

Job Description

Job Title: Director Corporate and Business Support	Division: Corporate and Business Support	
Directorate: Resources	Post Number:	Evaluation Number: LBN598
Grade: SMR-E	Date: February 2024	

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

Every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of role

1. To directly manage a portfolio of services including: The Chief Executive's Office; Corporate Management Team (CMT) Executive Support; the Business Support Service; oversight of the Council's subsidiary companies; procurement and the Council's Scrutiny function.
2. To ensure strategic support to the Corporate Director of Resources and senior leaders providing advice and counsel to ensure the effective and efficient discharge of their

functions and hence delivery of the Corporate Plan and other key organisational priorities.

3. The post holder will be expected to make a major contribution to the effective management of the authority in supporting the Chief Executive and Corporate Directors as well as supporting and working closely with the Chief of Staff to the Mayor.
4. To lead and manage the Business Support Service and in so doing the post holder is expected to ensure the provision of efficient and effective administrative services and through the service generate efficiencies in business processes across the organisation.
5. Responsible for the procurement function, to ensure efficient and lawful approaches to procurement are adopted across the Council
6. To lead, support and encourage innovative and creative approaches to translating the Mayor's and Cabinet Members' shared ambition for 'Building a Fairer Newham'.
7. The post holder will strategically oversee programmes and projects for Resources that incorporate a proactive approach to addressing service challenges, quality of service provision and achieving organisational goals and objectives. This will include personally carrying out complex, sensitive and confidential investigations and projects on behalf of the Corporate Director of Resources.
8. The post holder has a direct budget responsibility of circa £6 million and also oversight of the Council's subsidiary companies (also known as Local Authority Trading Companies or LATCOs). In the year ending 31 March 2022 these had a turnover of circa £16m with highly complex financing and other arrangements.
9. To provide oversight of all of the Council's subsidiary companies (excluding the Populo Group) and other partnerships and other similar arrangements. The current list of these is as set out in Appendix One and may be varied from time to time.
10. In providing this oversight the post holder is expected to ensure that the Council receives appropriate assurance in respect of key matters, including but not limited to those listed below:
 - That the companies (or other ventures) have appropriate arrangements in place to ensure: proper governance of their financial affairs; operation of safe systems of work; fair recruitment and other HR practices; good risk management arrangements including in respect of GDPR and related matters; appointment of strong members to their boards reflecting the council's commitment to open and non-discriminatory recruitment; strong business planning and performance management processes linked to the key Council policies.

11. To exercise the Shareholder consent function in respect of those companies (and other ventures) including escalation as appropriate.
12. To develop strong working relationships with the Managing Directors (or equivalent) of those companies and to develop a good understanding of their business models.
13. To develop a fair and equitable recruitment and development programme for council nominated non-executive Directors to those Boards.
14. To have oversight of and ensure management of the Council's Scrutiny function in accordance with the extant statutory guidance, including filling the role of Statutory Scrutiny Officer as defined in section 9FB of the Local Government Act 2000.
15. To manage complex and sensitive political relationships between the Scrutiny and Executive functions.
16. To provide high-quality policy advice and challenge across the full range of all Council services, including in respect of complex policy areas and very large budgets, in order to ensure that the Scrutiny function operates as effectively as possible
17. To lead and manage the Democratic and Member Services function, including ensuring that public meetings (e.g. Full Council, Cabinet and others), take place in good order.
18. To ensure the efficient publication of agendas and other papers for these meetings and in so doing to promote across the organisation standards of good governance in the preparation of those reports, including developing appropriate training programme. This role requires the post-holder to implement a regime of robust quality control checks and gate-keeping and therefore challenging, up to Corporate Director level, whether their reports are acceptable for publication.
19. As a member of Resources Directorate Management Team (DMT), to work collaboratively with other management team colleagues and external stakeholders to achieve the Directorate service plans and priorities.

Role context

1. The post holder reports to the Corporate Director of Resources.
2. The post holder has management and oversight of all aspects of the budget responsibility for all functions in the Corporate and Business Support Division that consists of circa 90 FTE and a budget of circa £2.8m.

