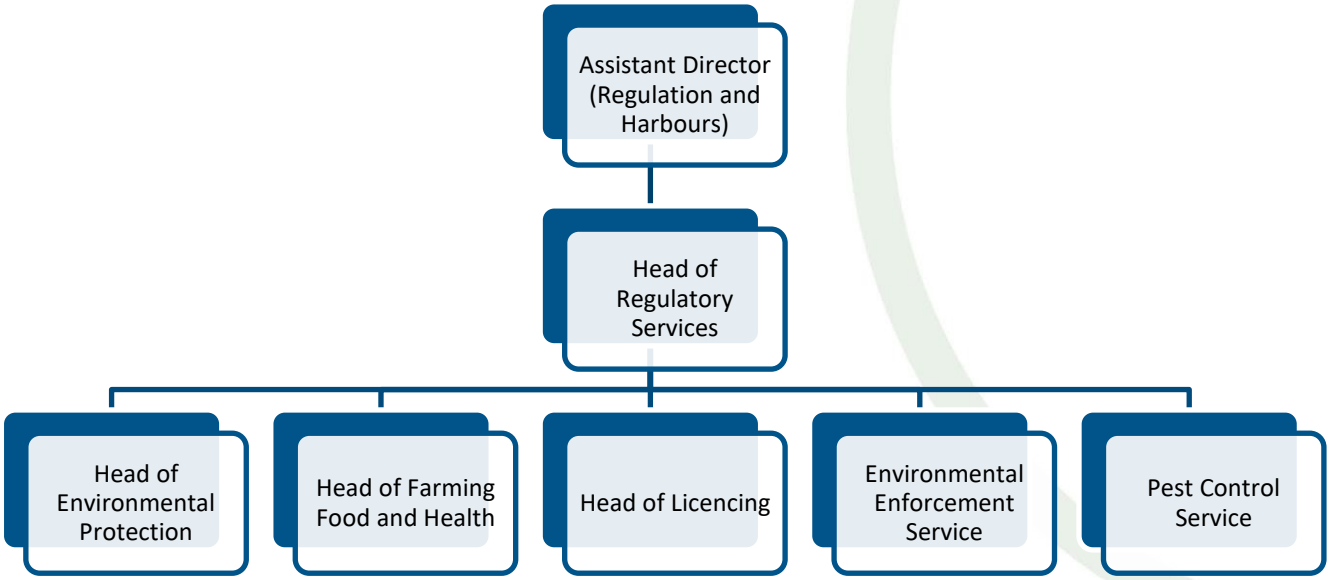
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of current good practice standards both at local and national level in relation to environmental protection, food standards and hygiene, pest control services and other related regulatory service areas such as licensing and housing. • Knowledge of relevant statutory requirements, including equality standards. • Knowledge of relevant law enforcement including PACE and RIPA. • Knowledge of, and demonstrated success in, effective management of staff, budgets and resources.	• Experience of responding to media enquiries.

• 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 regulatory functions that the council administers. • Chartered membership of either the Chartered Institute of Environmental Health, the Chartered Institute of Trading Standards or the Institute of Licencing.	• A relevant degree (Environmental Health, law, consumer protection, agriculture, food technology) • Recognised management qualification
Other Requirements • Ability to travel across the County • Ability to attend meetings outside of normal business hours • Evidence of professional updating and development	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Head Of 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.

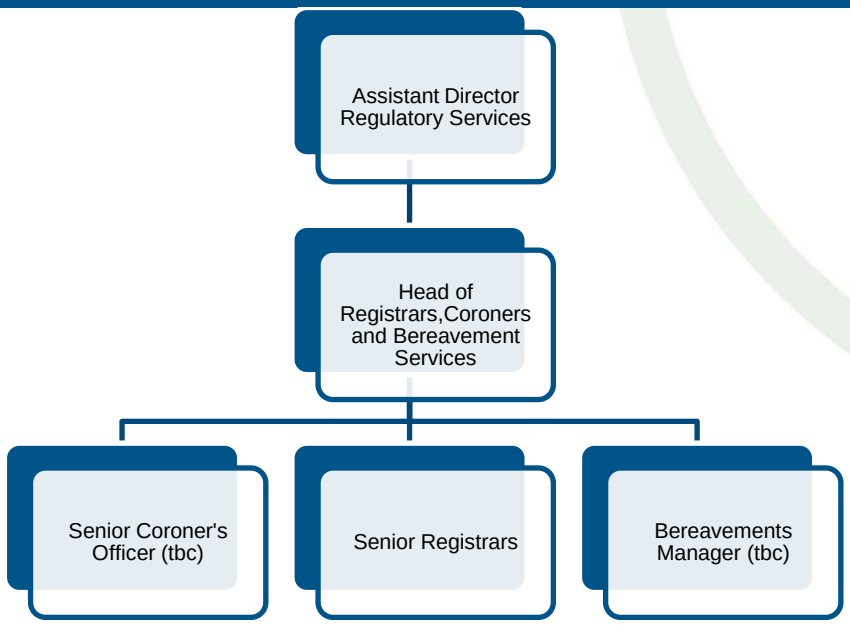
Partnerships:	• Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including 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 Sustainability and Environment
Grade:	SM2
Responsible to:	Assistant Director
Staff managed:	Manages a group of managers
Directorate:	Environment
Service:	Environmental Services and Climate Change
Job family:	**P&T - Professional & Technical**
Date of issue:	May 2023

Job context

- The Head of Sustainability and Environment is the Council's lead advisor and strategist on matters associated with natural capital, climate change and sustainability management. The post holder will deliver the leadership required to meet the Council's net zero targets, net zero council by 2030 and, in support of the Y&NYCA, a carbon negative region by 2040.
- This 'thought-leadership' role will play an active role across the Council, the county, regionally and nationally as the lead officer responsible for re-positioning North Yorkshire's approach to climate change.
- In addition to climate change, the post holder will be responsible for sustainability measures within the Council's operations further reducing its impact on the environment.
- Natural Capital, including Local Investment in Natural Capital project
- Local Nature Recovery Strategy
- Support work around Biodiversity Net Gain.
- The post holder will support and deputise for the Assistant Director at a senior management level as necessary, including but not limited to engaging with the cabinet lead for Climate Change.
- Budget holder for the Sustainability and Environment service with responsibility to maximise income from commercial activities and additionally has budget responsibility for several partnership project budgets.
- The post is a politically restricted post as defined by the Local Government and Housing Act 1989.
- The post is mainly based in County Hall, Northallerton although flexible working is encouraged and travel around the county will be required. This role involves spoken communications, so a confident use of English language is required.

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

Job Purpose:	**To be the Council's lead advisor on matters associated with natural capital, climate change and sustainability management. Working both with colleagues within the Council and being the Council's representative with partners, Members, and residents. In short being the champion of this area.**
Operational management:	• Oversee the delivery of effective statutory functions as assigned to the postholder including the development, monitoring and delivery of business plans ensuring that any national and local framework targets or performance indicators are met.

- Oversee delivery of advice on County compliance with relevant government legislation and legislative changes.
- To take a lead role in engaging with and representing the authority throughout the community in relation to sustainability and climate change matters, promoting a community focussed Council, taking a lead role in dealing with confrontational and contentious issues associated with services that have a very high public profile.
- Co-ordinate the maintenance and implementation of the Authority's/Service's designated emergency response plans.
- To attract external funding including working up bidding proposals for external funding streams, in compliance with the Council's governance.
- To generate income by developing a commercial strategy for services within the remit of the postholder, where appropriate and where legislation permits.
- To represent the authority at national, regional and sub-regional working groups as necessary, influencing policy and ensuring any innovation or funding that has the potential to benefit services within the sustainability and climate change portfolio is identified.
- To deal with requests made under the provisions of the Freedom of Information Act 2000 and Environmental Information Regulations etc. as and when required.
- The post-holder is expected to maintain at least 20 hours Continual Professional and Personal Development per annum.
- Manage other professional service teams as required including planning services operational requirements.
- Act as lead officer for Environmental Services as designated by Assistant Director including project management of major projects and policy on behalf of the Council.
- Maximise commercialisation of services provided.
- To develop, support and promote a result driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs.
- To lead specific programmes as part of the Council's change and transformation programme.
- Responsibility for all operational matters relating to the section designated to the post-holder.
- Provide specialist advice, on the specialisms designated to the post-holder, to officers and Members of the Council on Sustainability and Environment issues.
- Ensure delivery of effective Sustainability and Environment functions to meet any national and local framework targets or performance indicators including the setting and monitoring of service plan targets.
- Oversee and direct all policy and project development relating to the service ensuring statutory compliance with government legislation and targets.
- Oversee and direct the production of all reports, generated within the Section in a timely fashion.
- Oversee the liaison of services with the public, businesses, other Council departments and external bodies such as NGOs and partnerships who seek advice or assistance relating to Sustainability and Environment.
- Act as the Service's lead officer and advisor in relation to the specialist areas designated to the post-holder and advise the Assistant Director (Environmental Services) and other staff on the interpretation, implementation and review of such legislation.
- Provide and deliver appropriate training to relevant Service staff as required.
- Act as Council representative on working groups or other bodies relevant to the operations of the Service and attend meetings accordingly or direct other officers to attend as appropriate for the efficiency of the Service.

	• Co-ordinate and direct regional and Countywide exercises relating to designated specialist areas of work. • Lead and Oversee delivery of Sustainability and Environment Services and advise Assistant Director on all aspects including. • Environmental policy and projects, sustainability, climate change, coastal and marine conservation, geological diversity and conservation, and biodiversity, development plans, development control, conservation projects, programme development and grant aid. • Management and oversight of relationships with external partnerships and organisations relating to Sustainability and Environment service area seeking to represent and influence outcomes on behalf of the Council's priorities such as with; DEFRA, Environment Agency, Historic and Natural England, Local Nature Partnership, River Catchment Partnerships, Strategic Housing Board, Directors of Development Forum. Oversight and delivery of projects and budgets related to joint initiatives. • Deputise for the Assistant Director as required. • Lead officer for:Advice and reports to senior officers and Council Members in respect of natural capital, climate change and sustainable development planning and delivery; Effective engagement of the Council in 'Duty to Cooperate' processes (for which the Council is a statutory body) with all relevant local planning authorities within and surrounding North Yorkshire, ensuring that the Councils objective's and priorities are represented in those areas and seeking to influence outcomes: Oversight of the coordination and preparation of consultation responses including in relation to the Local Plans of North Yorkshire and adjoining local planning authorities, LEP Strategies and Action Plans, and national Government policy matters. • Management of statutory duties in relation to AONBs. • Oversight of specialist strategic environmental assessments and flood risk assessments on Council strategies and plans to ensure compliance with statutory duties. • Oversight of monitoring of development proposals in the County and provision of advice including specialist advice to internal and external project teams and services on natural and historic environment. • Provision of specialist ecology, landscape and archaeological advice to other Services to ensure corporate projects and priorities are delivered effectively with the environmental impacts understood, managed and mitigated where possible • Employment of specialist consultants, where necessary, including drawing up of contracts, work specifications, letting of contracts and oversight of delivery
Resource management:	• Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility. To oversee the service in such a way as to protect its financial and operational viability by maintaining current levels and securing additional business to maximise income generation. • Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management, and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal.

	• To develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency, and effectiveness. • Carry out people management issues such as recruitment, development, and absence management, setting targets, providing feedback on performance, and effectively addressing development and learning issues. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development.
Partnerships:	• Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required. • Champion the risks and benefits of effective engagement with the Environmental Service as a mechanism to help ensure delivery of corporate priorities and infrastructure projects on time and within budget. • Represent the Council's views on Environmental Services issues on outside bodies as required- Directors of Development, etc. • Engage at a senior level, lead and manage work with other local authorities, Local Enterprise Partnerships and major organisations to achieve the Council's strategic policy objectives and to represent the Council on strategic level forums, groups and meetings. • Provide guidance on natural environment matters to other Council staff and external partners where appropriate. • Provide natural environment advice to, and negotiate with, landowners; developers; consultants; utility companies; government departments; academic bodies and others, generating income where possible. • Maintain and develop appropriate countryside management partnerships where they add value and help deliver Council functions or duties. • Represent the council on the North Yorkshire and York local nature partnership and lead on behalf of the Local Nature Partnership in the development of an integrated countryside plan for the river Swale area.
Strategic management:	• Lead the service in devising and implementing of strategies, policies and the service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders. • Personally, and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the Assistant Director (Environmental Services) to be accountable for service strategy including being a member of the Environmental Services management team. • Lead in the development of new ways of working that maximise efficiency and effectiveness.

	• Actively promote and develop the Service's contribution to both Council and Directorate level priorities and objectives as set out in the Corporate Plan and Service Plan.
Communications:	• Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Work closely with officers / professional staff in understanding / improving the customer journey across a range of NYC services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate meetings, promoting, liaising, consulting, and engaging with managers, staff, people who use our services and other stakeholders in challenging situations • Prepare press statements/press releases as appropriate, liaise with the media and represent the authority with media enquiries as directed by Assistant Director, Environmental Services. Act as a contact officer on relevant matters with the media. Appraise the Assistant Director (Environmental Services) of any matters arising, which are particularly sensitive or controversial in nature. • Deliver presentations to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
Systems and information:	• Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice. • Provide accurate and timely information through the analysis of team performance, preparation of returns and reports, maintaining records and specialist databases. • Advise Councillors and the public on natural environment issues. • Prepare and present reports to Committee, public inquiries and others as required.

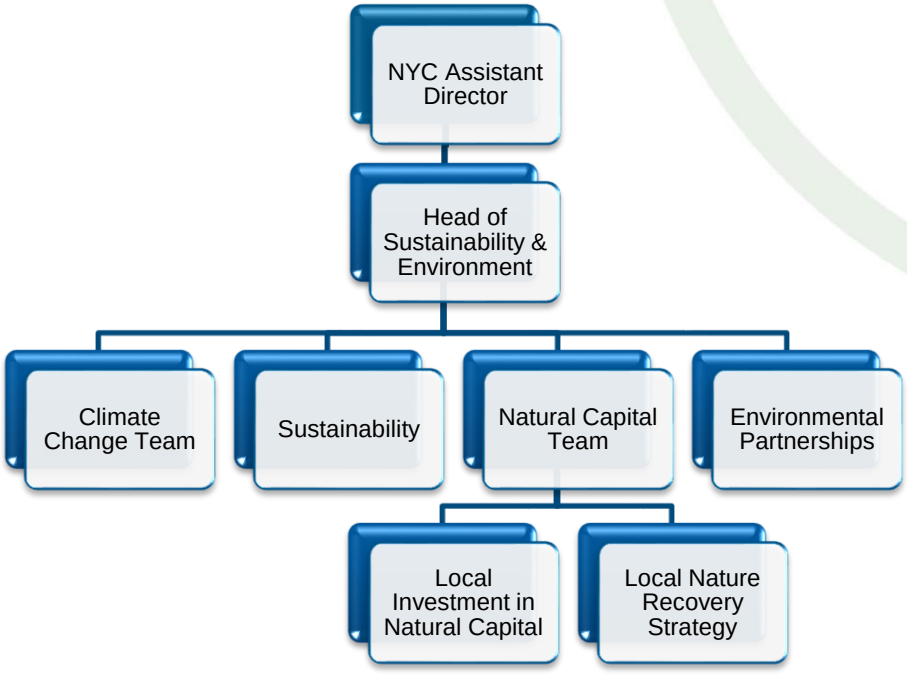
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Sound and rounded knowledge and understanding of issues and processes relating to the preparation and delivery of economic development and growth. • General knowledge of current legislation, policies and procedures, and issues relating to the economy, town and country planning, countryside, natural environment and historic environment with a comprehensive specialist knowledge in at least one related discipline. • An understanding and overview of key issues and funding programmes relating to Sustainability and Environment Services, particularly in rural areas. • Significant working knowledge of tools and approaches to manage resources, including time people and budgets.	• Knowledge of IT and e-Government agenda • Working knowledge and familiarity with the geography and spatial issues relating to North Yorkshire and its hinterland • Experience of responding to media enquiries.

• Significant advanced practical experience of environmental management, rural conservation or a related field. • Proven recent experience in managing, developing and motivating staff. • Proven recent experience in managing performance at team and individual levels. • Proven knowledge and experience in strategic planning and service planning. • Awareness of planning policy formulation, regional and sub-regional planning and environmental policy • Recent experience in successfully leading staff through periods of change. • Experience of managing and prioritising budgets • Proven experience of delivering income targets and maximising revenues. • Experience at senior level of preparing and presenting reports in a variety of settings including to elected members • Experience of problem solving and application of innovation to improve performance and implementing new initiatives, including the introduction of new technology or software solutions. • Experience of working in partnership with a variety of organisations, preferably including local government, statutory and funding agencies.	• 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 recommendations. • Decision-Making Skills - Able to exercise professional judgement to make key decisions which have wide reaching implications. • Financial / Budget Management Skills - Able to co-ordinate, monitor and review the use of substantial financial resources. • Communicating, Persuading and Influencing Skills - Able to project credibility and confidence when communicating with a range of people on a range of matters. Able to use high level persuasion, influencing and/or negotiation techniques in complex situations to achieve strategic objectives. This will particularly involve overcoming significant resistance to change around supporting internal and external stakeholder change behaviours around climate change. • Investigative Skills - Able to draw information from a variety of sources, dissect and draw appropriate conclusions. • Problem Solving skills - Able to use creativity and innovation to generate solutions for difficult issues • Project management skills - Able to oversee the delivery of strategic projects, reviewing and making amendments as necessary • Resilience - Effectively copes with conflicting and complex demands.	
Behaviours **Link**	
Professional Qualifications • Either: a degree or equivalent in archaeology, environmental science, planning or environmental management, economics, rural conservation or a closely related discipline • Or: alternatively, a degree level qualification in an unrelated discipline together with substantial relevant experience of working in one of the above disciplines. • Evidence of continued professional development.	• A recognised management qualification. • Membership of a relevant professional institute.
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 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.

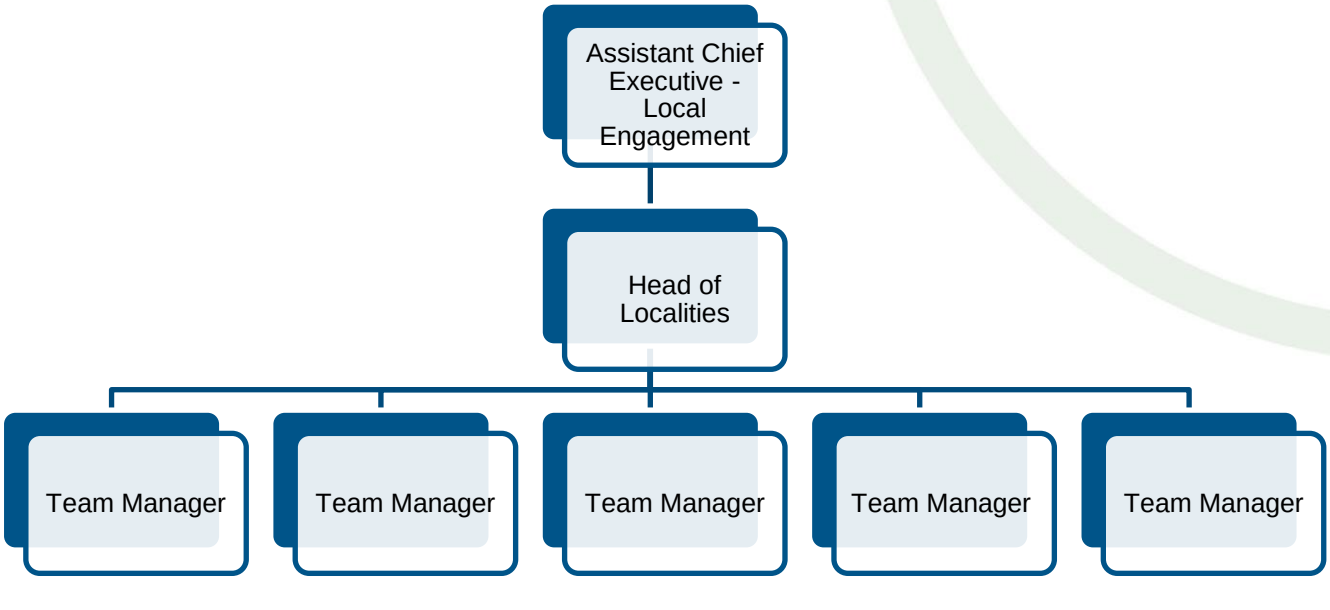
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Knowledge and understanding of how to establish a vision and implement this across a wide geographical area with complex partnerships. • Expert knowledge and understanding of the range of approaches to developing and codesigning 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 qualities 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 Community Safety & CCTV
Grade:	SM2
Responsible to:	Assistant Chief Executive – Local Engagement
Staff managed:	Manages a group of managers
Directorate:	Local Engagement
Service:	Community Safety & CCTV
Job family:	**SM - Senior Management**
Date of issue:	April 2023

Job context

Local Government Reorganisation brought together the eight councils of North Yorkshire into a single unitary North Yorkshire Council (NYC) on 1 April 2023. This will provide the platform for improving the efficiency and effectiveness, maximising opportunities of scale across a rural council whilst improving outcomes for residents and businesses. It will place communities at the heart of the council with the aim of being the most local, large council in England whilst ensuring we are in a strong position to manage the challenges ahead including rising costs and increased demand for services.

The Head of Community Safety & CCTV will play a critical role in our journey, bringing together and leading the service that will cover:

- Community Safety
- CCTV

Supporting the work of the Statutory North Yorkshire Community Safety Partnership and statutory functions with core aim of protecting public health and safety and reducing crime and disorder.

The Head of Community Safety & CCTV will also be a member of the Public Health Team as well as a Head of Service within the Local Engagement directorate, working across directorates to ensure the maximisation of public health programmes across NYC to deliver public health outcomes for the people of North Yorkshire.

The postholder will:

- Provide overall programme leadership for county wide community safety initiatives, including:
  - Community Safety Hubs
  - Domestic Abuse/Violence against Women and girls
  - Community cohesion
  - Early Intervention and prevention
  - CCTV
  - Counter Terrorism
  - Domestic Homicide Reviews
- Develop a consistent community safety offer across North Yorkshire building on the work of the community safety hubs.
- Have responsibility for CCTV services that are in place across North Yorkshire, ensuring compliance with national regulations and development of a CCTV strategy for North Yorkshire.
- Support the development of public health programmes across all Council directorates to ensure that each directorate maximises their potential to deliver public health outcomes for the people of North Yorkshire.

- Articulate a clear vision and the series of actions needed to ensure success and maximise the health, cohesion and resilience of communities, resulting in a changed landscape of local services with new and innovative models being implemented.
- Support the health protection assurance role of the Council working closely with the Director of Public Health, Localities service, Emergency Planning Unit and key external partners.
- The postholder will work collaboratively across all Council Directorates and functions as well as with Health partners, North Yorkshire Police, the office of the Police, Fire & Crime Commissioner, as well as a range of statutory, non-statutory, voluntary and private sector agencies.
- In addition to the specific services, a key element of this role is leading new approaches to bringing services together at local level, leveraging efficiencies and improvements and increasing the ability to generate income.
- The post holder will also play a key role in supporting the delivery of significant savings for NYC while minimising the impact on communities.

The post is based at County Hall, Northallerton (hybrid working) and requires some travel across North Yorkshire and occasionally beyond.

