



DIRECTOR: CHILDREN'S & ADULT SERVICES
(Statutory Director of Children's Services)

**DIRECTOR: CUSTOMER, NEIGHBOURHOOD
& WELLBEING SERVICES**

RECRUITMENT PACK

RECRUITMENT PACK CONTENTS

	Page numbers
Advert	3
Job descriptions	4
Person specification	8
Principal Terms and Conditions	10
Recruitment Information	11
Equal Opportunities Charter	13

ADVERTISEMENT

Director Vacancies

Single point salary £109,600pa

Delivery of our new vision for Telford & Wrekin Council demands resilient management courageous enough to try new approaches and support innovation right across our organisation.

Two positions of Director, reporting to the Managing Director, will work closely together to ensure that we maximise integration of our services, provide a coherent approach to customer service, increase the extent and financial performance of our commercial services and embed a leadership and development approach throughout all levels of management in the organisation.

These are tough roles and will involve the successful candidates in all aspects of Council business and community life. The full scope of each role along with wider collective ambitions can be found in the 'Being The Change' Report issued on 7th December 2015 and candidates must familiarise themselves with this before deciding to apply.

Applications are invited, and should be submitted on the linked [application form](#) to Richard Partington by midday on Monday 21st December 2015.

Interviews by Personnel Committee are scheduled for 7th January 2015. Submissions should indicate why you are the best choice for the role and what you will achieve in your first year.

Please indicate which of the following posts you are applying for:

Director: Children's & Adults Services

Director: Customer, Neighbourhood & Wellbeing Services

DIRECTOR: CHILDREN & ADULTS SERVICES

JOB DESCRIPTION

JOB PURPOSE

The strategic leadership of all services in this area and corporate responsibility for the modernising and streamlining of council operations generally.

MAJOR TASKS

- Achieving Council priorities through effective leadership.
- Fulfilling all the responsibilities of the Statutory Director of Childrens Services role.
- Replacement of remaining 'silo approaches' with integrated services delivering holistic solutions.
- In conjunction with the Managing Director and Director: Customer, Neighbourhood & Wellbeing Services, delivering the key themes of 'Being the Change' across the whole organisation.
- Ensuring that the statutory Director of Adult Social Services role is resourced and equipped to deliver its responsibilities.
- Developing the strategic direction and priorities of the council, and securing their implementation, through cooperative working with elected members, colleagues and service partners.
- Driving forward key aspects of the Council's Service & Financial Planning Strategy, such as 'Right Time, Right Help' and 'Community Connect;' to deliver more effective use of resources and services to the community.
- Integrating services for Children, young adults and vulnerable adults with impact and results improvement.
- Delivering major improvements in the Council's procurement outcomes.
- Leading key corporate areas of activity for the Council, as allocated from time to time.
- Utilise contacts and networks nationally and regionally to drive forward change and improvement across all Service Areas.
- Through personal example, open commitment and clear action, valuing and celebrating the diversity of Telford & Wrekin's communities, ensuring equality of access and treatment in employment and service delivery and living the Council's values.

- Providing direction and leadership to Assistant Directors within a matrix management framework.
- Acting as Director for any commercial organisations the Council may establish.

PERFORMANCE REQUIREMENTS

This is a senior role. Your performance will be assessed by the results you achieve and you can expect to have rapidly changing priorities and to take responsibility for other service areas from time to time.

You will need to model the Council's managerial competencies and resolve situations where your staff do not.

DIRECTOR: CUSTOMER, NEIGHBOURHOOD & WELLBEING SERVICES

JOB DESCRIPTION

JOB PURPOSE

The strategic leadership of all services in this area and corporate responsibility for the modernising and streamlining of council operations generally.

MAJOR TASKS

- Achieving Council priorities through effective leadership.
- Replacement of remaining 'silo approaches' with integrated services delivering holistic solutions.
- Ensuring that the statutory Director of Public Health role is effectively resourced and equipped to deliver its responsibilities.
- Overseeing the development and delivery of the Health & Wellbeing strategy for Telford & Wrekin.
- Leading and overseeing delivery of the Council's 'Pride in Your Community' programme, ensuring a strong emphasis on social regeneration along with improvements to physical infrastructure and the environment.
- Delivering the Council's Customer Services agenda, providing a clear sense of direction, commitment and purpose at corporate and service level.
- Establishing and maintaining strong, progressive and effective relationships with elected members and partner organisations.
- In conjunction with the Managing Director and Director: Children, Adult and Family Services, delivering the key themes of 'Being the Change' across the whole organisation.
- Developing the strategic direction and priorities of the council, and securing their implementation, through cooperative working with elected members, colleagues and service partners
- Driving forward key aspects of the Council's Service & Financial Planning Strategy, such as Channel Shift and Demand Management, to deliver accessible services and significant savings
- Leading key corporate areas of activity for the Council, as allocated from time to time
- Utilise contacts and networks nationally and regionally to drive forward change and improvement across all Service Areas

