

Job Description and Person Specification



Executive Director of Strategy and Change – Strategy and Change Directorate

Salary:	£140,683 - £151,033
Job Family:	SM16
Working hours:	37 hours per week.
Work base:	The Cube, in Corby.
Responsible to:	Chief Executive North Northants Council

We are delighted that you are considering joining our team at North Northamptonshire Council.

By recognising that our employees are our greatest asset, we invest in, value and develop them to progress our ambition to be an employer of choice. Our corporate values and behaviours also encourage customer focus, efficiency and support our employees to achieve.

Main Purpose

As a member of the corporate leadership team (CLT), the post holder will:

- Lead the Council's ambition to be at the forefront of shaping the future of local government and driving how the sector evolves, this role is key to understanding government policy, opportunities and being the conduit to building relationships with government departments.
- Drive the Council's continued journey as a young and ambitious council by leading the "One Council Programme" which will ensure change and evolution across the Council.
- Strategically lead the Council's Big 50 Vision and facilitate collaborative relationships with stakeholders, partners, and communities to find and co-produce solutions across the entire system and not just within the Council.

- Be responsible for the leadership, development, and implementation of relevant corporate strategies that support the achievement of the Council's strategic priorities and objectives, creating a high performing organisation with effective, modern ways of working and a strong transformation ethos.
- To drive a culture with the Corporate Leadership Team where colleagues are empowered to innovate and support continuous improvement for the benefit of residents.
- Work closely with the Chief Executive, Members and peers to drive forward the Council's vision and values, role modelling the desired behaviours in all aspects of work.
- Act as the expert adviser to the Chief Executive and Corporate Leadership Team in regard to workforce decisions and matters, organisational development, whole council strategy, improvement, change and transformation programmes.
- Lead the management, development, performance and continuous improvement of the Council's, HR and Organisational Development, Customer Services, Strategy and Policy, Transformation and Change, Performance, Communications, Public Affairs and Engagement, Digital and ICT and Business Support functions to deliver high quality, trusted and efficient services to Councillors, employees and service users.
- Represent and make decisions on behalf of the Chief Executive and Corporate Leadership Team and Council at various Corporate and cross council Committees and Boards.

Role Responsibilities

Strategic Leadership and Management

- Drive transformational change, fostering and leading a culture of continuous improvement that reflects the values of the Council and encourages creativity and commercial acumen within a public service ethos.
- Champion innovation by being open minded to new and radical ways to deliver services, relentlessly challenging the status quo and actively seeking out good practice from others to learn from to develop our own service design and delivery.
- Engage with senior political and managerial leaders to ensure effective governance within the Council, including the legality, probity, integrity, proper public accountability and scrutiny of decision-making processes.
- Be a fully participating member of the Council's Corporate Leadership Team, driving strategy and performance; and championing the delivery of the Council's vision and strategy with Councillors, partners, community representatives, and colleagues.

Core Responsibilities

- Lead and develop the council's enabling functions, including HR and Organisational Development, Customer Services, Strategy and Policy, Transformation and Change, Performance, Communications, Public Affairs and Engagement, Digital and ICT and Business Support, to ensure that the Council has the capacity to deliver its current and future priorities in accordance with relevant government legislation, professional standards and leading-edge practices.
- Work strategically across the organisation to deliver the Corporate and Financial plan as well as supporting the identification of new ways of working to deliver efficiencies, increased productivity and improved service delivery.
- Lead on and oversee strategic and change programmes for the council, the Big 50 Vision, Corporate Plan and operating model, providing strategic leadership particularly in relation to whole council change and delivery programmes to enable senior leaders to operate more effectively and deliver services with improved outcomes for residents.
- Maintain strategic oversight of the council's digital and data strategy which addresses the current and foreseeable needs of the council and the overall aim of achieving a council which uses technology

effectively to meet its business and customer needs and ensures that technology and innovation solutions are maximised.