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

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

Job Purpose	**To provide overall programme leadership for county-wide Community Safety initiatives, articulating a clear vision and the series of actions needed to ensure success.**
Operational management:	• To lead for NYC on: – Community Safety Hubs – Domestic abuse/Violence against women and girls – Community cohesion – Early intervention and prevention – CCTV – Counter terrorism – Domestic homicide reviews • To support the Public Health Team in Health & Adult Services to develop, implement and monitor public health programmes. • To support the development of public health programmes across all directorates to ensure that each directorate maximises their potential to deliver public health outcomes for the people of North Yorkshire. • To support teams in all directorates to deliver financial and service targets in relation to Community Safety initiatives and public health programmes and ensure actions are embedded in directorate transformation programmes. • To ensure there are clear programme plans for Community Safety, CCTV and public health and managing the programmes to deliver all targets and milestones in a timely manner. • To work with the Director of Public Health and Head of Emergency Planning Unit to manage the health protection assurance role of the Council. • To support the development and implementation of a performance framework for community safety initiatives and public health programmes which also captures learning and best practice. • Supporting the Director of Public Health and the Assistant Chief Executive to ensure that Community Safety initiatives and public health programmes contribute to agreed savings targets.

	• To work with the Independent Chairs of the Children's & Adults Safeguarding Boards, the North Yorkshire Community Safety Partnership and the relevant Corporate Directors and NYC Safeguarding Senior Managers to ensure appropriate mechanisms are in place to undertake Domestic Homicide Reviews and to implement actions arising from them. • As a Senior Manager, contributing the actions which support cultural change at county-wide and local level, contributing to developing new approaches to customer care and public engagement and developing the future workforce. • To ensure that elected members and key stakeholders are fully appraised of and involved Community Safety initiatives and public health programmes. • To build relationships and deliver joint initiatives with partners to include Town and Parish Councils, ICS, NHS Trusts, Community, Voluntary and Faith Sectors, local businesses, Chambers of Commerce and trader's groups, organisations with an interest in rural matters such as Rural Action Yorkshire, NFU, etc. • To ensure local communities are able to access the support provided by or funded by the Council, both developmental support and ongoing support from Council services, taking all of the operational and resource implications into consideration. • To work with Councillors and Area Constituency Committees to ensure that they are informed, engaged and enabled to carry out their community leadership role with regard to relevant programme. • To provide proactive advice on the delivery and development of programmes and associated matters to the Director of Public Health and the Assistant Chief Executive – Local Engagement. • To contribute to and lead as required specific programmes as part of the Council's transformation programme. • Promote diversity and inclusion throughout the council and through partnership and relationship with other stakeholders. • Responsible for the Wellbeing, Health & Safety of Staff in line with the Health & Safety Policies and practices. • To carry out roles identified within the resilience, emergencies, and business continuity policies. Take a lead where required on single and/or multi agency response to emergencies both in and out of hours. • Maximise commercialisation of services provided.
Resource management:	• Be responsible as the budget holder for resources in respect of allocated budgets within the Council's scheme of delegation of financial responsibility, including specific grants. To oversee the service in such a way as to protect 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, 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 Director of Public Health and the Assistant Chief Executive in relation to exceptionally complex or highly politically sensitive issues. • Establish and maintain effective working relationships with strategic partners of the Council. • Support development, management and evaluation of commissioning activity in relation to safer and healthier communities at a strategic level to ensure the continued relevance of strategies as policy and practice moves forward. • Support development of policies, guidance and procedures to ensure consistent working practices, ensure clarity of function and explore opportunity to joint working arrangements with other directorates. Cascade to the team, NYC staff, partner organisations and external partners, as appropriate. • Ensure compliance of CCTV operations. • Ensure the achievement of ongoing continuous improvement for staff.
Communications:	• To develop communications plans as needed for community safety initiatives and public health programmes, which incorporates internal and external communications. • Deal professionally with all enquiries via e-mail, telephone or in person. • Oversee the production of written information, which is clear and concise, including articles for the website, processes for staff, procedures and guidance documents, etc. • 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 develop, co-ordinate and support appropriate corporate safeguarding policy and ensure effective linkages with the children's and adult's partnerships. • To ensure that community projects supported by community safety initiatives and public health programmes are also committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.

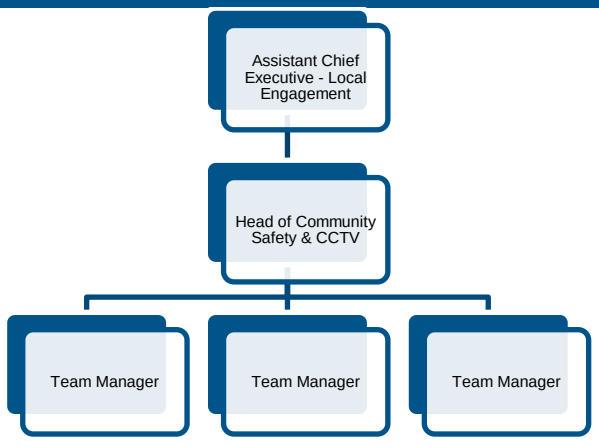
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Knowledge and understanding of how to establish a vision and implement this across a wide geographical area with complex partnerships. • Expert knowledge and understanding of the range of approaches to developing and code signing services with communities and multi-agency partners. • Knowledge and understanding of the key issues relevant to communities and public sector organisations developing and providing local support through co-production. • Knowledge of the current national public sector policy framework and the implications for councils. • Expert knowledge of how to develop communications frameworks for communicating complex changes to staff and the wider public. • Understanding of the range of approaches to monitoring and managing performance across multiple projects and programmes. • Knowledge and understanding of the key issues facing communities and public sector organisations in North Yorkshire. • Knowledge of community safety issues such as Domestic Abuse, Domestic Homicide Reviews, Multi-Agency Public Protection and Prevention of Violent Extremism. • Knowledge of CCTV and statutory compliance. • Knowledge of public health programmes. • Managerial experience in a local authority or other public sector organisation or a voluntary or community organisation. • Extensive experience of managing change programmes aimed at increasing outcomes while reducing costs. • Experience of leading cross-departmental/teamwork in a large complex organisation. • Experience of delivery of targets and priorities on behalf of people who are not your line manager and of the dynamics of such relationships. • Experience of working with community leaders to bring about changes based on local needs and priorities. • Experience of achieving consensus between different stakeholders who have different perspectives and priorities. • Experience of working with communities to support them to develop and provide local support and services. • Significant experience of leading and managing multiple teams, in particular teams of people not line managed by you. • Leadership experience in a multi-agency environment.	• Specific knowledge of the issues faced by deeply rural communities. • Knowledge of emergency planning or health protection arrangements in England.
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 qualities 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 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.

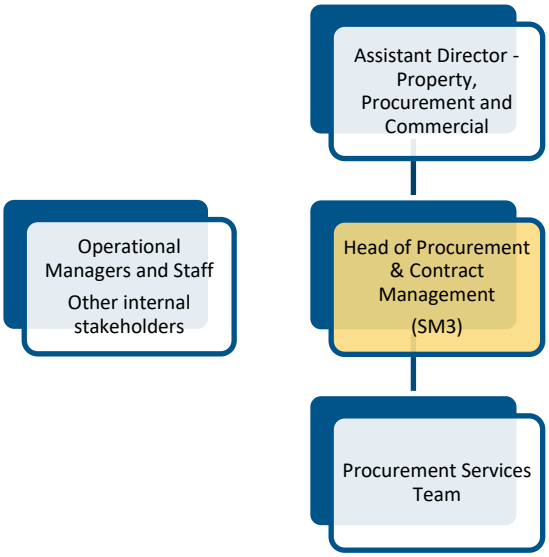
Person specification:	
Essential	**Desirable**
Knowledge and Experience • In depth knowledge and understanding of procurement best practice and legislation, including European procedures (OJEU). • Good understanding of public sector purchasing organisations and the current social, economic, legislative 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 **Link**	
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 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.

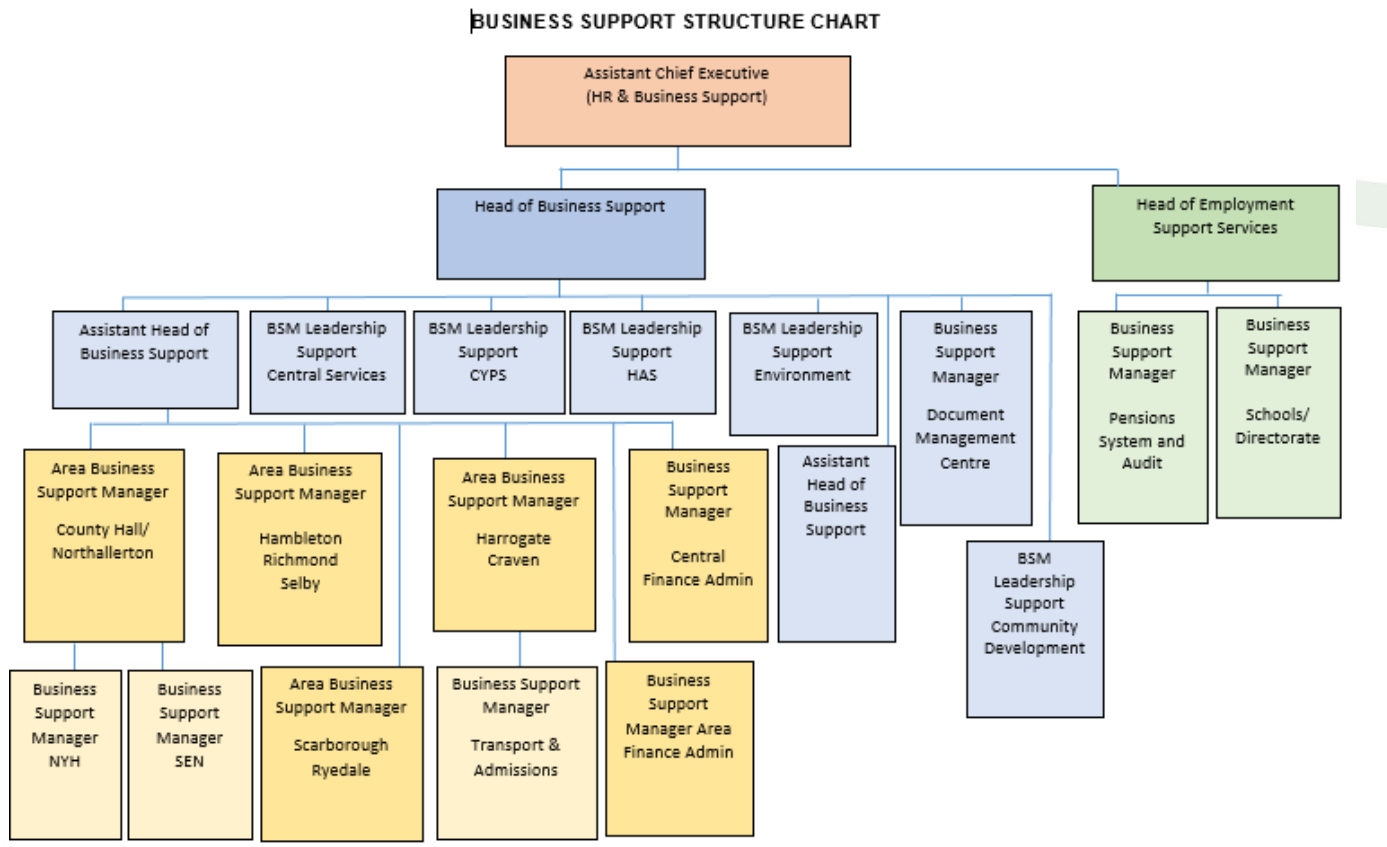
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge and understanding of the theories and principles of business support policies and processes. • Knowledge and understanding of business process design and how systems can support this.	• Knowledge and understanding 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



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Optional - Statement for recruitment purposes: You should use this information to make the best of your application by

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

Post title:	Technology Head of Service – Enterprise Architecture, Solutions and Infrastructure
Grade:	SM3
Responsible to:	Assistant Director Technology
Staff managed:	Manages a team of specialist professionals
Directorate:	Resources
Service:	Technology
Date of issue:	September 2025

Job context

- This post is one of the senior leadership team for North Yorkshire Council (NYC) Technology Services. We provide the ICT services which enable the organisation and its partners to achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire. The current user base includes approximately 10,500 staff and 625,000 citizens of North Yorkshire. Increasingly the council is working in partnership with other organisations, communities, and volunteers to deliver services as well as offering commercial services to other public and private sector customers. Technology services and products therefore need to take account of an increasingly wide and diverse user base.

- Our Technology Vision is to provide effective Technology Services and drive innovation and efficiency across all services to ensure that our organisation and partners can achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire.

- We want to have a Technology Workforce that:
  - feels valued for the contribution of individuals and teams,
  - works with agility and flexibility across and between our teams,
  - has a spirit of creativity and continuous learning,
  - and the capabilities and skills to deliver a first-class service.
- Within NYC we want Technology to be a Service that:
  - is a valued partner and trusted advisor for our NYC customers,
  - is knowledgeable about and proactively guiding and supports our customers,
  - seeks innovative solutions to support service transformation,
  - continuously improves our service provision.
- Across North Yorkshire we want Technology to be a Service that:
  - enables our NYC customers to deliver world class services to our residents,
  - role models the provision of best value to save and invest in NYC services,
  - boldly supports partnership beyond NYC with honesty and integrity,
  - collaborates with our services and partners to ensure maximum value.

- Technology senior leadership team is made up of the following Head of Service roles:
  1. Head of Enterprise Architecture, Solutions, and Infrastructure
  2. Head of Systems and Applications
  3. Head of Technology Support
  4. Head of Security and Governance
  5. Head of Technology Commercial Services

- All Heads of Service roles will have responsibility (within their composed remit) for:
  - Setting strategy, inspiring, and mobilising a wide range of ICT and management responsibilities.

- Influencing the developments within ICT providers at the highest levels.
- Developing long-term strategic relationships with customers, partners, industry leaders and government.
- Leading on the formulation and implementation of the council's ICT strategy and advises on the implications of emerging technologies for the wider business environment.
- Delivery of complex technical ideas to both technical and non-technical audiences at all levels.
- Communicates the potential impact of emerging technologies on the council and its services and assesses the risks of using or not using such technologies with ICT colleagues, Senior Management, Members, Customers, suppliers, and partners.
- Assessment and advise on the impact of legislation and ensure compliance.
- Ensuring the provision of committed resources to Transformation Services to develop adequate systems, structures, and processes to ensure risk averse transfer of innovative solutions from projects to live production.
- Preparation of business cases and investment requests for developing and growing all aspects of their area of Technology.
- NYC has a number of key third party contracts that provide specific technical solutions, the post holder is responsible for the supplier service level management.

- Enterprise Architecture, Solutions and Infrastructure
  - Deputise for the AD technology in delivery of the Technology Transformation Programme, independently leading the design and delivery of the new organisations consolidated infrastructure roadmap programme aligned to nationally recognised enterprise architecture principles and practices.
  - As accountable Enterprise Architect lead the Architecture and solutions team to produce technology roadmaps and infrastructure requirements that deliver the business capabilities with overall accountability for the organisations Enterprise Architecture.
  - Directs the work of the Technology Business Relationship managers to ensure that the organisations business requirements are gathered and turning these into a set of business capabilities.
  - Responsible for ensuring that the organisation's technical infrastructure is fit for purpose and continues to meet the current and future requirements of the business.
  - Supporting a wide area computer network of 170 sites with data, voice, and video communications. Central management of an estate of over 10,000 tablets, laptops, PCs, thin clients, and virtual PCs.
  - Provision, management and support of Smartphones and mobile application management. Management of key network related security systems.
  - Management and operation of the Council's datacentres, core applications, systems and IT disaster recovery capability including on premise and cloud-based infrastructure. Responsible for the centralised management of domain security, user accounts and controlled access to applications and information resources.
  - Responsible for the technology service management office and our journey towards innovation capability.
  - The solutions design for all technology planned and unplanned change through SRB and ERB, ensuring proactive solutions proposals are considered at first point of problem identification..
  - Manage the development of our internal applications, ensuring the teamwork in alignment with the Ux Cx and customer design principles of the digital services team in Transformation.

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

Job Purpose:	**This role has over all accountability for the organisation's enterprise architecture, this is the most senior of technical leadership roles effectively leading multiple functions of highly specialised technical leaders to design a future focussed consolidated and well-functioning design, holding all other services to account for delivering against that design and maintaining a functional part of the organisation's transformation design authority. In addition to this role will also lead on and be accountable for the consolidation design, implementation, and ongoing maintenance of the NYC technology infrastructure to provide the essential foundations for overall organisational transformation. This role also has responsibility for the SMO and BRM functions that together form the core governance, assurance, and communication functions for Technology Services.**
Operational management:	**All** • Lead in the introduction and use of new techniques, methodologies, and tools. • Provide ICT support and technical consultancy to the business, change functions and associated project teams. • To advise the Assistant Director on changing legislation and professional standards and their adoption. • Personally, and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance in collaboration with services. • Advise the service about relevant market analysis, changing legislation, professional standards, and their implementation. • Work with other managers in Technology to ensure that all technology related work is effectively planned and delivered. • Maintain customer contact during and after the sales process to pre-empt any issues and identify further opportunities. • Work with nominated service managers to ensure that a catalogue of available technology services is created and maintained and that service level agreements are complete and cost effective. • Work with Service Management Office to ensure that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented. • Negotiate with relevant parties in respect of disruptions and major amendments to the provision of services. • Review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities, customers, and targeted groups. • Develop, support, and promote a strong results-driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs. • Support the delivery of corporate initiatives in delivering transformational change, through effective modelling of positive behaviours and delivering innovative solutions to service delivery and development. • Lead specific workstreams, programmes and projects as part of the Council's transformation programme. **Architecture** • Has the freedom to set direction and lead in the introduction and use of techniques, architectural methods, and tools. • Directs development of enterprise-wide architecture and processes which ensure that the strategic application of change is embedded in the management of the organisation. • Coordinate the assessment of new and emerging hardware, software and communication technologies, products, methods, and techniques.

	• Proactively manages the target design, policies and standards and control the speed of change to maintain a stable and viable architecture. • Continually develop the technical architecture to adapt to new business requirements and security challenges. **Infrastructure** • Responsible for ensuring the organisations technical architecture is secure and the use of it is appropriately governed. • Develop a cost effective and agile integration strategy that underpins organisational transformation. • Lead a wide area computer network with data, voice, and video communications. • Central management of an estate tablets, laptops, PCs, thin clients, and virtual PCs. • Provision, management and support of Smartphones and mobile application management. Management of key network related security systems. • Management and operation of the Council's datacentres, core applications, systems, and IT disaster recovery capability of on premise and cloud-based infrastructure. • Responsible for the centralised management of domain security, user accounts and controlled access to applications and information resources. **Organisational Engagement Management** • Direct the solutions, development and business relationship teams to ensure that the organisation's business requirements are identified, and proposals are put in place that lead to significant improvement programmes. • Develop performance management controls within the service to measure productivity and promote quality initiatives. • Develop performance management controls within the service to measure productivity and promote quality initiatives.
Resource management:	• Prioritise and allocate staffing to support managers in discharging their responsibilities for meeting the needs of the service. • To give leadership, management, and direction to the managers of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal. • As the responsible budget holder plan, direct and monitor the preparation of annual revenue and capital estimates within the budgetary allocation agreed by the Council, account to the Assistant Director for the financial performance of the service. • Give leadership, management, and direction to staff of the service through the establishment and promotion of service and individual objectives, service performance plans, priority setting, reviews, and performance appraisal. • Develop and maintain an innovative and responsive approach to the management of resources having regard to the need for economy, efficiency, and effectiveness. • Support the delivery of corporate initiatives in delivering transformational change.
Partnerships:	• Work with a range of internal and external partners and agencies, to develop and maintain co-operative relationships and to understand the opportunity and feasibility for service delivery and product development. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place across the Council. • Represent the service at policy, operational and co-ordination forums with external agencies and other Council Directorates when required. • Work with key suppliers to understand the opportunity and feasibility for service delivery and product development.
Strategic management:	**All** • To have a lead role in determining strategy, setting objectives and targets and to the development of policies across the operational remit of the Service and the Directorate, and, working with the Assistant Director, to be accountable for the Council's service strategy.

	• Lead on the continuing development of the action plans to deliver the strategy, setting out the full part that the service will play in the achievement of the Directorate's plan and the promotion of the plans to all stakeholders. • Leads development and communication of the organisation's policies for corporate governance of information. • Leads on the strategic plans for ICT, which satisfy the current and ongoing needs of the organization's business strategy, and the current and future capabilities of ICT. • Deputise for the Assistant Director as required and represent the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates as relates to remit and scope of role. • Ensures compliance between business strategies, enterprise transformation activities and technology directions, setting strategies, policies, standards, and practices. • Prepare and communicate the Technical Strategic vision to Senior Management and Directors and prepare and monitor its delivery action plan. **Architecture** • Takes responsibility for a significant consultancy practice, including technical, solutions, business, and information architecture. • Develop and manage the NYC technical architecture blueprint, infrastructure strategy and associated processes. • Directs the creation and review of an enterprise capability strategy to support the strategic requirements of the business. • Set operational standards, strategies, and procedures across technical components in the areas of Architecture and Solutions. • Deliver a propositional approach to solutions and architecture with all transformation and other project change. **Infrastructure** • Set operational standards, strategies, and procedures across technical components in the areas of Network and Communications.
Communications:	• Influence and liaise with lead partners in the business as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Develop professional network relationships with service managers across the Council to gather and communicate the technical vision. • Ensure timely and appropriate communication and engagement with key stakeholders. • Preparation of business cases and investment requests for developing and growing all aspects of own area of Technology.
Systems and information:	• Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide, customers and to partners. • Use relevant IT systems and tools to support the management, delivery, and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

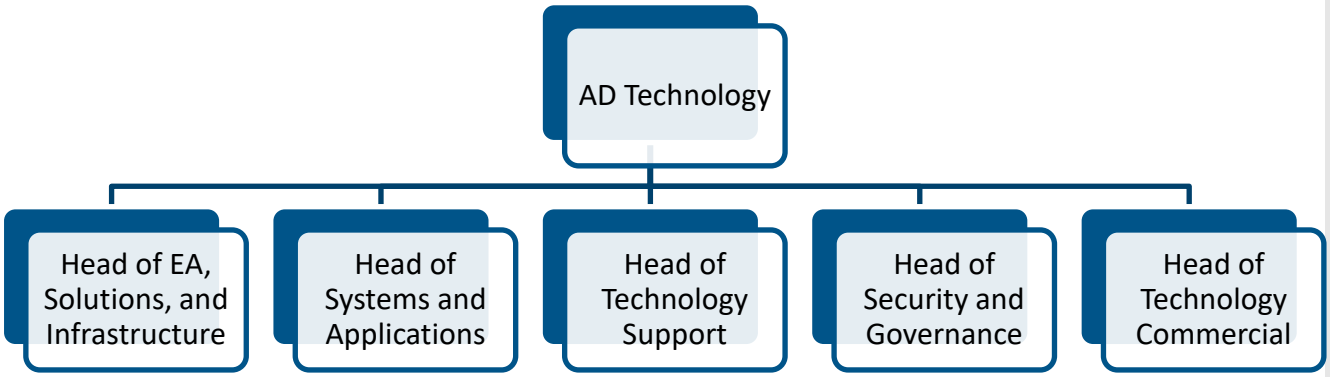
Person Specification:	
Essential	**Desirable**
Knowledge and Experience **All** • Significant knowledge of current good practice standards at local and national level in relation to the business of the service. • Knowledge and understanding of how technologies and digital technology approaches can enable service transformation. • In depth understanding of the business and technical issues associated with the analysis, design, development, and support of information systems. • Knowledge of statutory requirements, including equality standards. • Knowledge of effective management of staff, budgets, and resources. • Extensive experience of strategic planning, policy development and implementation, and performance management. • Experience of designing and implementing an ICT Strategy. • Extensive experience of the management of resources in a changing organisational environment, including human and financial resources. • Extensive experience of strategic planning, policy development and implementation of performance management. • Experience of brokering and establishing new business relationships and partnerships. **Architecture** • Extensive experience of Enterprise Architecture. • Extensive experience of systems Integration. • Considerable experience of developing and implementing organisational culture change within a large diverse organisation. • Considerable experience of leading major change initiatives in a complex environment.	• Understanding of service management methodologies, tools, and techniques such as ITIL. • Knowledge of Agile Methodologies. • Knowledge of human centred design. • Knowledge of project delivery methodologies. • Recent experience of working in the public sector. • Experience of planning and delivering technology services and leading transformation programmes. • Experience of development and implementing commercial strategies. • Experience of managing commercial customer accounts. • Experience of leading bid opportunities for commercial contracts.
Occupational Skills • Ability to assimilate new initiatives, technology and software and interpret information. • Effective leadership skills and the ability to promote organisational policy and objectives • Effective organisational skills to manage diverse operational functions delivering strategic objectives • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. • Effective change management skills. • Excellent communication skills. • Ability to analyse complex data and to influence well-reasoned conclusions. • Ability to make, and be accountable for, effective decisions and sound professional judgements. • Effective interpersonal, influencing and negotiating skills. • Ability to inspire and influence across the organisation and with partners. • Ability to effectively collaborate, promote and support multi-disciplinary team working.	•

• Ability to innovate and to lead the organisation to deliver innovative ways of working.	
Behaviours link	
Professional Qualifications • Educated to degree level or equivalent experience. • Professionally qualified in a relevant specialism or equivalent experience, e.g. Enterprise Architecture or Cyber Security. • Recognised management qualification or equivalent experience.	• Service management qualification, e.g. ITIL practitioner.
Other Requirements • Ability to travel across the County and beyond. • Ability to attend meetings outside of normal business hours. • Evidence of professional development.	

