

AGENDA FOR

HUMAN RESOURCES AND APPEALS PANEL

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To: All Members of Human Resources and Appeals Panel

Councillors : R Caserta, T Holt and T Rafiq (Chair)

Dear Member/Colleague

Human Resources and Appeals Panel

You are invited to attend a meeting of the Human Resources and Appeals Panel which will be held as follows:-

Date:	Wednesday, 2 September 2020
Place:	Virtual meeting
Time:	4.00 pm
Briefing Facilities:	If Opposition Members and Co-opted Members require briefing on any particular item on the Agenda, the appropriate Director/Senior Officer originating the related report should be contacted.
Notes:	

AGENDA

1 APOLOGIES FOR ABSENCE

2 DECLARATIONS OF INTEREST

Members of Human Resources Committee are asked to consider whether they have an interest in any of the matters on the Agenda, and, if so, to formally declare that interest.

3 CORPORATE RESTRUCTURE PROPOSALS - CORPORATE CORE *(Pages 1 - 152)*

A report from Councillor Tahir Rafiq, Cabinet Member for Corporate Affairs & HR is attached

Appendix attached

4 SENIOR MANAGEMENT CAPACITY *(Pages 153 - 174)*

Report from Cabinet Member for Corporate Affairs and HR, Councillor Tahir Rafiq is attached

Appendix attached

REPORT FOR DECISION



Agenda Item	
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DECISION OF:	CABINET
DATE:	2 September 2020
SUBJECT:	Corporate Restructure Proposals – Corporate Core
REPORT FROM:	Councillor Tahir Rafiq, Cabinet Member for Corporate Affairs & HR
CONTACT OFFICER:	Lynne Ridsdale, Deputy Chief Executive
SUMMARY:	<p>This report proposes future structural accountabilities within the new Corporate Core Management Team. It includes specific changes to the following teams:</p> <ul style="list-style-type: none"> • Procurement • business support • health and safety • Risk management • Communications • Democratic Services • Arts and culture including Adult Education • Community Safety • Legal Services • Social Development and Engagement <p>The report also includes specific proposals to invest some of the resources provided within the 2020/21 budget through the establishment of a Delivery Unit and investment in performance and business analyst capability.</p> <p>The Human Resources and Appeals Panel (HRA) have power to submit recommendations to Cabinet on the overall departmental structure of the Authority and major restructuring within Departments/Division. There is no obligation to report on restructurings to the HRA as Cabinet have final authority in these matters.</p>
OPTIONS & RECOMMENDED OPTION	The Council's Cabinet is asked to agree these proposals. Recommendations appear at the end of this report.
IMPLICATIONS:	
Corporate Aims/Policy Framework:	The proposals accord with the policy framework

Statement by the S151 Officer: Financial Implications and Risk Considerations:	<p>The 2020/21 budget included a commitment to strengthen corporate services where it was recognised that capacity issues existed. A recurring budget of £1m was reflected in the council's budget with an additional £0.5m from 2021/22 onwards, the proposals set out in this report establish the specific posts that are to be created and too be funded from this budget. The proposals can be contained within the funding already available.</p>
Equality/Diversity implications:	<p>EIA attached</p> <p>Any recruitment following the restructure will be in line with equality and diversity</p>
Considered by Monitoring Officer:	<p>The Council is required to designate a "statutory" scrutiny officer under the provisions of s9FB of the Local Government Act 2000. The scrutiny officer's role is:</p> <ul style="list-style-type: none"> • To promote the role of the authority's overview and scrutiny committee(s); • To provide support to the authority's O&S function and to local councillors; • To provide guidance to members and officers of the council in relation to O&S's functions. <p>Some councils have appointed a more senior officer to this role as this gives scrutiny a high profile at a corporate level. Others have taken the approach recommended in this report to establish a more junior officer as this:</p> <ul style="list-style-type: none"> • Empowers those involved in scrutiny day-to-day with a statutory role and duty, which bolsters their visibility to the rest of the organisation; • Provides responsibility for providing advice and guidance on scrutiny with an officer with practical experience of scrutiny; • Recognises that the other statutory posts relate to corporate functions across the authority, where the scrutiny officer role relates specifically to the council's non-executive activity, which is usually supported by a team or individual. <p>The Human Resources and Appeals Panel (HRA) have power to submit recommendations to Cabinet on the overall departmental structure of the Authority and major restructuring within Departments / Division. There is no obligation to report on restructurings to the HRA as Cabinet have final authority in these matters.</p>
Wards Affected:	<p>All</p>

1. Purpose of Report

1.1. In 2018 the Council benefitted from a Local Government Association Peer Review. The Review provided a range of feedback, including highlighting a number of strategic and operation capacity gaps. Key recommendations included the need for an organisation development strategy to address workforce skills which would encompass:

- Coherent leadership behaviour with a consistent, performance culture
- Investment in financial skills and budget management
- Focus on improved IT skills and investment in digital infrastructure
- Stronger community engagement as part of the development of the Team Bury network
- Development of a community strategy with a corresponding focus on internal performance management and delivery, including the development of a Corporate Plan.

1.2 It was recommended that one of the key ways to make swift progress would be the establishment of a Corporate Core to co-ordinate activity and provide the professional skills to enable organisation development and the transformation required to deliver against the other recommendations within the Review.

1.3 In response, in a report to the HR and Appeals Panel of 13 January 2020, the Department of Corporate Core Services (DoCCS) was created. The following services were agreed to be in scope of the new department which will operate across Bury Council and the One Commissioning Organisation (OCO):

- Business support
- Communications and engagement including the Council's Contact Centre and former Social Development team
- Community safety – operational and strategic
- Health and safety including emergency planning
- CCG Governance
- Information Governance
- ICT
- Policy, Partnerships, Performance and Business Intelligence
- Human resources
- Legal and Democratic Services including data protection
- Risk management
- Procurement

1.4 Since the January report significant progress has been made by the new department in responding to the LGA recommendations and establishing a corporate approach across the Council and OCO partnership, as follows:

- The ICT transformation programme has progressed with all servers upgraded; devices rolled out and a Microsoft Enterprise Agreement implemented within the Council. The digital infrastructure is currently supporting all committee meetings on line and around 1000 remote system users each day
- The Bury strategy framework and plan is now being developed following multiple partnership engagement sessions
- Policy leadership was provided to the development and planning of the 2020/21 budget which has now been set. The budget included provision for an internal transformation programme, for which scoping has begun
- Work has begun to strengthen Council governance including a review of the Constitution and governance arrangements including procurement, audit and risk in conjunction with the strategic finance team

- A set of three strategic priorities were defined for 2019/20 and the first all-staff briefing sessions and Leadership Conference for all senior managers were held. Work is currently underway to conclude a Corporate Plan for 2020/21 which will provide an integrated delivery framework for the Council and the OCO.
- Facilitating an integrated emergency response to COVID-19 across the Council and OCO with integrated governance, communication and delivery via newly establish Community Hubs and emergency response infrastructure

1.5 Looking forward, the Council and OCO has an ambitious programme of delivery for the medium term which will require significant corporate leadership to deliver. This includes:

- Development and delivery of the budget strategy to support the Medium Term Financial Strategy, in the context of significant financial challenge as a result of economic pressures resulting from the pandemic. This work included the programme of savings required for 2020/21
- Delivery of an internal transformation programme to establish a high performing partnership and address internal capability gaps through a multi-year programme with defined workstreams including Governance; Organisation Development; the Digital Strategy and Financial Transformation
- The implementation of a single, best practice equalities strategy across the Council and OCO and fundamentally reviewing systems, skills and culture to ensure this is implemented meaningfully and that equalities is at the heart of future organisation strategy
- Implementation of the Bury 2030 strategy including a detailed delivery plan across the partnership and associated outcome measures. The work will include definition of common internal priorities across the Council and OCO, which will be proposed in a Corporate Plan to follow in the autumn
- A new basis for community engagement which maintains and develops the relationships and community capacity secured through the establishment of Community Hubs, as part of a new communications strategy
- The development of a neighbourhood model across the borough where residents are supported to define their own priorities; public service resources are targeted on an evidence-basis; voluntary and community sector capacity is maximised and staff are empowered to take an "asset based" approach to service provision

1.6 The Council recognised that investment in corporate skills and capacity would be required to respond fully to LGA Review and deliver the extent of future ambitions. Revenue and capital provision was therefore made in the 2020/21 budget to close skills and capability gaps that exist in the Corporate Core. Whilst the new leadership team has supported existing staff in IT; HR; performance and communications to make significant progress this year there remain capacity gaps in a number of these services and an outstanding skills gap in relation to strategic organisation development and programme management in particular.

1.7 In addition to closing key capacity gaps in accordance with external advice, investment in the corporate core is considered to be even more important in the present emergency context. The Core is playing a major part in the emergency command structure including leadership of the internal Silver response structure and co-ordination of Borough Gold; leadership of the five Community Hubs; significant communications activity to fulfil to the Council's statutory responsibility to "Warn and Inform" residents in a declared emergency situation, as well as delivering the internal infrastructure to keep staff safe and maintain productivity through remote working.

- 1.8 As we move into Recovery the Core team will be accountable for a number of community actions including:
- Development and programme managing the delivery of the recovery strategy, in addition to
 - a leadership role in delivering half of the community Recovery priorities identified to date:
 - the “opportunity guarantee” including voluntary sector recovery plan and the establishment of the neighbourhood model
 - the anti-poverty strategy, including direct hardship support and food poverty solutions
 - thanking key workers;
 - the Year of Culture delivery including supporting town centre recovery and
 - delivering the “no more rough sleepers” action in the context of temporary leadership of the Housing Needs and Options team
 - Community engagement and communications to fulfil the Council’s statutory duties under the Civil Contingencies act and to continue to support residents and influence behaviour to control infection levels
 - Leading the Council and OCO response as employers to the ongoing emergency including maintaining digital delivery and implementation of COVID secure ways of working
- 1.9 The Core will also play a major role in the co-ordination of the strategic response to already reported significant challenges to the Council and OCO finance position; this will require a policy-led budgetary response to all aspects of the resourcing position including internal capacity; traded and income-based services and management of front-line service demand.
- 1.10 All of these activities are in addition to statutory and planned service delivery and may only be achieved with the appropriate resources.
- 1.11 This report sets out structure proposals within the existing Corporate Core management teams to align resources with proposed priorities. The report also makes recommendations for additional investment in a proposed new “Delivery Unit” (Programme management office) and additional capacity in the corporate performance and communications teams. Recommendations for additional capacity will be drawn from the dedicated transformation funds which were provided from in the 2020/21 budget.

2.0 Proposed New Capacity

2.1 People and Programme Delivery

2.1.1 It is proposed that a new Assistant Director – People and Transformation (Anticipated Grade Band D) is created (see appendix 2.0), reporting to the Deputy Chief Executive (Corporate Core) and with responsibility for implementing the ambitious workforce change agenda. The postholder will be accountable for establishing and delivering an overarching internal transformation programme and delivery plans and leading the Council and OCO Delivery Unit and managing the Human Resources service, including:

- Developing the outline framework of an internal transformation programme which has been created by the Executive Team into a full programme and associated delivery plan, with responsibility for preparing regular updates for the delivery of the plan to Members. A summary of current plans is appended
- Production and management of the reports and tools to implement the plan including the business planning processes; update reports to Members and other stakeholders; the equalities strategy and underpinning process and policy
- Providing personal leadership of the development and implementation of a comprehensive organisation development plan which addresses
 - The cultural development of the Council and CCG partnership to establish a shared culture, values and ways of working
 - leadership development to develop a network of joint leadership at different tiers of the partnership and common systems and competencies for delivery
 - workforce skills including functional-specific skills, such as the major investment of finance skills for finance professionals and budget-holding managers; a “talent” strategy for the establishment of an apprenticeship and trainee strategy; workforce competencies/behaviours and a new joint staff induction model which all staff will be required to attend, to refresh their approach
- Management of the new proposed Delivery Unit, below
- Management of the Human Resources function to ensure the work of this team, including the HR strategy team which is responsible for workforce development, is aligned with the transformation strategy and there is congruence between the practical management of staff and future direction of the organisation

2.1.2 A Programme Management Office, known as the Delivery Unit, is proposed to produce, maintain and report detailed delivery plans on the Council and OCO delivery priorities which will include:

- The schedule of multi-million pound annual savings delivery plans across the Council and OCO
- The internal transformation programme which includes the work streams of Digital; Organisation Development; Financial Transformation and Governance
- The Borough emergency response and recovery plan, including the health and care Sustain and Recovery plan
- The schedule of individual departmental/OCO delivery priorities
- The strategic priorities to deliver the Council and OCO contribution to the 2030 plan
- The wider Borough 2030 programme plan

2.1.3 The Delivery Unit will be led by two Programme Managers which are already proposed/in post:

- A fixed term Programme Manager (Band A) for the OCO is in post until 2021
- The Programme Manager (Band A) post that was included in the Cabinet report of 10 June 2020

2.1.4 On the basis that the extent of the overall programme is now better defined it is proposed that these posts will require additional capacity. As such an additional two Project Managers (SM2) are proposed to create a team. The team may be further expanded over time with other similar posts which currently operate within the Council and the OCO. The intention is to create a corporate team with the resilience and capacity to establish and maintain a consistent and high quality programme-based approach to delivery across the Council and OCO partnership. The Delivery Unit will be accountable for:

- producing, maintaining and reporting on an overall annual delivery programme and detailed projects for all activity within it
- devising and assuring the delivery of a corporate business planning process which delivers the Corporate Plan; integrates organisation strategy; service plans and financial planning
- quarterly performance reports, in conjunction with the performance team (below) which track activity delivered and outcomes achieved
- formally project managing the delivery of individual major projects including the overall budget delivery programme and major individual service reviews
- an annual report to full Council.

2.1.5 It is anticipated that leadership of corporate equalities will also be within the new portfolio. The Council and OCO have commissioned an independent review of the approach to equalities as respective employers and service providers. The findings of this review will report back in the autumn and at this time capacity requirements to respond will be determined.

2.1.6 It is proposed that the two additional posts are funded from the dedicated transformation funds which was provided for in the 2020/21 budget. See the JD and proposed Structure at appendix 2.0 -2.2.

2.2 **Performance**

2.2.1 The majority of Council and CCG Performance services have been established as a corporate resource and, together, will now be referred to as the Strategic Performance & Intelligence Team. The team reports to the Chief Information Officer.

2.2.2 Looking forward there is significant scope to develop the business intelligence (BI) and analytical capabilities of this team, as a key enabler of the One Commissioning Organisation. Business intelligence may be defined as the collation of multiple data sources and systems into meaningful information, to drive decision making. This approach was demonstrated by the team during the emergency, with the creation and analysis of a number of high quality data sets including:

- Daily/weekly COVID dashboards as a basis for emergency command decision making
- A bespoke “early warning system” to inform the Local Outbreak Board by bringing together national and local intelligence
- Regular and swift analysis and response to government data sets and reporting requirements in relation to vulnerability

2.2.3 The vision is for the performance team to maintain their wider role and to develop, with the Delivery Unit, a “performance dashboard” which is reported on quarterly and tracks the impact and outcomes of the work of the Council and OCO, for example on Borough skills levels; health equality measures; economic indicators and cleanliness. Present resources only allow for statutory returns and reporting within departmental teams. Additional capacity is therefore required which, at this stage, is proposed as follows:

- A Head of Service to lead the new, extended team. This report recommends the creation of a new post within the Performance Function of Strategic Performance & Intelligence Manager (G17) to report into the CIO
- Two additional Strategic Planning & Development Analyst posts (G10) to lead on the rapid development of a new Corporate Performance Framework and underpinning outcome dashboards for each statutory and service teams to support the delivery of the Bury 2030, our new Corporate Plan and Budget Delivery Plans. These posts will report in to the Strategic Performance & Intelligence Manager proposed above, or their nominated intelligence lead
- Ongoing review of whether additional functions across the Council and the OCO should be included to support Children's Services, Early Help and Education

2.2.4 Job descriptions and structures are appended at Appendix 3.0 – 3.2.

2.2.5 It is proposed that the additional posts are funded from the dedicated transformation funds which were provided from in the 2020/21 budget.

2.3 Communications and Engagement

2.3.1 A single corporate communications team across the Council and CCG was established in 2019 and has been effective in delivering joined-up, reactive internal communications and targeted external campaigns to support particular priorities including some regeneration activities; particular health care campaigns and the present emergency.

2.3.2 Resourcing within the team is, however, insufficient to fully discharge the CCG's statutory obligations for service user engagement; to meet the Council's aspiration for two-way communications which achieve co-designed local priorities, or provide quality statutory consultation exercises particularly in the context of major plans during 2020/21. Furthermore, present resources are almost fully utilised in managing the COVID response, in accordance with the Council's statutory obligations under the Civil Contingencies Act; it is anticipated that the present capacity demand will continue for some time.

2.3.3 It is therefore proposed, subject to an equivalent decision from the CCG, that the Communications and Engagement structure is significantly strengthened to allow for a fundamental refresh and expansion of the Council and OCO communications and consultation strategy, including specific investment in digital communications. Proposals are set out below and have been validated through a benchmarking exercise to confirm the new structure would be comparable to other Greater Manchester districts.

2.3.4 Communications and marketing will operate on an account manager basis with three managers to support departments grouped around people, place and corporate.

- The current CCG Communications and Engagement Manager will be the Account Manager for the One Commissioning Organisation (OCO) and Children's Services (People). They will continue to be supported by the existing CCG Communication and Engagement Officer, whose post will increase from part-time to full-time. Greater capacity will be provided with an additional Communications and Marketing officer in this portfolio.
- The Council's existing Communications Manager will be responsible for BGI, and Operations (Place) and will continue to be supported by the current Communications and Marketing Officer, whose post remains unchanged. Greater capacity will be provided with an additional Communications and Marketing officer in this portfolio. The job description is available for inspection.

- An additional Communications Manager (G13) will lead the corporate core portfolio. Dedicated support for internal communications will be provided by the re-designation and appointment to the vacant post of Communication and Marketing Officer. The job description is available for inspection.
- The existing Organisation Change and Engagement Officer will report to the Communications Manager (Corporate) to ensure the staff engagement is aligned to internal communications.
- A new post, Digital and Media Officer (G9), will increase our digital and media offer reaching new audiences at relatively low cost. They will also manage and integrate our social media with more traditional communication channels, ensuring that we are proactive in our engagement. They will also provide support to the press office to increase our capacity in this area and ensure we are able to be more proactive. This post will be managed by the Press and Media Liaison Officer, who will be re-designated as Press and Media Liaison Manager (G13).