- Maintain strategic oversight of the council's HR/OD strategy, which addresses the current and foreseeable needs of the Council and the overall aim of achieving a highly competent productive and ambitious workforce and ensures that the council is an employer of choice in local government.
- Lead the management, development, performance and continuous improvement of the Council's Customer Services function, delivering high quality outputs at scale and pace, trusted and efficient services to Councillors, employees and service users. Oversee the development of the Customer Relationship Strategy and the Council's Customer Contact Centre to ensure customers receive a responsive and professional service.
- Maintain strategic oversight of the council's communications and engagement strategy, which addresses the needs of residents, employers, staff, and the council as a whole.
- Lead the development and deployment of effective corporate performance arrangements throughout the council to deliver effective and consistent performance management which drives better services.

Political Interface and Member Relations

- Develop and maintain effective working relationships with elected Members, working with Members to foster a positive and productive interface between Members and officers across the council.
- Work with, advise and support elected Members in formulating appropriate strategies and plans to deliver modern, efficient and effective services.
- Promote a culture of political awareness amongst officers to help translate political will into appropriate future strategies and delivery of objectives.

Leading Partnerships, Collaboration and Managing Reputation

- Represent the Council and its interests through personal influence and engagement in partnerships at all levels within the public, private and voluntary sectors, and to act as an ambassador for the Council, at all times.
- Lead the work on the Big 50 Vision and wider initiatives to ensure that the council is properly represented in its discussions with local, regional, and central Government, and works effectively in partnership to the benefit of residents in North Northamptonshire.
- Influence a range of policy makers, public bodies, partners and suppliers to ensure the Council is well positioned to meet existing objectives and new challenges.

To undertake any other duties commensurate with the role.

Political Restriction and Other Requirements

- This position is politically restricted

Person Specification

Qualifications

- Degree level education or proven equivalent level of technical and organisational knowledge and/or relevant experience at a senior leadership level.
- A relevant professional qualification and accreditation relevant to the portfolio of services managed.
- Evidence of continuing professional development and leadership skill development.
- Membership of a relevant professional body.

Background and Experience

- Demonstrable successful track record planning for the future delivery of services, including effective workforce planning for future challenges.
- Experience in successfully leading, developing and enabling several of the areas within the Strategy and Change Directorate at a strategic level. This could include - Policy, Performance and Collaboration; Change and Transformation; Information Technology IT; Skills and Employment; Strategic Human Resource Management or Corporate Governance.
- Proven experience of providing strategic advice to members and senior leaders.
- Up to date knowledge of technical and procedural developments relevant to the portfolio of services managed.

Experience and success in

- Experience of working in a senior role in either strategy or transformation in the public or other sector, with the ability to lead, develop and sustain effective team, partnership and multi-agency working through strong effective advocacy, influencing and negotiating skills.
- Experience of successfully managing and motivating employees and enabling them to deliver to their full potential.
- Experience of driving performance, delivery, and transformation of services and successfully leading staff groups through change and projects in complex environments which have delivered service improvements and organisational efficiencies.
- Leading, managing and developing employees to sustain high levels of service delivery, recognising and developing talent and establishing a strong performance culture including effective performance measures, evaluation of service quality and the improvement of service delivery to achieve the Council's objectives. This includes driving cultural change and organisational vision and values.
- Leading and contributing to strategic decision making, resource allocation and to policy formulation and delivery, to adopt a problem-solving culture.
- Providing creative solutions to complex problems together with high level analytical, presentational and communication skills, to improve the use of resources and achieve value for money across an organisation.
- Leading transformational change and creating innovative service models, particularly in response to the demands of an organisation that is undergoing a radical transformation and modernisation.
- Delivering complex projects that have a high degree of external facing challenge and ensuring delivery on time and within budget and outcomes.
- Highly developed influencing and negotiation skills to operate at a strategic professional and political level, locally and nationally.
- Proven 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, against the difficult and sensitive challenges faced.
- Evidence of utilising digital technologies and data to drive change.
- Proven track record of strategically aligning financial resources with people resources, and other assets to achieve desired strategic outcomes.

Skills and Knowledge

- Ability to establish and sustain positive relationships that generate confidence, ability and trust.