Career progression:

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

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.

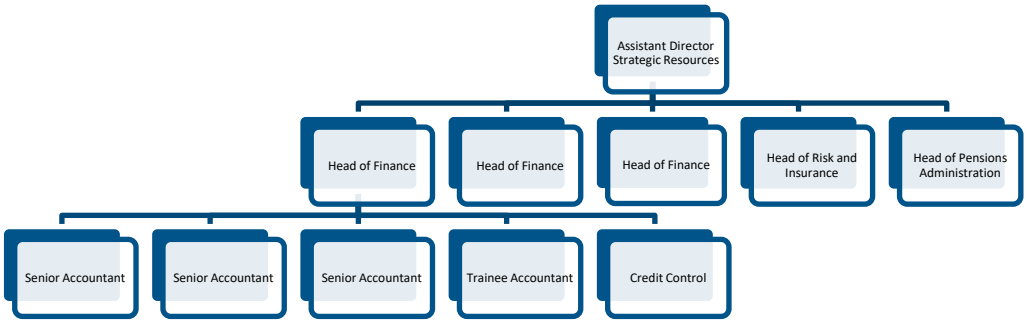
Strategic management:	• Lead on relevant legislative changes (within the context of the post) and guidance from government that impact upon client finances. • Lead on relevant legislative changes (within the context of the post and in particular local government capital, treasury and pensions finance) 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	Compentency 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:	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.

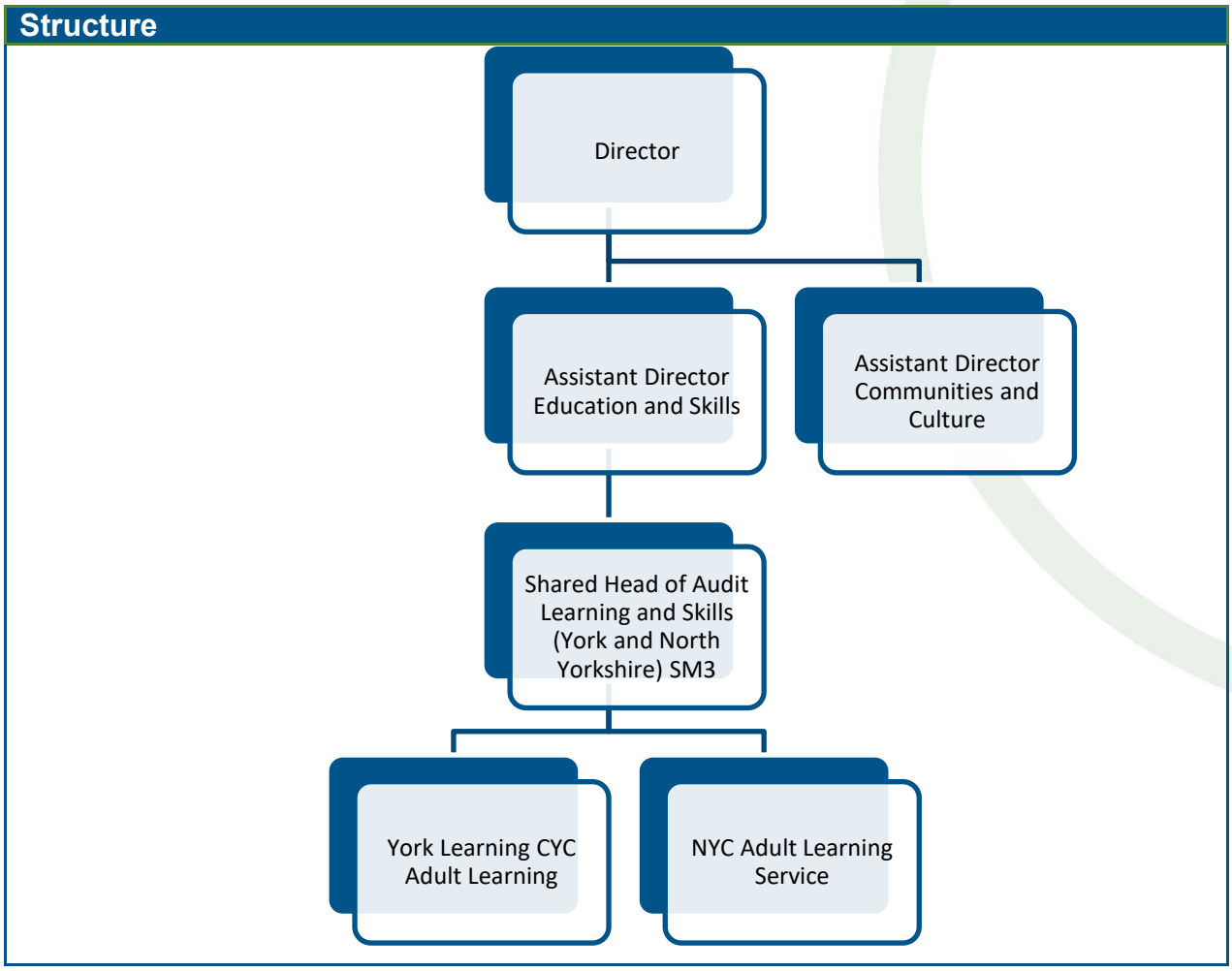
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Good understanding of the context and aspirations for the delivery of local community-based adult learning. • Quality Assurance and Inspection Processes that relate to adult learning. • Management and organisational arrangements 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.	• Employment legislation • Working with the media initiatives, technology and software and interpret information. • Operating Quality Assurance Systems
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.	

• 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:	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.

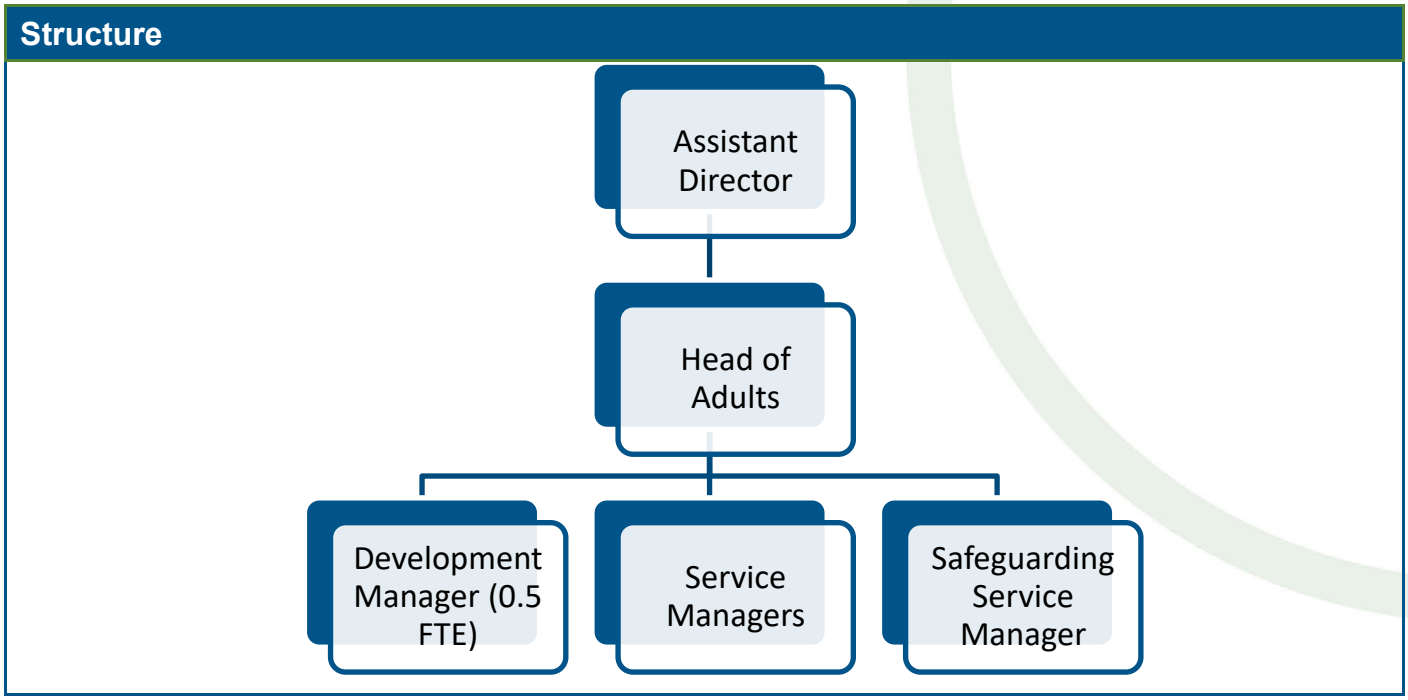
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Extensive knowledge of either NHS and/or social care policy environment at local, regional and national level • Significant knowledge of NHS or social care quality and regulatory issues and requirements; including CQC registration, 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 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

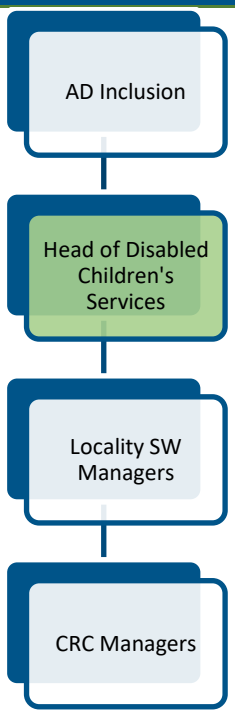
• Extensive knowledge of person centred/outcome focussed assessment and planning and the personalisation agenda. • Extensive post qualifying experience within a relevant professional field. • Extensive case management experience of cases with complex, professional and ethical issues including child protection, 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 Link	
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 Education Access and Engagement
Grade:	SM3
Responsible to:	Assistant Director Education and Inclusion
Staff managed:	Manages a team of specialist professionals
Directorate:	Children and Young People's Service
Service:	Education and Inclusion
Job family:	**SM - Senior Management**
Date of issue:	December 2025

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. • Strategic oversight of the Virtual School. • Responsibility for admissions, appeals and fair access arrangements. • Responsibility for prioritising the attendance of vulnerable learners • Responsibility for Attendance Enforcement. • Monitoring the provision and contribute to review of all learners that are EOTAS. • Monitoring and oversight of cohort of EHE children. • 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. • 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 • Responsibility for the management of service area managers including performance management, supervision, appraisal and professional development.

	• Responsibility for monitoring the effectiveness and quality of support and interventions provided by service teams. • Manage and be accountable for budgets as required by the Assistant Director. • Contribution to identifying schools causing concern and ensuring appropriate interventions and leadership to address issues for SEND and Inclusion. • 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. • Contribute to, and be up to date with, research and development in the field of Education, 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 high needs block budgets, 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 Education and Inclusion. • Ensure effective monitoring and evaluation of commissioned provision on a routine basis. • Work with senior leaders to deploy budgets to address priorities for improved performance. • To be responsible for the strategic oversight of assigned budgets, staffing within the specialism area, ensuring resources are deployed effectively. • To lead on the confidence and capacity of local stakeholders to build capacity and resilience in the local area. • Forward plan to ensure resources are effectively managed and risks identifies early. • To support auditors with their work and provide them with the necessary information.
Partnerships:	• Lead on establishing strong and effective collaboration between education settings and key stakeholders working together to drive forward improvements education and inclusion • Ensure opportunities are maximised to work closely with parents/carers, children and young people to maximise opportunities for co-production. • Contribute to 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 health partners to implement joint strategies to meet children's 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 Virtual School, Attendance, and EOTAS.

	• 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. • Contribute to the commissioning arrangements of specialist provisions including the network of Pupil Referral Units and Alternative Provision. • Be responsible for driving improvements in attendance, achievement and participation of children and young people with SEN in schools, early years settings and colleges • Contribute to, and be up to date with, research and development in the field of education and SEN. • Ensuring strategic oversight of young people with SEN or who may be at risk of exclusion and off rolling and effective intervention to meet need.
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. • 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.
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**

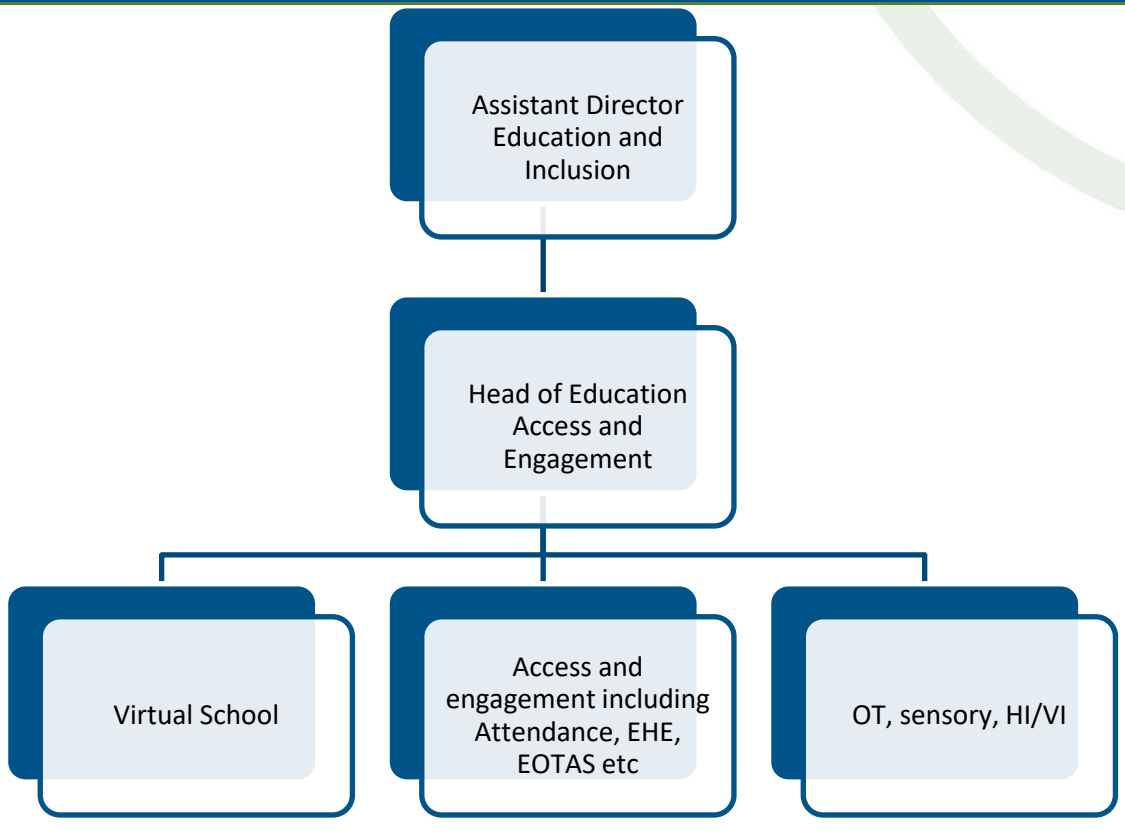
Knowledge and Experience • Comprehensive knowledge of the SEN Code of Practice, 2014 and statutory responsibilities of the LA in terms of SEND and Inclusion • Comprehensive knowledge of statutory guidance relating to the virtual school, keeping children safe in education and attendance. • Knowledge and understanding of a range of SEN provision and the accountability frameworks within which schools and settings operate • Knowledge of current national developments in education and vulnerable children • Detailed knowledge of the requirements of regulatory frameworks for 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. • 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 • 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 for Education and 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 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.

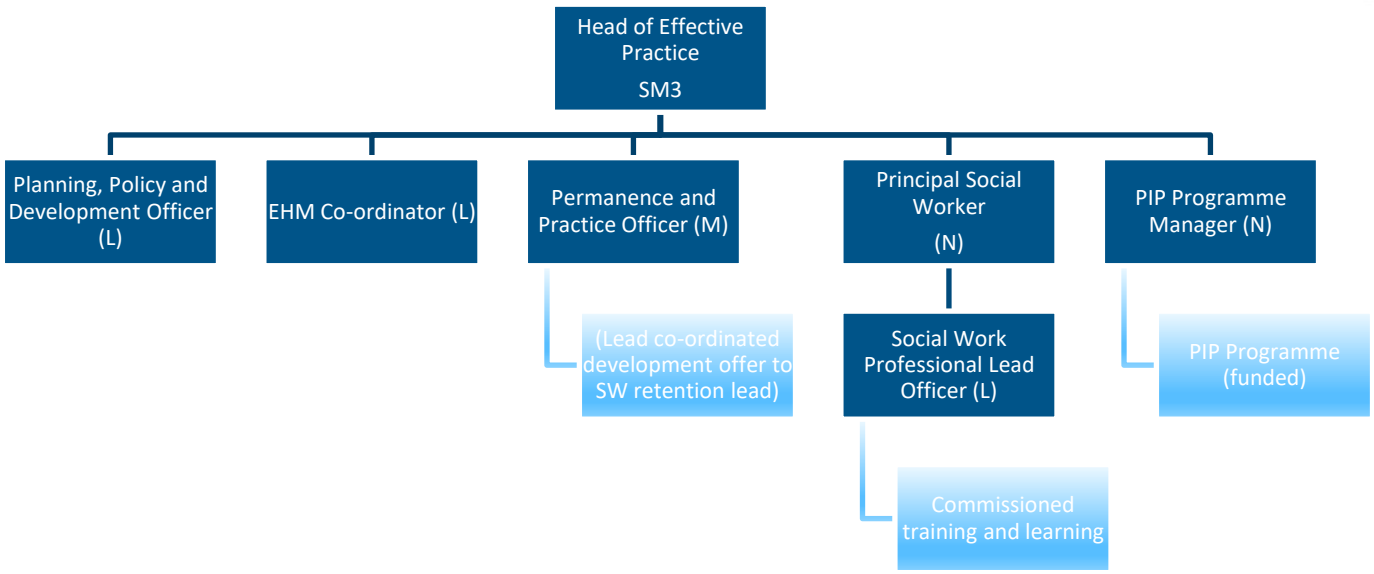
• Service Commissioning frameworks • Knowledge of principles and models of Quality Assurance. • Project Management methodologies • Extensive experience within a relevant professional field. • Substantial experience of intra and inter-agency work at senior manager / leadership level. Able to demonstrate 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 accurage 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 Housing Delivery and Partnerships
Grade:	SM3
Responsible to:	Assistant Director Housing
Staff managed:	Manages a group of managers
Directorate:	Community Development
Service:	Housing
Job family:	**SM - Senior Management**
Date of issue:	March 2023

Job Context

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

This role is responsible for:

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

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

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

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

Job Purpose	**To be responsible for the effective development and delivery of the councils housing strategy including the delivery of the councils strategic ambitions to deliver high quality affordable homes to meet the needs of residents within North Yorkshire. The purpose of the role is also to provide strategic leadership and direction, operational management and financial control for the Councils housing development service, contributing toward the delivery of the Councils Housing Strategy and associated strategic plans.**
Operational Management:	• To lead the on the operational delivery of the council's housing development service, developing quality new affordable homes to meet the needs of residents within North Yorkshire. • To manage a group of managers and specialists within the development service, providing a variety of roles to support the development of affordable homes. • To act as lead officer within the council's housing development company • Use innovative, creative thinking to build relationships, influence and negotiate complex contentious issues and develop, support and promote a strong results driven and customer focussed performance culture. Ensuring the provision of cost-effective, efficient, high quality services in line with identified needs. • Oversight of the overall development programme, identifying opportunities, enabling the smooth delivery of the development pipeline and unblocking obstacles. • Ensure that complaints and statutory appeals are dealt with efficiently and positively.

	• Advise the Assistant Director Housing and wider management team in relation to legislation and relevant service issues and identify, develop and cascade relevant information, legal and policy updates relating affordable housing development activity to relevant staff and managers. • To lead specific programmes as part of the council's change and transformation programmes including the development and delivery of business cases for countywide improvements. • Promote diversity and inclusion throughout the service and through partnership and relationship with other stakeholders. • Responsible for the wellbeing, health and safety of staff in line with the health & safety policies and practices. • To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required. • Represent the Assistant Director Housing in their absence, where necessary. • Set strategic objectives and approach. • To ensure good relationship management is in place with other organisations. • To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups.
Resource management:	• Be responsible as the budget holder for resources in respect of allocated budgets within the council's scheme of delegation of financial responsibility. This shall include the effective spending and monitoring of capital funds to deliver the council's objectives. • Commission external, specialist advice and capacity where necessary to enable efficient and effective delivery of housing on council owned or acquired sites or those acquired by its housing company. • To ensure the effective use of resources through identifying, assessing and evaluating different approaches including utilising value for money criteria to demonstrate cost effectiveness. • To take a proactive approach to maximising external funding opportunities, including various funding streams to support the council's housing ambitions. • Account to the Assistant Director Housing and Corporate Director for financial performance of the service, ensuring that effective monitoring systems are in place and that a balanced budget and efficiency targets are achieved. • Take overall control and stewardship of assets and resources used in the provision of services ensuring compliance with all governance, legal and regulatory requirements. • To lead and manage staff ensuring that they are consulted, supported, motivated, appraised and developed to enable them to fulfil their roles effectively, to the highest standards possible and meet current and future service needs. • Ensure the health and safety of all persons and premises under your control are in accordance with the provisions of Health and Safety.
Partnerships:	• To act as lead officer of a variety of development partnerships. • Establish and maintain effective working relationships with internal and external partners including other directorates, statutory bodies, community groups, Government bodies and registered providers. • To act as the council's lead contact with Homes England and the LEP • Promote positive working relationships within the council, with registered providers and the private sector, increasing collaboration to maximise investment and accelerate housing growth • Promote close working relationships with senior colleagues working on planning policy and other corporate priorities and projects to ensure effective cross service working and proactive delivery of housing.