2.3.5 The output of this additional resource will be:

- An updated joint communications strategy across the Council and OCO partnership which is based on resident “voice”; user engagement and capacity to drive digital channels
- Capacity to maintain statutory “Warn and Inform” functions throughout the ongoing emergency and into Recovery
- Dedicated resources to drive particular organisation priorities and provide high quality stakeholder involvement
- Expanded capacity (including capacity proposals in section 3.7) to support high quality community consultation exercises with a clear joint narrative and interface with Greater Manchester as required. The consultation programme for 2020/21, for example, includes;
 - Bury 2030
 - Greater Manchester Spatial Framework (GMSF)
 - Greater Manchester Clean Air Plan (GMCAP)
 - GM Minimum Licensing Standards for taxis and private hire vehicles (MLS)

2.3.6 Job descriptions and proposed structure is appended at Appendix 4.0-4.5.

2.3.7 It is proposed that the additional posts are funded from the dedicated transformation funds which was provided for in the 2020/21 budget.

2.4 Democratic Services

2.4.1 Work is currently underway to strengthen Council governance, including a review of the constitution and underpinning delegation arrangements. An early conclusion of work to date is that there is a need to strengthen resources within Democratic Services to drive the focus on good governance and deliver the imminent Scrutiny Structure review in particular. Proposals are as follows:

- To replace the 30 hour Senior Democratic Services Officer (G10) post with a full time Principal Democratic Services Officer post (G12). This post holder will be responsible for the effective operation of the Council’s Executive; advise on procedure and ensure the efficient servicing of the Authority’s Cabinet as well as the Regulatory Committees, including managing the key decision forward plan, agendas and minutes
- To create a new Scrutiny Team Leader (G13) who will deputise for the head of service and lead the development and implementation of the new scrutiny structure. The post holder will be responsible for the drafting, production and monitoring of terms of reference, scrutiny review work, and the Scrutiny Annual Report. This post holder will

develop a democratic services digital offer as well as a strategy for wider public engagement in the democratic process as part of the wider strategy for enhanced community engagement.

2.4.2 Job descriptions and a proposed structure is appended at Appendix 5.0-5.2.

2.4.3 It is proposed that these posts are funded from the dedicated transformation funds which were provided from in the 2020/21 budget.

3. Departmental Leadership Arrangements

3.1 Corporate Core Leadership

3.1.1. The department is led by a Corporate Core Management Team (CCMT). Current and proposed structure charts are appended (Appendix 1.0).

3.1.2 All services / posts will slot into the department within the structure above, unless contrary proposals are made below. Appendix 1.1 -1.2 show these proposals.

3.1.3 A piece of externally facilitated team development is proposed for the Corporate Core Management Team, now established. A partner will be sourced who will:

- Work with the team to develop a common ethos, style and mutual trust
- Develop the partnership and hand-off points between the DoCCS team and Finance
- Provide individual coaching to management team members to align their approach with the team vision; to agree and support individual development plans
- Support the development of a detailed delivery plan to inform the 2020/21 Corporate Plan. With the benefit of resources proposed in this report this will include delivery of the following:
 - The Borough vision: Bury 2030 strategy complete and a high level vision; outcomes and delivery programme agreed to guide the Team Bury partnership, including the Council and the OCO, over the next ten years
 - a Corporate Plan agreed (to cover 20/21 pending agreement of the 2030 strategy and then a further three year plan for 2021-24) and underpinning departmental business planning processes established, with quarterly updates to Members.
 - A delivery programme for the budget strategy
 - Development and programme management of the emergency recovery strategy, including the initial ten point plan
 - a multi-year internal transformation programme with defined outcomes to address culture and skills; financial transformation; governance and digital strategy of the Council and OCO
 - An information governance strategy across the partnership
 - A new corporate business support function working to digital processes enabled through the roll out of MS 365
 - revised and significantly updated and expanded communication and consultation strategies based on community engagement and digital delivery and including, this year, consultation on Bury 2030 and the GM spatial framework; clean air plan and Minimum Licensing Standards for taxis and private hire vehicles (MLS)
 - An updated council constitution; Member development plan and training programme for implementation
 - A joint and more secure emergency planning and resilience function across the Council and OCO
 - A neighbourhood model established in each locality which brings together the existing integrated health and care teams; properly established Community Hubs;

the existing Children's Early Help teams and an equivalent function for adults. The teams will provide all-age early help and provide a targeted approach to public service to support early intervention and demand reduction

- An updated Housing Strategy and action plan including temporary leadership of associated functions across the wider Executive team

3.1.4 It is proposed that this support is funded from the dedicated transformation funds which were provided from in the 2020/21 budget.

3.1.5 The statutory post of Council Monitoring Officer (MO) is currently vacant. The MO is a key member of the Council's Executive Team and CCMT. The post has been reviewed prior to recruitment and the Job Description updated, attached. The post, which has been evaluated at Chief Officer Band E (£84 407-£92 276) has been re-positioned as Director of Law and Democratic Services in recognition of its functions and position in the organisation hierarchy. It is proposed that recruitment commences as a priority. The job description is attached at appendix 1.3.

3.2 Governance and Assurance

3.2.1. The post of Deputy Director Corporate Core was established and appointed to by the CCG, following formal consultation. An equivalent decision is required by the Council in order that the post can operate to a joint leadership mandate. It should be noted that the original portfolio for the post as agreed by the CCG is subject to some revision in these proposals. The currently proposed job description includes responsibility for joint risk management and CCG emergency resilience; as described in the sections below this report proposes the exclusion of these functions from this portfolio. The post will, however, remain the lead for CCG risk management and assume a proposed new lead on Information Governance across the Council and OCO.

3.2.2. The primary leadership function of this post is to progress joined-up working across the partnership by establishing common processes, procedures and ways of working across all governance functions which make best use of resources and establish a common approach to delivery.

3.2.3 The operational remit of the post is:

- CCG Governance; CCG Risk Management; Health and Safety; Corporate Affairs; Corporate Admin
- Patient Services
- CCG Information Governance
- CCG commissioned services: HR and OD; Equality, Diversity and Human Rights; Emergency Planning

3.2.4 In addition this role will lead on the production and oversight of the joint Corporate Plan and Information Governance strategy; the establishment of a joint Business Support function and strategy across the Council and OCO and accountability for the joint Health and Safety service across the partnership.

3.2.5 The post will be complementary to the function of the Council's Monitoring Officer; to better describe key functions it is proposed to refer to this role as Deputy Director Governance and Assurance. The proposed job description for this post is provided at the appendix 6.0.

3.3 Business Support

- 3.3.3 It is intended that, as far as practicable and subject to an equivalent CCG decision, all business support capacity across the Council and CCG will be brought together into a single central service within the Governance and Assurance division.
- 3.3.2 The management of business support as a single corporate service will be a significant change and opportunity for fundamental improvements in ways of working, which will be phased in as follows:
- Phase 1 – all posts immediately identified as generic business support capacity to become a corporate service.
 - Phase 2 – formal review of Executive support (which includes PAs, secretariat and other similar type roles providing support to the Executive team) as an early priority within the corporate transformation programme. This review, which will be undertaken in the context of the roll out of Microsoft Office 365 and therefore greater self-service by senior managers, will establish consistent executive support arrangements within available budget and to reflect best practice.
 - Phase 3 – wider review of the business administration requirements at corporate and departmental level to establish common, high quality processes across all common administrative functions and a single corporate team.
- 3.3.3 It is anticipated that external support will be required to deliver the review of executive and business support functions and that this will be an early priority for the corporate transformation programme. The costs will be met from the corporate transformation reserve. A separate report with detailed proposals for the new corporate service will be brought to the Council's Cabinet under separate cover.

3.4 Health and Safety

- 3.4.1 All Council Health and Safety teams will be brought together into a single corporate function which will also support the CCG (excluding GPs). At this stage the current Health and Safety Advisors in each of the Council's teams will simply be brought under the line management of the Council's Head of Health and Safety, as the most senior post, but a fuller restructure will follow in future.
- 3.4.2 The new service be launched with a refreshed health and safety policy which is listed separately on the agenda, together with the implementation of new consultative governance through a Corporate and Departmental Health and Safety Consultative Committees, to ensure appropriate focus and priority of these important statutory functions.
- 3.4.3 The founding principle of new arrangements is that managers are responsible for managing the health and safety of their staff with support from the corporate team, whose focus will be on training and support; maintenance of the policy framework; compliance and quality assurance; complex investigations; interface with the HSE and activity/compliance reporting.
- 3.4.4 The Council's Head of Health and Safety is currently also responsible for Emergency Planning. To secure capacity for this post to lead a wider health and safety delivery remit it is proposed that this responsibility is relinquished and moved to the Policy and Partnerships division as described below. An updated JD is appended. (See Appendix 7.0).

3.5 Information Governance

3.5.1 The establishment of an effective approach to Information Governance (IG) requires an overarching strategy which is underpinned through significant and demonstrable commitment across Bury Council and OCO.

3.5.2 The ambition is to have a single and joint approach, which will be reflected through a proactive and positive culture, to deliver robust Information Governance arrangements and practice across the Bury partnership of the CCG and Council. The responsibility for leading the delivery of this will, subject to agreement by both organisations, fall within the remit of the Deputy Director Governance and Assurance, who will be responsible for establishing and strengthening this area of work, which, for reference, includes managing complaints; information requests including Subject Access and Freedom of Information requests and compliance with relevant legislation including data protection, GDPR and Caldicott duties in health and social care. This will include:

- Compliance and continuous improvement with the Data Security and Protection Toolkit (DSPT) requirements
- Co-ordination of the statutory officers (SIROs; DPOs and Caldicott guardians for both organisations).
- Establishing the arrangements to ensure appropriate DPO provision for the CCG, including oversight of any agreed contract or line management where this is an employed post;
- Establishing and maintaining, through the DPOs, a high-quality Information Governance Framework, supported by a suite of robust procedures, which meet GDPR and Data Protection requirements
- Ensuring the skills and culture of Council and CCG colleagues reflects the requirements of effective IG
- Developing and directing the network of IG champions
- Managing information requests (FOIA and SARs) within timescale and to a high standard, through the network of chief officers and CCG heads of service as required;
- Devising the processes and corporate analysis for complaints to ensure timely response and lessons learned in respect to all complaints through line management of the Council's Customer Complaints Officer.

3.5.3 In order to ensure that a whole system approach is adopted, significant engagement from statutory officers will be required. This approach will be supported through the wider transformation programme and business support review in particular, with detailed proposals regarding policy and capacity changes to establish a high-quality function brought forward once developed.

3.6 Community Safety including Emergency Preparedness & Response

Operational Community Safety

3.6.1 The Operational Community Safety Team provide 24/7 security and response for all Council buildings, a number of schools and colleges and other clients. The team deliver patrols of the borough and a reactive response service. The Control Room monitors our CCTV network and provides out of hours call handling for Bury and Rochdale Councils.

3.6.2 A restructure of the service is required as a result of a number of vacancies including the recent retirement of the Head of Service and Operations & Development Manager. It is proposed to take this opportunity to expand the remit of the team to include Emergency Planning for both the Council and CCG through the existing models within each organisation

but providing consistent management across the organisations. The proposed arrangements are that:

- The Operational Community Safety Team be renamed as the Emergency Response & Resilience Team.
- Two new posts are to be created within the service to provide a permeant replacement for the Head of Service and Operations & Development Manager and to reflect the additional responsibilities being assigned to the Services:
 - Operations & Emergency Response Manager (G12): This post will have the lead responsibility for the Control Room and Emergency Response and will be filled through a recruitment process, ring-fenced to the service in the first instance. Once an appointment has been made to this post the resulting vacancy will be left unfilled until a full review of income from traded services has been undertaken to allow for flexibility should additional resources be required to deliver these services. This post will be funded from the previous Operations & Development Manager Post.
 - As part of these changes it is proposed that the post of Health, Safety and Resilience Co-ordinator (Grade 11) be moved from the Health & Safety Team to report into the new post of Operations & Emergency Response Manager (G12)
 - Operations, Safety & Resilience Manager (G11): This post will have the lead responsibility for the Community Response Team and external security contractors. To fund this the post of Operations Supervisor - Community Response (G9) will be deleted and the current post holder assimilated to the new Operations, Safety & Resilience Manager as a suitable alternative. The gap will be funded from within the current budget.
- The Forward Incident Officer (FIO) function is currently fulfilled by Building Control officers as part of their statutory on-call responsibilities, but staff feedback indicates this does not provide resilience should building control and emergency planning functions be called on at the same time. It is therefore proposed that the Emergency Response & Resilience Team will provide 24/7 Forward Incident Officer (FIO) cover as part of the Council's Emergency Planning rota and building control staff will no longer be asked to fulfil the FIO function. The Operations & Emergency Response Manager will be responsible for sourcing FIO cover should extenuating circumstances require it.
- The functions and line management of the post of Service Business Manager (G9) will continue unchanged at this time but will be included in the corporate Business Support service described in section 3.3
- The current post of the Assistant Business Manager (G7) is to be deleted and a new post will be created which includes additional Emergency Response responsibilities as part of the new Emergency Control Structure in a new post of Safety and Resilience Assistant (G8). It is proposed that the current Assistant Business Manager is assimilated to this post as a suitable alternative on the basis that their substantive role will be deleted. The gap will be funded from within the current budget.

3.6.3 These proposals are fully costed and fall within the current service budget due to existing vacancies. Job descriptions and proposed structure is appended (Appendix 8.0-8.3)

Strategic Community Safety

3.6.4 It is recommended that the Strategic Community Safety Partnership Team reports into the new Assistant Director of Public Service Reform as part of establishing the Neighbourhood Model. There are no changes proposed to current structure. The new reporting line is shown in Appendix 1.1.

3.7 Arts and Culture and Adult Learning

- 3.7.1 The strength of Bury's arts and culture offer was due to be celebrated this year with our status as GM Town of Culture. Due to the impact of COVID-19 the majority of the programme has been post-phoned until 2021 and it is vital that we have the right resource in place to make this a key part of our Recovery.
- 3.7.2 The Borough culture offer is intended to be at the heart of the community response within Bury 2030, as a vehicle for driving resident engagement, aspiration and social connectivity. It is therefore proposed that the Arts and Museums and Adult Education services are both moved to the portfolio of the new Assistant Director of Public Service Reform, as part of the new neighbourhood delivery model.
- 3.7.3 Once an appointment has been made to the Assistant Director of Public Service Reform a full review of the Arts and Culture Service will be undertaken to ensure that it is sustainable and appropriately structured to maximise the opportunities of the Town of Culture and to embed arts and cultural service at the heart of our recovery planning (new reporting lines are shown in appendix 1.1).

3.8 Social Development and Engagement Team

- 3.8.1 The Social Development and Engagement Team has been realigned as part of the emergency response across different corporate teams. It is proposed that these arrangements are formalised through this report, as follows:

- the relationship with and funding for the communities and VCFA as a strategic partner to deliver the Bury Strategy will be managed by the Strategic Partnerships Manager, with support from the post of Programme Support Assistant. These roles will be key to the Community Hub model and as such will operate under the direction of the proposed Director of Transformation (Communities) and, substantively, operate within the portfolio of the Assistant Director of Public Service Reform.
- the Bury Directory will be moved to the Public Health Team, who will be responsible for ensuring statutory functions continue to be discharged to meet adult and children's social care requirements and that it underpins health improvements such as social prescribing and quality of life.

The following posts which manage the Bury Directory will move across the Public Health: The Social Development Manager NHS Band 6; The Bury Directory Development Officer (G10), Family Information Service Officer (G8) and Carers Engagement Co-ordinator (G8) and Social Development Assistant (G5). The Self Care Development Officer (G10) has also migrated to PH, an arrangement which is confirmed through these proposals.

- the Communications and Engagement team will assume responsibility for community consultation including through the One Community portal. It is proposed that the Community Engagement Manager (G13) reports to the Head of Communications and becomes the Consultation and Engagement Manager developing involvement and engagement to improve service delivery; the Armed Forces covenant and management of the Census activity. The Customer Engagement Co-ordinator (G8) will also move to the corporate consultation function and continue to be responsible for statutory and corporate consultation,
- The Neighbourhood Engagement Co-ordinators (x2) (G11) will become part of the future Community Hub model. A structure report for the Hubs will follow; in the meantime these posts will report direct to the Director of Transformation (Communities). The Neighbourhood Programmes clerical assistant will also move with the team.

3.9 Strategic Partnerships

- 3.9.1 It is proposed that the newly created Strategic Partnerships Team, comprising a Strategic Partnerships Manager (G17) and Co-Ordinator post (G15), is deployed into the Community Hubs team. The team remains substantively within the CIO portfolio, accountable to the Assistant Director Public Service Reform, but will be included in the short term structure for the Community Hubs for the next 12 months, which will be brought forward by the proposed Director of Transformation (Communities).
- 3.9.2 The proposal is made on the basis that relationships with the voluntary sector and VCFA specifically, which are a major focus for the team, will now be led by the Community Hubs - which were not in existence when the last restructure established the team. Furthermore, the SPM is taking a leading role in the 2020 Town of Culture delivery and development of a Borough Culture Strategy, which intersects well with the community engagement and social wellbeing remit of the Hub network. See structure at appendix 9.0.

3.10 Legal Services

- 3.10.1 As an in-house legal service, Bury Legal Services provide advice and representation to various internal and external 'client' departments and organisations. One such client is Children and Young People. This includes advice on and the conduct of court proceedings on behalf of Bury Council to enable the Council to fulfil their statutory child protection duties.
- 3.10.2 It was identified some time ago that consideration should be given as to how a reduction in expenditure on barrister's fees for advocacy in those proceedings could be achieved. As a result, a trial of one of the current legal team, a solicitor, acting up into the role of an in-house advocate was set up in January 2019. Instead of instructing outside counsel, the in-house advocate would cover as many contested hearings on behalf of the Council as possible. This has so far identified a saving of approximately £120,000.
- 3.10.3 It is now proposed that a permanent full time In-House Childcare Advocate (G15) post be established, as this will enable the Legal Department to offer a bespoke service to the Client Department with increased efficiency and cost effectiveness. The budget for this will be transferred from Children's Services to Legal Services. The current and proposed structures are appended at Appendix 10.0-10.1.