- Through personal example, open commitment and clear action, valuing and celebrating the diversity of Telford & Wrekin's communities, ensuring equality of access and treatment in employment and service delivery and living the Council's values
- Providing direction and leadership to Assistant Directors within a matrix management framework.
- Acting as Director for any commercial organisations the Council may establish.

PERFORMANCE REQUIREMENTS

This is a senior role. Your performance will be assessed by the results you achieve and you can expect to have rapidly changing priorities and to take responsibility for other service areas from time to time.

You will need to model the council's managerial competencies and resolve situations where your directorate staff do not.

DIRECTOR: PERSON SPECIFICATION

Criteria	Standard
Qualifications	<p>Candidates will need to demonstrate a high level of relevant skills and knowledge coupled with the ability to deal intellectually with the complexities of a very senior post.</p> <p>Evidence of a relevant professional qualification in at least one of the service areas of the position is required along with continued professional, managerial and personal development.</p> <p>Where statutory officer responsibilities of the role require, a specific qualification is required.</p>
Knowledge	<p>An in depth knowledge of issues relating to the strategic and operational arrangements required to deliver major change to our services in the Directorate.</p> <p>An understanding of how partner agencies operate coupled with potential strategies to maximize joint delivery.</p> <p>An understanding and anticipation of events which require proactive media management.</p> <p>Understanding of the importance that customer focus and employee engagement plays in the organisations ability to deliver excellent services.</p>
Skills	<p>The ability to manage complex situations.</p> <p>The ability to work co-operatively and successfully with a diverse range of partners and manage competing demands.</p> <p>The ability to manage complex budgets in a tight financial situation.</p> <p>The ability to manage performance.</p> <p>The ability to link project and specific work areas to top level priorities.</p> <p>Strong communication skills.</p> <p>Proven leadership ability.</p>
Experience	<p>In depth experience at senior management level with strategic management experience across a range of service areas.</p> <p>Experience of working with public, private and voluntary sectors in achieving objectives.</p> <p>Experience of working in a political environment.</p> <p>Provision of service objectives whilst contributing to corporate management.</p> <p>Wide experience of managing complex people situations.</p>

	Experience of setting targets for others and ensuring delivery.
Personal style and Behaviours	<p>Personal style and behaviours should reflect the Council's ethos and values, in particular:</p> <ul style="list-style-type: none"> • A co-operative approach to achieving objectives. • Resilience and consistency at work. • Flexibility in working across boundaries. • A creative and inclusive approach to problem solving. • A demonstratively open style of leadership. • A confident approach to work challenges. • The ability to motivate and inspire their teams to deliver Council priorities and objectives.

All requirements are essential.

PRINCIPAL TERMS AND CONDITIONS

Annual salary:	Fixed point salary of £109,600 per annum.
Terms and conditions:	Joint Negotiating Committee for Chief Officers of Local Authorities.
Contract Status:	Post are appointed on open ended contracts.
Normal location:	Telford, but the jobholder may be required to work at any location within the Borough's boundaries.
Travel:	Mileage can be claimed at Casual Car User Rates.
Pension:	Membership of the Local Government Pension Scheme is available.
Professional fees:	The Council will pay one professional fee appropriate to the post.
Notice period:	3 months.
Annual leave:	Basic annual entitlement is: 23 days (up to 5 years continuous service) 28 days (5 – 10 years continuous service) 31 days (10 years + continuous service) Plus 9 days statutory/extra statutory days per year. A 'personal leave year' operates based on Local Government continuous service date.
Performance Appraisal:	The performance of Director positions are subject to regular assessment and will undergo annual formal appraisal led by the Managing Director. Performance targets and resources within the Council's Medium-Term Plan are assigned to each Director and this post is accountable for ensuring the translation of policies into practice and the delivery of relevant targets.
Restrictions:	Under the terms of the Local Government and Housing Act 1989 this is a politically restricted post. The person appointed will be required to maintain conduct of the highest standard such that public confidence in their integrity is sustained. The person appointed will be required to secure the Council's permission before taking up any additional appointment or position.
Availability:	Availability to attend evening meetings and occasional weekend meetings is required.