	• Deputise for the Assistant Director Housing as required and represent the directorate at policy, organisational, co-ordination and consultation forums with external agencies, other council directorates within the service area or wider directorate. • Identify and work effectively with all relevant stakeholders to support service development and transformation. • To work collaboratively with other local authority staff and partner agencies to influence an integrated and co-ordinated approach to achieving key targets and required outcomes. • To work collaboratively across the Housing Service, the Community Development Directorate and wider directorates to provide specialist input to inform strategic planning, decision making, policy development and service planning and redesign. • To develop and deliver new joint working and commissioning arrangements with social care, health and other partners. • Work with communities and service users to ensure they can influence service development
Strategic management:	• To support the Assistant Director Housing on the development and implementation of the council's housing strategy, setting challenging goals that focus on step change improvements that ensure the council's ambitions regarding affordable housing delivery are met. • Providing professional/ strategic advice and recommendations to the Assistant Director Housing and leadership team of the council and supporting the council to shape and deliver its housing strategy by developing and implement strategies, plans and projects that meet and exceed the council's aims. • Supporting the Assistant Director Housing at a management level and be an active member of the management team with collective responsibility for the delivery of the wider housing strategy and service plans, as well as establishing a culture which promotes the values and behaviours of the council. • To ensure on-going continuous improvement within teams and to drive transformational change within the service to ensure cost effective, high quality services to residents. • To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate. • Take direction from the Assistant Director Housing in relation to exceptionally complex or highly politically sensitive issues. • Establish and maintain effective working relationships with strategic partners and to lead on the development of consistent and effective services at a locality level. • Evaluate activity at a strategic level to ensure the continued relevance of strategies as policy and practice moves forward. • Develop policies, guidance and procedures to ensure consistent working practices across locality teams. • Ensure that the required budget savings are delivered in line with objectives and ensure all procurement and commissioning activity related to the service area provides value for money. • To secure investment from external bodies, including Homes England and Government to support the council's priorities and the delivery of new quality affordable homes across North Yorkshire.
Communications:	• Encourage good communication and effective working relationships across services/directorates. • Communicate and engage with staff a clear and consistent vision of the service's targets and activities, identify and incorporate best practice. • Represent, through provision of specialist advice, the preparation of reports and information, the work of the service to members and senior officers of the council so that they can perform their executive, scrutiny and representational responsibilities.

	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.

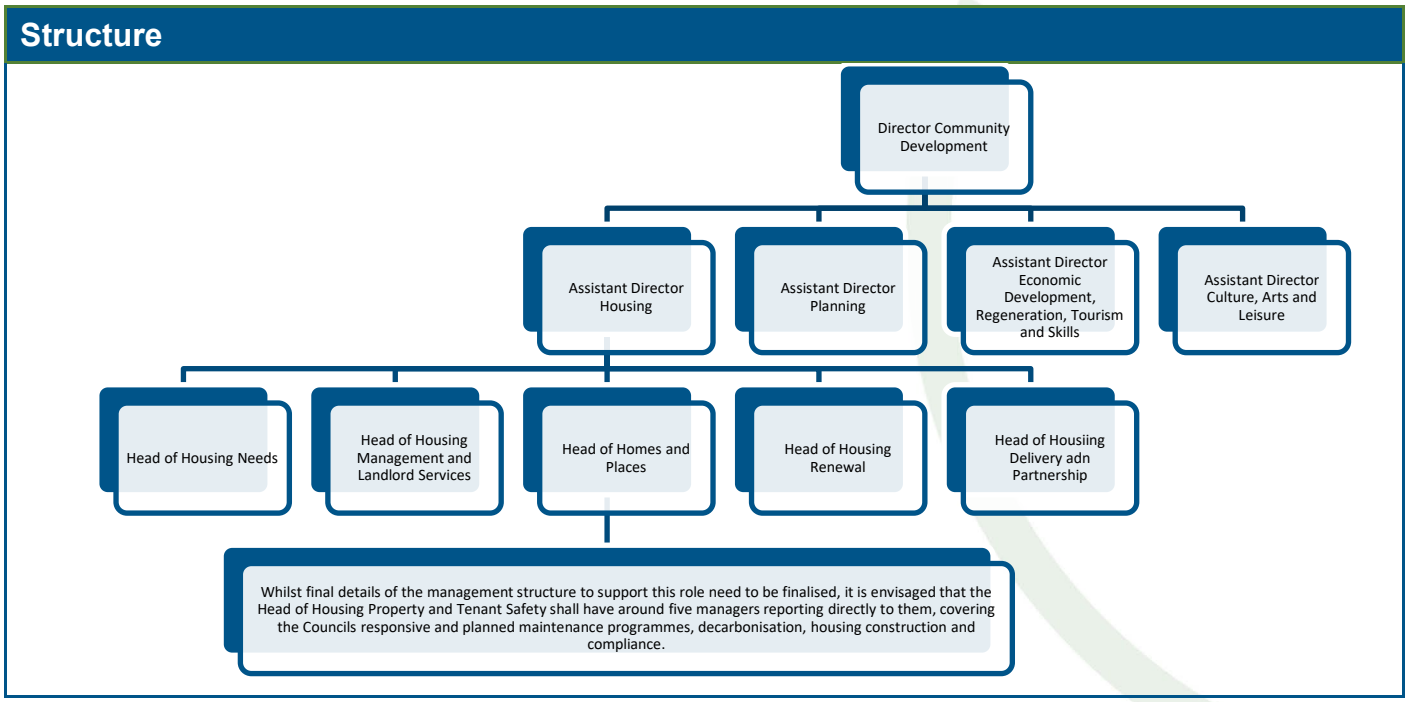
Person Specification:	
Essential	**Desirable**
Knowledge • Comprehensive knowledge and understanding of the housing development environment and the different branches of local government. • Significant knowledge of current good practice standards in meeting housing needs at local and national level.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



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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.

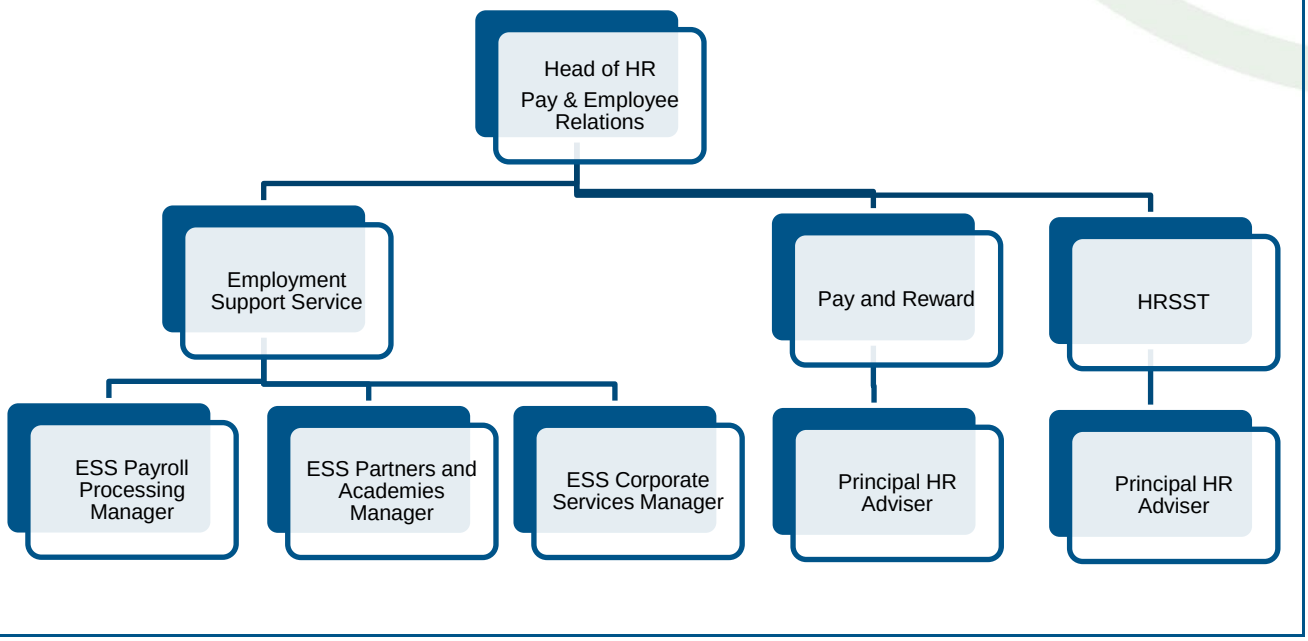
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge and understanding of the principles of payroll and HR policies and processes • Knowledge of current good practice standards both at local and national level in relation to the business of the service. • Excellent 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 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.

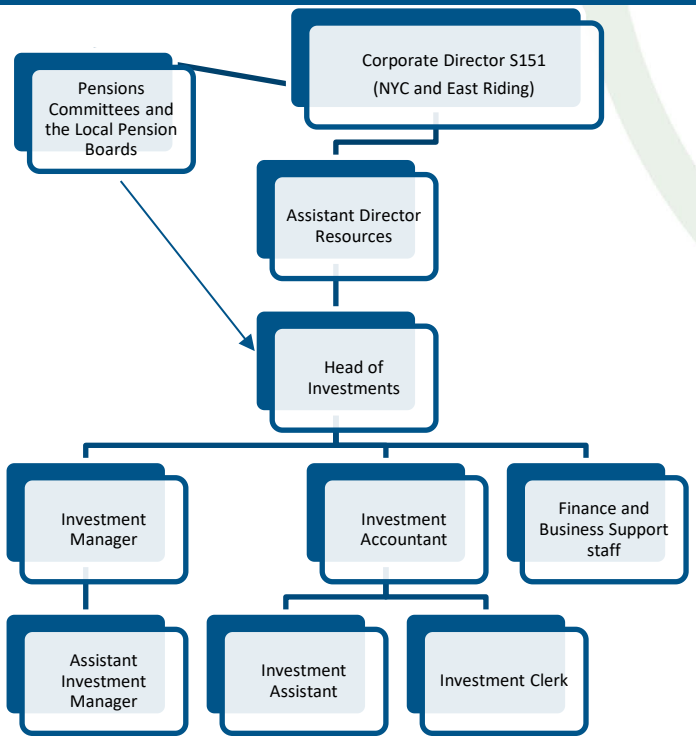
	• Ensure that the Pension Fund Annual Report and Accounts and associated publications are produced in line with statutory guidance and timescales
Resource management:	• Management of the investments to BCPP Limited • Direct monitoring and oversight of all legacy investment which sit outside of BCPP (or 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.

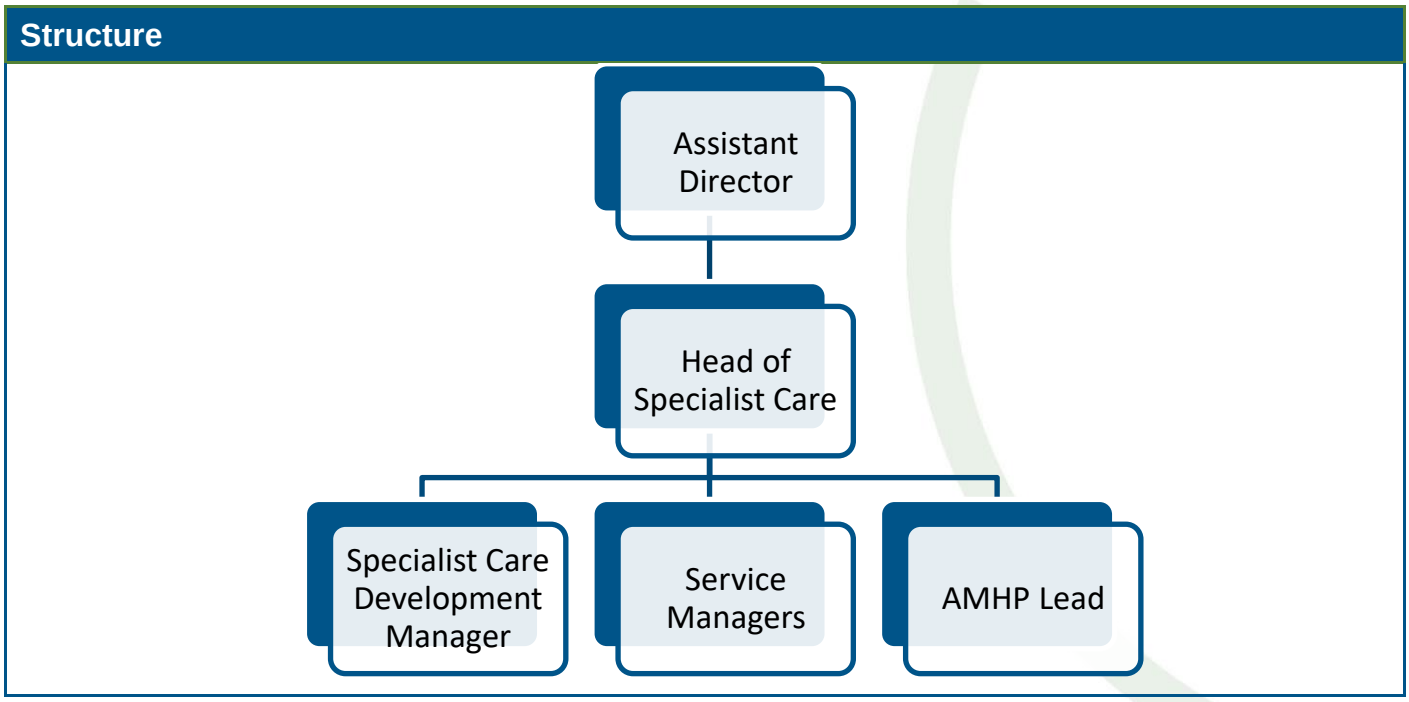
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Extensive knowledge of either NHS and/or social care policy environment at local, regional and national level • Significant knowledge of NHS or social care quality and regulatory issues and requirements; including CQC registration, 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 Network Strategy (Post No. 047465)
Grade:	SM3
Responsible to:	Assistant Director, Highways and Infrastructure
Staff managed:	Manages a group of managers
Directorate:	Environment
Service:	Highways and Infrastructure
Date of issue:	October 2025

Job context

The Network Strategy Group forms part of the Highways and Infrastructure Service Unit. The Group's core functions are:

- Development and Monitoring of delivery of the Highways Capital programme.
- Scheme prioritisation, programming and strategic budget allocation and management.
- Collision investigation and prevention.
- Traffic management.
- Traffic signal maintenance and improvement.
- Transport planning.
- Transport projects.
- Road safety education, training and publicity.
- School crossing patrol service.
- Travel awareness and school travel initiatives.
- Strategic performance management.
- Highways development management for major planning applications
- Network management and condition monitoring.
- Streetworks management.
- County searches information
- Flood risk management.
- Delivery of the Council's programme of major highways schemes and key projects
- Trunk Road Liaison

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

Some evening duties may be necessary from time to time (e.g. Parish Council meetings).

To lead, manage and direct teams involved in network management and condition monitoring, streetworks, flood risk management, county searches information, road safety engineering and education, development and traffic management, transport planning, key transport projects, travel awareness, involving dealing with major planning applications on highway related issues, major highways schemes and key projects, trunk road liaison and collision investigation and prevention. Strategic management of the whole Highways Capital Works Programme and identification of schemes contained in the highway maintenance and integrated transport elements of the programme. To ensure compliance with the Council's statutory duties under the Road Traffic Act (1988), Flood and Water Management Act 2010, Traffic Management Act 2004 and Highways Act (1980). To be responsible for effective expenditure of staff and service budgets in the Network Strategy Group and to exercise financial control.

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

Job Purpose:	**The core focus of this job is to lead delivery of a portfolio of highways and transportation services to customers (internal and external through partnerships and/or contractual arrangements). A key responsibility is the strategic management of the Highways Capital Works Programme and to ensure compliance with the Council's statutory duties under the Road Traffic Act (1988), Flood and Water Management Act 2010, Traffic Management Act 2004, Transport Act 2000 and Highways Act (1980). The post holder will also be responsible for statutory procedures, design, procurement and implementation of the major schemes capital programme, other key projects and representing the council's interests in relation to major highway projects promoted by external 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. • Manage the delivery of the Council's Major Highway Schemes capital programme, including design, preparation of contract documents, procurement through relevant procedures, supervision of construction and financial control. • Manage the delivery of other key projects being delivered by the Highways and Infrastructure Service Unit. • Process land acquisition and access requirements related to schemes. • Manage the progress of schemes through the statutory procedures including planning approval, side road and compulsory purchase orders. • Management of the submission of the Council's case through public inquiries including presentation of proof of evidence as expert witness. • Authorise Works Orders and commissions. • Manage the commissioning of work with consultants and statutory bodies. • Supporting the Assistant Director through contributing to the service plan and contributing to the Management Team through providing direction on the production, delivery, monitoring and review of the plan. • Embed a culture of performance management across the service through the development and operation of appropriate monitoring systems and processes focussed on customer outcomes and delivery of key objectives. • To advise the wider service on relevant changing legislation, professional standards and their implementation. • Maximise commercialisation of services provided. • To lead specific programmes as part of the Council's change and transformation programme.
Resource management:	• Provide leadership, direction, motivation and support to ensure delivery of the major schemes programme, key projects including the Service Plan • 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. • To manage and monitor the performance of Consultants and Contractors. • Authorisation of design briefs for consultants. • The management of the overall major projects budget and key projects including approval of fees payable to Consultants and Contractors. • 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. • Work with consultants or other corporate directorate representatives in developing and promoting scheme proposals. • Record, summarise, share and feedback information to ensure all partners are appropriately informed. • Work in a team context forging and sustaining relationships across agencies and respecting the contribution of others working with customers. • Liaison with National Highways, Network Rail, Statutory Undertakers and private companies concerning the impact and delivery of major highway projects and other key projects • 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 implementation of strategies, including the Local Transport Plan and the Local Flood risk Management Strategy, and service plan to ensure consistent, high quality and effective delivery of the service. Ensures the promotion of the plan to all stakeholders • Responsible for the provision of specialist advice and guidance relating major and strategic roads, including advice on strategic policy and complex technical matters. • Oversee the preparation of guidance notes and standards to ensure that they are in line with Government policy and direction. • Develop and assist in the delivery of Strategic Policies of the Council in respect of major improvement schemes on the County Road network. • Manage the assessment and submission of bids to the DfT for funding of Major Highway, key projects. • Develop and achieve the strategic policies of the Council in respect of National Highways proposals for the trunk road network

	• Personally and through team members deliver the targets set down in the service and team plans, monitoring and addressing under performance. • To contribute to determining strategy, setting objectives and targets and to the development of policies across the operational remit of the service and the Directorate, and, working with the line manager, to be accountable for service strategy. • Lead in the development of new ways of working that maximise efficiency and effectiveness. • Strategic management of the Highways Capital Programme.
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 North Yorkshire Council services. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and their carers' and other stakeholders in challenging situations • Representing the Council and service unit at Committee meetings, public meetings, public consultations, regional bodies, National Park Authority, and Parish Council meetings and other bodies. • 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. • Dealing with enquiries by Members of the Council and members of the public. • Preparing Committee reports and presenting reports at Committee meetings. • Preparing reports to central government departments, including Department for Transport (DfT), and representing the Council in meetings with government officials on major transport projects. • Scheme promotion, consultation and negotiation including attendance at meetings and liaison with members. • Liaison and provision of information and technical advice on relevant highway scheme, key projects matters to Service Units, Directorates and external bodies. • Negotiate effectively with external agencies, including contractors, to ensure best value for the Council.
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.

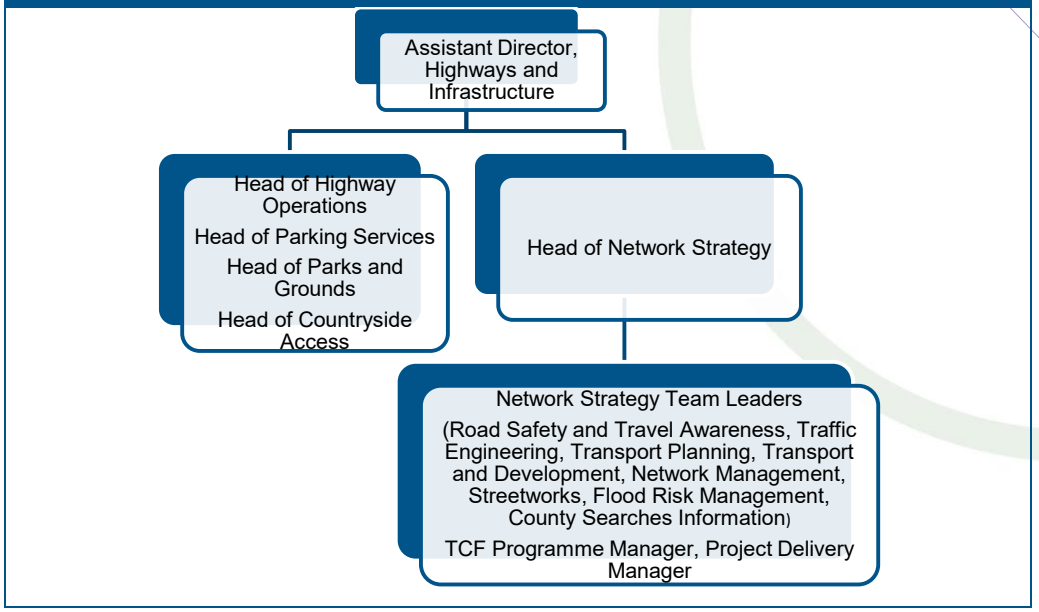
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of current good practice standards both at local and national level in relation to the business of the service. • Proficient knowledge of current guidance and legislation with respect to highway Design • Proficient knowledge of current guidance and legislation with respect to statutory processes involved in the delivery of major highway schemes • In-depth understanding of current guidance and legislation with respect to contract procedures rules and the production of contract documents. • Proficient knowledge of statutory requirements, including requirements in respect of health and safety and Construction, Design and Management Regulations (CDM). • A combination of awareness and/or specialist knowledge in the following: Road Safety and Travel Awareness Traffic Engineering Flood Risk Management Highway Asset Management and Maintenance Streetworks management Transport Planning and Development Control Highway Regulation • Knowledge of statutory requirements, including equality standards • Project management of complex schemes • Public Inquiries in respect of major highways projects including giving evidence at inquiries • 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. • Knowledge and understanding of the principle of partnering contracts • Knowledge and understanding of road works design and construction. • Experience of committee procedures • Experience of working within a partnering/contracting environment
Occupational Skills • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse functions to deliver strategic objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit.	

• Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians. • Has insight into all work streams in connections with the delivery of major projects to make clear business focused decisions. • Plans, implements and reviews the acquisition, allocation and management of complex financial resources. • Ensures compliance with Health and Safety procedures and promotes best practice. • Maintains and develops an environment and culture that improves health and safety. Provides specialist advice and guidance on health and safety best practice. • Uses creativity and innovation to generate solutions for difficult issues. Identifies possible causes of problems and implements solutions to minimise future occurrence. • Scans, anticipates and plans preventative actions for cross cutting, complex problems at a strategic level.	
Behaviours • Link	
Professional Qualifications • Membership of an appropriate Professional Institution e.g. Incorporated Engineer status or higher with the Institution of Civil Engineers or Chartered Institution of Highways and Transportation	• Chartered Civil Engineer • Management Qualification • Project Planning Qualification
Other Requirements • Ability to travel across the County • Ability to attend meetings outside of normal business hours • Evidence of professional updating and development	

Career progression:

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

Structure



Commented [KT1]: Structure will need updating when finalised review of Heads of Service, with merger of the parks/countryside roles.

Commented [BM2R1]: Noted - we will update it once the Parks and Countryside process is completed.

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 Provider 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
Date of issue:	April 2026

Job context

Health and Adult Services needs to achieve a change in our services by transforming provision whilst continuing to maintain regulatory standards.

This post holder will be expected to lead the transformation of provision in a challenging environment; the post holder will assist the Directorate in meeting the 2030 North Yorkshire vision. This includes the development and implementation of Care and Support hubs and the digitisation of Care Provider Services and Reablement. The post holder will work in conjunction with Service Managers, managers of the provider settings and other relevant colleagues, whilst also ensuring they work strategically and collaboratively with other HAS senior managers. The post holder will ensure the safety of vulnerable adults in line with the North Yorkshire Multi Agency Safeguarding Adults Procedures and Health and Adults Services operational guidance.

This post holder will carry joint responsibility for the performance of the whole of Adult Social Care Operational Services as a member of the Adult Social Care Leadership Team.

This post provides senior strategic capacity and leadership to manage and support the following:

- The transformation of health and adult services provider services to meet the 2030 North Yorkshire Programme. The provider services currently comprise of a number of Elderly Person's Homes; Learning Disability AdultShort Breaks Units; Learning Disability Day Services, Extra Care and Personal Care at Home Services
- The post holder will also have regulatory responsibilities to ensure all NYC Provided CQC registered services comply with and meet the Care Quality Commission Regulations and Standards.

Responsible for the management of Service Managers and Provider Managers. An enhanced DBS clearance is required for this post. The ability to travel around the County and occasional work during an evening is required for this post.

In an operational context the role ensures there is leadership, direction and strategic decision making for all the NYC provision of direct care and support within establishments and within people's own homes.
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
The post holder will also have additional portfolios as agreed with the Senior Leadership team. This currently includes the operational lead for the implementation of the North Yorkshire Autism Strategy within Health and Adult Services.
The post holder will work with local partners such as wider North Yorkshire Council Directorates, ICBs, NHS Trusts, Borough Councils and the ICG to ensure that NYC provided services are responsive to council and local needs and local initiatives or demands.
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.

The post holder will directly line manages a team of service managers who will have responsibility for a specific service or area of the service.
The post holder must register with CQC as the Nominated Individual and comply with the requirements of this role.
The post holder will ensure all NYC provider and 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 the NYC provider services and Reablement Services have an appropriate governance framework, and will monitor performance levels.
The post holder will oversee 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 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	**Leadership and Management of Provider Services.**

Operational Management:	• The post holder will lead on the programme of transformation for Health and Adult Services Care Provider Services which will be managed as part of a wider project management programme approach within the Directorate.
	• The post holder will ensure the transformation they are responsible for is scoped, resourced and delivered to agreed timescales. This will include:
	  ○ Consultation and effective partnership working with all key stakeholders
	  ○ Taking a lead role, to work alongside managers and colleagues within Adult Social Care, Human Resources and other Health and Adult Service areas, to effectively manage the consultation with staff and users of services
	  ○ Where identified as appropriate, and by working effectively with, for example, the Assistant Director Adult Social Care, Human Resources and Service Development to lead the development of options for services ensuring that they meet key criteria for quality, governance and cost.
	• The post holder will ensure the safety of vulnerable adults in line with the North Yorkshire Multi Agency Safeguarding Adults Procedures and Health and Adults Services operational guidance.

Strategic Management:	In conjunction with the Assistant Director Adult Social Care: • Effectively implement national legislation, policies and guidance and Council policies within provider services • Modernise and develop the workforce alongside the transformation agenda • Improve and modernise business processes • Evaluate transformation which has taken place to ensure lessons are learnt and used to improve further transformation • Contribute to the annual Service Performance Plan
Communications:	• 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 • 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 Adult Social Care and Corporate Director Health and Adult Services and appraise them of any matters arising which are particularly sensitive or controversial in nature.
Partnerships / Corporate Working:	• Deputise for the Assistant Director Adult Social Care 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 • 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
Resource management:	• Ensure the monitoring of allocated budgets, ensuring that they are used appropriately and efficiently and that there are robust and relevant monitoring systems in place • The post holder will be responsible as the strategic budget holder for Care Provider Services 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 Council's Manager Pocket Book expectations and they and their managers and staff all comply with the Council's Behaviour and Skills Framework expectations.
Systems and information:	• The post holder will be required to provide IT information and statistical reports to illustrate transformational plans and progress as well as ongoing performance data • 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.

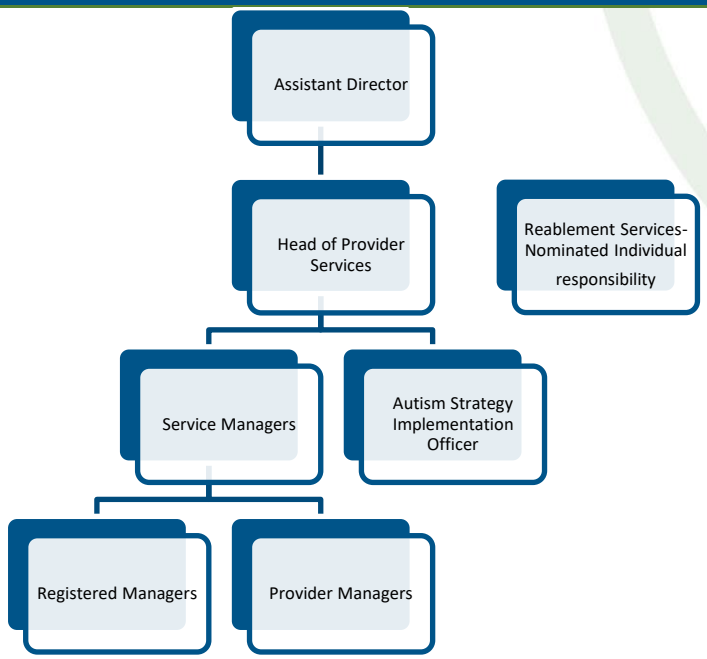
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Extensive knowledge and understanding of **The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and The Health and Social Care Act 2008 (Registration of Regulated Activities) Regulations 2009** • Extensive knowledge and understanding of community-based services for adults with social care needs • Extensive knowledge of current good practice standards both at local and national level • Extensive knowledge of user and community engagement • Extensive knowledge of statutory requirements, including requirements in respect of carers, equality and anti-discrimination legislation, maintaining a safe working environment, data protection and confidentiality • Extensive knowledge and understanding of how Equality and Diversity, Dignity and Respect, and Human Rights will apply to this role • Extensive leadership and managerial experience and the ability to be responsible for the motivation and performance of a group of managers	

• Extensive experience of managing at a senior level health/social care adult regulated services in a local authority, major independent service organisation or equivalent • Proven and extensive experience of the management of specific resources in a changing organisational environment, including human and financial resources • Significant experience of developing and implementing organisational change strategies Experience of responding to media enquiries • Leading in and successful implementation of significant change programmes within a large organisation • Experience of prioritising and planning multiple projects often where there are conflicting pressures • Experience of following safeguarding adults multiagency protection procedures, including referrals to Disclosure and Barring Services	
Occupational Skills • Effective leadership and motivational skills and the ability to promote Directorate and Adult Social Care Operations policy and objectives • Demonstrable ability to manage a specific operational function to deliver strategic objectives • Ability to take responsibility for the effective execution of the decisions and instructions of the Corporate Director Health and Adult Services, the Assistant Director Adult Social Care, the Council, its Executives and other Committees • Staff management skills including recruitment and selection, performance management and development • Demonstrable change and project management skills in complex situations. Ability to manage delivery of complex strategic projects, reviewing and making amendments as necessary • Excellent communication and presentations skills, demonstrating high level persuasion, influencing and/or negotiation techniques in complex situations to achieve strategic objectives • Effective written communication skills – communicates effectively in writing to produce documents in a range of formats and styles to suit a range of audiences. Presents/records high level information in an accessible format. Reviews and measures the effectiveness of existing communication • Budget management skills and as a budget holder in respect of a specific part of the Adult Social Care operations function, be accountable for the financial performance of their unit • Decision making skills – can make decisions which may involve difficult choices or considered risks. Needs to have insight into all strategic strands to make clear business focused decisions • Ability to manage and drive quality and service standards • ICT skills	
Behaviours Link	
Professional Qualifications • Professional social care qualification • Management diploma or equivalent experience • Membership of relevant professional body • Evidence of post qualification personal and professional continued development	• Project management qualification
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 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.

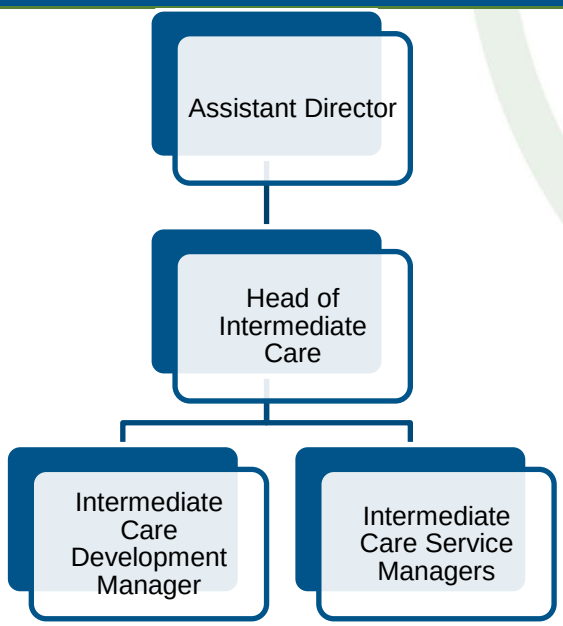
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Extensive knowledge of either NHS and/or social care policy environment at local, regional and national level • Significant knowledge of NHS or social care quality and regulatory issues and requirements; including CQC registration, 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 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.

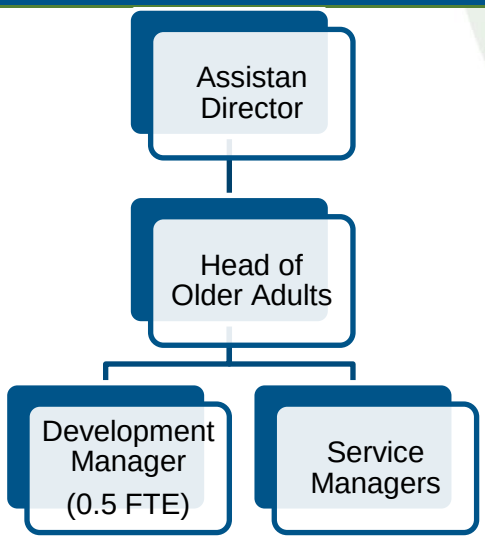
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Extensive knowledge of either NHS and/or social care policy environment at local, regional and national level • Significant knowledge of NHS or social care quality and regulatory issues and requirements; including CQC registration, 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**	
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Structure



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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.

Job Purpose:	**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:** **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 a 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: - o Local NHS bodies including Integrated Care Partnerships/Groups o UKSHA/OHID/Public Health bodies o NHS Commissioning functions o Health and Wellbeing Board o 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: o Produce an independent annual report on the health of the population, progress on improving health and reducing inequalities and making recommendations. o 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. o Provide specialist public heath 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	**Desirable**
Knowledge • High level of understanding of epidemiology and statistics, public health practice, health promotion, health protection, health economics and health care public health. • Understanding of NHS and local government cultures, structures and policies • Knowledge of methods of developing quality assurance, quality improvement and evidence based clinical and/or public health practice • Understanding of different social and political environments • In depth understanding of the health and care system and the relationships with local and national government • In depth knowledge of methods of developing quality assurance, quality improvement and evidence based clinical and/or public health practice • Strong and demonstrable understanding of interfaces between health, social care and key partners (dealing with wider determinants of health) • Understanding of and commitment to delivery of improved health through mainstream local government and NHS activities • Knowledge of commissioning principles and techniques **Experience** • Leading complex multiagency projects/programmes • Staff management, training and mentoring • Leading policy and strategy development, implementation and evaluation • Experience of using complex information to explain public health issues to a range of audiences • Delivery of successful change management programmes across organisational boundaries • Experience of collaborative working in complex political and social environments • Leading evidence-based commissioning, prioritisation of health and social care services for the population in order to maximise opportunities for health **This role also requires the Consultant in Public Health to satisfy the Faculty of Health Knowledge and Skills Framework (PHSKF) as part of their ongoing registration and should be used in conjunction with this JD.** **It is available here:** Public Health Skills and Knowledge Framework 2016 (publishing.service.gov.uk)	• Educational supervisor • Trained SARD appraiser • Contribution to training programmes • Scientific publications. • Media experience demonstrating delivery of effective health behaviour or health promotion messages

Occupational Skills • Strategic thinker with proven leadership skills • Excellent oral and written communication skills (including presentations and dealing with the media) • Effective interpersonal, motivational, negotiating and influencing skills • Ability to lead and manage a public health response in unplanned and unforeseen circumstances • A skilled negotiator with practical expectation of what can be achieved • Substantially numerate, with highly developed analytical skills using qualitative and quantitative data • Budget management skills • Able to influence senior members within the local authority and external partners (e.g. including Directors and CEOs) • Able to influence partner organisations to contribute and invest in activities/services to improve the public's health and wellbeing • Able to both lead teams and to be able to contribute effectively in teams led by other colleagues • Commitment to work within a political system irrespective of personal political affiliations • Excellent staff management and development skills • Strong commitment to public health values. • Able to prioritise work, and work well against a background of change and uncertainty • Adaptable to situations, able to handle people of all capabilities and attitudes • Commitment to team-working, and respect and consideration for the skills of others • Self-motivated, pro-active, and innovative • High standards of professional probity	
Behaviours **link**	
Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role: • This role is subject to The National Health Service (Appointment of Consultants) Regulations 1996 (legislation.gov.uk) • In line with legislation, inclusion in the GMC Full and Specialist Register with a license to practice/GDC Specialist List (or be eligible for registration within six months of interview) or Inclusion in the UK Public Health Register (UKPHR) for Public Health Specialists (or be eligible for registration within six months of interview) • If included in the GMC Specialist Register/GDC Specialist List in a specialty other than public health medicine/dental public health, candidates must have equivalent training and/or appropriate experience of public health medicine practice • Applicants must meet minimum CPD requirements (i.e. be up to date) in accordance with Faculty of Public Health requirements or other recognised body • If an applicant is UK trained in Public Health, they must ALSO be a holder of a Certificate of Completion of Training (CCT) or be within six months of award of CCT by date of interview. If an applicant is non-UK trained, they will be required to show evidence of equivalence to the UK CCT • MFPH by examination, by exemption or by assessment	Masters in Public Health or equivalent

Other Requirements

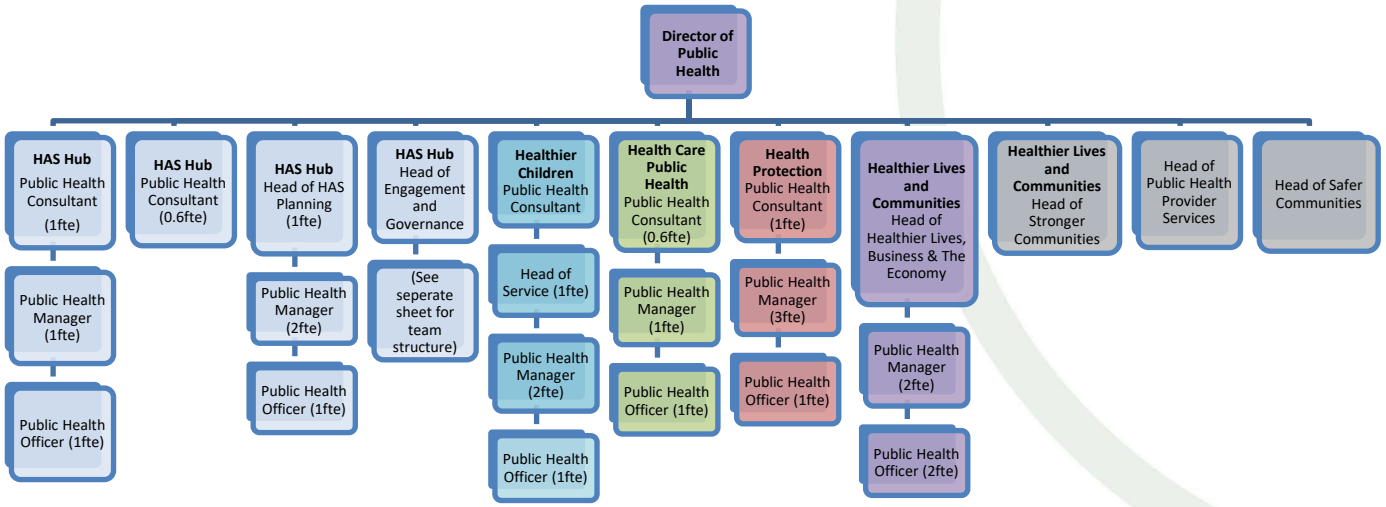
The post holder will be expected to be on call for health protection and public health and to participate in the communicable disease and environmental hazards control and emergency planning arrangements for North Yorkshire.
Suitable training will be provided for those who need it in discussion with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

As the post holder will only be indemnified for duties undertaken on behalf of their employer the post holder is strongly advised to ensure that he/she has appropriate professional defence organisation cover for duties outside the scope of their employer and for private activity.

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Head of Supported Housing
Grade:	SM3
Responsible to:	Assistant Director, Prevention and Service Development
Staff managed:	Manages a group of managers
Directorate:	Health and Adult Services
Service:	Prevention and Service Development
Job family:	**SM - Senior Management**
Date of issue:	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 have personal responsibility for strategically developing and leading the Council's Supported Housing agenda, including extra care programme working with housing and development partners as well as supported living care providers to deliver innovative options that are fit for the future.
- The post holder will work closely with corporate colleagues to develop the DFG offer.
- 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 is fundamental to the delivery of the Journey of Continuous Improvement across Adult Social Care including identified key improvement areas.
- 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 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.
- This post will be responsible for ensuring compliance with all statutory social care requirements including the Care Act and Supported Housing Act and all other relevant Legislation within their service areas.
- This post will be responsible for the leadership a Countywide staff team.
- This post will be accountable for the management of a revenue resource budget in excess of £1M, a capital budget of £12m as well as attracting continued external investment and funding into North Yorkshire which to date has totalled more than £50m.
- The post will develop services which will directly impact £35m of annual spend on Supported Living services.
- The post holder will be fundamental in maintaining strong links with other corporate teams including Community Development, Property and CYPS.
- Linking closely with ASC AD's and Strategy and Performance in terms of the development of the Service and Transformation Plan.
- The role has responsibility to ensure there is a consistent and coherent approach taken to the development of Supported Housing solutions across the county area and for developing county wide strategic approach for key customer groups.

- The role has responsibility for market development of Supported Housing and the development of robust local strategies and practical implementation plans which reflect both the county wide strategic commissioning plans and local need.
- It will also have a key role in relationship management for county wide providers and contracts.
- The role will be a key contributor to delivery of statutory responsibility under the Care Act and Supported Housing Act to ensure a sustainable and diverse market for care and support.
- The post holder will need to work closely with Head of Market Development, Head of Quality and Service Continuity, Public Health and operational staff to ensure the success of these arrangements**.**
- The postholder will be assigned a Locality to provide relationship management and be sighted on key issues and developments. These localities are likely to be aligned to area constituencies, acting as the key HAS representative on ACCs

Job Purpose	**Reporting to the Assistant Director, Prevention and Service Development, the post holder will:** • **Lead and direct the Directorate's Supported Housing function, and oversee joint commissioning functions and arrangements, including leadership of the Joint Commissioning Group.** • **Operate as part of the Directorate's senior leadership team and work in partnership with housing and care providers.** • **Work collaboratively across the Directorate and across all functions of North Yorkshire Council (NYC), providing input to shape and drive commissioning; policy development, service planning and redesign.** • **Lead the development, implementation, performance management and evaluation of commissioning programmes.** • **Ensure sustainable and diverse markets for anyone who needs access to supported housing.** • **Work with key senior managers and practitioners to facilitate the delivery of joint commissioning**
Operational Management:	• To ensure compliance with all statutory social care requirements in across the County within specific portfolio are, including the Care Act and Supported Housing Act, as well as other relevant Legislation. • 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. • The post holder will have responsibility for a budget, including revenue and capital 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 of Supported Housing, including Extra Care, with wider Council, external partners, voluntary and community sector and the independent sector. • Ensure supported housing solutions are developed to address demand, quality, personalisation, prevention and early intervention. • Ensure supported living care solutions are developed to address demand and drive quality and outcomes for individuals. • 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. • Set strategic objectives and approach. • Lead the development of business models and business cases for county wide services. • To undertake or commission county wide needs assessments and market audits to inform the commissioning of adult social care services, co-ordinating input from local teams. • Lead on county wide service specifications and procurements • Ensure commissioning activity supports the Council's statutory and legal obligations including safeguarding. • To ensure good relationship management is in place with providers. • To contribute to the evaluation of local health and social care services, initiatives and programmes to improve health and wellbeing and improve choice and control and independence. • To support the Assistant Director, Prevention and Service Development in the strategic planning and delivery of the commissioning functions and responsibilities of the local authority, including developing policies, procedures, good practice guidance and service plans in respect of commissioning. • To oversee the implementation of decommissioning of county wide services and mobilisation of new commissioned services • To ensure sustainable and diverse markets are supported across the county. • To lead specific countywide programmes as part of the Council's change and transformation programmes. • The post holder will ensure all portfolio areas 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. • Represent the Assistant Director, Prevention and Service Development in their absence, where necessary.
Resource management:	• Manage an effective team to deliver on the key objectives of the role. • Fulfil the role of project sponsor in the management of resources where required. • Identify the resource requirements that would be affected by transformational 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 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
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 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. • To work closely and develop strong working relationships with care and housing providers
Strategic management	In conjunction with the Assistant Director: • To work unsupervised and take responsibility for own workload, dealing with complex issues, delegating work, as appropriate. • Effectively implement national legislation, policies and guidance and Council policies • Modernise and develop the workforce alongside the transformation agenda. • Improve and modernise business processes. • Establish and maintain effective working relationships with strategic partners of Health & Adult Services and to lead on the development of joint commissioning at a locality level. • Develop policies, guidance and procedures to ensure consistent working practices, ensure clarity of function and explore opportunity to joint working arrangements with other directorates. • To secure investment and maximise joint working arrangements from housing partners and other statutory organisations • Evaluate transformation which has taken place to ensure lessons are learnt and used to improve further transformation. • 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 careers. • 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. • Represent the Assistant Director, Service Development (in their absence where appropriate. • Establish and maintain effective working relationships with strategic partners of Health and Adult Services. • Ensure that HAS policies, guidance and procedures are compliant with the requirements of the Care Act and are reviewed against integrated working arrangements, as necessary. • Provide leadership at a management level and contribute to the strategic direction of HAS 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. • Negotiate with partners (internal and external) individually and collectively to achieve the Directorate's and commissioning partners' aims and objectives. • Lead engagement and consultation processes to achieve the introduction of new initiatives and change in their locality.