3.11 Housing Services

- 3.11.1 The Council is underway with a number of strategic reviews which will inform the future capacity requirements for housing services. The post of Director of Housing is also vacant and recruitment is paused pending clarity on future function, as follows:
- The conclusion of the Housing Services review will be agreed in early autumn
 - The delivery model for the council's development plan is being determined
 - The Housing Strategy is in final draft and will be agreed in autumn as part of wider Bury 2030 proposals
- 3.11.2 Leadership of housing functions is being managed temporarily across different departments according to specialism. This report confirms these interim arrangements which are:
- The Joint Chief Finance Officer is managing the development work and determination of the delivery vehicle
 - Specialist supported housing needs are managed by the OCO
 - The Business Growth and Infrastructure department manage the relationship with the private rented sector, currently largely with an enforcement focus through the Urban Renewal Team
 - The Finance function leads on management of the Housing Revenue Account

- The Corporate Core is managing strategic housing functions through two temporary direct reports to the Deputy Chief Executive (Corporate Core):
 - the Housing Needs and Options Service, including leadership of the “No rough sleepers” priority within the emergency recovery 10 Point Plan through local and GM “A Bed Every Night” initiatives
 - the Principal Strategy Officer who is leading on the relationship and performance management with Six Town Housing.

3.11.3 The Chief Executive is personally leading on the development of the housing strategy, which will address the functions described above as well as wider issues such as affordable housing; carbon neutrality and the strategic engagement of Registered Providers as well as direct housing provision. The Principal Strategy officer will also support this work, specifically the management of the consultation exercise and development of an action plan.

3.11.4 A substantive structure will be determined through a review of all resources, when strategy is concluded.

3.12 Human Resources

3.12.1 A corporate Human Resources function was established in September 2019, to bring together all capacity and secure cost reductions of c£400 000. Under these proposals the Head of HR will report to the proposed Assistant Director of People and Transformation but will continue to be the Council’s professional lead for all aspects of the policy framework and a member of the Corporate Core Management Team. The new Assistant Director will however support the ongoing service engagement plan and development of a people strategy in the context of wider strategic planning.

3.12.2 Investment is being made in the new structure including a review of all transactional processes as part of the implementation of an upgraded HR/Payroll system and a refresh of the HR policy framework to improve easy application. In support of the improved policy and process work the following structural changes are proposed:

- to amend the posts of MIS Officer (G7) and Systems Support Officer (G6) within the People Analytics Team to Systems Administrators Grade 7/8 due to the work being of the same nature. This will create three Systems Administrators.
- A post of Senior Systems Administrator (G10) will be created and ring-fenced to the 3 Systems Administrators within People Analytics Team, and the post of the successful applicant will be deleted.

3.12.4 All costs will be contained within existing service budgets through re-direction of vacancy underspends. A fuller post implementation review of the new service structure will follow once the policy and transactional review work is complete. Job descriptions and structures are appended at appendix 11.0 – 11.3.

4.0 Functions Proposed to Transfer to Finance

4.1 The Department of Corporate Core Services and Finance are two separate functions but designed to work closely together as a single “corporate Core”. In this wider team context it is proposed that two functions currently managed within the DoCCS would be better aligned with services managed by the Finance service, on the basis of use of resources and functional parity.

4.2 It is proposed:

- The procurement service moves under the leadership of the new Assistant Director Finance post to ensure alignment of procurement strategy and spend with the wider financial planning and governance functions
- Responsibility for Council risk management, discharged by the Head of Risk Management, is moved to the finance service; leadership of CCG risk management will remain with the Deputy Director Governance and Assurance. Initial thinking was to integrate risk management across the two organisations as a key aspect of partnership governance however analysis undertaken as part of the Annual Governance Statement indicated that more investment was required in the Council's risk register before a partnership approach could be supported. Council risk management will therefore be led by the Director of Financial Transformation but the arrangement, including future scope for a joint risk register, will be subject to a planned review of new arrangements in February 2021.
- The Head of Risk Management will transfer on the current job description and be included in the restructure of finance services; the finance restructure process will also address arrangements for leadership of residual functions which will remain in the DoCCS including business continuity planning.

5. Funding Implications

- 5.1 The cost of the proposals is £595 855. When the Council's budget for 2020/21 was set it was recognised that additional capacity in some of the core services needed strengthening and to reflect this, £1m was built into the budget with a further £0.5m in 2021/22. The proposals set out in the report will be funded from his budget and therefore are budgeted for and within the expectations that were set when the 2020/21 budget was finalised and agreed by Full Council in February 2020.

Proposal	Funding Gap (inc. on costs)
Assistant Director – People and Transformation (Band D)	£102,339
Programme Manager (Band A)	£0
2 x Project Managers (SM2)	£66,726
	£66,726
People & Transformation Total:	
Strategic Performance & Intelligence Manager (G17)	£60,525
2 x Strategic Planning & Development Analyst posts (G10)	£37,421
	£37,421
Performance Total	
Press and Media Liaison Manager (re-grade) (G13)	£3,786
Digital and Media Officer (G9)	£35,506
Communications and Marketing Officer (G9)	£8,600
Communications Manager (G13)	£51,039
2 x Communications and Marketing Officer (G9)	£35,506
	£0
Communications and engagement officer (NHS band 4) (increased hours)	£0
Communications and Engagement Total:	
Operations & Emergency Response Manager (G12)	£0
Operations, Safety & Resilience Manager (G11)	£0
Safety and Resilience Assistant (G8)	£0
Emergency Response and Resilience Total:	£0
Director of Law and Democratic Services	£26,000
Principal Democratic Services Officer (G12)	£15,100
Scrutiny Team Leader (G13)	£49,204
Democratic Services Total:	£0
In-House Childcare Advocate (G15)	£0
Legal Services Total:	£0
Senior Systems Administrator (G10)	£0
HR Total:	£0
Total Costs of Proposals	£595,899

5.2 Consultation Next Steps

- 5.2.1 The changes proposed are made as the basis for consultation. A formal consultation meeting will be called and a period of 30 days allowed to take feedback on the proposals and discuss details with affected staff and the Trades Unions, following which the relevant processes will be followed to establish and appoint to new teams and posts within the agreed structure.

- 5.2.2 The proposals will also be presented to the CCG Remuneration Committee for equivalent agreement and to lead consultation with CCG employed staff.

6.0 Recommendations

- 6.1. The Council's Cabinet to agree the following recommendations:

- Note the progress being made in the establishment and delivery of a new corporate core and endorse the proposed leadership remit of the Corporate Core Management Team
- To approve the proposals for the establishment of a Delivery Unit including a new Assistant Director of People and Transformation
- To approve the proposal for additional posts with the Strategic Performance & Intelligence Function for the Council and OCO
- To approve the expansion of the Communications and Engagement Team across the Council and OCO
- To approve the joint accountabilities of the CCG Post of Deputy Director Governance and Assurance, which will include line management of Council teams
- To approve the next phases of the Business Support review
- To endorse the corporate management of all Health and Safety capacity
- To approve a full review of the Information Governance function across the Council and OCO
- To approve the expansion of the Assistant Director of Public Service Reform remit to include line management of the Arts and Museum, the Adult Education Service and the Strategic Community Safety Team
- To approve the new operational Community Safety Team and associated changes in name, roles and grades
- To approve the creation of the In-House Childcare Advocate post with Legal Services
- To approve the changes in Democratic Services structure, specifically the changes to the Principal Officer role and new post of Scrutiny Team leader
- To approve the changes in line management for the Social Development and Engagement Team
- To approve the proposed changes within the HR Systems Administration Team
- To note the interim leadership arrangements for housing services
- To approve the transfer of functions from the Corporate Core to Finance

1. Supporting Information

New structure diagrams

2. List of background papers other than published works or those disclosing exempt or confidential information.

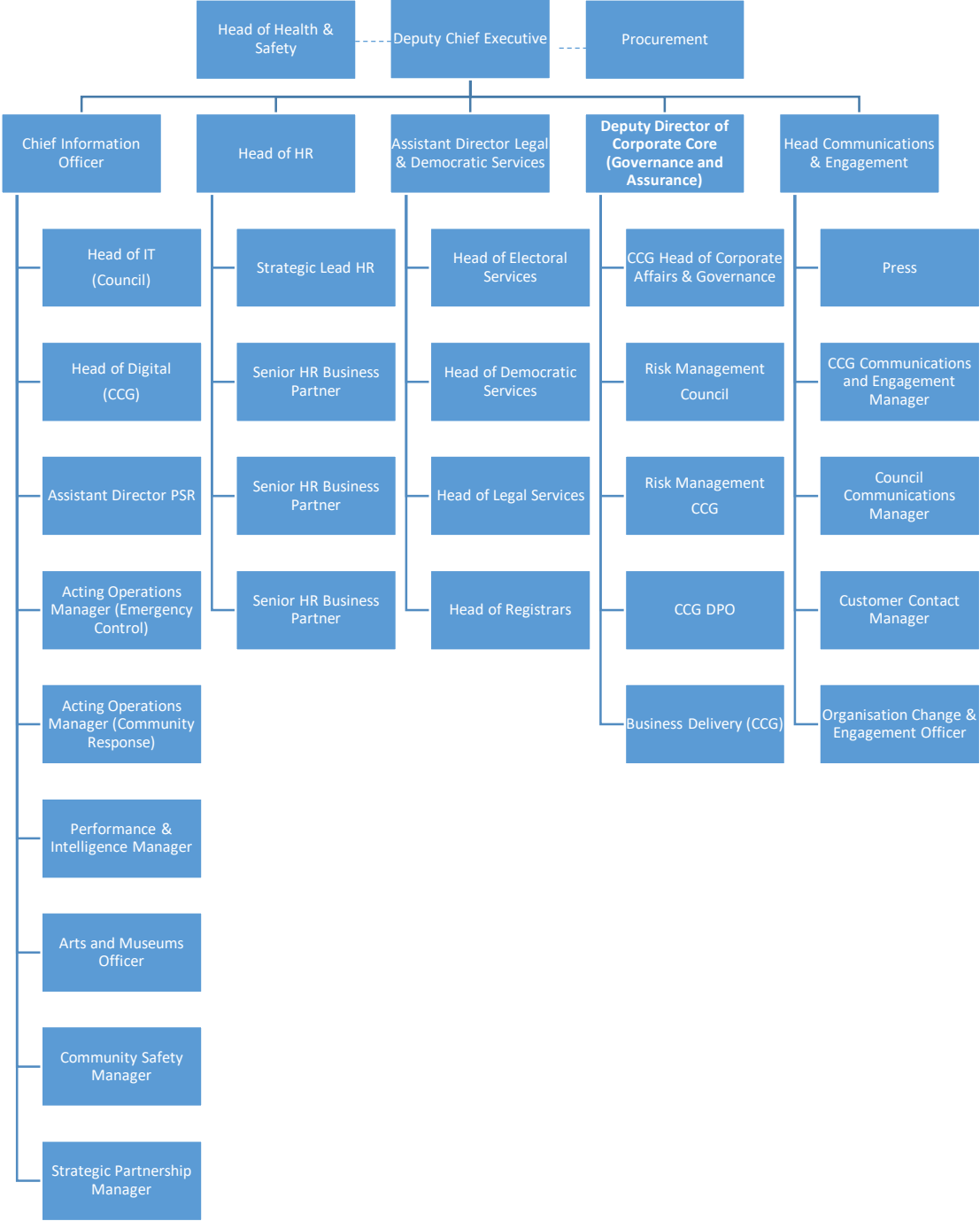
HRA Report – SLT Restructure, 7 September 2018

HRA Report – Senior Management Capacity, 24 April 2019

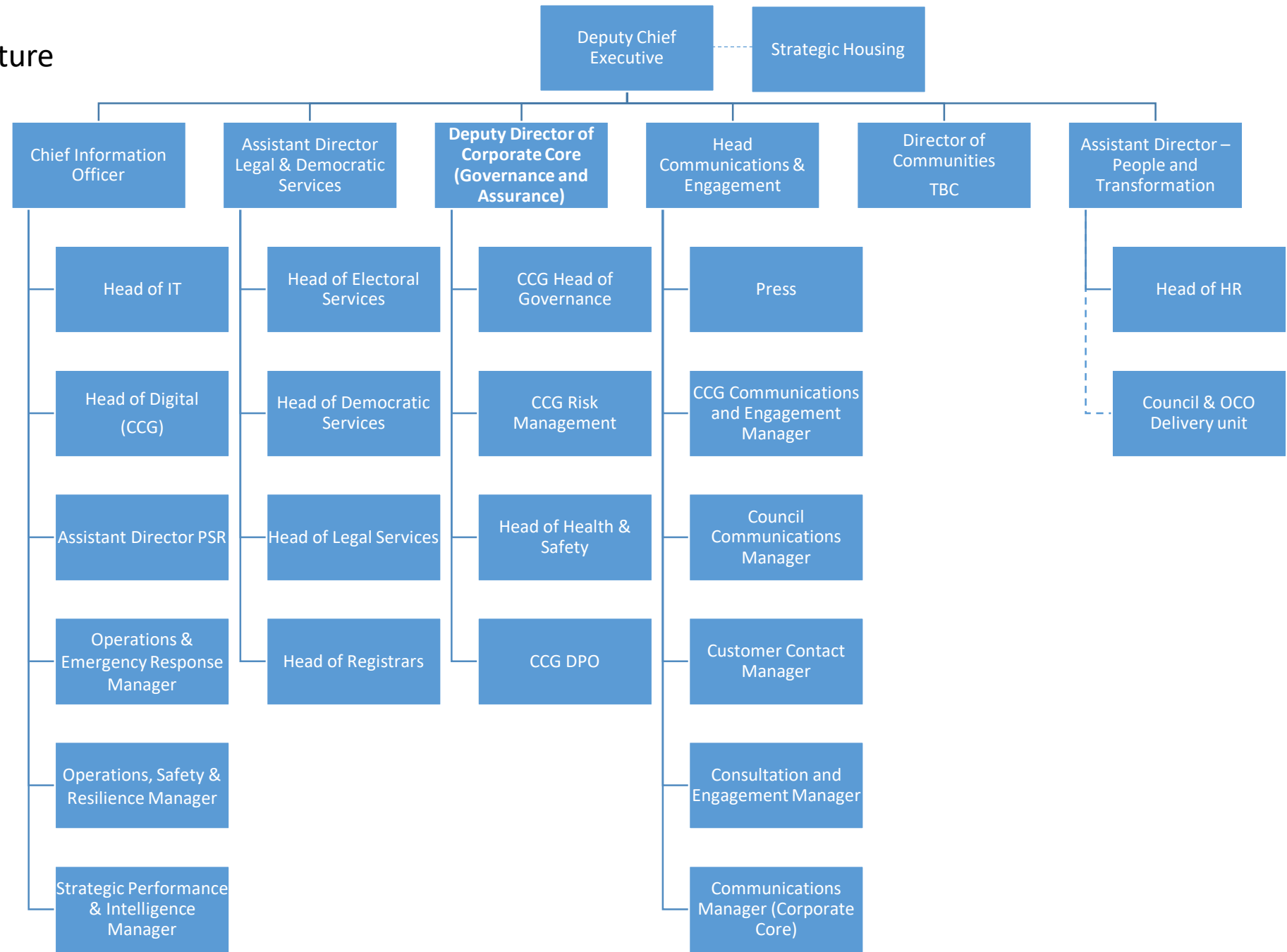
3. Published documents referred to in compiling this report.