3. The post holder has staff management responsibility for the Office of the Chief Executive and Corporate Executive Support which consists of 10 FTE and a budget of circa £800k.
4. The post holder has management responsibility for the Shareholder function which consists of one FTE staff, staffing budget c£60k and oversight of multiple subsidiary companies with turnover significantly in excess of circa £16m).
5. The post holder has management responsibility for the Scrutiny function which consists of three FTE staff and a budget of circa £200k.
6. The post holder will strategically oversee programmes and projects for Resources that incorporate a proactive approach to addressing service challenges, quality of service provision and achieving organisational goals and objectives.
7. The post holder will play a key role in driving, shaping and supporting key corporate governance structures, and may be expected to provide support to key members of the CE's management team.
8. The post holder will be expected to deputise in the absence of the Corporate Director for Resources.
9. The post holder will be required to work regularly at evenings and weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.
10. The post holder must be professional, have good judgement and polite behaviour.

Accountabilities - Director Corporate and Business Support

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To lead and manage the Council's corporate and business support division, ensuring appropriate systems and technological innovation is embedded within services to deliver continual improvement.

2. To be responsible for leading and managing the:
 - Chief Executive Office
 - Corporate Management's Executive Support
 - The Council's Business Support Service
 - The Council's Shareholder function
 - The Council's Scrutiny function
 - The Council's Democratic and Member Services function
 - Acting as a Resources strategic lead for programmes and projects
3. To ensure the provision of effective day to day support to the Chief Executive, CMT and Members.
4. To undertake research, briefings and reports on policy, operational issues or other complex matters.
5. To maintain a detailed, nuanced and current working understanding of the statutory, regulatory and policy environment in which Newham operates, staying abreast of national, regional and local developments and working with the Council's Communications, Public Affairs and Policy teams to respond.
6. To establish effective communications and working relations with Members, officers, local government associations, Members of Parliament, Government Departments and other external bodies.
7. To demonstrate strong negotiation and influencing skills as well as tact and diplomacy when dealing with people at all levels while maintaining a strong impact.
8. To proactively resolve conflicts effectively to obtain a satisfactory resolution/outcome.
9. To exercise initiative and influence in all spheres of work; be a confident self-starter, capable of responding effectively and flexibly to all aspects of the role.
10. To work as part of a team supporting Newham's Corporate Management Team and Resources Management Team contributing to the delivery of key corporate objectives.
11. Oversight and leadership to support an efficient and customer focused Services.
12. To contribute to the development of an effective organisational culture through a forward thinking, results oriented and customer focused approach to all aspects of the role.

13. To support the Council in meeting and monitoring high standards of transparency, conduct and probity in the public life of the authority, and to ensure that all actions and records adhere to all required standards and are exemplary in this regard.
14. To deal responsively and sensitively with matters that are the subject of high priority to Members and the Executive, always exercising the utmost probity and judgement.
15. To show great leadership skills at all times. To manage direct reports using 1:1s, appraisals and HR policies to ensure effective delivery and the active instilling of a culture of continuous improvement
16. To ensure team progression, providing appropriate development for the officers for whom the post is responsible in accordance with corporate HR policies.
17. To promote and demonstrate a practical commitment to equal opportunities, diversity and culture.
18. The ability to use your own initiative and problem solve situations.
19. To positively contribute to the leadership of the Council, including leading on confidential and sensitive special projects identified by the Corporate Director of Resources.
20. To contribute to the corporate culture, which is forward thinking, results orientated and customer focused.

Tasks and Accountabilities (all Tier 3 posts)

Tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Strategy

1. To direct and keep under review the Corporate Plan, division specific service strategies and the divisional service plan in order to ensure that the Council fulfils its duties and delivers the agreed aims and outcomes for your division.
2. To work in partnership with internal colleagues and external stakeholders in an integrated, holistic and cross cutting way to achieve delivery of those outcomes
3. To take a “one Council” approach to deliver more effective outcomes and at all times avoid a siloed or single service area approach.
4. To work creatively to develop ways of sharing good and innovative practice at a local and national level.
5. To ensure the Council’s commitment to put people at the heart of all we do by fully engaging residents in the development of ideas, strategies and policies as well as the co-design, co-production, and joint decision making approaches is implemented throughout the division following the professional leadership of and models developed by the Resident Engagement division.
6. To contribute fully to the development and implementation of all corporate strategies and the Council’s vision and to act as a major project or programme Senior Responsible Owner to lead and ensure the implementation of specific corporate projects as required.
7. To actively develop and promote the Council’s vision and values through personal leadership to ensure they are delivered throughout the organisation.

