

## London Borough of Tower Hamlets

### Job Description

<b>JOB TITLE:</b>	<b>Corporate Director, Resources and Governance</b>
<b>GRADE:</b>	<b>Chief Officer</b>
<b>POST NUMBER:</b>	
<b>DIRECTORATE:</b>	<b>Resources and Governance</b>
<b>RESPONSIBLE TO</b>	<b>Chief Executive</b>
<b>RESPONSIBLE FOR</b>	<p>5 Divisional Directors and 15 service areas, each Divisional Director role ensures that statutory duties are met with accelerated and sustained improvements in performance against Council targets achieved. Areas of accountability include;</p> <p><b>Finance, Procurement and Risk, Audit, Pensions and Payroll, Customer Services, Legal, IT, Human Resources and Organisational Development, Registrars, Information Governance</b></p> <p>This role has oversight for the specific requirements of both the S151 and Monitoring Officer duties and roles which are located in the job roles for the Chief Financial Officer and the Divisional Director, Legal posts within this directorate. These positions have dual direct line accountability on these specific requirements to the Corporate Director, Resources and Governance and to the Chief Executive through internal mechanisms.</p> <p>Has oversight of the Proper Officer requirements in the Director of Customer Services post.</p> <p><b><i>Areas of responsibility for the post will be reviewed from time to time by the Chief Executive.</i></b></p>

	<p><b>DBS Standard check required</b></p> <p><b>This post is politically restricted</b></p>
<b>JOB SUMMARY:</b>	<p>To lead, manage and provide strategic direction in all matters relating the Council's Directorate of Resources and Governance. To ensure that statutory requirements are met with accelerated and sustained improvements in performance against Council targets achieved.</p> <p>To work actively with all Corporate Directors and the Chief Executive to ensure services are integrated at the point of delivery and take a leading role in the development of relevant Strategic Plans ensuring they are embedded both in the operational and strategic frameworks of the Council.</p> <p>To be the responsible and accountable officer for development of policy and strategy on all matters relating to the Council's Resources and Governance service areas while driving effective collaboration across the Council including with Members, to support the delivery of corporate priorities.</p> <p>Provide timely advice, on a range of matters which often attract public interest working closely with the Mayoral Cabinet where necessary and advising the Chief Executive, Members and other internal stakeholders.</p> <p>To be responsible, with the Chief Executive and the other Corporate Directors, for the strategic and corporate management of the authority.</p>
<b>ROLE REQUIREMENTS:</b>	
1.	To lead, manage and take overall responsibility for the work of the directorate, ensuring that the services provided are continuously monitored and reviewed so that they are of the highest quality, provide value for money and the overall role and responsibilities of the directorate are consistently met.
2.	To act in the capacity of Deputy Acting Returning Officer, or the appropriate role, if so appointed by the relevant Returning

	Officer, ensuring that the election process runs smoothly and complies with all relevant legislation.
3.	Lead strategic responsibility for the delivery of a portfolio of activities and provision within the Resources & Governance Directorate service areas and ensure that all service delivery is appropriately resourced in terms of capacity and capability and regularly reviewed to ensure our customer interaction remains integral and focused.
4.	Provide leadership and direction for the Resources and Governance Directorate and manage as well as monitor the implementation of corporate aims and objectives in conjunction with the Chief Executive and Corporate Directors ensuring financial probity, compliance and transparency is embedded in all service areas.
5.	Ensure that the Monitoring Officer and Proper Officer statutory requirements and S151 requirements are met by the relevant postholders in the directorate ensuring that accelerated and sustained performance is achieved against Council targets.
6.	Lead and set direction for others to enable the delivery of policy decisions, determine strategic opportunities to exploit the potential for growth of the services through and priorities of the Council by ensuring a business and commercial approach with sound business systems and processes.
7.	Direct and ensure high quality legal, financial and procedural advice is provided at all stages in the Council's decision making through the S151 and Monitoring Officer duties and roles which are located in the job roles for the Chief Financial Officer and the Divisional Director, Legal positions to ensure that a strong corporate governance culture is achieved with decision making by Members meeting the highest standards of probity and ethical and corporate governance.
8.	Create and lead the corporate framework through Head of Democratic services area and Divisional Director of Legal and others as appropriate to ensure the maintenance of probity, good governance and the enforcement and review of policies within the democratic process.
9.	Direct and lead significant portfolios of work relating to digital and infrastructural system transformation in areas such as finance, HR, and procurement in addition to dynamic