	• 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 careers 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 of complex data and information to inform transformational decision making is a key aspect to this role. • Provide an overview of relevant and complex information to assist senior and strategic managers and officers in their understanding of commissioning issues within Health & Adult Services and in particular within the specified locality and portfolio. • 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 • Comprehensive knowledge of best practice in supported housing design, development of accommodation and support services. • Extensive knowledge of Supported Housing and / or Extra Care Housing delivery • Comprehensive knowledge of cost and business models in the context of Supported Housing and Extra Care Significance knowledge of National and EU public sector procurement legislation and controls • Significant knowledge and expertise in business planning, performance, financial and human resources management • Extensive knowledge of either social care or NHS policy environment at local, regional and national level • 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 of user and community engagement. • Extensive engagement with people with lived experience (including carers) and with communities**.** • Extensive knowledge of statutory requirements, • Extensive knowledge and understanding of how Equality & Diversity, Dignity & 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.	• Working knowledge and application of project management principles/methodology

- Extensive experience of delivering Supported Housing and / or Extra Care programmes
- 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.
- Experience of managing competing partner demands across a complex county-wide environment.
- 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 developing and embedding a positive culture
- Experience of handling the media.

Occupational Skills

- Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit.
- 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

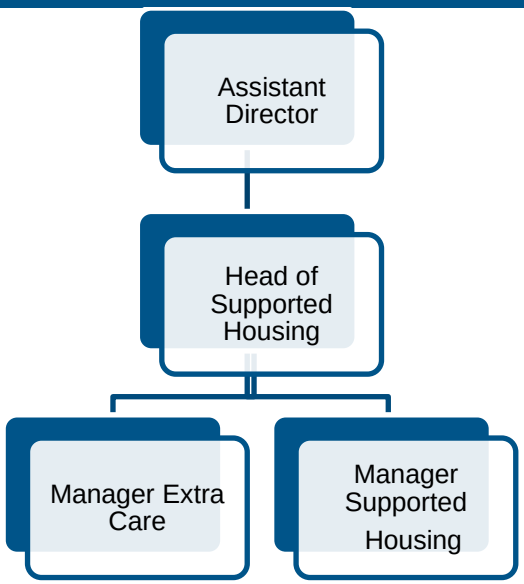
Other Requirements

- Ability to travel across the County**.**
- Availability to work as necessary outside office hours.
- Willingness to undertake further professional development to fulfil the requirements of the role.
- This role 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 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 if 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 **Link**	

Professional Qualifications

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

Other Requirements

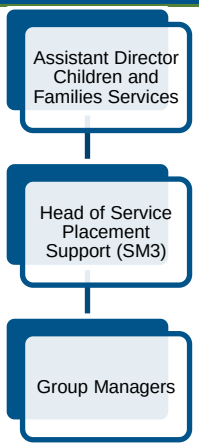
Satisfy conditions of service regarding: **-**

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

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	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 Councils priorities are well communicated and understood • Lead liaison/communication with relevant Cabinet Members and Ward Members, to ensure proactive and effective communication and decision-making. • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively. • Promote the Council's priorities, policies and Corporate Plan and positively promote the service with local and national media. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.
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.

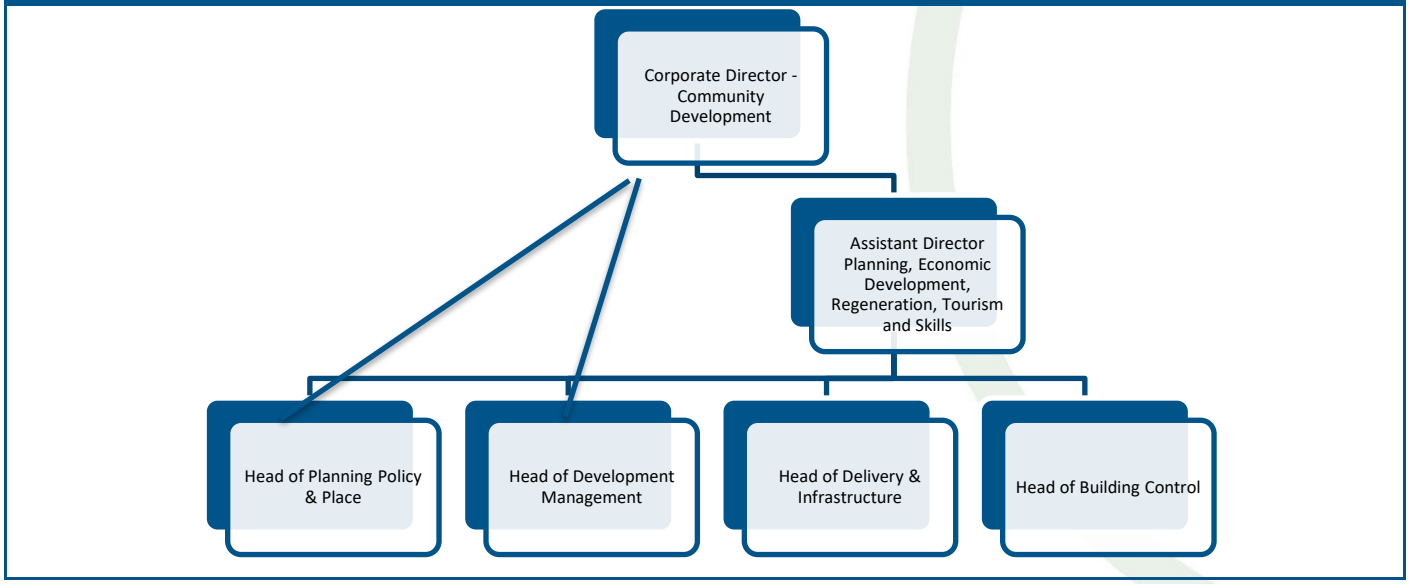
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of current good practice standards both at local and national level in relation to the business of the service. • In depth knowledge of planning legislation and national and regional planning guidance and 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 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.

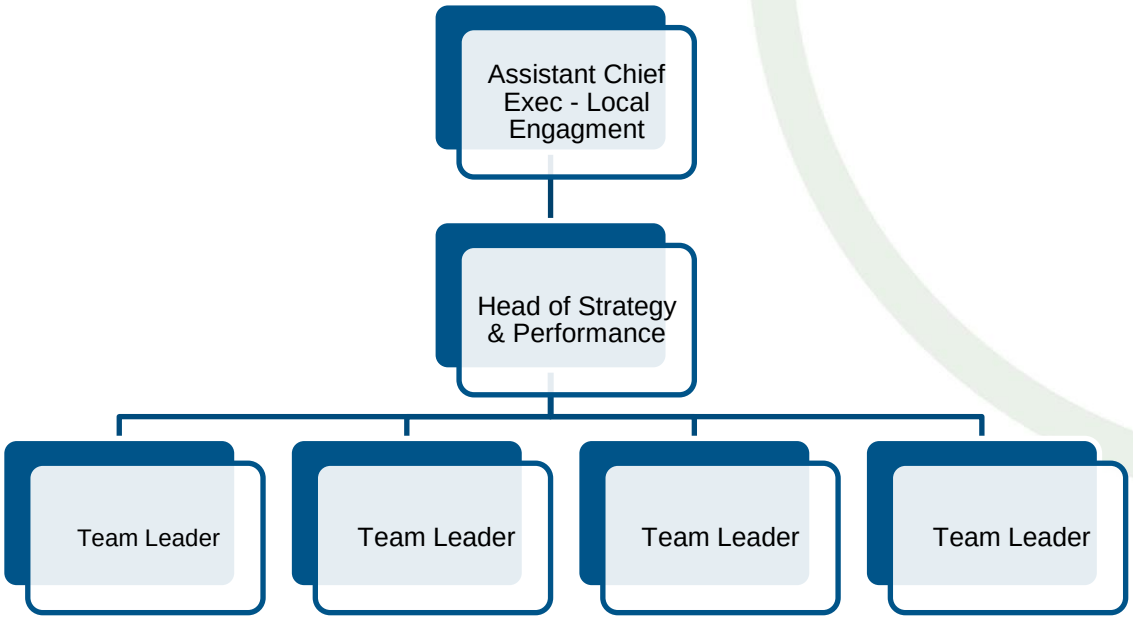
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of current policy developments, legislation and good practice standards both at local and national level in relation to one or more key areas of the council's work • Significant knowledge of performance management,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

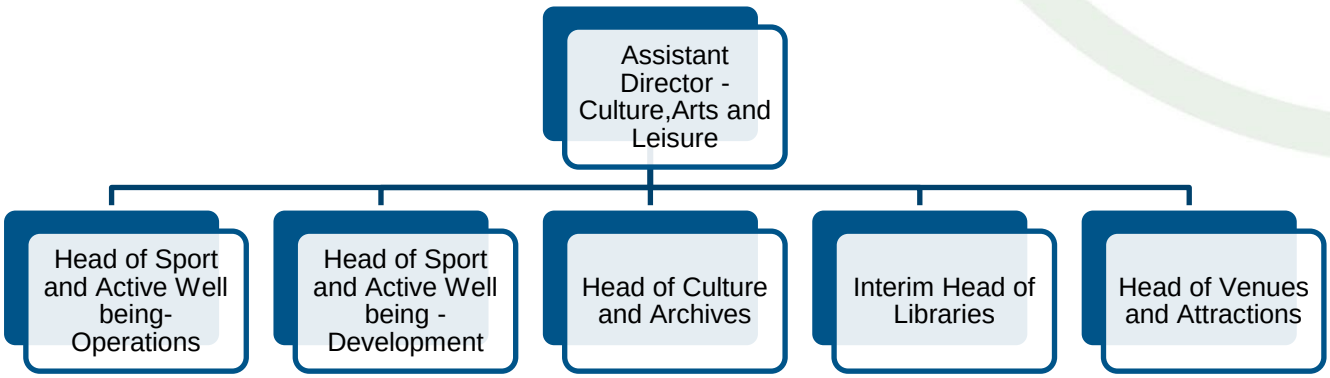
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of the national policy context, regulatory environment, current good practice standards and key issues both at local and national level in relation to sport, leisure, physical activity, and wellbeing services. • Knowledge of statutory 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	• Experience of responding to media enquiries. • Experience of writing large scale, external funding bids.
Occupational Skills • Effective leadership skills and the ability to promote organisational policy and objectives • Management of diverse operational functions to deliver strategic objectives • Enterprise skills including ability to develop and sustain effective income generation, drive business cases, and create viable business models for public benefit. • Ability to contribute to the planning of resources for the whole council and to understand where specific programmes need to collaborate to drive change. • Ability to develop and maintain effective partnerships both within and outside the Directorate, including public sector, business, and community partners. • Ability to negotiate and influence at a senior level with council chief officers and senior politicians.	
Behaviours **link**	
Other Requirements • Ability to travel across the County	

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

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Head of School Organisation and Transport
Grade:	SM3
Responsible to:	Assistant Director, Children's Partnerships and Sufficiency
Staff managed:	Manages a team of specialist professionals
Directorate:	Children and Young People's Service
Service:	Children's Partnerships and Sufficiency
Job family:	**SM - Senior Management**
Date of issue:	December 2025

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 four key elements of the service: school organisation, school place planning, schools' capital and home to school transport (SEN & mainstream).
- Monitor national policy developments relating the four 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 lead for the Directorate on the delivery of new provision via the Presumption Route Process
- Promote the continuing development of the Council's Good Estate Management for Schools (GEMS).
- 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.
- Promote close working relationships with external agencies, working in partnership with them to assess and secure the Service's position.
- Represent the Directorate on Corporate arrangements relating to infrastructure needs arising from housing.
- Negotiate developer contributions and land required for additional school places.
- Oversee and give direction to the preparation of pupil numbers forecasts, school capacities, performance indicators and ensure the Directorate meets its obligations in relation to Departmental returns on these issues.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose:	**The core focus of this job is to lead delivery of a portfolio of services to support a range of clients (internal and external through partnerships and/or commercial arrangements). Services to specific clients will be subject to individual requirements reflecting the different needs of different organisations.**
Operational management:	• To review and propose changes to structures, procedures and working methods that will improve the efficient use of resources and the effectiveness of service delivery to communities and targeted groups. • To advise the wider service on relevant changing legislation, professional standards and their implementation. • Maximise commercialisation of services provided. • To develop, support and promote a strong results driven and customer focused performance culture ensuring the provision of cost-effective, efficient, high-quality services in line with identified needs. • To lead specific projects as part of the Council's 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.

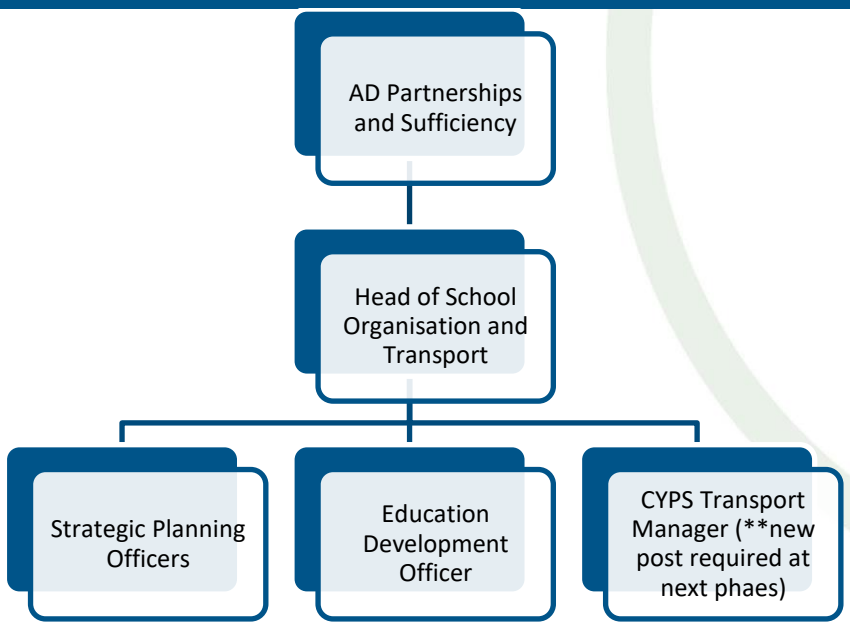
Partnerships:	• Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including 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 Planning Delivery & Operations
Grade:	SM3
Responsible to:	Assistant Director Place-shaping & Growth
Staff managed:	Manages a group of managers
Directorate:	Community Development
Service:	Place-shaping & Growth
Date of issue:	November 2025

Job context

- The council's Place Shaping and Growth 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, work and do business
- The Head of Planning Delivery & Operations will act as the Council's lead officer in respect of unlocking and delivering strategic development sites and sustainable housing & employment growth across North Yorkshire. The role will also provide strategic leadership and oversight of the cross-service Planning Operations function, including direct line management of the Planning Services Manager
- Working closely and proactively with the Assistant Director for PS&G and other members of the PS&G Senior Leadership Team, the postholder will play a strategic role in driving and delivering a shared PS&G service plan, leading on priority strategic workstreams and acting as proactive leaders for collaboration, change and continuous improvement.
- Providing the Council with strategic advice and ensuring that appropriate strategies, plans and projects are proactively developed and implemented.
- Leading the development of an Infrastructure Investment Plan, ensuring efficient and effective processes are in place for collecting and monitoring infrastructure funding including Section 106 and Community Infrastructure Levy
- 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.
- 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 in Housing and Economic Development and within other Directorates.
- The post-holder also has direct regular contact with elected Members of the Council such as the Executive and Strategic Committee, Government Departments such as Homes England and Statutory agencies. In addition, the post-holder also deals with MPs on matters as and when they arise.
- The post-holder will be the Council's strategic lead on liaison with the York and North Yorkshire Combined Authority on matters relating to Planning Delivery & Infrastructure and funding to accelerate housing and employment growth
- Leading engagement with House Builders, Investors, Developers, Land Owners and Agents 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:	• **Act as the lead officer providing professional and strategic advice and recommendations on a wide variety of matters relating to unlocking and delivering strategic development sites and sustainable housing growth.** • **Influence and shape relevant national, regional and local strategies, plans and activities to ensure that the needs of North Yorkshire are understood and reflected in policy making/investment decisions.** • **Ensure that the Council has a clear strategic plan and effective processes in plan for maximising and monitoring infrastructure funding to support its Place-shaping & Growth ambitions and priorities** • **Provide strategic leadership and oversight of the cross-service Planning Operations function, including direct line management of the Planning Services Manager - ensuring that processes are efficient, fit for purpose and delivered in line with statutory requirements** • **Working closely and flexibly across other Place-shaping & Growth workstreams and all other relevant council functions to support plan making, development management, infrastructure delivery and priority projects.** • **Contribute to the overall operational efficiency of the wider service** • **To play a strategic role on the Place-shaping & leadership team acting as a proactive leader for change & continuous improvement in line with a shared 'one team' vision**
Operational management:	• Oversee implementation of an ambitious corporate work programme to deliver strategic and local plan development sites (housing and employment) - developing, maintaining and reviewing a specific action plan for this purpose • Ensure proactive monitoring and account management of sites at every stage of the planning process, building strong relationships with the development industry, infrastructure providers and key partners and finding solutions to moving forward stalled or slow-moving sites • Lead proactive collaboration, master planning and delivery of strategic sites – bringing together and leading multidisciplinary teams to facilitate quality and deliverable outcomes • Ensure that the Council has a clear strategic plan and effective processes in place for maximising and monitoring infrastructure funding to support its Place-shaping & Growth ambitions and priorities, including ensuring effective and accurate CIL and S106 monitoring to enable infrastructure to be provided to support new and existing communities • Oversee the preparation of the council's Annual Monitoring Report, Infrastructure Funding Statement and monitoring of the council's housing land supply. • Ensure early and proactive engagement with infrastructure providers • Working closely/directly with officers within Development Management responsible for planning applications on major sites. • Work closely with colleagues in Housing and Economic Development to maintain a pipeline of sites and projects for funding and submitting successful funding bids to drive the delivery of sites and quality place-making • Lead the preparation of the Council's strategic housing and economic land availability assessment, to identify a future supply of land for housing or economic development. • Ensure that strategies, plans and projects are effectively and efficiently managed and implemented, using clear objectives and meaningful performance data to measure and report on progress and impacts

	• Develop and lead corporate and service project teams to drive, unlock and deliver strategic site development and sustainable housing growth in the district. • Represent the Council at national, regional and local forums, meetings and events to ensure that the Councils priorities around strategic development sites and sustainable housing growth are well communicated and understood. • Develop and deliver a 'key account management' programme, working at CEO/Director level with house builders, site owners/promoters and other stakeholders to help drive and unblock the delivery of strategic development sites and sustainable housing growth • Ensure that customer, partner and stakeholder feedback is collected regularly and used to inform and shape future service improvement and delivery. Determine any consultation and engagement needs and ensure that this is undertaken as required. • Commission external, specialist advice and capacity where necessary to enable efficient and effective delivery of corporate and service priorities/ projects around sustainable housing growth and strategic sites • Provide strategic leadership and oversight to the cross-service Planning Operations function, including direct line management of the Planning Services Manager - ensuring that processes are fit for purpose, efficient and delivered in line with statutory requirements • Undertake any other duties commensurate with the post/grade as directed by Assistant Director
Resource management:	• Ensure appropriate training and development for officers and members involved in strategic planning, planning policy and place shaping, to ensure consistent and transparent decision making that is line with the National Planning Policy Framework. • Support the achievement of a high performing 'one team' culture, driving the delivery of excellent service performance, planned outcomes, targets and objectives and continuous improvement. • Lead by example; setting clear expectations around priorities and performance, customer service, team culture and staff behaviour. • Work closely with the rest of the Place-shaping & Growth 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. • Provide strategic leadership and oversight for the Planning Operations workstream including direct line management of the Planning Services Manager ensuring that processes are efficient, fit for purpose and delivered in line with statutory requirements • Work closely and flexibly across other Place-shaping & Growth workstreams and all other relevant council functions to support plan making, development management, delivery and priority projects and work to support thriving businesses and places in North Yorkshire • Proactively consider opportunities for commercial activity within the service, in line with the Council's Strategy for Success • Make and implement recommendations to deliver continuous improvement, including minor restructures and team/service reviews. Lead improvement initiatives in own service area and at a corporate level • Plan, direct and oversee the work of staff within your area of the service ensuring alignment with the single service vision and agreed service priorities. Ensure that 1-2-1's and staff appraisals are undertaken on a regular basis. • Ensure that all areas of staff management are undertaken in line with corporate policies including but not limited to recruitment and selection, appraisal, training and development, absence management, disciplinary and grievance.

	• Prepare budgets for the relevant area of the service, ensuring that income and expenditure targets are realistic. Work with Accountancy to proactively monitor budgets, report exceptions where they occur and take corrective action where required. • Set clear and appropriate performance targets for your area of the service, monitoring and reporting variances where they occur and taking corrective action where required. • Ensure that decisions are taken in line with corporate policies and guidelines, including but not limited to the Council's Constitution & Standing Orders, Contract Procedure Rules, Budget and Policy Framework, Financial Regulations.
Partnerships:	• Cultivate positive working relationships to proactively shape viable development proposals, help unlock barriers to growth, ensure timely delivery and influence investment decisions. Including (but not limited to) within the service, the Council and with politicians; with house builders, investors, developers & land agents; with partners, stakeholders & funding bodies. • Ensure close working relationships with senior colleagues working on planning policy and economic growth priorities and projects – to ensure effective cross service working and proactive delivery of activity on the ground • Identify and maximise opportunities to work collaboratively across the service, the Council and with public and private sector partners to facilitate and support a joint working approach to unlocking and delivering strategic development sites and sustainable housing growth • Lead liaison with the York and North Yorkshire Combined Authority on strategic matters relating to Planning Delivery & Infrastructure and funding to accelerate housing and employment growth • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required.
Strategic management:	• Proactively plan for, enable and deliver strategic development sites and sustainable growth across the County. • Work alongside the Assistant Director and other members of the Place-shaping & growth Senior Leadership Team; supporting each other to shape, drive and deliver priority corporate work streams and act as proactive leaders for cultural change & service improvement in line with a shared 'one team' vision. • Shape and deliver ambitious corporate strategies, plans and transformational projects with strategic perspectives and long term objectives, that impact positively on the delivery of strategic development sites and sustainable housing growth within the Council, including but not limited to Council Plan, North Yorkshire Local Plan and related documents, North Yorkshire Plan for Homes, settlement and site based Masterplan. • Advise and represent the Council on matters relating to unlocking and delivering sustainable housing growth and strategic development sites • Play a key role in bringing forward the North Yorkshire Local Plan, working proactively with the Head of Planning Policy & Place to drive the development of policy and ensure that it effectively enables the delivery of sustainable development featuring high quality homes and jobs whilst respecting our natural and built environment.