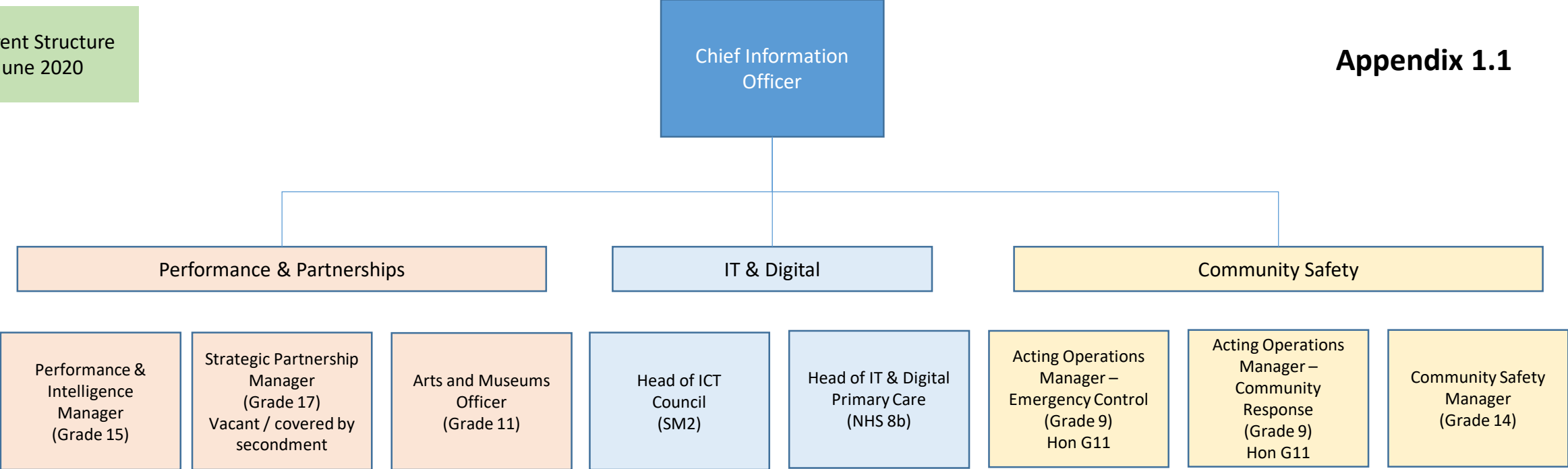
Equality Impact Assessment

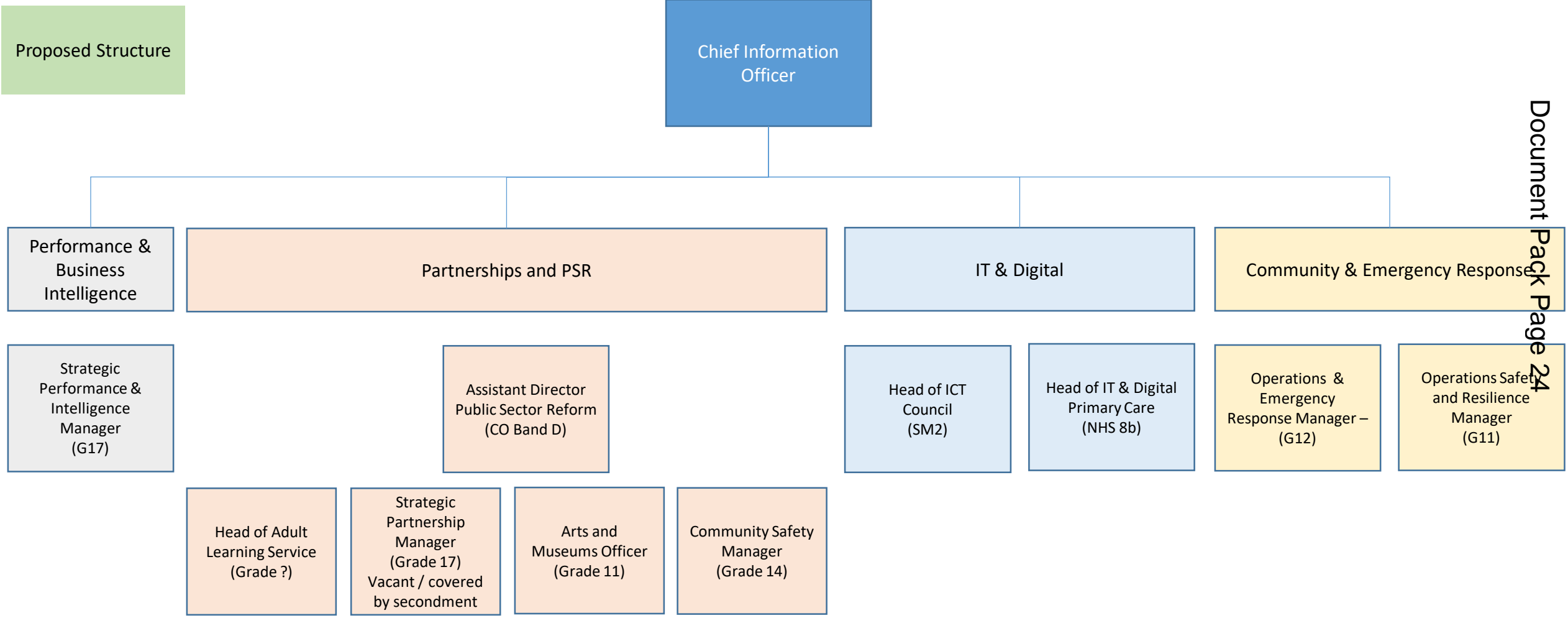
Corporate Core
Current Structure



Corporate Core
Proposed Structure

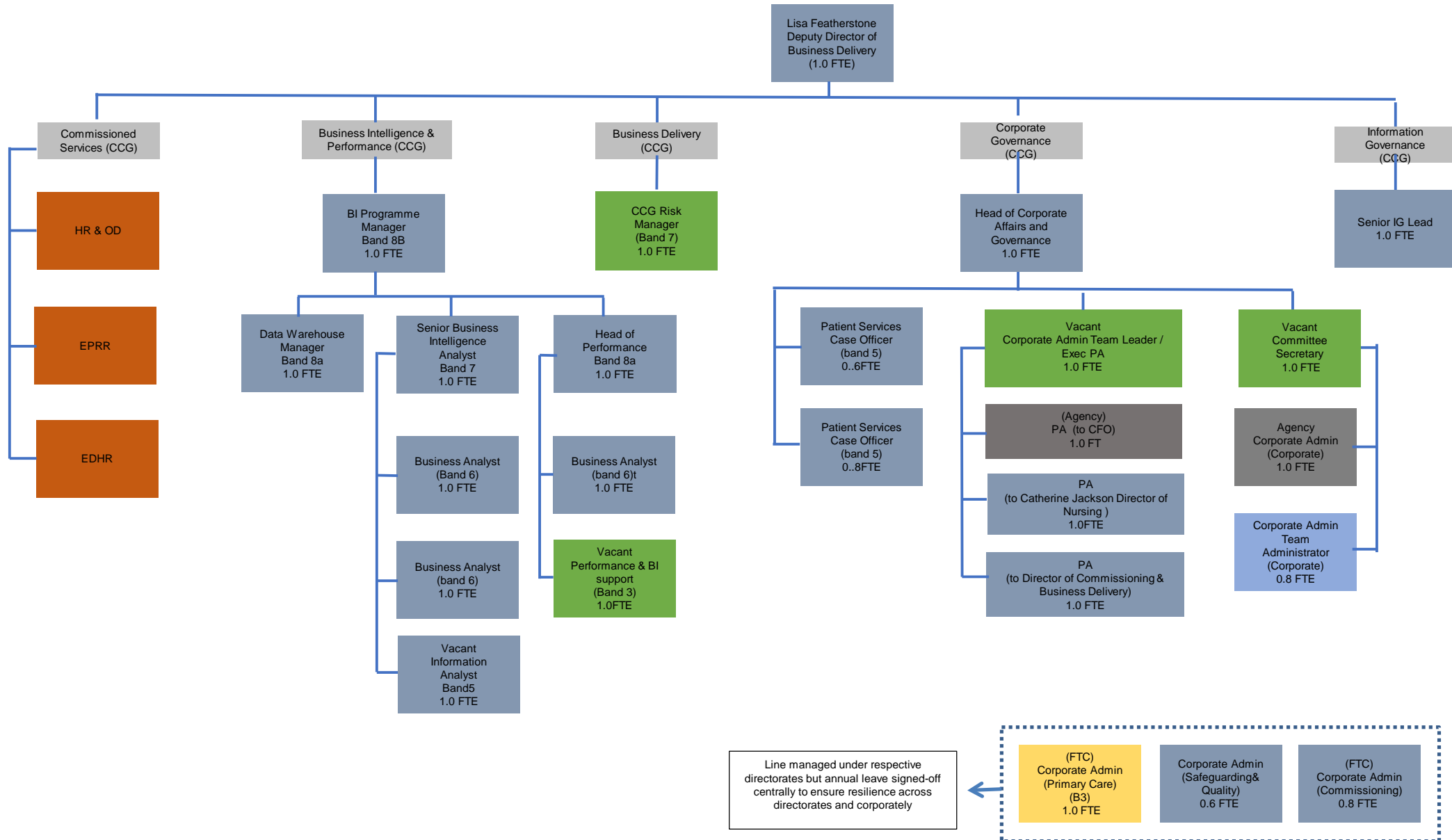




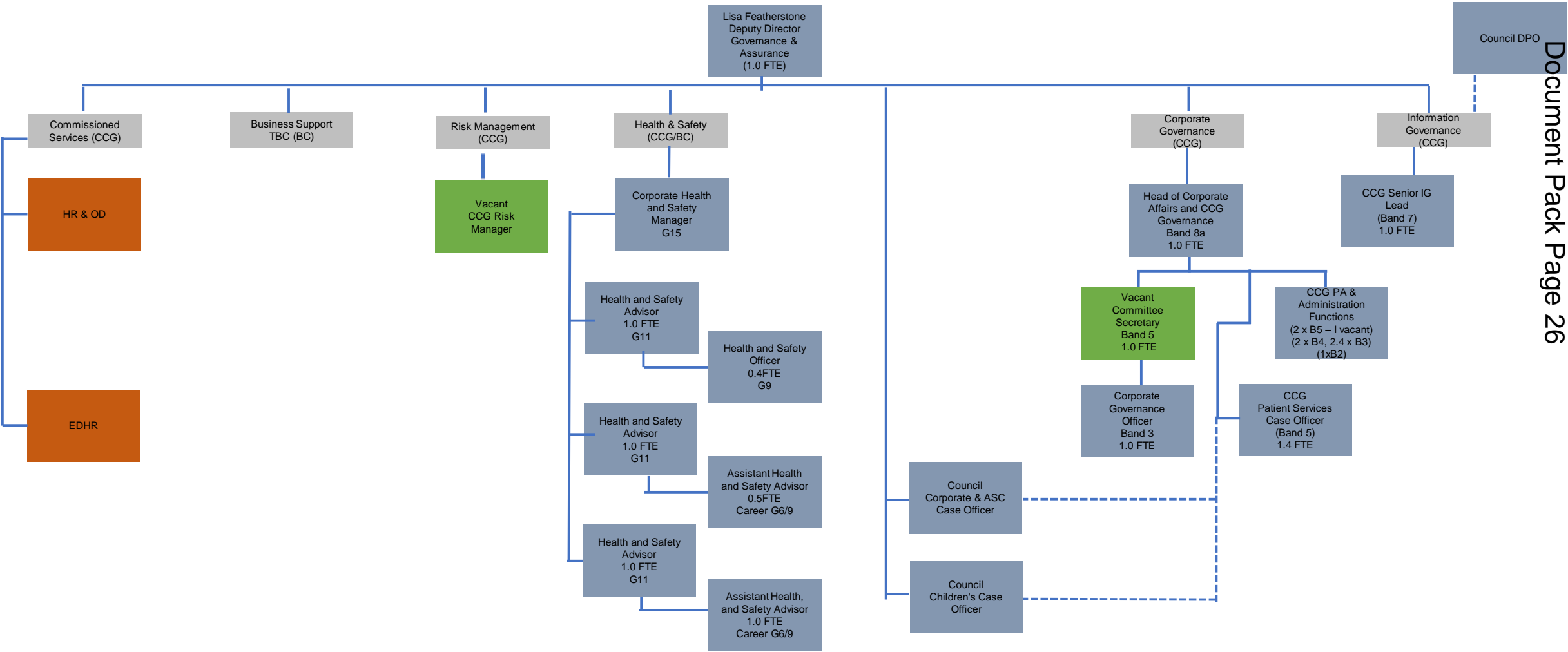


Deputy Director – Business Delivery

Appendix 1.2



Deputy Director – Governance and Assurance (Interim - Proposal)



BURY METROPOLITAN BOROUGH COUNCIL

JOB DESCRIPTION

Post Title: DIRECTOR OF LAW AND DEMOCRATIC SERVICES	
Department: Chief Executive's	Establishment/Post No:
Division/Section: Deputy Chief Executive's Division Legal & Democratic Services Section	Post Grade:
Location: Town Hall, Bury	Post Hours: 37 hours subject to service requirements
Special Conditions of Service: The postholder is required to regularly attend meetings during out of hours periods. The postholder will act as the Deputy Returning Officer. Authorised car user.	
Purpose and Objectives of Post: <ol style="list-style-type: none"> 1. To ensure that the Council has effective corporate governance arrangements in place through the leadership and management of corporate functions such as Legal services, Democratic and Governance, Elections, and Information Governance including Freedom of Information and GDPR. 2. To act as the Council's Solicitor and principal legal adviser and discharge the statutory duties of the Monitoring Officer, ensuring that the Council fulfils its lawful obligations, statutory duties, and performs its functions and activities in accordance with the law and the principles of good governance. 3. The post holder will be a member of the Council's Executive/ Strategic Management Team. 	
Accountable to: Deputy Chief Executive and to Members of the Council as a whole and within the context of the Executive (Cabinet and Leader) decision making processes in place.	
Immediately Responsible to: Deputy Chief Executive; to deputise for the Deputy Chief Executive in respect of areas of responsibilities.	
Immediately Responsible for: Head of Registration; Head of Legal Services; Head of Elections; Head of Democratic Services	
Relationships: (Internal and External) <ul style="list-style-type: none"> • All employees of the Department Officers • Executive Directors and other Senior • Members of the Council • MPs, MEPs • District Auditor and Local Government Ombudsman • Clerk to the Justices • Law Society • Solicitors and Counsel • Press and Media • Chief Executive's Department Management Team 	

Control of Resources:

Financial:	Control of Divisional revenue/capital budgets for Legal; Democratic Services; Registration & Elections
Personnel:	Control, discipline, training and deployment of all employees within the Service; Legal Services (24 employees), Democratic Services (10 employees), Registration & Elections, (13 employees).
Equipment:	Responsibility for all equipment used by the Service
Health, Safety & Welfare:	Responsible for the Health, Safety and Welfare of all employees of the Service

Duties/Responsibilities:

1.0 Corporate Management

- 1.1 To undertake the full range of statutory duties and responsibilities associated with the Monitoring Officer role; ensure the Council and its officers act lawfully and that the Council has an ethical framework so as to maintain high standards of conduct.
- 1.2. To ensure that governance and probity arrangements are in place for the Council's complaints and information functions and have responsibility for Local Government Ombudsman complaints on behalf of the Council.
- 1.3 To provide the Council, Cabinet, Committees, Members and Officers with support and advice on democratic, governance and legal matters. To report to and attend as required meetings of the Council, Cabinet, Scrutiny Panels and Committees in order to ensure timely decision making processes in compliance with the Council's Constitution.
- 1.4 To ensure that the Council's Constitution operates effectively and is regularly reviewed and updated to reflect changes in the law and best practice.
- 1.5 To ensure the efficient and effective administration of the Council's member level decision making processes and ensure that elected members are appropriately supported in fulfilling their responsibilities with particular emphasis on their executive, representative and leadership roles.
- 1.6 To be responsible for complex legal matters, identifying potential areas of risk and liability and advise on solution focussed strategies. Ensure the Council has adequate legal provision, advice and support.
- 1.7 To lead and oversee the Council's responsibilities in relation to data management and securing, including GDPR and Freedom of Information.
- 1.8 To ensure the effective delivery of electoral registration and functions and the conduct of Parliamentary, and local government elections and referenda.
- 1.9 As directed, to represent the Council at European, national and regional levels, working in partnership with internal and external stakeholders.
- 1.10 To liaise with and develop effective corporate working with other Departments of the Authority with regard to developments which will affect the future work programmes within Legal and Democratic Services.
- 1.11 As appropriate, to represent the Authority on outside bodies and advise on the Authority's proper role and function on these bodies ie Combined Authority.
- 1.12 To contribute towards and participate in the Authority's emergency planning arrangements.

2.0 Performance

- 2.1 To ensure effective performance management arrangements are in place within Legal and Democratic Services to achieve the Council's corporate aims and compliance with statutory and locally agreed performance indicators.
- 2.2 To ensure that systems are in place to manage, develop, monitor, evaluate and review performance within Legal and Democratic Services and deliver services against agreed targets, service standards, Service Level Agreements, performance indicators and budgets.

3.0 Service Delivery

- 3.1 With reference to the provision of Legal and Democratic Services to ensure the provision of timely and appropriate professional advice to Elected Members and between designated service areas to secure service provision in accordance with current legislation.
- 3.2 Within agreed budgets to develop policies, plans and priorities for Legal and Democratic Services; to monitor progress against these and to institute remedial action as necessary to ensure that they can be achieved.
- 3.3 To report to the Executive (Cabinet and Leader) and appropriate Scrutiny committees of the Council on all aspects of the Department's services.
- 3.4 To undertake, on behalf of the Council, all matters delegated to the Assistant Director of Legal and Democratic Services/Monitoring Officer.
- 3.5 To ensure that the following roles are effectively performed on behalf of the Council:
 - Electoral Registration
 - Proper Officer for Registration of Births, Deaths and Marriages
 - Registrar of Land Charges
 - Safety at Sports Grounds Licensing Officer ?

3.6 To act as the corporate lead for the Local Government Ombudsman and Freedom of Information response frameworks; training and development of FOI Champions and links to the Information Commissioner.

3.7 To act as the Council's Deputy Returning Officer.

4.0 Resource Management/Co-ordination

- 4.1 To participate in the appointment, training, development and appraisal of the Division's senior management team; reviewing individual and service objectives.
- 4.2 To ensure that effective mechanisms are in place within the Division to lead, motivate and develop the performance of employees within designated service areas.
- 4.3 To ensure effective employee relations by regular consultation with the appropriate trade unions.
- 4.4 To ensure the health, safety and welfare of all employees within the Division.
- 4.5 To deal with media enquiries in liaison with the Authority's press office.
- 4.6 To provide equality of opportunity in the delivery of services and employment practices.
- 4.7 To lead, facilitate and manage organisational and cultural change across the Department and ensure effective service integration and joint working, within and across traditional departmental boundaries.

- 4.8 To represent the Council at local, regional and national forums as appropriate.
- 4.9 Act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public-sector employees to discharge public functions reasonably and according to the law.
- 4.10 Comply with the Leadership and Management Behaviours in order to contribute to the achievement of the Council's strategic aims and objectives.

5.0 Dimensions

- 5.1 Accountability for the Legal and Corporate Governance budget c.£5m total expenditure.
- 5.2 As a member of the Senior Management team, the role has an influence over the whole Council budget ie. budget strategy, savings and pressures. Council Gross Revenue Expenditure is £34m.

Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service)

Job Description prepared by:	Sign:	Date: Oct 10
Agreed correct by Postholder:	Sign:	Date:
Agreed correct by Supervisor/Manager:	Sign:	Date:

Post Title: Assistant Director of People and Transformation	
Department: Corporate Core Services	Post No:
Division/Section: Corporate Core	Post Grade: Chief Officer Band D
Location: The post holder would be based within the Bury campus, however may be required to travel within the locality to deliver the requirements of the role.	Post Hours: 37
Special Condition of Service:	
<p>Purpose and Objectives of Post:</p> <p>Working across the Council and One Commissioning Organisation (OCO) this post will be accountable for establishing and delivering an overarching internal transformation programme to embed a high performance culture; better assurance of focussed delivery; quality leadership and management and a common set of values and behaviours across the Council and OCO partnership.</p> <p>The post holder will lead and develop a new Programme Management Office (the “Delivery Unit”); the Human Resources Service and a new Equalities function. They will be personally responsible for designing and implementing an Organisation Development strategy which addresses workforce culture, skills and behaviours to align internal ways of working with the vision for Bury 2030</p> <p>The role will focus on, but not be limited to, four areas of responsibility:</p> <ol style="list-style-type: none"> 1. Developing the outline framework of an internal transformation programme which has been created by the Executive Team into a full programme and associated delivery plan, with responsibility for preparing regular updates for the delivery of the plan to Members 2. Production and management of the reports and tools to implement the plan including the business planning processes; update reports to Members and other stakeholders; the equalities strategy and underpinning process and policy 3. Providing personal leadership of the development and implementation of a comprehensive organisation development plan which addresses <ul style="list-style-type: none"> ○ The cultural development of the Council and CCG partnership to establish a shared culture, values and ways of working ○ leadership development to develop a network of joint leadership at different tiers of the partnership and common systems and competencies for delivery ○ workforce skills including functional-specific skills, such as the major investment of finance skills for finance professionals and budget-holding managers; a “talent” strategy for the establishment of an apprenticeship and trainee strategy; workforce competencies/behaviours and a new joint staff induction model which all staff will be required to attend, to refresh their approach 4. Establishment and management of the new proposed Delivery Unit 5. Management of the Human Resources function to ensure the work of this team, including the HR strategy team which is responsible for workforce development, is aligned with the transformation strategy and there is congruence between the practical management of staff and future direction of the organisation 	
Accountable to: Deputy Chief Executive (Corporate Core)	

Immediately Responsible to: Deputy Chief Executive (Corporate Core)
Immediately Responsible for: new Delivery Unit; HR Service; Equalities Officer (TBC)
<p>Relationships: (Internal and External)</p> <p>All employees within directorate and employees across the Council and CCG All Executive Directors and Chief Officers of the Council / CCG Elected Members and CCG Governing Bodies Lead Officers within the Team Bury Partnership, GMCA, regional and national bodies and agencies Corporate Core Management Team</p>
<p>Control of Resources:</p> <p>Financial: Control of Revenue / Capital Budget Personnel: Control, discipline, training and direction of all employees Equipment: Ultimate responsibility for all equipment used Health / Safety: Health, Safety and Welfare of all employees of the service</p>
<p>Duties and responsibilities</p> <p>Delivery Unit</p> <ol style="list-style-type: none"> 1. To establish and lead the new team including clear accountabilities; team building; systems and processes 2. To produce, maintain and report on an overall annual delivery programme and detailed projects for all activity within it which delivers the multi-million-pound budget strategy; delivery of the Corporate Plan and internal transformation 3. devising and assuring the delivery of a corporate business planning process which delivers the Corporate Plan; integrates organisation strategy; service plans and financial planning 4. quarterly performance reports, in conjunction with the performance team (below) which track activity delivered and outcomes achieved 5. formally project managing the delivery of individual major projects including the overall budget delivery programme and major individual service reviews 6. an annual report to full Council. <p>Human Resources</p> <ol style="list-style-type: none"> 7. Accountable for the provision of a high quality Human Resources function which is a direct enabler of organisation transformation 8. Direct a service improvement programme for the HR service to address policies, processes and staff skills and engagement 9. Ensure the Organisation Development Strategy is complementary to and enabled by HR strategy work 10. Oversee and support the management of constructive employee relations <p>Organisation Development</p> <ol style="list-style-type: none"> 11. Personally accountable for the development and implementation of an Organisation Strategy and plan which addresses workforce skills, behaviours and culture. The OD

strategy will be a key workstream within the internal transformation programme and enabler of the Bury 2030 vision and public service reform strategy specifically

12. Manage the delivery of the OD strategy through the co-ordination of internal resources within, for example, the Council's HR service and Communications and Engagement team; the co-ordination of managers; commissioning of external capacity where applicable and engagement across Greater Manchester
13. Personally leading and delivery OD interventions including facilitation; leadership development and the production and presentation of materials

Equalities

14. Leadership of a new equalities strategy at the heart of an internal transformation plan, including management of a specialist officer (TBC)

Corporate Leadership

15. As a key member of the senior managers group, provide direction, support and challenge to drive corporate objectives and ensure the council leads the delivery of services that meet the needs of our residents.
16. Supporting the Executive Director in supporting and advising councillors and senior officers issues affecting council wide policy, strategy and commissioning.

Resource Management:

17. To lead, motivate, direct, manage and develop staff ensuring strategic and operational priorities and work plans are delivered.
18. To ensure effective service integration and joint working across the Council and CCG working within and across traditional departmental boundaries.
19. As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues.
20. Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired (see paragraph 203 of supplemental Conditions of Service).

Agreed correct by Postholder:	Sign:	Date:
Job Description Prepared by:	Sign:	Date:
Agreed correct by Supervisor / Manager:	Sign:	Date:

Department for Corporate Core Services

Assistant Director of Public Sector Reform

Short Listing & Interviewing Criteria	Essential	Desirable
Educated to degree level or CIPD qualified, with evidence of continued professional development	✓	
Knowledge of NHS, Local Government, GM, Public Sector Reform and current issues facing the public sector	✓	
Knowledge of programme and project methodologies and experience of large-scale project and programme management	✓	
Experience of working within a political environment providing balanced advice, inspiring trust and confidence on strategic and operational matters	✓	
Evidence of working effectively and collaboratively with a diverse range of professionals and partners, across organisational boundaries, with a proven track record of delivering change and improvement	✓	
A proven track record of working at and influencing change at a senior level	✓	
A proven track record of personally designing and implementing Organisation Development interventions and able to demonstrate the impact (eg cost savings; risk mitigation or progression of tangible organisation strategy)	✓	
Evidence of leading innovative transformational change that delivers improved outcomes	✓	
Demonstrable understanding of Bury and it's challenges	✓	
Up to date knowledge of equalities legislation and good practice in the public sector	✓	
Proven experience of leading teams with relevant specialisms in a large and complex organisation	✓	

JOB DESCRIPTION

Post Title: Project Manager			
Department: Corporate Core	Post No:		
Division/Section: The Delivery Unit	Post Grade: SM2		
Location: Town Hall, Bury, or any location within the Borough	Post Hours: 37 – Flexible working scheme		
Special Conditions of Service: The post holder may be required to attend meetings or events outside of normal working hours. Extended flexi time scheme is in operation. Ability to travel inside and outside the borough for which expenses will be payable.			
Purpose and Objectives of Post: <ul style="list-style-type: none"> • To act as lead expert in respect of project management for the Department. • To lead in the design, delivery and implementation of high value, lengthy, complex projects and programmes through planning, design, development, implementation, evaluation and stakeholder management, across the Department, which contribute both to the improvement of the environment, and to the wellbeing of people in the Borough. • To lead project teams from across the Department and Council, to deliver major service reviews, service redesign, new programmes, workforce transformation, allocating work and undertaking evaluations and appraisals. • To maximise external funding and inward investment into the Department. • To manage and lead the day to day operation of the business support function for the Department, ensuring a high standard of service delivery is maintained at all times. • Identify and implement new models of working and lead on commissioning new services as required. 			
Accountable to: Assistant Director (People and Transformation)			
Immediately Responsible to: the Programme Manager			
Immediately Responsible for: Project Teams from across the Department and Council			
Relationships: (Internal and External) <table border="0"> <tr> <td style="vertical-align: top;"> Internal: Leader of the Council / Elected Members Joint Executive Team Departmental Leadership Team Chief/Senior Officers of the Council Council employees Trade Unions </td> <td style="vertical-align: top;"> External: Members of the public Representatives of other Local Authorities Local Government Association / GMCA Government Departments External Auditors Press / Media Suppliers of goods and services Funding bodies Third party providers </td> </tr> </table>		Internal: Leader of the Council / Elected Members Joint Executive Team Departmental Leadership Team Chief/Senior Officers of the Council Council employees Trade Unions	External: Members of the public Representatives of other Local Authorities Local Government Association / GMCA Government Departments External Auditors Press / Media Suppliers of goods and services Funding bodies Third party providers
Internal: Leader of the Council / Elected Members Joint Executive Team Departmental Leadership Team Chief/Senior Officers of the Council Council employees Trade Unions	External: Members of the public Representatives of other Local Authorities Local Government Association / GMCA Government Departments External Auditors Press / Media Suppliers of goods and services Funding bodies Third party providers		

Control of Resources:

Finances:	Accountable for expenditure, external funding grants & bids, and generating income in totality over £5m
Personnel:	Supervision of a team, and resources delegated to deliver projects
Health & Safety:	Awareness and compliance with Health and Safety Regulations. Implement health and safety procedures, risk assessments and project continuity plans.
Equipment:	Security of equipment, computer data and software equipment

Duties/Responsibilities:

Strategic Projects: -

1. To act as lead expert in respect of project management and business support for the Department.
2. To lead in the design, delivery and implementation of high value, lengthy, complex projects and programmes through planning, design, development, implementation, evaluation and stakeholder management.
3. To lead project teams from across the Department and Council, to deliver major service reviews, service redesign, new programmes, workforce transformation, allocating work and undertaking evaluations and appraisals.
4. Determine the scope of work, plan and develop the programmes of work, allocate, account and monitoring relevant budgets, ensure project management and risk management systems are in place, draw up timescales and milestones, identify appropriate resources and interdependencies between work streams and identify and liaising with key stakeholders.
5. Lead and project manage strategic service review (such as the leisure facilities review) as well as oversee the implementation of recommendations including; decommissioning services, commissioning new services, supporting new development opportunities, and the design and development of new assets/buildings, and high value developments.
6. Ensure project and programmes are delivered on time, to a high standard, driving efficiencies, maximising budgets, and achieving high levels of performance delivery.
7. Monitor and evaluate the progress of projects, provide reports and updates to the Assistant Directors, Executive Director and Joint Executive Team.
8. Ensure appropriate governance systems/processes are in place for each project/programme.
9. Identify and issues, opportunities and areas of risk across all projects and programmes and ensure these are communicated to appropriate parties and stakeholders.
10. Provide support, advice and guidance to members of the project teams and all stakeholders.
11. Via the Council's procurement processes, engage and commission third parties where required.
12. Lead, negotiate, manage and monitor the commissioning of external contracts and specifications with thirds party providers.
13. Create public consultation and communication programmes and material, effectively managing opposition and 'buy-in' to projects of programmes of work.
14. Produce reports, presentations and executive summaries for all projects and programmes in line with due governance and approval processes for JET, HRA, Cabinet, Scrutiny etc.

Organisational Review / Design: -

1. To lead project teams to deliver major service redesign.
2. To undertake objective service and function reviews, analysing the current position, developing creative solutions and strategies for the future to develop services to meet specific outcomes, budget savings and timescales.
3. To design and deliver robust and achievable business and recovery plans including performance and monitoring frameworks for submission to relevant governance groups.
4. To develop and implement robust specific business cases and plans in conjunction with Head of Service and Service Managers that will achieve budget savings and income growth.

5. To develop and implement business plans that are evidence based to ensure effectiveness of actions and return on investment.
6. In conjunction with Head of Services, develop alternative options to generate income and profitability.
7. To maximise investment with regard to the long term future into service and seek opportunities for growth and investment and externally funded projects.
8. To objectively challenge existing ways of working in order to develop alternative and transformed ways of working.
9. Work across a range of work streams and partners to develop new and innovative ways of delivering the Departments Services.
10. To promote a culture of innovation and change that rises to the financial challenges of the Council.
11. To lead and implement staffing and service function reviews as well as staffing restructures in conjunction with Head of Service and Service Managers and business plans.
12. To lead on behaviour change strategies across the Department.
13. In conjunction with service managers to develop robust and effective customer retention strategies and systems as well as implement performance management relating to customer retention.
14. To ensure data is captured and reported in a robust and succinct way, whilst ensuring the data is challenged to address the steps that need to be taken and why.
15. Utilising large volumes of data (including customer data), monitoring performance and data reporting etc.
16. To ensure proper consultation and stakeholder involvement and engagement at all levels of providers.

External Funding and Finance: -

1. ~~To support the External Funding & Projects Officer~~ research and prepare strategies for external funding and compile external funding bids.
2. Financial management of major projects including budget control, monitoring, reporting, drawing down grants and re-aligning project budgets as required.
3. Proactive research into external and partnership funding opportunities at a local and national level.
4. Maximise external funding and inward investment into the Department.
5. Implement inward investment schemes and long term plans for income generation.
6. Develop robust business cases and grant applications as well as demonstrating return on investment.
7. Implement service and budget recovery plans and lead on delivering savings options.

Executive/PA support to the Department: -

1. Lead and support in establishing and implementing departmental governance, strategies and business support.
2. Manage and lead the day to day operation of the support function for the Department, ensuring a high standard of service delivery is maintained at all times.
3. Assist the development and implementation of a Departmental 3 year strategy and plan.
4. Develop, implement and maintain effective forward planning and programming systems to ensure the co-ordination of all of the Executive teams work and priorities.
5. Develop, implement and maintain effective monitoring systems to support the Executive Team and the delivery of key objectives.

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6. Produce clear reports and presentations on behalf of the Assistant Chief Executive Assistant Directors and Programme Managers ,to a wide range of audiences, including Joint Executive Team, Elected Members, and external stakeholders, including audiences in GM.
7. Support the ~~Executive Assistant~~ Business Support in drafting and overseeing correspondence from Members, MPs, the public and other stakeholders.

Managerial: -

1. To lead project teams from across the Department and Council, to deliver major service reviews, service redesign, new programmes, workforce transformation, allocating work and undertaking evaluations and appraisals.
2. To effectively line manage a team, ensuring: -
 - Office cover is provided
 - Workload is allocated and monitored
 - Performance is monitored via one to one's, employee reviews, and the identification of training needs with support being provided both on the job and via internal/external courses
 - Annual leave is appropriately managed in line with service requirements
 - All matters relating to absence, conduct and capability to be managed via Bury Council's policies and procedures.
 - To develop and implement a service plan and forward plan.
 - To provide support in establishing the departmental Health and Safety policy as well as departmental Health and Safety procedures.
 - To ensure Health and Safety procedures, risk register and continuity planning are bedded into specific project plans.

Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service).

- As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.
- Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.
- The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.

Health and Wellbeing -As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues.

Job Description prepared by:	Sign:	Date:
Agreed correct by Postholder:	Sign:	Date:
Agreed correct by Supervisor/Manager:	Sign:	Date:

HEAD OF STRATEGIC PROJECTS

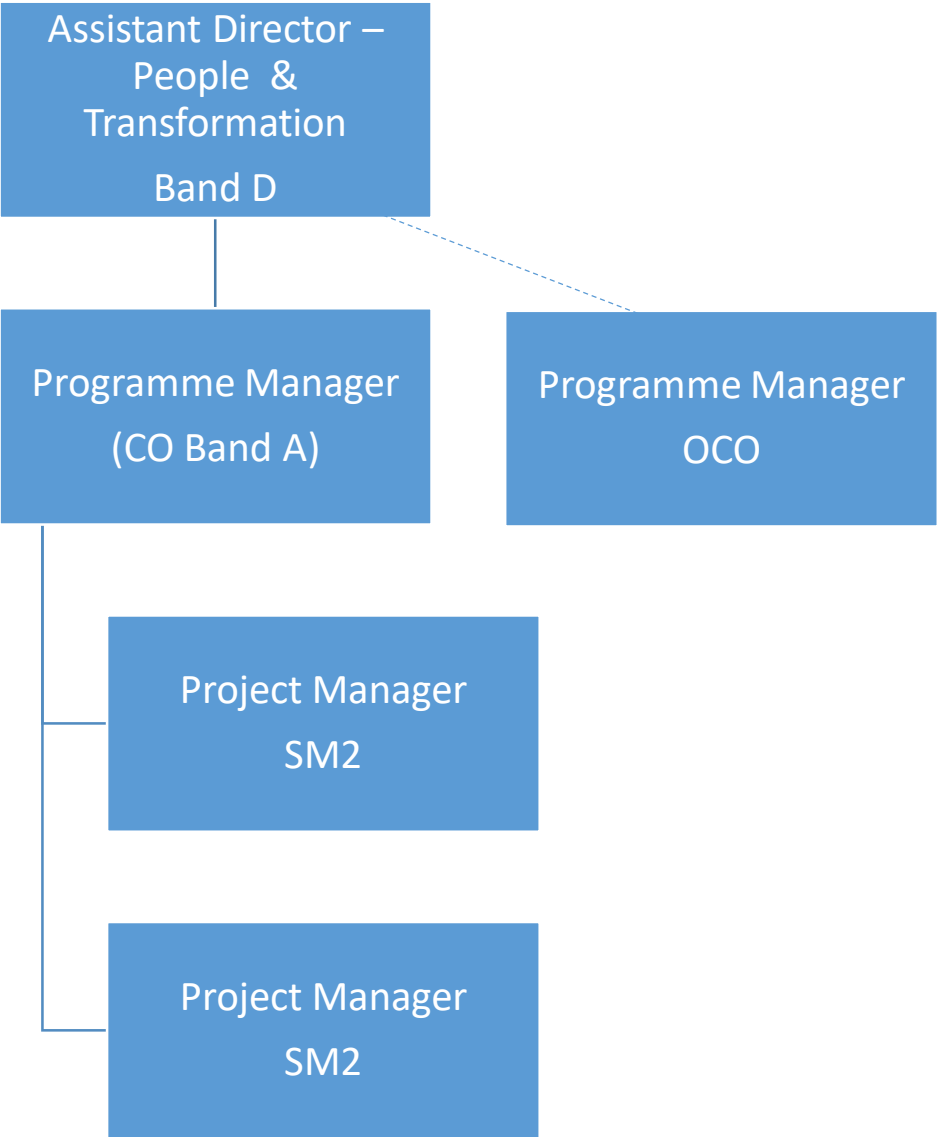
SHORT LISTING CRITERIA	ESSENTIAL	DESIRABLE
Degree level qualification, or equivalent	√	
Project Management qualification at Practitioner level	√	
Extensive and proven experience of successfully managing and delivering a wide range of complex and high value projects, within a diverse workload, to a structured project management process	√	
Extensive knowledge of project management methodologies and techniques	√	
Experience of accounting for budgets, monitoring spend and providing financial and statistical information to others	√	
Strong communication and interpersonal skills to initiate and develop positive and effective working relationships, both internal and external, influencing and negotiating with others	√	
Experience of working closely with stakeholders, developing working relationships and partnerships to deliver excellent services	√	
Organisational skills to work under high pressure to complete tasks, projects and work plans to conflicting deadlines without direct line management, re-prioritising own work, and that of teams	√	
Ability to contribute to and develop strategies and translate them into effective operational plans	√	
Analytical skills to interpret complex information and situations, draw conclusions and make recommendations for action	√	
Initiative to work independently, working imaginatively and creatively to solve a range of problems to work through risks and make decisions and/or recommendations as appropriate, where a solution may not be immediately obvious	√	
Ability to produce high quality, accurate and precise documents to very tight deadlines.	√	