	customer services systems and interfaces to meet the needs of the residents of Tower Hamlets.
10.	Provide leadership and direction in the management of high value IT contracts, corporate accounts and the governance of financial, procurement and audit matters.
<b>CORPORATE RESPONSIBILITIES</b>	
9.	Actively contribute to the leadership of the Council in a way that promotes a 'one organisation' approach.
10.	Develop and maintain positive relationships with elected members to ensure the Council and directorate strategic priorities are effectively implemented and to support Members to undertake their strategic monitoring role.
11.	To promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of disadvantaged groups.
12.	Support organisational change and learning, ensuring appropriate systems of performance and development, communication and engagement, quality measures, monitoring and review are in place for all services and the workforce that delivers them.
13.	To promote sustainability including encouraging a culture of innovation and accountability amongst staff.
14.	Participate in the required rota as directed by the Chief Executive to ensure emergency planning and business contingency arrangements are in place throughout the Council.
15.	Deputise on a rota basis for the Chief Executive.
<b>PEOPLE</b>	
16.	Work collaboratively with the Council's partners to inform strategic decision making sure that this supports the delivery of specific corporate programmes and the community strategy.
17.	Establish clarity around expected outcomes and standards, providing clear lines of accountability and delegated authority.

18.	Establish and promote a culture of learning and workforce planning that enables staff to realise their potential, manage their careers and therefore improve outcomes for Tower Hamlets residents.
<b>FINANCE</b>	
19.	Effectively manage budgets and income delivery targets ensuring that resources are deployed in line with agreed priorities. Ensure that opportunities for efficiencies are systematically explored and developed and drive down spend where appropriate.
20.	Hold managers to account to provide services that are delivered or procured that represent value for money.
<b>SERVICE</b>	
21.	Actively consider new and innovative ways of delivering services that provide high quality and good value for money.
22.	Drive the implementation of consistently high-quality service standards and levels of customer service.
23.	Continuously measure and improve customer service processes to improve the consistency, quality and efficiency of services.
24.	Ensure there is effective integration of related services within the directorate and across the Council, ensuring the contribution of partner organisations,
<b>PERFORMANCE</b>	
25.	Set strategic objectives and lead delivery through robust business and financial planning.
26.	Hold managers and partners to account for the delivery of targets.
27.	Manage, monitor and control externalised contracts effectively ensuring that Service Level Agreements, service standards and contractual obligations are met.
28.	Ensure that all services within own area of responsibility, including those provided by external contractors have robust business continuity plans and contribute to the discharge of the Council's responsibilities.
29.	Lead on borough-wide and strategic initiatives collaborating with internal/external stakeholders to deliver cross Council projects.

**OTHER CONDITIONS:**

To carry out other duties and responsibilities commensurate with the level of the post as directed by the Chief Executive.

<b>Person Specification for the Post of Corporate Director for Resources and Governance</b>		<b>Essential (E) or Desirable (D) (if applicable)</b>	<b>Method of Assessment  A= Application Form  T= Test  I= Interview</b>
<b>Knowledge &amp; Skills</b>	Ability to balance strategic leadership and direction with effective operational management.	E	A/I
	Ability to foster an open and trusting culture with the ability to lead change through others and inspire high levels of performance.	E	A/I
	Ability to apply discretion and initiative in dealing with complex issues.	E	A/T/I
	Authoritative and influential with high developed relationship management and networking skills, and the ability to foster joint working across service and organizational boundaries for the benefit of residents and communities in LBTH.	E	A/T/I
	Naturally engaging with an ability to inspire and command respect, trust and confidence of colleagues, Council Members and other stakeholders.	E	A/I