- Skilled and knowledgeable about leading successful change programmes which have achieved tangible benefits and able to demonstrate excellent programme and project management skills.
- Knowledge of change tools and techniques and their appropriate use. In particular, demand management, how customer behavioural change can be influenced and operating model design.
- Ability to understand and respond to different perspectives and taking a cross-organisational approach, gained by working in a political or similarly challenging environment.
- Ability to encourage and engender collaborative working and build positive relationships with external agencies, partners and internal and external stakeholders.
- Highly developed analytical and problem-solving skills, able to work strategically and apply sound judgement, with the ability to adopt a creative and innovative approach to problem solving and provide creative solutions to complex problems together with high level analytical, presentational and communication skills.
- Ability to operating within a multi-agency delivery model with multiple partners and stakeholders and developing positive and constructive working relationships with a wide range of customers, stakeholders and partners, maintaining a positive personal and organisational profile.
- Excellent current working knowledge and understanding of local government law, practice and statutory requirements.
- Demonstrable leadership skills, specifically the ability to 'take people' with you and promote organisational vision and values.
- Effective interpersonal and communication skills, with ability to engage a range of audiences and positively represent the Council.
- Ability to see the big picture, interpret it and develop relevant strategies, plans and deliverables.
- Political awareness and the ability to work successfully within a political environment through effective working relationships with Elected Members.
- Ability to challenge others constructively and to make informed decisions that if challenged can be substantiated.
- Ability to learn from experience and to share that learning through future actions to improve service delivery and performance.
- Strong management skills, with ability to lead and influence others, make informed decisions and build and maintain successful relationships and networks.
- Strong influencing and negotiating skills
- Strong financial and budget management skills

Personal Qualities

- Passionate about putting residents at the heart of service delivery.
- Positive role model for behaviours and culture.
- Collaborative and strategic leader – able to motivate and work across boundaries and achieve performance/results through others.
- Sound judgement in devising and evaluating options and dealing with complex issues.
- Demonstrable evidence of policy judgement, political awareness and astuteness
- Robust and resilient, with drive and self-motivation.
- Flexible and able to meet competing demands and challenging circumstances.
- Ability to work under pressure and work at pace to achieve priorities.
- Personality and credibility that engages and commands the confidence of all stakeholders.
- Innovative and forward looking.
- Commercially / financially astute and customer focussed
- Ethical, accountable behaviour including a personal commitment to equality, diversity and inclusivity.

Our Values and Behaviours

Our values define who we are and how we operate, by forming the foundation for how we interact with our customers, colleagues and provide our services. They are also at the forefront of our decision making and delivery and include:



Our Key Commitments

Our key commitments help ensure that the priorities we make, now and in the future, maintain the necessary breadth of focus in those areas that we believe matter most.

Our key commitments are:

- **Active, fulfilled lives:** We will help people live healthier, more active, independent and fulfilled lives.
- **Better, brighter futures:** We will care for our young people, providing them with a high-quality education and opportunities to help them flourish.
- **Safe and thriving places:** We will enable a thriving and successful economy that shapes great places to live, learn, work and visit.
- **Green, sustainable environment:** We will take a lead on improving the green environment, making the area more sustainable for generations to come.
- **Connected communities:** We will ensure our communities are connected with one another, so they are able to shape their lives and the areas where they live.
- **Modern public services:** We will provide efficient, effective and affordable services that make a real difference to all our local communities.

Why choose us?

We offer a fantastic working environment including diverse and active staff networks, great flexible working opportunities and well as many other benefits, you will:

- Receive a generous annual leave allowance.
- Have access to our Employee Assistance Programme which offers a confidential service for employees and their families 24 hours a day / 7 days a week. The programme provides expert

advice and counselling in areas such as finances, family and personal problems, work issues, health related problems, childcare and consumer rights.

- Join the Local Government Pension Scheme (LGPS), which is a tax approved occupational pension scheme with a generous employer contribution rate, immediate life cover and ill-health protection. Benefits are based on the length of your membership and final salary.

We are proud to be a recognised Disability Confident Employer and is committed to providing an inclusive recruitment process and will offer an interview to disabled applicants who meet the essential criteria for the role.