The short-listing criteria listed plus the following:

ASSESSMENT METHOD	CRITERIA
Test/Assessment	Production of high quality work and use of all aspects of Microsoft Office
Interview	Ability to line manage teams of dispersed staff
Interview	Excellent organisational skills and the ability to identify and manage priorities and adapt to changing circumstances and demands
Interview	Knowledge and understanding of the handling of confidential and sensitive information and the General Data Protection Regulations / Freedom of Information Act

Proposed Structure
Delivery Unit

Appendix 2.2



JOB DESCRIPTION

Post Title: Strategic Performance & Intelligence Manager	
Department: Corporate Core	Post No:
Division/Section: Information – Strategic Performance & Intelligence	Post Grade: 17 (provisional, subject to moderation)
Location: The post holder will be based within the Bury Campus, however may be required to travel within the locality to deliver the requirements of the role.	Post Hours: 37
Special Conditions of Service: <p>The nature of the post will require the post holder to work flexibly dependent on the needs of the job. This can include attending events or meetings outside of normal working hours and working agilely from different offices or home as appropriate.</p>	
Purpose and Objectives of Post: <ul style="list-style-type: none"> • Responsibility for developing and overseeing the implementation of an integrated Performance Management Framework to monitor the delivery of Bury 2030, our Community Strategy. • Lead the delivery of an effective performance and intelligence functions across the Council, CCG and OCO through developing and implementing appropriate programme of work to provide insightful management information, research and data analysis. • To establish, develop and lead an effective partnership approach to performance across the wider Bury system in order to commission and deliver shared needs assessments and create ownership of partnership evaluations and intelligence. • To share best practice in the development and delivery of Performance & Intelligence through active participation I local, regional and national networks, representing Bury as a advocate of evidence-based policy and decision making. • Strategic leadership for the Performance & Intelligence function, including oversight of the delivery of statutory reports, key performance indicators and partnership reporting requirements as appropriate. • To be a visible leader within the Corporate Core, working alongside peers to deliver a Performance & Intelligence functions which compliments and challenges wider policy development and business planning processes. 	
Accountable to: Deputy Chief Executive (Corporate Core)	

Immediately Responsible to: Chief Information Officer

Immediately Responsible for:

Performance & Intelligence Manager (1 x FTE, Grade 15)

Head of Business Intelligence (1.0 FTE, Band 8b)

Relationships:

Internal – Leader of the Council, Deputy Leader of the Council, Elected Members, Chief Executive, Joint Executive Team, Senior Managers, Departmental and wider corporate colleagues, Employee Groups (eg BAME), Trade Unions.

External – Members of the public, Employees of other Local Authorities, Public Sector Reform Partners locally and regionally including police, fire, housing, education, VCFA and sector plus cultural organisations. GMCA and GM Health and Social Care Partnership, Bury CCG and Bury LCO. National public sector bodies, think tanks and academia.

Lead Officers within the Team Bury Partnership, AGMA, regional and national bodies and agencies

Control of Resources:

Proactive management of workforce within direct control and matrix management to ensure efficient deployment of capacity and capability to meet required objectives.

Effective use of ICT/ digital equipment and systems.

Responsible for effective management of budgets including the securing and managing of one-off grants and funding, such as GM schemes or specific Government initiatives and delivery of agreed outcomes

Other resources delegated to the post holder to support and deliver specific projects

1. Establish and lead an effective strategic performance and intelligence function for the Council, CCG and OCO to provide insight, co-ordinate research and drive consistency and quality in Bury policies, strategies and plans.
2. Provide strategic leadership of the production of performance and intelligence frameworks and products, ensuring appropriate challenge and insight to deliver meaningful, data-driven analysis. This should provide assurance that activity is linked to the delivery of outcomes and that impact is understood and owned across the public sector partnership.
3. Accountability for finalising and assuring delivery of the Bury 2030 Performance Management Framework, including the leading the design, development and evaluation of appropriate key performance indicators, joint strategic needs assessments and ad hoc insight products as required.
4. Strategic lead on designing and delivery statutory reports and statistical returns on behalf of the Council and CCG, including oversight of reporting national outcome frameworks and performance tables. Leadership of the relationship with GMCA and the GM H&SCP to provide appropriate insight and intelligence from the Bury system as required.
5. Accountability for the development and delivery of the Performance & Intelligence programme of work across Bury, articulating and delivering a shared data management strategy to underpin the delivery of meaningful and insightful data and analytics.
6. Oversight and leadership of performance and intelligence deliverables within external inspection regimes to provide appropriate resource and analysis as required.
7. Lead relations with partners and stakeholder across the Bury system to develop a shared understanding of performance through co-designed research and evaluation projects and collaborate work on integrated data sets and reporting through working closely with Information Governance and Digital functions across the partnership.
8. Develop performance and intelligence products which take account of national, regional and local policy and position Bury within the best-practice standards for the production of research and data analysis. This will include developing a high-performance culture and working with officers and members to understand and challenge the use of data and analytics.
9. Strategic lead for our data management strategy as integral part of the Performance & Intelligence functions. In particular accountability for developing and assuring delivering of a data warehousing function. This will involve close working with colleagues in Public Sector Reform, IT/Digital, Information Governance and senior managers from across the Council, CCG and OCO particularly Public Health and Social functions.
10. Lead the engagement of staff from across the Council, CCG and OCO in the development of Performance & Intelligence products to create shared ownership of products for use by Elected Members and System leaders in Scrutiny, Governance and Oversight functions.
11. Initiate and secure links between the organisation with research partners including academia, policy groups and think tanks'.
12. Actively develop partnerships, relationships and activities that foster collaboration, trust and support for the effective delivery of services. This includes building and maintaining strong working relations with:

12. The following roles shall support in developing and implementing performance frameworks and ensuring effective use.
- b. Colleagues across regional partnerships to keep abreast of latest developments and feed Bury's views into these.
 - c. Local partner leads across 'Team Bury' to ensure synergy in the development and implementation of performance and intelligence programmes of work, aligned to the GM Unified Public Services Plan and wider devolution agenda.
 - d. External partners whether delivering specific projects, such as the evaluations, national oversight programmes and statistical returns.
 - e. Regulatory bodies in order to understand the data requirements of inspections regimes includes Ofsted and the CQC.

13. Prepare and present reports to Corporate Core Management Board and portfolio meetings; produce papers for Cabinet and Council Committees, such as Overview and Scrutiny and Audit Committee; and produce reports and briefings for Partnership Boards on policy developments. Also to Chair appropriate internal groups and meetings across the Team Bury partnership including on performance and intelligence.

14. Represent Bury on regional/national best practice groups

Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service)

Job Description prepared by:	Sign:	Date:
Agreed correct by Postholder:	Sign:	Date:
Agreed correct by Supervisor/Manager:	Sign:	Date:



SHORT LISTING & INTERVIEWING CRITERIA	ESSENTIAL	DESIRABLE
Educated to degree level or with a relevant professional experience	✓	
Experience of working within a political environment providing balanced advice, inspiring trust and confidence on strategic and operational matters	✓	
Expert knowledge of approaches to performance management with demonstrable experience of leading a multi-disciplinary team of insight professionals		
Expert knowledge of the public sector reform agenda, especially in relation to Greater Manchester and experience of leading developments in this manner	✓	
Extensive experience in the research, analysis and development of performance and intelligence work programmes and data management functions	✓	
Evidence of extensively working effectively and collaboratively with a diverse range of professionals and partners, across organisational boundaries, with a proven track record of in delivering change and improvement		✓
Evidence of leading innovative transformational change that delivers improved outcomes.	✓	
Experience of leading a diverse service area with complex and competing priorities, whilst supporting and developing employees	✓	
Excellent organisational and planning skills with proven ability to manage projects and programmes	✓	
Experience in developing, implementing and evaluating robust strategic performance management frameworks and providing leadership on these	✓	
Experience of identifying opportunities and presenting creative and innovative ideas	✓	
Strong and extensive experience of working across the public sector, particularly within Health & Social Care settings		✓
Ability to horizon scan, understand the local, regional and national public sector agenda with a track record of giving the appropriate strategic steer for senior officers and councillors	✓	
A proven track record of working at a senior level, demonstrating organisational culture, values and behaviours in your leadership approach	✓	
Proven analytical and problem solving capabilities	✓	
Demonstrable understanding of Bury and its challenges	✓	
Knowledge of programme and project methodologies and with proven ability to manage projects and programmes	✓	

JOB DESCRIPTION

Post Title: Strategic Planning and Development Analyst	
Department: Communities & Wellbeing	Establishment/Post No:
Division/ Section: Strategic Development Unit Strategy, Procurement & Finance	Post Grade: 10
Location: Town Hall	Post Hours: 37 Hours
Special Conditions of Service: Car User Allowance Occasional attendance at evening meetings will be required	
Purpose and Objectives of Post: The post holder will work as part of Strategic Development Unit in order to carry out high level strategic business and data intelligence analysis. The post holder will also play a key role in the development and commissioning of services for the department that reflects the direction of travel of the transformation/commissioning strategy and the financial strategy, to ensure financial business plans are produced to transform the department of Communities and Wellbeing in their delivery and commissioning of services. Will provide a high level of initiative and drive to take projects forward and undertake this with minimum supervision. Will take responsibility as directed by the line manager to undertake analytical data and process large amounts of complex data and information into easy-read version to ensure that the data is understandable for a range of audiences. Will undertake analysis of the demographic changes of Adult client group, forecasting the client groups in terms of number characteristics and potential costs in order to monitor and deliver the transformation agenda within the cost-effective analysis.	
Accountable to: Assistant Director of Strategy, Procurement & Finance Head of Strategy & Development	
Immediately Responsible to: Strategic Planning & Development Manager	
Immediately Responsible for: None	

Relationships: (Internal and External):

- All employees of the Department
- All Directors and Chief Officers of the Council
- Council Members
- Executive Member/ Opposition Spokesperson - Health & Wellbeing
- Other local authorities, Government Departments, Statutory Voluntary and Private Sector Agencies involved in the provision of social care services for Adults, Health Authority, Health Trusts and PCT.
- Representatives from outside bodies
- Press, Radio, etc
- Service user & carer representative groups

Control of Resources:

Responsible for equipment and materials used

Duties/Responsibilities:**The post holder :**

To undertake analysis on specific areas identified as a priority from the JSNA and produce business plan to drive quality, efficiency and improve productivity within commissioning and provider services.

To work within the Strategic Development Unit to support the team in the delivery of effective and efficient performance and data intelligence functions for the wider department.

Support the work of public health and social care to meet the needs of the wider needs of the department.

The post holder will contribute to the shared data resources to inform the JSNA for Bury. This will involve influencing and negotiating a clear plan of development and delivery across other teams work, including the Strategic Development Unit in order to achieve across partnership agreed requirements.

To maintain a focus through any business redesign and financial business planning where the key aim is to improve the quality of services to the customer in a cost-effective way.

To critically analyse the current delivery and operation of the services including process mapping existing processes.

To identify and work closely with relevant representative from within the Strategic Development Unit to gather requirements, develop a detailed understanding of the key drivers to the service and how they contribute to the delivery of the department's priority objectives and values.

To establish and maintain good working relationships and effective communication with departmental staff in relation to service redesign.

To prepare a project plan detailing all activities required to deliver the redesign and development of services to cost and quality standards as agreed with appropriate senior

manager, ensuring co-ordination with partners involved and identifying options for the use of new technological solutions or integration with existing systems if appropriate.

As directed by the line manager, research existing commissioning processes, and examine the market potential for change and development in terms of quality cost and productivity.

Undertake analysis of the impact on existing services/market in light of self-directed support and individualised budgets and its long term effect on the financial strategy.

As directed by the line manager, review the effectiveness of the financial strategy in specific areas to ensure compliance with the efficiency agenda of business redesign and budget spend.

Will have a lead role in contributing to the implementation of the three key strategies within adult care services, which will promote the wellbeing and independence of adults, but will also ensure the efficiency and value for money agenda is addressed.

In conjunction with the Head of Strategy & Development will establish priorities to develop business cases within Communities and Wellbeing.

Will produce clear and accurate reports on technically complex information in relation to any service areas within adult care services that is identified as a priority.

Will provide highly specialised advice to service providers and commissioners in relation to complex information and data collation.

Will work with a wide range of organisations and individuals to ensure that the transformational and financial strategies are operationalised.

To interrogate performance and data intelligence in order to effectively contribute to strategic developments / priorities within the department.

Will have a lead responsibility in accessing and analysing national, regional and local data relevant to services

Will ensure that through research and findings that the legislation requirements and best practice is adopted in any financial business case.

Will take lead responsibility to undertake analytical and process large amounts of complex data and information into easy read to ensure the data is understandable for a range of audiences.

Will provide a high level of initiative and drive to take projects forward and to undertake this with minimum supervision.

Must have a high level of proficiency in modelling costs and benefits and analysing large datasets and budgets.

Where required, the post holder will take a lead in conjunction with the line manager and the Head of Strategy & Development on understanding the market, both in financial modelling

terms and the statistical methods to development of social policy.

Will work with the Senior Management Team to ensure the model of the business analytical approach is adopted in practice in all transformation changes.

Contribute to the development of the departmental plan and performance of Communities & Wellbeing.

To maintain up-to-date knowledge and evidence and research findings relating to any service provision and commissioned service within Communities & Wellbeing.

To ensure all work is developed using evidenced based practice and is thoroughly monitored and evaluated.

To work alongside partners, other departments and the Corporate Centre to communicate complex information and deliver transformation changes.

Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired.

Corporate Responsibilities:

1. To contribute to the overall management of the department and the council through contributions to corporate activities, e.g. working groups, organising events.
2. To support the Emergency Planning Welfare Team and respond to emergencies as required.
3. To perform any other duties as may be required commensurate with the salary and the grade.

Limits of Authority:

Within the framework of Council and Departmental policies and instructions, and subject to the overriding authority of his/her line manager, the officer holding this post is authorised to undertake all duties appertaining to the areas of work outlined above.

Organisational Competencies:

Customer Care - To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Valuing Diversity - To be responsible for contributions to the achievement of the Authority's Valuing Diversity Policy, both in your work and through the implementation of action plans. To provide a supportive open environment where all employees have the opportunity to reach their full potential. To ensure that the Elected Members are encouraged to share in and reflect policy in their work.

Developing Self and Others – To use processes and put processes in place to generate a learning environment. To focus on the strengths and requirements of all individuals and enable them to further their skills and knowledge. To actively pursue your own development. To be self-aware and role model continuous self-development.

To ensure that appropriate management or organisational representatives are informed of; any apparent cases of serious or imminent danger, situations which present a significant risk to health or safety, and any shortcomings in departmental and/ or organisational arrangements.

Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties should be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired (See paragraph 203 of supplemental Conditions of Service).

Job description prepared by:	Sign:	Date:
Agreed by Post Holder:	Sign:	Date:
Agreed correct by Supervisor / Manager:	Sign:	Date:



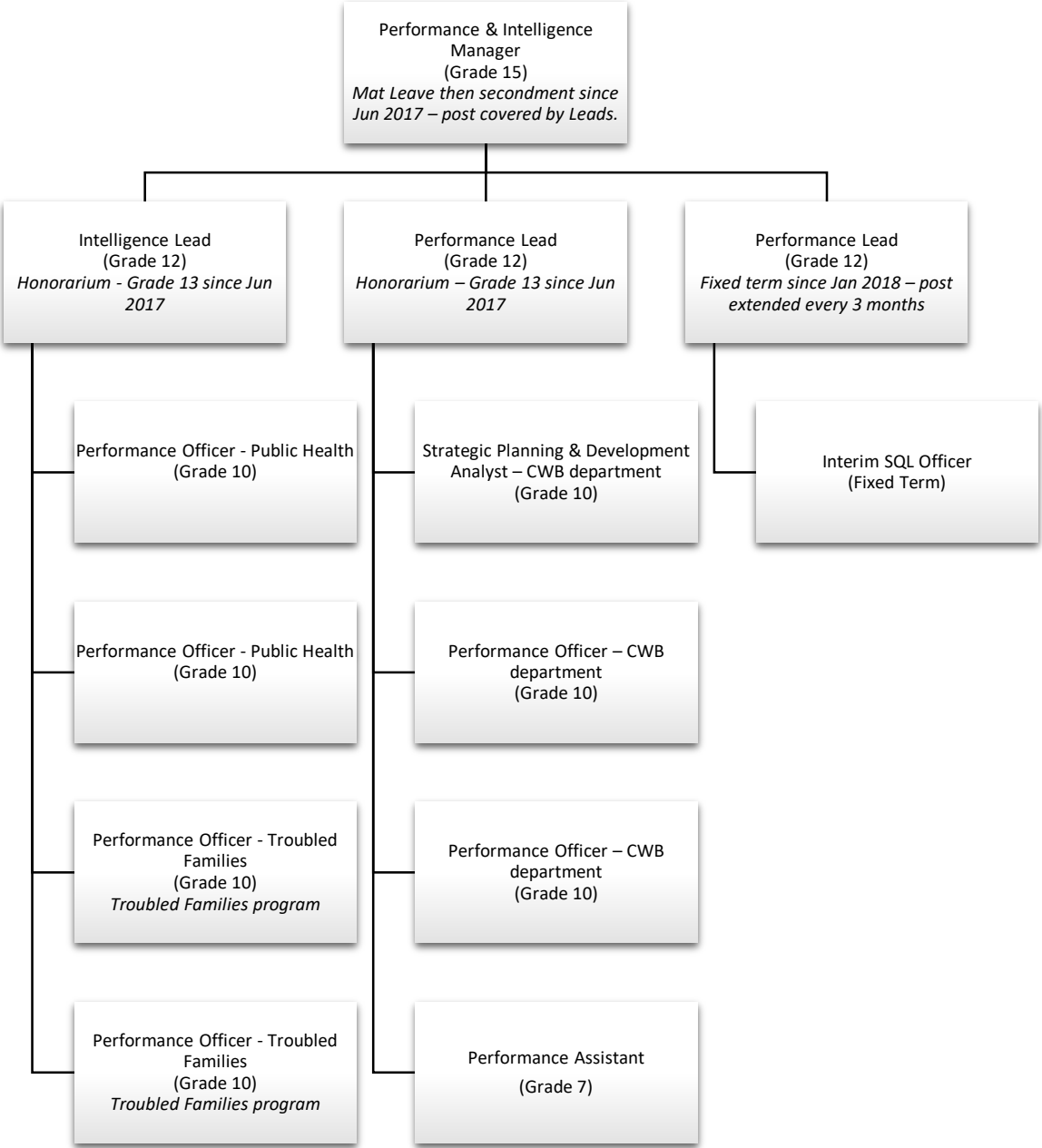
**Communities & Wellbeing
Strategic Planning and Development Analyst – Person Specification**