Service quality

1. To deliver on appropriate service quality measures, targets and outcomes for accountable assessment and that act upon resident and stakeholder perceptions and to seek out more transparent accountability mechanisms for delivery in the division.

2. To build effective partnerships and communication strategies in order to harness effectively the public, private, voluntary sector and community resources that can help to deliver the Council's vision.
3. To be one of the Council's (officer level) representatives in partnerships.
4. To work collaboratively with the trade unions on matters of mutual interest to improve services and solve problems in a coherent and integrated manner.
5. To promote a positive public image of the Council.
6. To provide high level strategic direction and policy advice to the Chief Executive, Corporate Management team, the Mayor, Cabinet, Overview and Scrutiny, all Members and Full Council.

Performance

1. To manage and direct the services within the division in order to ensure that they deliver effective and efficient services and that they set and achieve high standards of performance and that they provide best value.
2. To manage and regularly monitor work programmes, budgets, performance indicators and quality targets to ensure that the services in the division meet agreed objectives, key performance indicators and income targets.
3. To provide the Council, Mayor, Cabinet, Overview and Scrutiny and other council bodies as required with appropriate reports and professional advice to enable them to discharge their functions in an effective and efficient way, and to display the highest standards of ethical governance.
4. To performance manage specific services in the division, building a valued, confident, developed, agile, empowered and innovative workforce.
5. To uphold the internal control system that safeguards the residents' interest in the appropriate use of council resources and ensure the system is respected and adhered to by all staff in the division.
6. To ensure the effective management of data and security of information received and used within the division, to comply with the relevant legislation such as GDPR and the Freedom of Information Act recognising that the Council wishes to operate in the most open and transparent way.

7. To ensure performance appraisal procedures are carried out and that there is full compliance with the Council's HR policies and procedures, including sickness absence, conduct, capability, business reorganisation and Health and Safety.

Resource Management

1. To participate in the overall Council budget setting process and once agreed, work within that set budget to deliver the required outcomes in a way that delivers value for money both residents and the Council.
2. To plan and keep under review the services within the division to control the budgets within it, manage risk effectively and ensure accountability.
3. To lead the service to operate in the most cost effective and efficient way, driving a continuous improvement mind set among staff.

Leadership and Culture

1. To participate in the directorate and organisational change that is needed in order to ensure the services play their full part in achieving the Council's vision and values.
2. Drive improvement in customer and community focus, performance, productivity, budget, managerial efficiency and workforce changes to deliver improved outcomes for the people of Newham.
3. Model the new behaviours required of all staff in terms of equality, ethical behaviour, effective internal control, agility, transparency, openness, community empowerment and engagement.
4. To promote and champion equality and diversity in the delivery of all Council activities, service provision and employment practice.
5. To ensure that all services are maintained to the required standards as directed by business continuity and resilience policies.
6. To participate in the Councils emergency arrangements as an on call member of the strategic or tactical response team at the appropriate level.
7. To ensure that Health & Safety legislation and the Council's Health & Safety requirements are all complied with.

8. To work evenings, weekends and occasional public holidays, in order to meet service requirements as required.
9. This is a politically restricted post under the Local Government and Housing Act 1989 and the Local Government Officers (Political Restrictions) Regulations 1990. The individuals holding this post cannot have any active political role. Politically restricted employees are prohibited from:
 - standing for office as local councillors, MPs, MEPs, Members of the Welsh Assembly or Members of the Scottish Parliament,
 - canvassing on behalf of a political party or a person who is, or seeks to be, a candidate, and
 - speaking to the public at large or publishing any written or artistic work that could give the impression that they are advocating support for a political party.

