

London Borough of Tower Hamlets

Job Description

JOB TITLE:	Corporate Director, Resources and Governance (S151)
GRADE:	Chief Officer
POST NUMBER:	
DIRECTORATE:	Resources and Governance
RESPONSIBLE TO	Chief Executive
ACCOUNTABLE FOR	<p>Directors of: Customer Services (including Information Governance and Registrars) Legal (including electoral and democratic services), Director of IT, Director of HR & OD (including Business Support), Director of Finance, Procurement (Including Risk, Audit, Pensions and Payroll).</p> <p>As a member of the Corporate Leadership Team, provide leadership, direction and governance by working in collaboration with colleagues, cabinet and internal and external stakeholders to developing strategies and innovative approaches that deliver the best outcomes for Tower Hamlets.</p> <p>To ensure the Council's statutory responsibilities are delivered effectively within the remit of the role, specifically S151 and oversight of Monitoring Officer responsibilities in the Director of Legal role and Proper Officer in the Director of Customer Services role.</p> <p>To lead Tower Hamlets in effective financial and resource management so that public money and assets are safeguarded at all times and provide high quality support services.</p> <p><i>Areas of responsibility for the post will be reviewed from time to time by the Chief Executive.</i></p>

	<p>DBS Standard check required</p> <p>This post is politically restricted</p>
JOB SUMMARY:	<p>To lead, manage and provide strategic direction in all matters relating the Council's Directorate of Resources and Governance through service Directors to ensure that accelerated and sustained improvements in performance against Council targets are achieved in services and all relevant to tole statutory requirements are met with.</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 Mayor and 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>
ROLE REQUIREMENTS:	
1.	To lead, manage and take overall responsibility for the service divisions of the directorate, ensuring that 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.	Provide strategic direction, corporate leadership and advice on finance, procurement, audit and risk ensuring the duties of the S151 statutory requirements are met and consistently achieved.

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 enable customer interaction to remain an integral internal and external focus.
4.	Provide leadership and direction for the Resources and Governance Directorate monitoring 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.	Oversight to ensure that Monitoring Officer and Proper Officer and statutory requirements are met and delivered by ensuring high quality legal, financial and procedural advice is provided at all stages in the Council's decision making achieving a strong corporate governance culture.
6.	Lead and set direction for others to enable the delivery of policy decisions, determine strategic opportunities to exploit the potential for growth of income generation in services through and priorities of the Council by ensuring a business and commercial approach with sound business systems and processes.
7.	Direct and lead significant portfolios of work relating to digital and infrastructural system transformation in areas such as finance, Workforce, OD & Business Support, and procurement in addition to dynamic customer services systems and interfaces to meet the needs of the residents of Tower Hamlets.
8.	Provide strategic leadership and direction in high value IT contracts, corporate accounts and the governance of financial, procurement and audit matters.
CORPORATE RESPONSIBILITIES	
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 as required for the Chief Executive.
PEOPLE	
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.
FINANCE	
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.
SERVICE	

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,
PERFORMANCE	
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.	

Person Specification for the Post of Corporate Director for Resources and Governance		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge & Skills	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

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

	leadership on the importance of diversity.		
Qualifications & Experience	Relevant specialist and/or generalist degree(s) e.g. CIPFA or CCAB qualified	E	A
	Membership CIPFA/CCAB	E	A/I
	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/T/I
	Experience of leading on new ways of working and delivery of culture change in a large complex organisation.	E	A/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		

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 TOGETHER 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 OPEN 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 WILLING 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>