SHORT LISTING CRITERIA	ESSENTIAL	DESIRABLE
Knowledge		
Knowledge and understanding of the role of economic, financial and statistical methods in the development of economic and/ or social policy.	✓	
Experience of applying cost benefit analysis to the development of specific projects.	✓	
Knowledge and understanding of the role and application of performance management systems.		✓
Knowledge and experience of using large data sets to analyse issues relating to the development of economic and/ or social policy.	✓	
Knowledge and experience of using the methods of economic/ social policy research.	✓	
Knowledge and understanding of the role of project management in the development and implementation of economic/ social policy.		✓
Knowledge and understanding of the strategic direction of national policy in adult social care.		✓
Knowledge and understanding of the legislative requirements and best practice affecting the service.		✓
Skills		
Evidence of ability to think analytically and process large amounts of complex data and information.		
Evidence of a high level of initiative and drive		

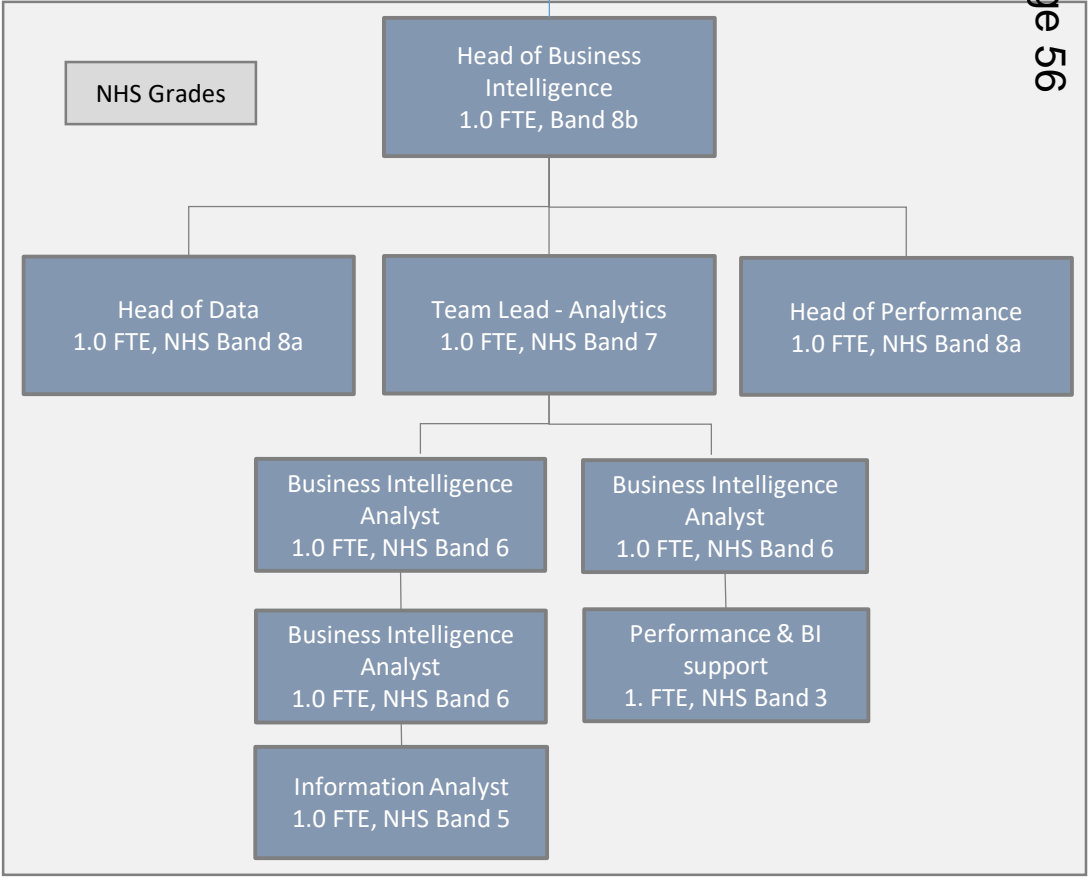
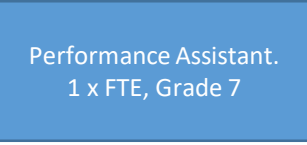
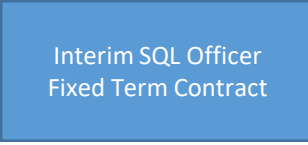
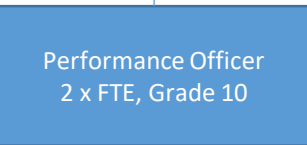
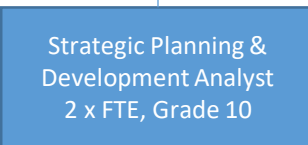
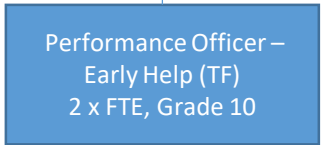
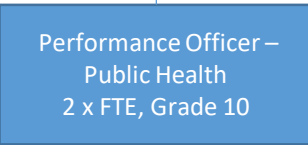
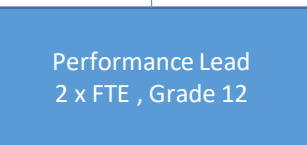
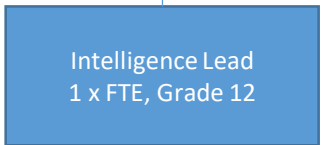
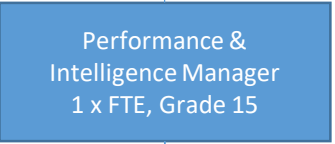
CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS

The short-listing criteria listed plus the following:

ASSESSMENT METHOD	CRITERIA
Interview	Understanding of the Social Care and Health market
Interview	Knowledge of current trends in delivery of services and how to measure outcomes
Interview	Excellent communication skills and an ability to analyse complex information
Interview	Experience of developing support networks
Interview	Excellent time management skills and an ability to manage conflicting priorities
Interview	An ability to influence partners to deliver joint priorities and objectives
Interview	An ability to apply data analysis, national and local priorities into practical plans and strategies
Interview	Knowledge and understanding of the Transformation Agenda for Social Care
Interview	Knowledge and understanding of Personalisation Agenda



Strategic
Performance and
Intelligence Team
(Proposed)



JOB DESCRIPTION



Post Title: Press and Media Liaison Manager	
Department: Corporate Core	Post No: N/A
Division/Section: Corporate Communications	Post Grade: TBA
Location: Town Hall, Knowsley Street, Bury, BL9 0SW	Post Hours: 37 hours per week Monday to Friday (Flexitime scheme in operation)
Special Conditions of Service: Attend at meetings as required including occasional evening meetings.	
Purpose and Objectives of Post: <ol style="list-style-type: none"> 1. To improve awareness, understanding and public perception of the Council by providing professional and proactive communications and PR advice. 2. To act as the main point of contact and guidance for media activity. 3. To lead and manage the press and media service. 4. To take the lead for digital communications, including social media and video content, through line management of the Digital and Media Officer 5. To participate in multi-agency communications meetings (PCT, Police, Fire Service, Colleges) to create and maintain a consistent approach to borough wide communications and Team Bury matters. 6. Frequent liaison with Elected Members. 	
Accountable to: Deputy Chief Executive	
Immediately Responsible to: Head of Communications, Engagement and Marketing	
Immediately Responsible for: Digital and Media Officer	
Relationships: (Internal and External) Internal: Chief Executive, Executive Directors, Senior Officers and all other council staff and elected members of the council. This particularly involves the Leader of the Council, Deputy Leader of the Council, Senior Elected Members, Leaders of the opposition groups, the Cabinet, Scrutiny Chairs and Township Forum Chairs, directorate communications representatives. External: Media – local, regional, national and specialist press and broadcast media. Other local authorities, Government Departments, MPs, MEPs, Police, Fire Service, PCT, Colleges, schools and other external Partners, members of the public, graphics, print and design, external suppliers.	

Control of Resources:

Finance: Responsible for press/media budget £6k

Equipment: Personal Computer, other materials/equipment

Duties/Responsibilities:

1. To manage the press office and its resources.
2. To act as principal liaison officer for communication in the event of an emergency for the Chief Executive and the Press.
3. To facilitate smooth running of elections including staging, backdrops, press packs, handouts on the night and co-ordination of press passes. This also includes candidate and MP liaison and pre-election work.
4. To oversee media training and facilitate training within Council departments and Team Bury as required.
5. To manage digital communications, including social media and video content, by managing the Digital and Media Officer.
6. Work closely with colleagues in departments to provide professional advice on a range of communications, media and public relations issues.
7. Contribute to the development and implementation of an integrated, council-wide communications strategy and lead on the development and delivery of the Council's media strategy.
8. Maintain a responsive and professional, proactive and reactive press office. Ensure relationships are established and built upon with key contacts, and evaluating opportunities for out-of-hours arrangements.
9. Support the planning and development of and delivery of campaigns and promotional activities for corporate and Council-wide issues, ensuring a high, positive profile for all publicity and appropriate links to the Council's stated priorities.
10. Assume copywriting, editorial and production responsibility for a range of corporate publications, key documents and customer-focused information.
11. To manage the Council's reputation and crisis PR issues, including participation in emergency planning and business continuity activities where appropriate.
12. Specific responsibility for developing, editing, managing and maintaining a news service in different mediums.

Safeguarding:

As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.

Equality Diversity and Inclusion:

Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.

Health and Safety:

The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.

Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service)

Job Description prepared by:	Sign:	Date:
Agreed correct by Postholder:	Sign:	Date:
Agreed correct by Supervisor/Manager:	Sign:	Date:

SHORT LISTING CRITERIA	ESSENTIAL	DESIRABLE
Educated to degree level, equivalent qualification or relevant experience.	√	
Experience of proactive and reactive media relations delivery	√	
Experience of providing media handling strategies in response to reputation or crisis management situations		
Experience of working in a politically sensitive environment	√	
The ability to write clear and compelling copy in different voices and for a variety of audiences to tight deadlines	√	
Management skills to oversee the day-to-day work of team members	√	
Interpersonal skills including the ability to network, influence and negotiate with a range of people including those at a senior level and external partners	√	
Ability to co-ordinate a busy workload with conflicting priorities and prioritise own work and that of team members as appropriate	√	
Ability to develop and maintain positive relationships with members, officers and partner organisations	√	
Ability to promote a positive image of the council and the borough through proactive communications	√	
Awareness of the issues facing local government and the workings of the council and its services	√	

CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS

The shortlisting criteria listed plus the following:

ASSESSMENT METHOD	CRITERIA
Interview - test	Excellent writing skills with the ability to produce clear and engaging copy

BURY METROPOLITAN BOROUGH COUNCIL

JOB DESCRIPTION

Post Title: Communications Manager (corporate)	
Department: Corporate Core	Establishment/Post No:
Division/Section: Communications	Post Grade: Grade 13
Location: Town Hall, Knowsley Street, Bury	Post Hours: 37hours in accordance with the Council's flexi-time scheme.
Purpose and Objectives of Post: <p>Working as part of the communications and engagement team, the postholder will lead a small team of specialists who will delivery corporate communications and staff engagement. They will design and deliver the internal communications strategy ensuring that it supports our organisational development objectives and creates an empowered, engaged, sustained workforce</p> <p>Communications support for the successful implementation of high profile service transformation and change programmes will also be a key part of this role.</p> <p>The postholder will be responsible for corporate publications and also lead and manage communications and marketing campaigns for the Department of Corporate Core Services.</p>	
Accountable to: Deputy Chief Executive	
Immediately Responsible to: Head of Communications, Engagement and Marketing	
Immediately Responsible for: communications and marketing officer (internal), Organisational Change and Engagement Officer	
Special Conditions of Service: None	
Relationships: Internal: Directors, Borough Officers, Service Heads/managers, ICT, Officers of the Council, Elected Members, Press & Media Relations Officer	External: Members of the public, representatives of other local authorities, local authority associations, government departments, suppliers of goods and services, MP's, press/media.
Control of Resources: Health & Safety: Responsible for enforcing best practice in respect of the working environment of the Communications Team and individual responsibility as defined in Health & Safety Regulations. Personnel: Ensure the appropriate development, training and recruitment of communications staff and manage the workload. Equipment: Ensure the effective use, maintenance, storage and provision of all equipment and materials utilised by the Section. Financial: Responsible for budgets appertaining to the section.	

Duties & Responsibilities:

- Delivery of a strategic, two-way internal communications approach that keeps staff engaged and informed. Ensure that staff feel valued, involved with and share an understanding of the organisation's vision, values and behaviours.
- Take the lead on designing and delivering staff engagement mechanisms for the Chief Executive and Exec Directors.
- To be responsible for staff reward and recognition initiatives including the annual staff awards
- To develop the intranet as a key internal communications and engagement tool in conjunction with the web team
- To develop the contribution of internal communication to OD, culture change and the current service transformation and change programmes within the organisation
- Provide an account manager role, taking the lead for all communications projects and campaigns required for the corporate core department
- To liaise with senior managers and elected members on a day-to-day basis on sensitive matters and major campaigns, providing appropriate communications advice.
- To manage corporate publications ensuring that they reflect brand values
- To convene editorial boards for key publications consisting of political representation, as appropriate, plus relevant key officers, working closely with the Head of Service.
- To co-ordinate the work of the team in researching, copywriting and sub-editing copy for publications, communications and campaigns.
- Implementing and maintaining a consistent house style. Monitoring and giving advice on house style and plain language. Provide relevant checklists, guidance, templates and other tools relevant in this area to support production and publication of information
- To ensure compliance with legal and corporate standards governing publicity, information and presentation of material.
- To monitor and evaluate the success of communications activity. To take responsibility for measuring and meeting KPIs in this area of work.
- Deputise for the Head of Communications, Engagement and Marketing as appropriate.

Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired.

Job Description prepared by:	Sign:	Date:
Agreed correct by Postholder:	Sign:	Date:
Agreed correct by Supervisor/Manager:	Sign:	Date:

Department of Corporate Core Services
Communications Manager (Corporate)

SHORT LISTING CRITERIA	ESSENTIAL	DESIRABLE
Educated to degree level, equivalent qualification or relevant experience.	√	
Experience of developing, implementing and evaluating internal communications strategies, plans and activities	√	
Experience of working in a politically sensitive environment	√	
The ability to write clear and compelling copy in different voices and for a variety of audiences to tight deadlines	√	
Management skills to oversee the day-to-day work of team members	√	
Interpersonal skills including the ability to network, influence and negotiate with a range of people including those at a senior level and external partners	√	
Ability to co-ordinate a busy workload with conflicting priorities and prioritise own work and that of team members as appropriate	√	
Ability to develop and maintain positive relationships with members, officers and partner organisations	√	
Ability to promote a positive image of the council and the borough through proactive communications	√	
Ability to run projects from inception to completion	√	
Awareness of the issues facing local government and the workings of the council and its services	√	

CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS

The shortlisting criteria listed plus the following:

ASSESSMENT METHOD	CRITERIA
Interview - test	Excellent writing skills with the ability to produce clear and engaging copy



JOB DESCRIPTION

Post Title: Customer Contact Manager	
Department: Corporate Core	Post No:
Division/Section: Communications, Marketing and Engagement	Post Grade: Grade
Location: 7 Whittaker Street Radcliffe	Post Hours: 37 hours per week (Monday to Friday) Extended Flexi scheme in operation.
Special Conditions of Service: Occasionally may be required to work outside normal office hours and/or away from the office.	
<p>Purpose and Objectives of Post:</p> <p>To provide strategic leadership and management of customer contact providing direction and solutions to service development.</p> <p>To operate effectively in a fast moving environment and ensure the service is committed to continuous improvement and responsiveness to stakeholders to ensure equality of access and excellence in service delivery.</p> <p>To provide the lead role to the council in relation to customer contact and to actively promote and advise on all areas of policy.</p> <p>To remain abreast of legislative developments ensuring the service is provided in accordance with current legislation, guidance and best practice, developing appropriate policies and working practices.</p> <p>To develop the Contact Centre, working with service managers in developing cost effective process re-design and promote the delivery of services through a range of access channels.</p> <p>Ensure vulnerable customers have the help and assistance necessary to engage with the council.</p> <p>To actively contribute to the organisational objectives and strategies for digital services, acting as an advocate of the service, identifying, researching and taking advantage of developments in technology to improve service efficiency.</p> <p>To manage the delivery of a proactive face to face customer contact and payment collection service for the council including internal and external stakeholders, promoting digital assist and self-service options for the council.</p>	

<p>To manage and develop the corporate complaints system, policy and procedures.</p> <p>To manage and direct managers and staff in accordance with agreed objectives and strategies designing work programmes and allocating resources to ensure targets are met.</p>
<p>Accountable to: Deputy Chief Executive (Corporate Core)</p>
<p>Immediately Responsible to: Head of Communications, Marketing and Engagement</p>
<p>Immediately Responsible for: Customer Contact Team Managers and Whittaker Street Receptionist</p> <p>Immediately responsible for the following services</p> <p>Whittaker Street reception area</p> <p>Contact centre (including CCG PAL's)</p> <p>Members casework</p> <p>Complaints system</p> <p>Monitoring and Logging FOI's, SAR's, EIR's</p> <p>Channel Shift</p>
<p>Relationships:</p> <p>Internal</p> <p>Council Officers</p> <p>Elected Members of the council</p> <p>Trade Union Representatives</p> <p>Executive Directors/members of SLT</p> <p>External</p> <p>Members of the public/Businesses/their representatives</p> <p>Suppliers of goods and services</p> <p>Staff from other councils</p> <p>Police/Fire</p> <p>Landlords/Housing Associations/Six Town Housing</p> <p>Members of Parliament</p> <p>System providers</p> <p>Citizens Advice Services</p> <p>Vulnerable customers</p> <p>Local Government Ombudsman</p> <p>Professional bodies</p>
<p>Control of Resources:</p> <p>Internal Systems and Equipment</p> <p>Any as relevant to the service are e.g. Firmstep, Complaints, call recording; to ensure appropriate use of these systems, laptops, computers, data and IT equipment.</p> <p>Health and Safety</p>

To ensure the Health & Safety of staff and members of the public in public reception areas.