	• Act as a catalyst to ensure the timely implementation of major planning permissions that will positively impact on the delivery of housing and the Council's 5-year land supply. Drive/co-ordinate the proactive development of strategic sites/schemes that enable 'on the ground' delivery of objectives within the Council's strategic planning documents e.g Local Plan, settlement and site based masterplans. • Drive the development of a proactive 'investment pipeline' to maximise the amount of external funding secured to support/deliver strategic site development and sustainable housing growth. Prepare strategic business cases and evidence-based funding applications to maximise the impact of public and private sector investment in the district. • Lead and coordinate the preparation of a wide range of strategic plans, policies and documents (the strategic housing and economic assessment and the Plan for Homes) to enable the delivery of sustainable development featuring high quality homes and jobs whilst respecting our natural and built environment • Stay abreast of relevant legislative changes, recommending and implementing changes to plans, policies and practices as required. Respond to relevant national and regional consultations to ensure that the interests of the Council and the wider district are represented. • Influence and shape relevant national, regional and local strategies, plans and activities to ensure that the place shaping needs and ambitions of the county are understood and reflected in policy making/investment decisions. • Contribute to national, regional and local forums on strategic planning/planning policy, ensuring that Duty to Cooperate and other statutory requirements are fulfilled • Ensure that strategies, plans and projects are effectively and efficiently managed and implemented, using clear objectives and meaningful performance data to measure and report on progress and impacts. • Lead and coordinate planning input to Council major projects which support the delivery of sustainable economic growth (homes and jobs), ensuring that professional advice is provided in a positive and timely manner to support proactive progress. • Deputise in the absence of the Assistant Director and to undertake any other roles as directed by the team.
Communications:	• Represent the Council at external meetings and events on matters relating to strategic planning/planning policy to ensure that the Councils priorities are well communicated and understood • Lead liaison/communication with relevant Executive Members and Division Members, to ensure proactive and effective communication and decision-making. • Work together to ensure excellent cross-service communication, shared understanding and alignment of strategic priorities and allocation of capacity and resources. • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively • Promote the Council's priorities, policies and Council Plan and positively promote the service with local and national media. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships.

	• Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate. • Ensure that proactive two-way communication is at the heart of everything we do. Develop and deliver clear and consistent messages about why the delivery of strategic development sites and sustainable housing growth is important for the County. • Promote key messages, milestones and progress, good news stories, case studies and relevant updates in a positive and proactive way to staff, colleagues, members, stakeholders and customers
Systems and information:	• Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of current good practice standards both at local and national level in relation to the business of the service. • Extensive experience of strategic planning linked to housing delivery, strategic site development and local economic growth • Experience of developing and implementing organisational culture change within a large diverse organisation • Successful management of budgets and staff and resources • Good understanding of political processes and structures, and experience of working with elected members • Sound knowledge and practical understanding of planning and housing related legislation • Understanding of the social, political and economic environment and their wider impact in housing and strategic development • Financially and commercially aware with strong analytical skills • Establishing and leading a strong performance culture to proactively drive up standards, customer service and delivery • Managing and delivering efficient and effective front line services in a customer facing environment • Proactively leading and delivering significant change and business improvement initiatives • Working across organisational boundaries in partnership in order to deliver corporate projects and objectives • Identifying and delivering efficiencies whilst improving services • Managing customer relationships and delivering improvement through performance management. • Successful track record of achievement at senior level in developing corporate strategies/policies and delivering an efficient and effective planning, development or related service • Building proactive and successful relationships between the public and private sector • Significant experience of working with developers, house builder and key stakeholders	• Knowledge and understanding of the application of workplace Health and Safety Legislation • Working within a local authority
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 rofessional judgements to make key decisions which have wide reaching implications. • Development and delivery of successful business cases to secure external funding/investment that support housing delivery or strategic site development • Effective customer care skills, including how to understand, deliver and manage customer expectations • A strong and effective leader, who leads by example and proactively demonstrates the Council's standards of behaviour • An effective communicator who is determined, positive and approachable • Highly self-motivated and driven to achieve challenging objectives; able to use own initiative under minimal supervision • Ability to use a range of ICT including word, excel, PowerPoint and teams	
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 the team. • Full Drivers Licence	

Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Head of 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
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 identifies 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

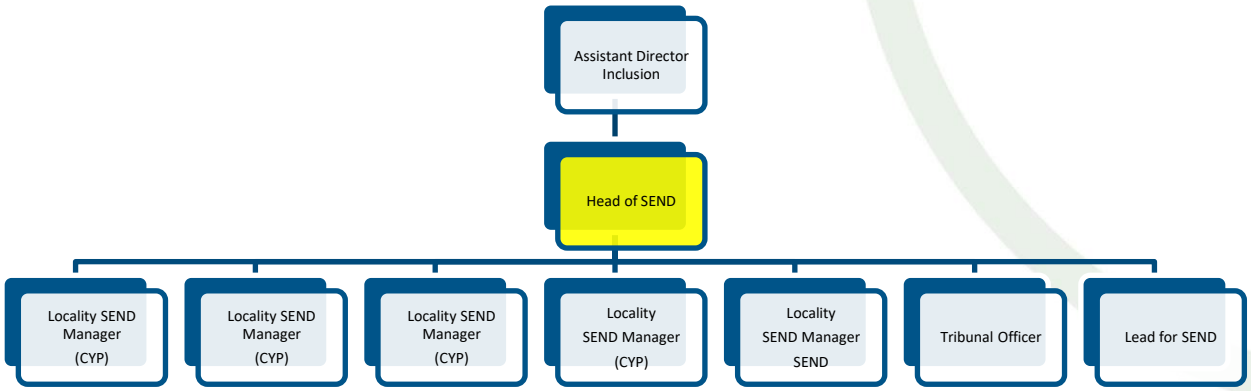
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Comprehensive knowledge of the SEN Code of Practice, 2014, Care Act 2014, Education Act 1996 and statutory responsibilities of the LA in terms of SEND and Inclusion • Knowledge of key working principles in case work teams and a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

• High degree of understanding around the latest research and evidenced based interventions. • Good understanding of government policy process • Senior leadership/management within a special or mainstream school and/or local authority support services • Complex case work • Management of budgets and planning corrective action as required. • Significant experience of collaborative and partnership working across a wide range of stakeholders including education settings, health, LA, parents/carers, children and young people • Experience of leading on transformation and change to improve outcomes and efficiency. • Analysis of qualitative and quantitative data and ability to use analysis to identify areas for improvement and change. • Developing and delivering strategies and policies within a relevant area of expertise • Creative and innovative practice within an organisation or service • Participation in organisational planning, review, target setting and decision-making processes. • Management, development and delivery of training • Performance management / appraisal of staff • Recruitment and selection • Community engagement	
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 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.

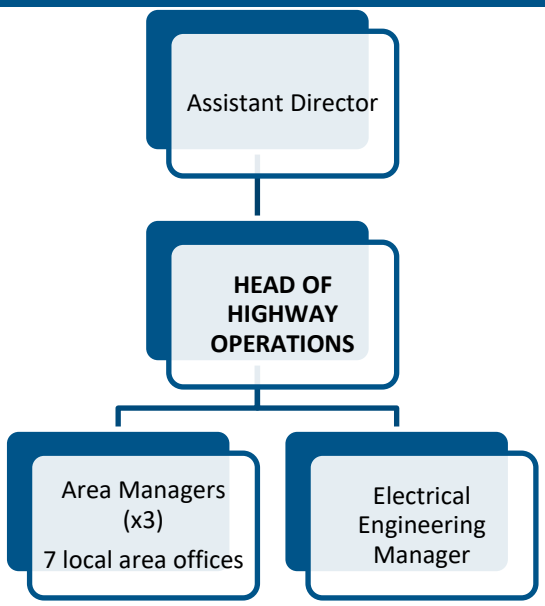
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of current good practice standards both at local and national level in relation to highway services. • Knowledge of statutory requirements, including equality standards • Knowledge of effective management 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 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 Councils 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 Councils 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)

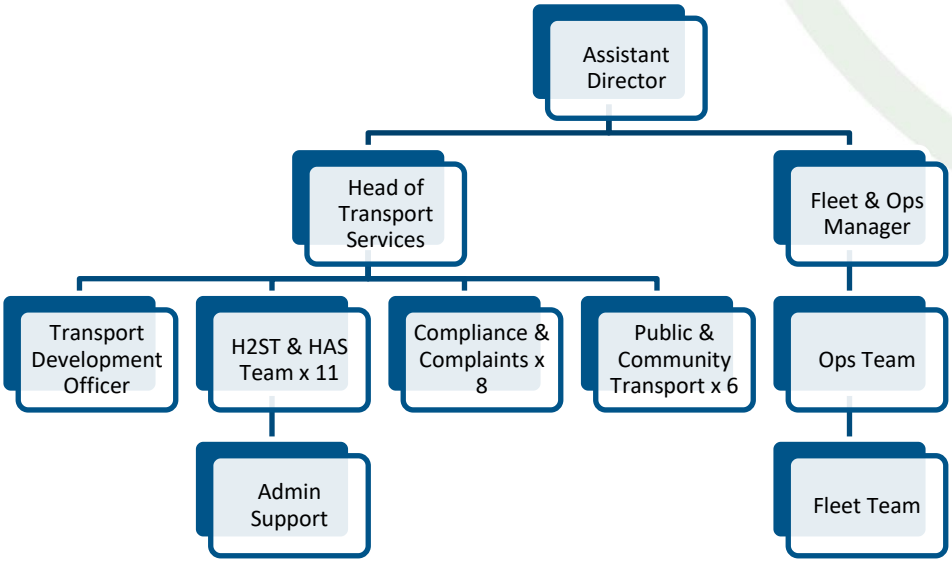
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Good knowledge of public sector procurement frameworks and constraints including a refined knowledge of practical options and alternatives relating to public transport services. • Comprehensive knowledge and understanding of Bus 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 **Link**	
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.

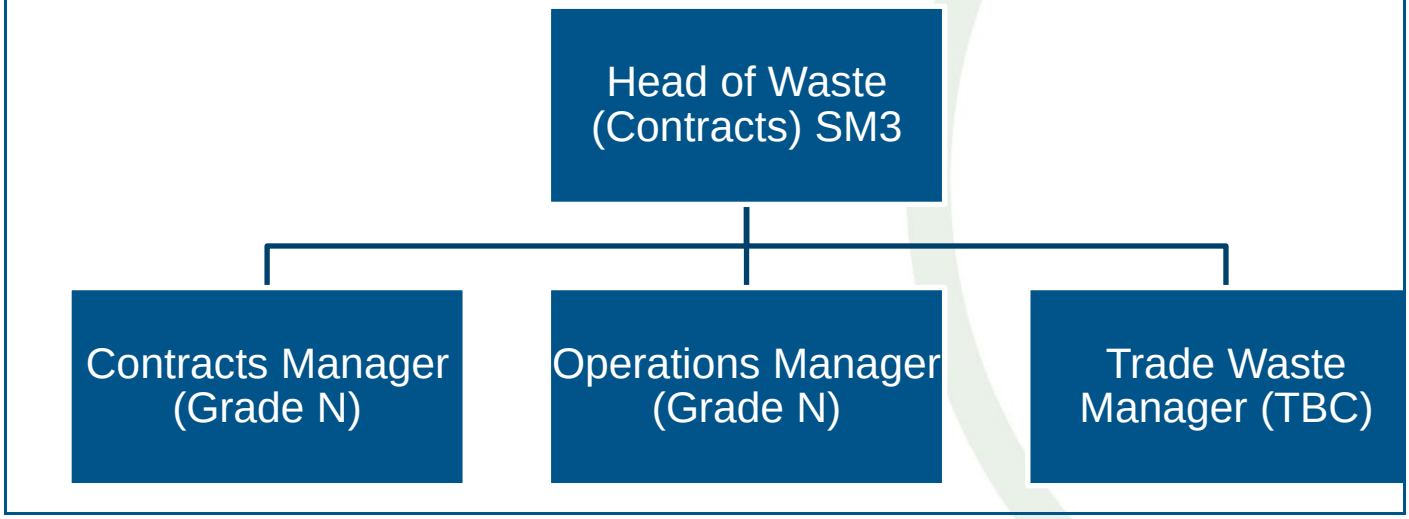
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Comprehensive knowledge of current waste management issues and legislative framework. • Comprehensive knowledge of Public/Private Partnerships waste contract structures with a good knowledge of standard form PPP/PFI contracts. • 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 **Link**	
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:	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

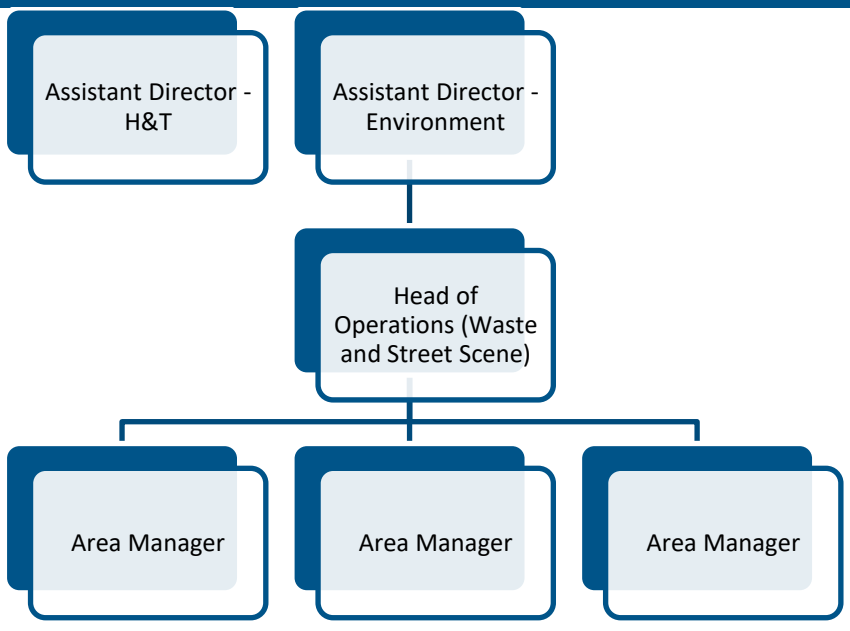
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Up to date knowledge of technical and procedural developments relating to the services • Full working knowledge of environmental legislation and policy • Extensive knowledge of the Environmental Permitting regime • Full and up 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 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
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 identifies 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.

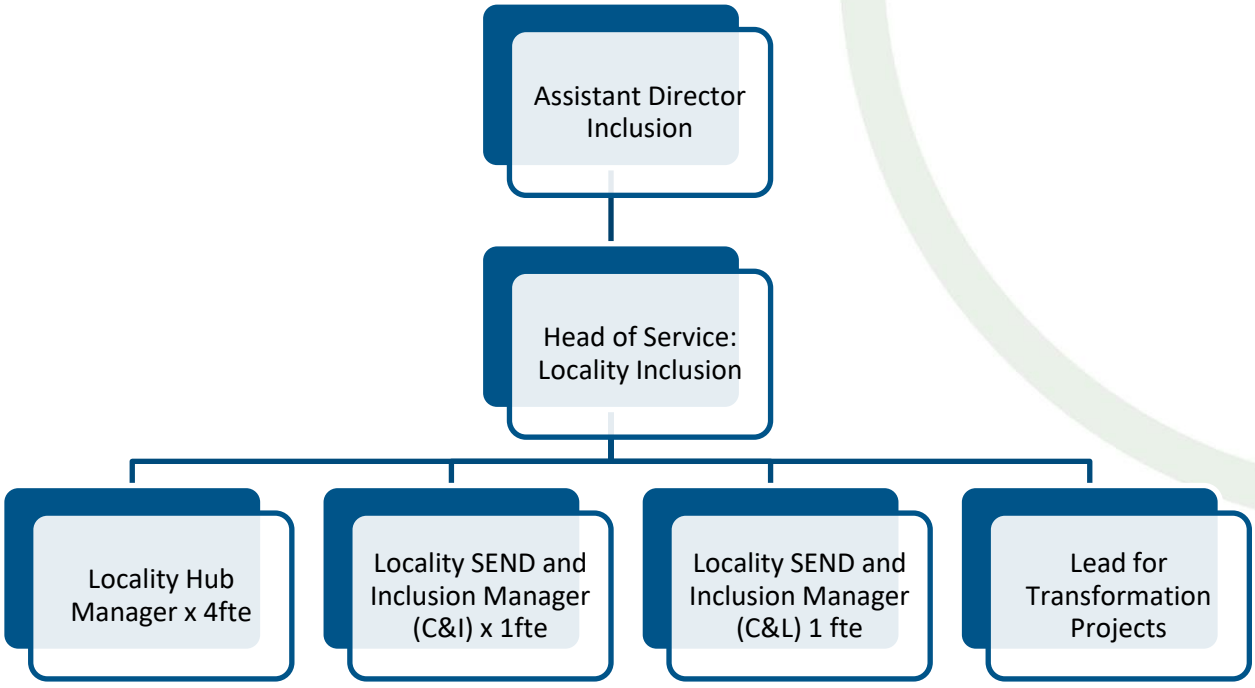
Person specification:	
Essential	**Desirable**
Knowledge and Experience • Comprehensive knowledge of the SEN Code of Practice, 2014 and statutory responsibilities of the LA in terms of SEND and Inclusion • Knowledge and understanding of a range of SEN provision and the accountability frameworks within 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 • 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	
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 Development Management
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 on all matter relating to Development Management and Planning Enforcement.
- As the Head of Development Management, you will act as the Councils lead officer in respect of overseeing an efficient, effective and customer focussed Development Management function, including pre application advice, the processing of planning applications for all types of development (including Minerals and Waste) and a robust approach to Enforcement.
- The post holder will ensure that statutory requirements are met and take a lead role in enabling the delivery of sustainable, high-quality homes and jobs whilst respecting our natural and built environment.
- Providing the Council with strategic advice and ensuring that appropriate strategies, plans and projects are proactively developed and implemented.
- In undertaking the afore-mentioned duties, the post-holder has extensive and regular contact with Senior Officers across the Council, including the Assistant Director for Planning, 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.
- The post-holder also has direct regular contact with elected Members of the Council and especially Area Planning Committee Members and Strategic Planning Committee Members, Government Departments and Statutory agencies. In addition, the post-holder also deals with MPs on matters as and when they arise
- To carry out roles identified within the resilience and emergencies and business continuity policies. These include ensuring plans exist within their Service Area and appropriate officers are able to respond both in and out of hours as required if required.
- This is a politically restricted post as defined by the Local Government and Housing Act 1989.

Job Purpose:

- **Ensure that Development Management processes are efficient, effective and customer focussed and that decisions are managed and made in line with statutory and constitutional requirements.**
- **Work proactively with others across the Planning and Building Control Function to maintain strong performance and consistent approaches.**

	• **Provide professional and strategic advice and recommendations to the Assistant Director for Planning, Economic Development, Regeneration, Tourism and Skills, Corporate Director of Community Development, Chief Executive and Elected Members and MPs.** • **Act as the Chief Planning office on all matters relating to Development Management and Planning Enforcement** • **Keep abreast of any legislative changes, recommending and implementing changes as and when required.** • **Respond to relevant national and regional consultations to ensure the councils interests are represented** • **Contribute to the overall operational efficiency of the wider planning service** • **Play a strategic role on the Planning Service Leadership team acting as a proactive leader for change & continuous improvement in line with a shared 'one team' vision**
Operational management:	• Ensure that the Development Management and Planning Enforcement workstream operates with a 'one team' ethos with consistency in approach through an effective programme of Member briefings, Member and officer training, and use of technology and systems. • Take a proactive approach to maintaining a pipeline of applications, managing performance and resource and overcoming obstacles to prevent a backlog of applications. • Oversee the efficient and effective running of Area Planning Committees and the Strategic Planning Committee in line with the constitution and scheme of delegation, including oversight and support at Committee Meetings. • Oversee the provision of a quality pre application service for customers. • Ensure a strong focus on the delivery of major sites and projects, working closely/directly with the Delivery and Infrastructure workstream. • Ensure a strong enforcement resource to enable compliance with local and national planning policies and legislation. • Ensure that decisions are positively made, timely and consistent with national and local policy • Proactively drive the effective and efficient discharge of conditions to facilitate the timely implementation of planning permissions on the ground. • Authorise enforcement action for Development Management, in line with the Council's Constitution/Scheme of Delegation • Commission external, specialist advice and capacity where necessary to ensure timely delivery of Development Management work/decisions. • Deputise for and represent the Assistant Director as and when required on working groups, meetings etc. • Undertake any other duties commensurate with the post/grade as directed by Assistant Director
Resource management:	• Support the achievement of a high performing 'one team' culture, driving the delivery of excellent service performance, planned outcomes, targets and objectives and continuous improvement. • Lead by example; setting clear expectations around priorities and performance, customer service, team culture and staff behaviour. • Working closely with the rest of the Planning and Building Control Function to maintain a strong focus on gathering intelligence, performance monitoring and monitoring of

	planning policies to ensure an efficiently run service and effective policies to deliver the place-shaping ambitions of the council. • Working with the Planning Information, Plans Processing & Improvement workstream to continually review and identify improvements that can be made to the planning function to achieve a first class planning service. • Working closely and flexibly across other planning workstreams and all other relevant council functions to support plan making, development management, delivery and priority projects. • Proactively consider opportunities for commercial activity within the service, in line with the Council's Strategy for Success • Make and implement recommendations to deliver continuous improvement, including minor restructures and team/service reviews. Lead improvement initiatives in own service area and at a corporate level • Plan, direct and oversee the work of staff within your area of the service ensuring alignment with the single service vision and agreed service priorities. Ensure that 1-2-1's and staff appraisals are undertaken on a regular basis. • Ensure that all areas of staff management are undertaken in line with corporate policies including but not limited to recruitment and selection, appraisal, training and development, absence management, disciplinary and grievance. • Prepare and manage budgets for the relevant area of the service, ensuring that income and expenditure targets are realistic. Work with Accountancy to proactively monitor budgets, report exceptions where they occur and take corrective action where required. • Set clear and appropriate performance targets for your area of the service, monitoring and reporting variances where they occur and taking corrective action where required. • Ensure appropriate training & development for any officers and members involved in determining applications, to ensure consistent and transparent decision making that is in line with national and local planning policies, corporate plans and strategies • Ensure that decisions are taken in line with corporate policies and guidelines, including but not limited to the Council's Constitution & Standing Orders, Contract Procedure Rules, Budget and Policy Framework, Financial Regulations.
Partnerships:	• Cultivate positive working relationships to proactively shape viable development proposals, help unlock barriers to growth, ensure timely delivery and influence investment decisions. Including (but not limited to) within the service, the Council and with politicians; with house builders, investors, developers & land agents; with partners, stakeholders & funding bodies. • Ensure close working relationships with senior colleagues across relevant council disciplines including within the planning and building control function, transport, economic development, housing, education, health, legal (and others as relevant) to ensure that corporate plans, strategies and policies are consistently applied to Development Management decision making. • Work with a range of partners/agencies, both internal and external, to develop and maintain co-operative relationships. • When implementing service delivery change ensure activities are aligned, where appropriate, with other changes taking place corporately and across Directorates, including working with colleagues in HR, ICT, Finance, Communications, Legal Services and other functions where required • Represent the service on behalf of the Directorate at policy, operational and co-ordination forums with external agencies and other Council Directorates when required. • Develop proactive relationships with members; ensuring efficient and effective arrangements are in place for relevant committees, member training, member briefing sessions etc.