An Employee Code of Conduct is in place which covers employees at all levels in the organisation, with the exception of those who are employed directly by schools in the Borough.

RECRUITMENT INFORMATION

Application process and time-line

1. Applicants should complete an [Application Form](#) and an [Equal Opportunities Monitoring Form](#). It is absolutely essential that evidence or examples of how the appointment criteria in the Person Specification are met are given in the application.
2. As part of the application process applicants are also required to address the following question in no more than two sides of A4. You will be asked to undertake a short presentation (no more than 10 minutes) of your response as part of your interview and respond to panel member questions.

“You have to make an immediate impact in this role. How will you do this and what achievements do you aim to report to Cabinet after one year?”
3. Please note that canvassing of officers or members in relation to this appointment will automatically disqualify any application from consideration.
4. Applications should be e-mailed to robyn.hill@telford.gov.uk and should include an outline of your intended presentation set out in 2 above.
5. **The closing date for applications is 12 noon on Monday 21st December 2015. We will not accept any applications received after this deadline.**

Recruitment Activity	Date
Advert appears	Monday 7 December 2015
Closing date for applications	Monday 21 st December 2016 – 12 noon
Candidates informed of outcome of application	Tuesday 29 th December 2016
Assessment activities	Tuesday 5 th January 2016
Interview date for short-list final interviews with Personnel Board	Thursday 7 th January 2016
Preferred candidate confirmed (following required period for Cabinet to make an objection)	Tuesday 12 th January 2016

Assessment activities

This will be a short series of exercises designed to assess job related aspects and qualities.

Final interviews

Final interviews for candidates selected for a shortlist will be held with the Council's Personnel Board, which is made up of a politically balanced group of Members.

As stipulated in the constitution, once the preferred candidate has been identified the Cabinet has the option to make an objection. The preferred candidate will be confirmed once this step has been completed.

Key contacts/informal discussions

Richard Partington, Managing Director, is available for an informal discussion and can be contacted on 01952 380130.

EQUAL OPPORTUNITIES CHARTER

Telford & Wrekin Council recognises that within our society there is widespread disadvantage. Members of black or minority ethnic communities, women, those who care for dependants, people with disabilities, older people, people with criminal convictions and those whose sexuality is different from that of the majority often do not get a fair deal in employment matters because of direct or indirect discrimination, either intentional or unintentional. They are therefore prevented from making the most of their potential. This is damaging to those who discriminate and to those who are discriminated against and to organisation's which fail to benefit to the full from the skills and talents which such people may have to offer. The Council is committed to opposing discrimination and promoting equality of opportunity by taking such appropriate steps as are within its power and within statutory provision. Telford & Wrekin Council recognises its obligations under various pieces of legislation relating to equality of opportunity.

TELFORD & WREKIN'S EMPLOYMENT EQUALITY PROMISE

Telford & Wrekin Council gives an undertaking that all of its employees, and those who apply for employment, will be treated with equal fairness, respect and dignity, regardless of race, colour, gender, sexual orientation, marital status, gender reassignment, care of dependants, age, disability, religious or political beliefs, pregnancy or maternity, or unrelated criminal conviction. The Council will therefore:

- Publicise this commitment to all of its employees and within the community at large.
- Encourage job applications from all sections of the community.
- Ensure that its employees receive appropriate training so that they can both understand and actively promote equal opportunity policies.
- Ensure that the Council's existing and future personnel policies and conditions of service are applied fairly to all employees and are such that they can both promote equality of opportunity and seek to remove obstacles to its achievement.
- Guarantee an interview to applicants with disabilities who meet the essential requirements of the post, and do everything reasonably practicable to adapt jobs and premises to meet the needs of people with disabilities.
- Ensure that medical fitness requirements are determined having regard to the demands of particular posts, are applied fairly and consistently and do not discriminate against those with particular medical conditions.
- Measure the effectiveness of its policies by regular monitoring of both existing employees and of job applicants and the publication of an annual equal opportunity report.
- Ensure that any allegation of discrimination contrary to the provisions of this Charter is thoroughly investigated and that appropriate action is taken.

Guaranteed Interview Scheme for candidates with a disability

- The Equality Act 2010 states that the protected characteristic of disability applies to a person who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.
- If you apply for a job with the Council, we must consider your application and measure it against the essential criteria needed for the job. If you meet this criteria you will be sent

a letter inviting you for an interview. If we feel you should not be offered an interview, we will contact you either by letter or telephone and explain the reason why.