	Excellent negotiation and influencing skills, able to persuade others to alternative points of view.	E	A/T/I
	Ability to adopt best practice, modern, innovative working practices, which enable the delivery of corporate priorities.	E	A/T/I
	Customer oriented (internal and external facing), with well-developed networking and partnership skills, able to build relationships with a range of stakeholders.	E	A/T/I
	Significant financial and commercial awareness and effective budgeting and financial management skills.	E	A/T/I
	Ability to maintain a clear overview of the issues affecting the Council in general and the service in particular.	E	A/T/I
	Political sensitivity with an ability to make progress in complex policy areas and a strong belief in the value of local democracy and accountability.	E	A/I
	Commitment to LBTH Council's values and behaviours and equal opportunity policy, with an ability to demonstrate personal	E	A/T/I



	leadership on the importance of diversity.		
<b>Qualifications &amp; Experience</b>	Relevant specialist and/or generalist degree(s) e.g. Legal, Finance, HR/Business	E	A
	Substantial experience, evidenced by a solid track record of success, leading high quality services	E	A/I
	A successful track record of engaging effectively with others at a senior and strategic level while building sustainable productive partnerships with key stakeholders	E	A/I
	Experience of leading on new ways of working and delivery of culture change in a large complex organisation.	E	A/T/I
	Significant experience of successfully leading and embedding financially affordably sustainable change, through support of others in complex and diverse organisations with measurable improvements	E	A/I
	Deep understanding of the external commercial and political environment and ability to translate that into organisational actions	E	A/I

**Living the TOWER Values sets out the essential behaviours required of all staff.**

**They are aligned to the organisation's five TOWER Values**

<p>We work <b>TOGETHER</b> across boundaries and with partners to achieve the best outcomes for Tower Hamlets</p>	<p>Builds effective alliances with a wide-range of stakeholders and partners to achieve better outcomes.</p> <p>Visible, approachable and takes steps to shape a positive working culture across the council and with partners.</p> <p>Keeps abreast of external changes which impacts on delivery, seeking collaborative solutions to achieve the best outcomes</p>	<p>E</p> <p>E</p> <p>E</p>	<p>A/T/I</p> <p>A/I</p> <p>A/T/I</p>
<p>We are <b>OPEN</b> and transparent</p>	<p>Role models and champions a coaching culture across the council and with partners, connecting the 'bigger picture' to audiences own values, goals and ideas.</p> <p>Strongly facilitates with various stakeholders to deliver the pace of change required for the further success of Tower Hamlets.</p> <p>Approachable and seeks regular internal and external feedback to improve how they do things and to shape strategy and organisational improvement.</p>	<p>E</p> <p>D</p> <p>D</p>	<p>A/I</p> <p>A</p> <p>A/I</p>
<p>We are <b>WILLING</b> to challenge, innovate and be accountable</p>	<p>Takes accountability for leading the organisation in being ambitious and delivering high standards measuring progress.</p> <p>Creates a culture of learning, to build capacity and manage talent internally</p> <p>Encourages innovation and commits resources for entrepreneurial ideas to achieve better outcomes</p>	<p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>

<p>We empower each other to be <b>EXCELLENT</b> and go the extra mile</p>	<p>Get others excited about Tower Hamlets vision, strategy, values and goals and how they can make a difference.</p> <p>Delegates decision-making where appropriate, whilst supporting and managing organisational risk and .</p> <p>actively seek out ways to support and promote well-being across the organisation</p>	<p>E</p> <p>E</p>	<p>A/I</p> <p>A/T/I</p>
<p>We <b>RESPECT</b> all communities, they are the heart of everything we do</p>	<p>Actively contributes to building a customer-focused-culture across the council and with partners using customer data to shape strategic direction of the organisation to optimise outcomes</p> <p>Seeks ways to harness the opportunities presented by the diverse workforce and community.</p>	<p>E</p> <p>E</p>	<p>A/T/I</p> <p>A/T/I</p>
<p><b>Additional Requirements</b></p>	<p><b>(Examples provided below)</b></p> <p>Willingness to work outside of contracted hours in the evenings and weekends subject to notice.</p> <p>To comply with the requirement to carry out a DBS check on this role.</p> <p>To comply with the requirements relating to political restrictions for this role.</p>		