Strategic management:	• Act as the Council's Chief Planner in relation to all strategic matters, related to Development Management and Enforcement 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 Leadership Team; supporting each other to shape, drive and deliver priority corporate work streams and act as proactive leaders for cultural change & service improvement in line with a shared 'one team' vision. • Ensure that strategies, plans and projects are effectively and efficiently managed and implemented, using clear objectives and meaningful performance data to measure and report on progress and impacts • Lead in the development of new ways of working that maximises efficiency and effectiveness • Advise and represent the Council on matters relating to the Development Management Function • Ensure the timely implementation of planning permissions that will positively impact on the delivery of housing and the Council's 5-year land supply. Work closely with the Head of Delivery & Infrastructure to drive/co-ordinate the proactive development of strategic sites/schemes that enable 'on the ground' delivery of objectives within the Council's strategic planning documents e.g. Local Plan, settlement and site based masterplans. • Deputise in the absence of the Assistant Director and to undertake any other roles as directed by the team.
Communications:	• You will engage with partners in public and private sectors to deliver quality outcomes. • You will prepare executive committee reports, planning committee reports, Secretary of State/Home Office monitoring reports and provide advice and support to the Director and Elected Members on complex and contentious planning matters. Attending committees as required and ensure that committee decisions, new legislation, Government advice etc are effectively implemented • Represent the Council at external meetings and events on matters relating to strategic planning/planning policy to ensure that the Councils priorities are well communicated and understood • Represent the Council in high profile cases at court and appeal hearing. • Lead liaison/communication with relevant Executive Members and Division Members, to ensure proactive and effective communication and decision-making. • Work together to ensure excellent cross-service communication, shared understanding and alignment of strategic priorities and allocation of capacity and resources. • Influence and liaise with lead business partners as required to ensure that strategic planning and implementation of plans is carried out consistently and effectively • Promote the Council's priorities, policies and Council Plan and positively promote the service with local and national media. • Manage challenging situations effectively and pro-actively to improve the performance of staff and/or volunteers by maintaining communication with staff and providing the appropriate support and guidance. • Represent the service at appropriate inter and intra agency meetings, promoting, liaising, consulting and engaging with managers, staff, people who use our services and other stakeholders in challenging situations • Respond to media enquiries as requested and appraise your manager of any matters arising which are particularly sensitive or controversial in nature. • Deliver presentations in order to develop effective service delivery and good stakeholder relationships. • Inform and analyse national and local policy change and communicate implications to senior operational managers and frontline staff as appropriate.

	• Ensure that proactive two-way communication is at the heart of everything we do. Develop and deliver clear and consistent messages about the Development Management functions. Promote key messages, milestones and progress, good news stories, case studies and relevant updates in a positive and proactive way to staff, colleagues, members, stakeholders and customers. • Promote key messages, milestones and progress, good news stories, case studies and relevant updates in a positive and proactive way to staff, colleagues, members, stakeholders and customers • Ensure that customer and client feedback is collected regularly and used to inform and shape future service improvement and delivery
Systems and information:	• Ensure that systems and processes to support the service are consistent with the Council standards and procedures. • Produce written reports as required including evaluation and impact statements for distribution service wide and to partners. • Use relevant IT systems and tools to support the management, delivery and development of services, ensuring records are accurate and current. • Ensure government guidance and legislation are interpreted appropriately and are adhered to in a manner consistent with good practice.

Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of current good practice standards both at local and national level in relation to the business of the service. • Extensive experience of strategic planning linked to development management. • Experience of developing and implementing organisational culture change within a large diverse organisation. • Successful management of budgets and staff and resources. • Good understanding of political processes and structures, and experience of working with elected members. • Sound knowledge and practical understanding of planning and housing related legislation. • Understanding of the social, political and economic environment and their wider impact in housing and strategic development. • Financially and commercially aware with strong analytical skills. • Establishing and leading a strong performance culture to proactively drive-up standards, customer service and delivery. • Managing and delivering efficient and effective front-line services in a customer facing environment. • Proactively leading and delivering significant change and business improvement initiatives. • Working across organisational boundaries in partnership to deliver corporate projects and objectives. • Identifying and delivering efficiencies whilst improving services. • Managing customer relationships and delivering improvement through performance management. • Successful track record of achievement at senior level in developing corporate strategies/policies and delivering an efficient and effective planning, development or related service.	• Knowledge and understanding of the application of workplace Health and Safety Legislation. • Working within a local authority.

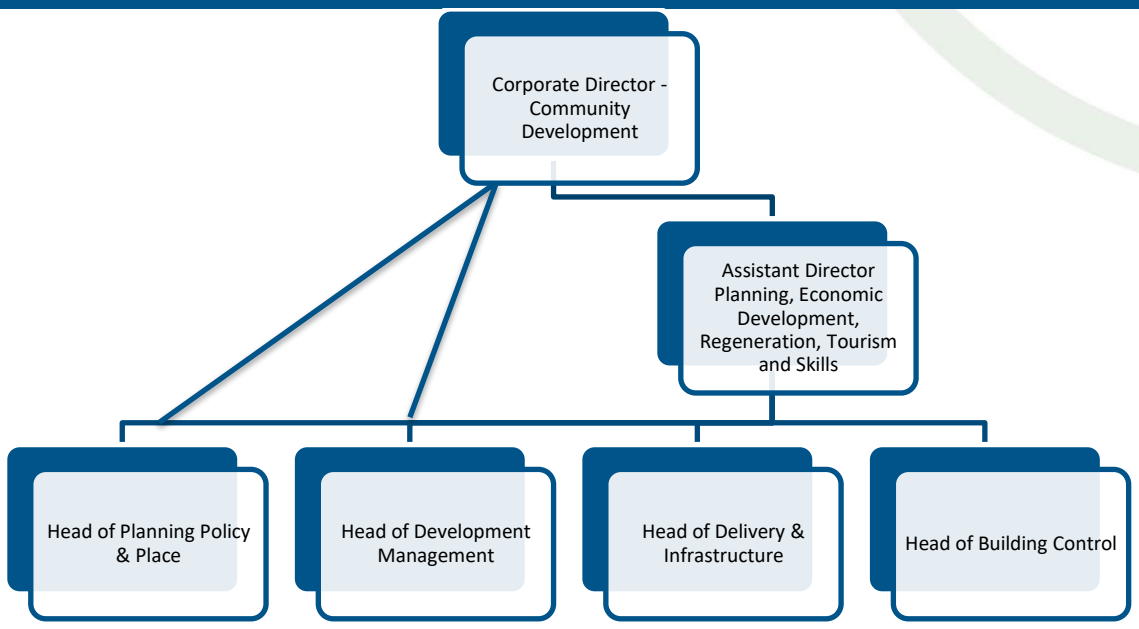
• Building proactive and successful relationships between the public and private sector. • Ability to build effective partnerships.	
Occupational Skills • Effective leadership skills and the ability to promote organisational policy and objectives. • Management of diverse operational functions to deliver 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. • Development and delivery of successful business cases to secure external funding/investment that support housing delivery or strategic site development • Effective customer care skills, including how to understand, deliver and manage customer expectations. • A strong and effective leader, who leads by example and proactively demonstrates the Council's standards of behaviour. • An effective communicator who is determined, positive and approachable • Highly self-motivated and driven to achieve challenging objectives; able to use own initiative under minimal supervision. • Ability to use a range of ICT including word, excel, PowerPoint and teams.	
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), • Specifically requires achievement of the RTPI Chartered status.	• 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 the team. • Full Drivers Licence.	

Career progression:

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

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

Post title:	Head of Health Improvement
Grade:	SM2
Responsible to:	Director of Public Health/Assistant Director Prevention and Service Development
Staff managed:	Manages a group of managers
Directorate:	Health and Adult Services
Service:	Public Health/Prevention and Service Development
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 Public Health Involvement and Governance 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 is the directorate lead in developing and implementing new approaches to population health with the aim of 'adding life to years and years to life'**.**
- The postholder will lead the development and oversee implementation of the Health and Wellbeing Strategy, working closely with the Chair of the Health and Wellbeing Board, Vice-chair and other Chief Officers.
- Working in collaboration with the NHS, the postholder will ensure there is a comprehensive Joint Strategic Needs Assessment on a range of public health issues across the County.
- The postholder will lead the development and oversee implementation of Pharmaceutical Needs Assessment and report to the Health and Wellbeing Board any issues requiring comments from the Board and supplementary statements.
- The postholder will be the strategic lead for the Living Well Smoke Free service ensuring high performance and delivery, in line with the additional capacity secured through dedicated tobacco control funding.
- Working with the Lead Consultant and Director of Public Health, the postholder will ensure there is a comprehensive and impactful Tobacco control plan and will ensure a council wide approach to implementing any changes in smoking legislation.
- The postholder will work with NHS colleagues and other partners across primary and secondary care to improve the respiratory health of the population including chronic obstructive pulmonary disease.
- The postholder will work with colleagues in CYPS, across the Council and with other partners, to ensure vaping is only used as harm reduction method to help people to stop smoking and reduce the number of people across the whole population who vape who have never smoked.
- The postholder will work with NHS colleagues and other partners across primary and secondary care to improve the focus on cancer prevention and access to treatment and care pathways.
- The postholder will work with NHS colleagues and other partners across primary and secondary care to improve the focus on cardiovascular disease prevention and access to treatment and care pathways. This will include responsibility for the NHS Health Checks programme**.**
- The postholder will have strategic oversight of the Healthy Ageing programme across the council and with Partners. This includes falls prevention**.**
- The postholder will lead the development and oversee implementation of the Public Health Primary Care Services contracts commissioned through the Provider Selection Regime.
- The postholder support work to address health inequalities identified through the portfolio of work by taking an anti-poverty approach.

- The post holder will have an excellent understanding of the current health and social care policy agenda and how this is impacting on the development of preventative and early intervention activity.
- 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 role will require the post holder to work with other Directorates, elected members and other senior colleagues across the Council.
- The post holder is fundamental to the delivery of the Journey of Continuous Improvement across HAS.
- 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.
- This post will be accountable for the management of a resource budget in excess of £2 million**.**

Job purpose	**Improve Population Health by 'Adding Years to Life and Life to Years' reducing early mortality and improving the quality of years lived.**
Operational Management:	• To ensure compliance with all statutory public health and social care requirements across the County within the specific portfolio of work. • To promote prevention, independence, wellbeing and a community assets-based approach to health and wellbeing at all stages in the population health pathway (s) and across the health and care system. • The post holder will have responsibility for a budget, including revenue and capital 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 develop and maintain an in depth understanding of the range of approaches to Prevention and Public Health and the evidence base about effectiveness, impact and value for money of such programmes. • 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 portfolio areas 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.
Resource management:	• Manage an effective team to deliver on the key objectives of the role. • Fulfil the role of project sponsor in the management of resources where required. • Identify the resource requirements that would be affected by transformational 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 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. • Develop and lead on ensuring appropriate involvement of people who use support throughout the planning and implementation of Prevention and Supported Employment services, ensuring coproduction. Work in partnership with Customer Board to develop new initiatives in HAS including online. • 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 and Director of Public Health as required and represent the Directorate at policy, organisational, co-ordination and consultation forums with external agencies, other Council Directorates within the Service Area or wider Directorate. • The post holder is required to work effectively with senior managers and colleagues within Health and Adult Services and across the wider council with a particular focus on links with Public Health. • 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, Council's Network, ADPH, 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 other relevant legislation 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, Director of Public Health and Corporate Director Health and Adult Services and appraise them of any matters arising which are particularly sensitive or controversial in nature.
Systems and information:	• 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 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 and understanding of Public Health practice**.** • Extensive knowledge and understanding of all adult social care services. • Extensive knowledge of either social care and/or NHS policy environment at local, regional and national level • Significant knowledge of current good practice standards in commissioning both at local and national level. • Detailed knowledge of legislation and policy surrounding commissioning • 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 & Diversity, Dignity & Respect and Human Rights will apply to this role. • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit**.** • Significant experience of commissioning services and developing strategies at a senior level. • Detailed experience of policy implementation. • Experience of translating national policy and guidance into local action • Extensive leadership and managerial experience and the ability to be responsible for the motivation and performance of a group of managers. • Extensive demonstrable experience of public health and social care operations, policy development and management in a local authority, major independent service organisation or equivalent. • Extensive experience of health/social care needs assessment and service provision. • Proven and effective extensive demonstrable experience of the management of specific resources in a changing organisational environment, including human and financial resources.	• Working knowledge and application of project management principles/methodology

- 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

Occupational Skills

- Demonstrable leadership skills within a challenging/ demanding environment; and ability to promote organisational policy and objectives.
- 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, Health or Public 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.

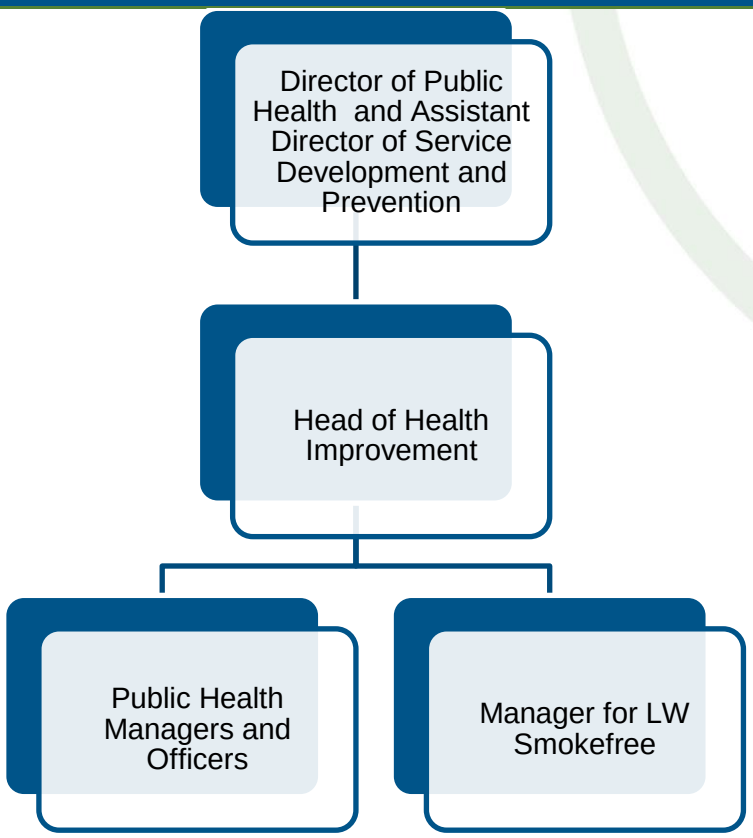
Other Requirements

- Ability to travel across the County.
- Ability to attend meetings outside of normal business hours.
- Ability to take part in 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.

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.

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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

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	• 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.

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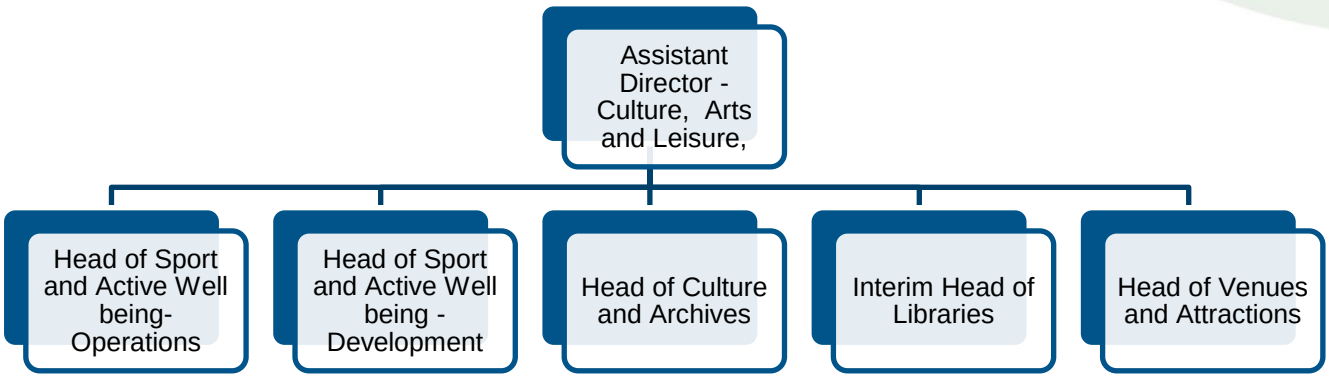
Person Specification:	
Essential	**Desirable**
Knowledge and Experience • Significant knowledge of the national policy context, regulatory environment, current good practice standards and key issues both at local and national level in relation to cultural/archive services. • Knowledge of statutory requirements, 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	

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Career progression:

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

Structure



NB – Assessment criteria for recruitment will be notified separately.

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

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Post title:	Head of Prevention including POT portfolio
Grade:	SM2
Responsible to:	Assistant Director Prevention and Service Development
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 is the directorate lead in developing and implementing new approaches to prevention and early intervention to support reducing and delaying demand for social care and health services across the County.
- The post holder will be responsible for the strategic delivery of Living Well, Prevention and Access Team and Supported Employment Services. They will be lead expert for 'Targeted Prevention', working across Public Health and Social Care to integrate innovative approaches to meeting needs at local levels.
- The post holder will work with key senior managers and practitioners to lead and facilitate the joint delivery of prevention and early intervention programmes working in particular with Public Health, Stronger Communities, the ICB, PCNs and a range of statutory, non-statutory, voluntary and private sector agencies.
- The post holder is the lead for commissioning and service development of community prevention services, specifically prevention and wellbeing, unpaid carers and mental health. They are expected to work in partnership with the corporate Stronger Communities team to ensure best use of resources in developing resilient communities and a thriving VCSE sector.
- The post holder will have an excellent understanding of the current health and social care policy agenda and how this is impacting on the development of preventative and early intervention activity.
- The post holder will be responsible for the strategic development of the Councils Occupational Therapy offer and the strategic lead for Assistive Technology Solutions and community equipment.
- The post holder will have responsibility for the development of occupational therapy practice in Health and Adults Services (HAS) and will lead on developing improved systems and processes that support frontline practice. They will develop and implement a robust system of quality assurance to improve standards and disseminate learning; thereby improving outcomes for adults, their families and carers.
- The post-holder regularly gives advice to the Authority, including HASLT and Exec Members on Occupational Health Practice, RCOT Professional Standards and legislative frameworks.
- They will contribute to ensuring that work is focussed towards achieving transformed ways of working in line with the Care Act requirements and guidance from the Royal College of Occupational Therapy or other relevant bodies.
- This post will have a critical role to play in effecting change and improvement in Occupational Therapy practice, and the contribution of this post will be multi-faceted.
- Contribute to strategic plans for the Council and partner agencies for equipment, adaptations, and telecare solutions and other interventions linked to Occupational Therapy and their implementation in North Yorkshire.
- Development and delivery of improvements in processes and procedures for occupational therapy.
- Contribute to, influence and monitor practice change to aid the Council in managing their multi-million-pound equipment adaptation and Telecare budgets.

- 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 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.
- This post will be responsible for ensuring compliance with all statutory social care requirements including the Care Act and all other relevant Legislation within their service areas.
- This post will be accountable for the management of a resource budget in excess of £1M.

Job purpose	To design, lead and deliver the Prevention Offer 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, as well as other relevant Legislation. • 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. • The post holder will have responsibility for a budget, including revenue and capital 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 identify key initiatives in targeted prevention and early intervention, consulting with internal and external partners to look at gaps and opportunities to support the care pathway. • The post holder will be responsible for ensuring that initiatives are either implemented in-house, commissioned (by HAS or Public Health) or identified to the Locality Teams from inception to 'go live' across all areas of North Yorkshire. • To develop and maintain an in depth understanding of the range of approaches to Prevention and the evidence base about effectiveness, impact and value for money of such programmes. • To 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 portfolio areas 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.
Resource management:	• Manage an effective team to deliver on the key objectives of the role. • Fulfil the role of project sponsor in the management of resources where required. • Identify the resource requirements that would be affected by transformational 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. • Develop and lead on ensuring appropriate involvement of people who use support throughout the planning and implementation of Prevention and Supported Employment services, ensuring coproduction. Work in partnership with Customer Board to develop new initiatives in HAS including online. • 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 with a particular focus on links with Public Health. • 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 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. • The post holder will have strategic responsibility for Occupational Therapy practice supported by the Principle OT.
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 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 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 the Care Act guidance and other legislation, for example the Mental Capacity Act, Chronically Sick and Disabled Act (Childrens) Housing Construction and Regeneration Act. • Extensive knowledge and understanding of all adult social care services. • Extensive knowledge of either NHS and/or social care policy environment at local, regional 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 & Diversity, Dignity & Respect and Human Rights will apply to this role. • Enterprise skills including ability to develop and sustain effective income generation, drive business cases and create viable business models for public benefit. • Extensive leadership and managerial experience and the ability to be responsible for the motivation and performance of a group of managers.	• Project management knowledge/qualification (e.g. PRINCE 2 or similar methodology).

• Extensive demonstrable experience of adult social care operations, policy development and management in a local authority, major independent service organisation or equivalent. • Extensive experience of health/social care needs assessment and service provision. • Proven and effective extensive demonstrable experience of the management of specific resources in a changing organisational environment, including human and financial resources. • Significant demonstrable experience of developing and implementing organisational change strategies. • 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.	
Occupational Skills • Demonstrable leadership skills within a challenging/ demanding environment; and ability to promote organisational policy and objectives. • 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 • Recognised management qualification or equivalent experience. • A willingness to undertake a management qualification. • Professional Occupation Therapy Qualification and HCPC Registration.	• A post-graduate qualification.

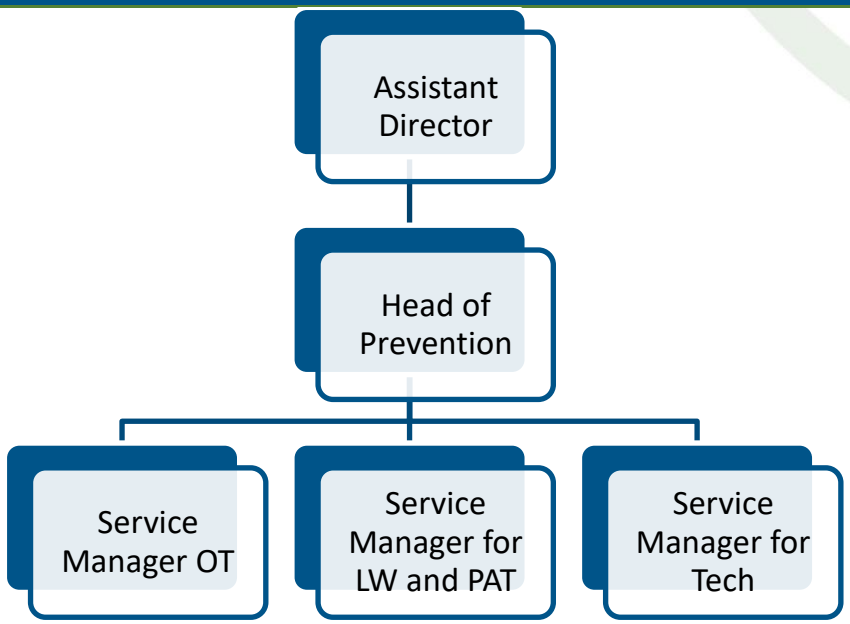
Other Requirements

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

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.