Personal Specification

Job Title: Director of Corporate and Business Support	Service Area: Corporate and Business Support	
Directorate: Resources	Post Number:	Evaluation Number: LBN598
Grade: SMR-E	Date: February 2024	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA	METHOD OF ASSESSMENT
<p>QUALIFICATIONS</p> <p>Educated to degree level or equivalent level of work experience at a senior level relevant to the field.</p> <p>Evidence of continuing professional/management development.</p>	<p>Application form/Certificate</p> <p>Application form/Certificate</p>

<p>KNOWLEDGE/EXPERIENCE:</p> <p>Wide ranging and detailed knowledge of all activities of the Council, and other relevant public bodies.</p> <p>Excellent understanding of the Council's vision, objectives, strategies and policies.</p> <p>A comprehensive understanding of the Council's governance arrangements under the mayoral model, including knowledge of the Overview & Scrutiny Process in a Council.</p> <p>Knowledge and understanding of local government and its policies, strategic legislative and financial frameworks and the national policy agenda.</p> <p>Awareness of equal opportunities, customer care and quality standards.</p> <p>Advanced knowledge and experience of up to date and state of the art information and communications technology packages and systems, including an awareness of the role of</p>	<p>Application form/ Interview</p> <p>Application form/ Interview</p> <p>Application form / Interview</p> <p>Application form</p> <p>Application form / Interview</p> <p>Application form / Interview</p>
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ICT in supporting the Chief Executive in his/her work.	
A working knowledge of the key legislative framework for all service areas of the Council.	Application form / Interview
A working knowledge of the 'Big Picture' implemented by the CE and Mayor. You must be able to identify the vision, conceptualise where the organisation is, where it needs to be and be able to delve into the specifics	Application form / Interview
Track record of successfully delivering programmes or projects relating to the service area.	Application form / Interview
People management at an organisational level including motivation, performance and capability.	Application form / Interview
Providing strategic leadership, maximising efficiency with an appreciation of different delivery models to improve performance.	Application form / Interview
Managing budgets, financial information and the budget setting process.	Application form / Interview
Understanding, appreciation and working within the political context and environment.	Application form / Interview
Significant experience of working in a governance or administrative environment in a local authority or similar large complex organisation	Application form / Interview
Experience of operating in a busy, demanding, complex and political environment.	Application form / Interview
Experience of writing and presenting complex and very sensitive reports.	Application form / Interview
Experience of developing and preparing presentations, taking complex information and making it understandable to the relevant audience.	Application form / Interview
Experience of arranging complex and high-profile events.	Application form / Interview

Experience of improving systems & streamlining processes.	Application form / Interview
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SKILLS AND ABILITIES:	
Highly developed persuasive communication skills in order to act with sensitivity and tact, to inform, advise and persuade, and have the confidence and ability to deal with a wide range of people and situations, both verbally and in writing, including in relation to highly confidential and sensitive material.	Application Form/Interview
Good organisational skills with an eye for detail.	Application Form/Interview
Ability to analyse complex information/data and summarise clearly and simply, identifying key issues for action.	Application Form/Interview
Ability to prepare complex reports, briefings and documents.	Application Form/Interview
Ability to work on own initiative, prioritise own work and manage a significant and varied workload, often with competing demands.	Application Form/Interview
Ability to manage complex policy development and reviews, undertake investigations and identify potential problem areas.	Application Form/Interview
Ability to deal diplomatically with difficult situations and individuals.	Application Form/Interview
Ability to contribute to corporate/service projects and initiatives.	Application Form/Interview
Proven analytical and problem solving skills with the ability to think critically.	Application Form/Interview
Ability to proactively resolve conflicts and to effectively obtain a satisfactory resolution/outcome.	Application Form/Interview
Able to think creatively and come up with innovative solutions.	Application Form/Interview

standing alone, yet is open to learning from others when necessary.	
Demonstrates confidence and assertiveness as necessary.	Application Form/Interview
Quickly master's new business and technical knowledge.	Application Form/Interview
Have a passion for widening their knowledge base further through a greater understanding of the World in which the CE operates.	Application Form/Interview
It is imperative that you remain optimistic even in the face of adversity.	Application Form/Interview
To be highly organised and methodical in your approach	Application Form/Interview
The ability to use your own initiative and problem solve situations	Application Form/Interview
OTHER SPECIAL REQUIREMENTS	
A flexible approach to working hours, able to work regularly outside of normal working hours, Monday – Friday, at weekends and over Public Holidays as necessary.	Application Form/Interview
Politically Restricted Posts	
The Local Government & Housing Act 1989 imposes restrictions on political activities for certain categories of local government employees. In accordance with this legislation, this post is politically restricted and as such the post holder must refrain from being a candidate for election, an election agent or sub agent, an officer of a political party, or sub-committee of such a party or canvass, speak to the public at large, publish written or artistic work or display posters in support of a political party or sub group of such a party.	