Resources

Monitor staffing levels across the various teams, using resources efficiently.

Data

Ensure lawful use of data and Data protection and GDPR guidelines are followed.

Duties/Responsibilities:

1. To provide strategic leadership and management for customer contact providing direction and solutions to develop the service.
2. To lead and develop the provision of a front line service including collection of payments from customers, departments within the council and partners.
3. To manage all contacts and ensure processes are in place to handle and monitor complaints, correspondence, telephone enquiries, web, face to face, social media and email enquiries.
4. Contribute to the overall service plan and set objectives that link to the councils aims and priorities, develop work plans to deliver this and further develop customer contact.
5. Ensure the service achieves or exceeds its priorities and targets including national indicators in particular relating to avoidable contact and channel shift.
6. Contribute significantly to the delivery of council services through a variety of appropriate access channels, deliver efficiencies by ensuring customer migrate to more cost effective channels, particularly self service.
7. To take a lead role for customer service standards across the council.
8. Determine the priorities for the service and allocate resources to these priorities, ensuring they are in line with the strategic plan.
9. Identify and develop innovative ways of providing information and services to customers and clients.
10. Project manage the expansion of the contact centre and the migration of services into the contact centre. Be proactive in identifying relevant services to incorporate in line with council objectives.
11. To ensure the service is focussed on maximising income to the council.
12. Ensure that services are delivered and developed to support those most vulnerable in the borough.
13. Responsible for all matters relating to recruitment, disciplinary, capability performance management, managing attendance and grievance across own areas of responsibility.
14. Regularly review and evaluate all service areas within responsibility to ensure they remain fit for purpose by identifying and implementing efficiency savings on an ongoing basis.
15. Be responsive to sudden changes in legislation or procedures and priorities in order to urgently assess service implications and requirements.
16. Effectively plan and manage resources to ensure the Contact Centre has sufficient staffing, using experience to take account of anticipated peaks and troughs of demand, including seasonal variation, recovery timetable and time of the day/day of the week.
17. Manage and report on complaints, data access requests, freedom of information requests, IER's are logged, monitored and responded to within timescales.
18. Responsible for members casework and ensure queries as responded to within timescales and the service is further developed to provide efficient support.

- 19.Ensure there are effective processes and management information systems in place to maximise and monitor the overall performance of the contact centre. Ensuring quality assurance processes are in place to deliver a high standards of customer service.
- 20.Develop and implement actions to address deficiencies, including improvement plans, staff training and adaptations to processes.
- 21.To ensure the service is delivered in accordance with legislation, guidance and accepted good practice, including the development of appropriate policies and working procedures.
- 22.To develop, manage and monitor service level agreements through effective liaison with service areas.
- 23.Identify new areas of business, and engage with appropriate service managers to recommend centralised delivery of frontline services. Define and deliver the scope of works and redesign of business processes, including promoting the use of and developing processes to migrate customers to more cost effective channels, e.g. self-service.
- 24.Pro-actively work with colleagues to improve service delivery and make amendments to business processes whilst promoting channel shift, using experience of customer behaviour to advise on the suitability of self service.
- 25.Develop and manage the Council's complaints policy taking a lead role to ensure sound and effective procedures are in place. Provide support and guidance in relation to the procedures and report on and learn from complaints.
- 26.Responsible for making a considerable contribution to the development, deployment and effective use of all relevant (current and future) systems integral to the business of the Contact Centre, including the web. Be aware of CRM and contact centre technology and be proactive in developing new technology.
- 27.Develop effective working relationships and liaison with internal and external stakeholders involved or impacted by the service. To ensure these relationships make a positive contribution and that opportunities for partnership working are maximised.
- 28.Effectively chair any meetings within own service area of responsibility ensuring key deliverables and full participation.
- 29.Report to and participate in relevant corporate groups as required delivering key reports and information as required.
- 30.Represent the council at any relevant external forums such as GMCA groups and equivalent.
- 31.To actively participate in the service management team to ensure the service works effectively together, as required participate and lead of behalf of the service.
- 32.Have a good working knowledge of the diverse range of services handled via the Contact Centre, including their priorities and targets.
- 33.Promoting a culture of customer service excellence and continuous improvement across the contact centre.
- 34.To identify training opportunities to ensure own Continuous Professional Development.
- 35.Ensure staff have regular team meetings, 1-2-1s and annual employee reviews. Contribute to the identification of staff continuous professional development.

Safeguarding:

As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.

Equality Diversity and Inclusion:

Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.

Health and Safety:

The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.

Health and Wellbeing

As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues.

Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service)

Job Description prepared by:	Sign:	Date: February 2020
Agreed correct by Post holder:	Sign:	Date:
Agreed correct by Supervisor/Manager:	Sign:	Date:

SHORT LISTING CRITERIA	ESSENTIAL	DESIRABLE
Relevant degree or equivalent experience in a customer facing leadership role	X	
<ul style="list-style-type: none"> Experience of providing strategic leadership and management at a senior level for customer contact providing direction and solutions to develop the service 		
<ul style="list-style-type: none"> Experience of building a customer service function including the development and delivery of appropriate systems integral to the business including the web 	X	
<ul style="list-style-type: none"> Experience of working with service managers to develop cost effective process re-design and promote the delivery of services through a range of access channels 	X	
<ul style="list-style-type: none"> A good working knowledge of the diverse range of services handled via the Contact Centre, including their priorities and targets. 	X	
<ul style="list-style-type: none"> Ability to create a performance driven culture to ensure a high level of service is being provided and staff are engaged 	X	
<ul style="list-style-type: none"> Knowledge of customer behaviour and experience of using this to prompt channel shift to improve service delivery 	X	
<ul style="list-style-type: none"> Leadership skills with the ability to motivate team leaders to create high performing teams 	X	
<ul style="list-style-type: none"> Strong relationship builder with the ability to influence and persuade a range of audiences 	X	
<ul style="list-style-type: none"> Able to interpret and apply data from a variety of sources and make meaningful judgements to support performance management 	X	
<ul style="list-style-type: none"> Ability to remain calm under pressure, use initiative and make decisions 	X	
<ul style="list-style-type: none"> Excellent interpersonal/communication skills with a variety of media and colleagues at all levels 	X	
<ul style="list-style-type: none"> Previous experience of supporting change 		X

<ul style="list-style-type: none">• Previous experience of managing a staff rota system		X
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JOB DESCRIPTION

Post Title: Communications and Marketing Officer	
Department: Communities and Wellbeing	Post No: 9
Division/Section: Communications Team	Post Grade: TBC
Location: Bury Town Hall or any other base within the Borough as required	Post Hours: 37
Special Conditions of Service: <ul style="list-style-type: none"> Extended flexi time scheme in operation. The nature of this post is generally predictable but may occasionally require the post holder to work flexibly and outside of normal working hours to meet service requirements. Ability to travel inside and outside the Borough for which expenses will be payable in accordance with the Council's conditions of service. Carry colleagues and services users as passengers where required. To obtain and maintain the necessary clearances as maybe required from time to time to use and share sensitive, secure or protected data. 	
Purpose and Objectives of Post: <ul style="list-style-type: none"> To plan and put into action multi-channel internal and external marketing campaigns. To ensure that all marketing and communications activity supports the borough and council objectives. To support the Communications Manager in the communications work associated with the wider council and Greater Manchester devolution. 	
Accountable to: Deputy Chief Executive	
Immediately Responsible to: Communications Manager	
Immediately Responsible for: N/A	

Relationships: (Internal and External)

- All staff within the department, including senior management
- Managers and staff in other departments
- Members of the public and customers
- User led organisations, partner organisations and community/voluntary groups
- Elected Members, MPs and representative bodies
- External organisations including partner agencies, other local authorities, and related agencies
- Media

Control of Resources:

- Effective use of ICT equipment and systems
- Other resources delegated to the post holder to support and deliver projects
- Maintain adequate stocks of stationery and consumables.

Duties/Responsibilities:

1. Work with services and project leads to develop and deliver communication and marketing plans and toolkits that support service and council objectives.
2. Create and execute inventive and effective campaigns across the full range of offline and online communication channels.
3. Write clear, consistent and engaging copy for a variety of audiences and for the full range of online and offline communication channels. (eg e-newsletters, social media, blogs, website, print, press releases, communications to all households).
4. As a member of the web strategy group maintain and develop the Council's digital channels (eg corporate website, sub-sites, intranet, social media) in order to drive channel shift, inspire behaviour change and promote self help and care.
5. Develop the council's corporate website and improve customer journeys to maximise successful resolution of tasks and to meet and exceed the requirements of the annual SOCITM Better Connected assessment.
6. To advise services on communication and marketing activities and principles.
7. Ensure adherence with Bury Council's corporate identity, advising and guiding others as necessary, to maintain authenticity and protect and enhance the reputation of the council.
8. Create imaginative and eye-catching designs/artwork to use across a wide range of new and traditional marketing channels to appeal to a diverse range of audiences.
9. Research, report on, and make recommendations, on innovative internal and external communication and marketing methods to achieve ongoing improvement.
10. Deliver new and original ways of presenting content and increasing engagement.
11. Work with service teams and partners to develop communication and marketing plans in response to customer behaviour and demand.

- 12.Utilise electronic communication methods as a means of cutting costs in areas such as print.
- 13.Support the Communications Manager with internal and external Greater Manchester Devolution communications and deputise at Greater Manchester meetings.
- 14.To be an active member of Bury Council's Emergency Communications Cadre to provide the council's communications response (on a best endeavours basis) in the event of major and out of hours emergencies.
- 15.Deputise and provide cover for the Press and Media officer to ensure the ongoing protection of the council's reputation, provide timely responses to media enquiries and issue well-timed pro-active PR.
- 16.Conduct research and evaluation of communications and marketing activities to ensure objectives are met and value for money is obtained.
- 17.Liaise with external contractors and specialist suppliers in relation to graphic design, printing, exhibitions, photography, promotions, publishing, signage and outdoor media to ensure effective delivery of communication and marketing projects.
- 18.Responsibility for day-to-day buying decisions, within procurement rules and spending limits.
- 19.Support the communications manager with managing communications and activity specific budgets.
- 20.Establish and maintain positive working relationships to ensure effective partnership working and communications and marketing activity that supports the objectives of the council and partner agencies.
- 21.Regularly plan and schedule social media content.
- 22.Support the development of databases for ongoing CRM Strategy.
- 23.Create presentation slides for communication projects and briefings.
- 24.Attend and participate in supervision sessions, team meetings and employee reviews to contribute to the identification of your training and development needs and the development annual service plans.
- 25.Attend training and development activities as identified as relevant to your role including mandatory training and refresher training to maintain your own Continuing Professional Development.
- 26.To adhere to the appropriate procedures, policies and values of the Council and department.

- 27.Keep up to date with policy, improvement techniques, current practice and relevant legislation. Assess the implications of change and advise the Communications Manager as appropriate.
- 28.Keep up to date with policy, improvement techniques, current practice and relevant legislation. Assess the implications of change and advise the Communications Manager as appropriate.
- 29.Represent the Department at internal and external meetings and provide reports and briefings as required by the Communications Manager.
- 30.Operate safely within the workplace and have due regard to personal responsibilities under Health and Safety legislation.
- 31.Encourage information sharing internally and with other Council departments, partners and external organisations in accordance with data protection guidelines and national, corporate and departmental policies on confidentiality and the management of shared information.

- As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.
- Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.
- The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.
- **Health and Wellbeing** -As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues

Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service)

Job Description prepared by:	Sign:	Date:
Agreed correct by Postholder:	Sign:	Date:
Agreed correct by Supervisor/Manager:	Sign:	Date:



**CORPORATE CORE DEPARTMENT
COMMUNICATIONS AND MARKETING OFFICER**

CORE BEHAVIOURS FOR THE POST (Please tick those relevant)			
Commercial Thinking & Analysis		Planning	✓
Customer Service	✓	Developing Self & Others	
Delivering Results	✓	Teams, Networking & Partnerships	✓
Values, Ethics & Diversity		Adapting to Change	✓
Delivering a Quality Service(Continuous Improvement)	✓		

SHORT LISTING CRITERIA	ESSENTIAL	DESIRABLE
Educated to degree level, equivalent qualification or experience in a relevant subject. <i>(All certificates to be checked at interview)</i>	✓	
Proven, relevant experience in a communications and marketing role.	✓	
Communications/marketing qualification and/or evidence of ongoing professional development	✓	
High level copy writing skills and good ability to translate complex information into informative, readable and, where necessary, inspiring material	✓	
Knowledge of relevant legislation and policies	✓	
Experience of digital content management and development, including social networking/media, e-marketing, websites, etc.	✓	
Track record of creativity in communicating messages and marketing goods or services. This should demonstrate analytical skills, progressive approaches to marketing and/or behaviour change campaigns and the ability to find innovative solutions to problems	✓	
Experience of creating artwork for digital platforms and print production.	✓	
Experience of managing artwork and print production and effective supplier management		✓
Ability to multi-task, prioritise, manage own workload, meet deadlines and make decisions	✓	
Commitment and experience of partnership working		✓
Proficient in Microsoft Office and a good level of experience of creative software eg Quark Xpress and Adobe Creative Cloud applications (Photoshop InDesign, Illustrator, etc).	✓	
Experience of working with press and media. This should demonstrate ability to respond to media enquiries and write press releases.		✓

CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS

The shortlisting criteria listed plus the following:

ASSESSMENT METHOD	CRITERIA
Interview	Constructive approach to time management
Interview	Flexible and able to respond quickly and positively to change
Interview	Team player with good inter-personal and networking skills and the ability to build rapport with others
Interview	Sound negotiating and inter-personal skills
Interview	Understanding of Greater Manchester Devolution and the challenges facing local government
Interview	Experience of working with confidential information in a discrete and sensitive manner

BURY METROPOLITAN BOROUGH COUNCIL

JOB DESCRIPTION

Post Title: Digital Communications and Media Officer	
Department: Corporate Core	Establishment/Post No:
Division/Section: Communications and Engagement	Post Grade: 9
Location Town Hall	Post Hours: 37
Special Conditions of Service: <ul style="list-style-type: none"> Occasional attendance at evening meetings and events as required. Flexi time scheme Car allowance payable where applicable in accordance with the authority's policies Completion of relevant professional qualification with appropriate support. Maintenance of continuing professional development as relevant to the role.	
Purpose and Objectives of Post: <p>Working as part of the communications and engagement team, the Digital Communications and Media Officer is responsible for maintaining and improving the council's digital and social media channels.</p> <p>They will also support the press office with proactive and reactive communications, deputising for the Press and Media Liaison Manager in their absence.</p> <p>A key part of this role is to develop engaging content for the organisation's digital channels, including its website and existing social media channels. The postholder is also expected to produce regular analytics to monitor success, make recommendations for improvements and update senior leaders and colleagues on the performance of the council's digital channels.</p>	
Accountable to: Deputy Chief Executive	
Immediately Responsible to: Press and Media Liaison Manager	
Immediately Responsible for:	
Relationships: Internal Employees of the Council Councillors Trade Union Representatives	External Members of the Public Partner organisations
Control of Resources: <p>Physical: Personal Computer (laptop), mobile telephone</p> <p>Financial: allocated budgets for digital projects</p>	

Professional responsibilities

- Create channel-specific content for the council's social media channels targeting our key stakeholders
- Monitor and moderate the council's social media channels
- Create rich media assets for our digital channels, including infographics, gifs and videos
- Monitor and produce analytics reports on digital performance providing commentary on failures, success and learnings to senior management and making strategic recommendations for improvement
- Evaluate the effectiveness of digital communications channels, ensuring usability and accessibility to the full range of council stakeholders
- Use existing tools, such as Google Analytics and SEO tools, to increase the impact of our digital communications
- write and upload customer focused content onto our website for campaigns and work programmes
- To keep on top of new and innovative ways to present our digital content – proposing ways that the council could continue to develop its content in line with changes in digital trends and audience preferences
- Contribute to wider communications, marketing and engagement projects through the delivery of digital assets
- To create and issue proactive media and reactive media responses, liaising with councillors and senior officers as appropriate
- To deputise for the Press and Media Liaison Manager in their absence, providing a full PR function for the organisation
- To communicate in an appropriate, professional, open and accurate manner, respecting confidential information in line with the authority's policies.
- To promote excellent standards of customer service within the team in accordance with Corporate standards

Job Description prepared by:	Sign:	Date:
Agreed correct by Postholder:	Sign:	Date:
Agreed correct by Supervisor/Manager:	Sign:	Date:

Department of Corporate Core Services

Digital Communications and Media Officer

SHORT LISTING CRITERIA	ESSENTIAL	DESIRABLE
• Degree (or equivalent) in a relevant subject or equivalent	X	
• Good knowledge of current key and emerging social media platforms	X	
• A good knowledge of digital analytics and the interpretation of these	X	
• Excellent writing skills with the ability to produce clear and engaging copy	X	
• Experience of writing and editing content for the web and social media in line with relevant best practices	X	
• Experience of working with content management systems	X	
• Experience of managing social media channels, understanding how they work and how to write and plan relevant content for the different channels	X	
• Experience of creating innovative and engaging assets for digital and social media platforms	X	
• Experience of responding to media enquiries and creating proactive media	X	
• Excellent interpersonal skills and the confidence to work with and communicate effectively with people at all levels both inside and outside the organisation	X	
• Ability to organise daily work demands and prioritise competing priorities	X	
• The ability to work under pressure and to tight deadlines	X	
• Ability to create a content management plan		X
• Graphic design skills and the ability to use image creation and manipulation software e.g InDesign		X
• Knowledge of Google analytics and SEO tools		X
• Good knowledge of website content management systems (Umbraco, Wordpress or similar)		X

<ul style="list-style-type: none">• Experience of the development of digital channels		X
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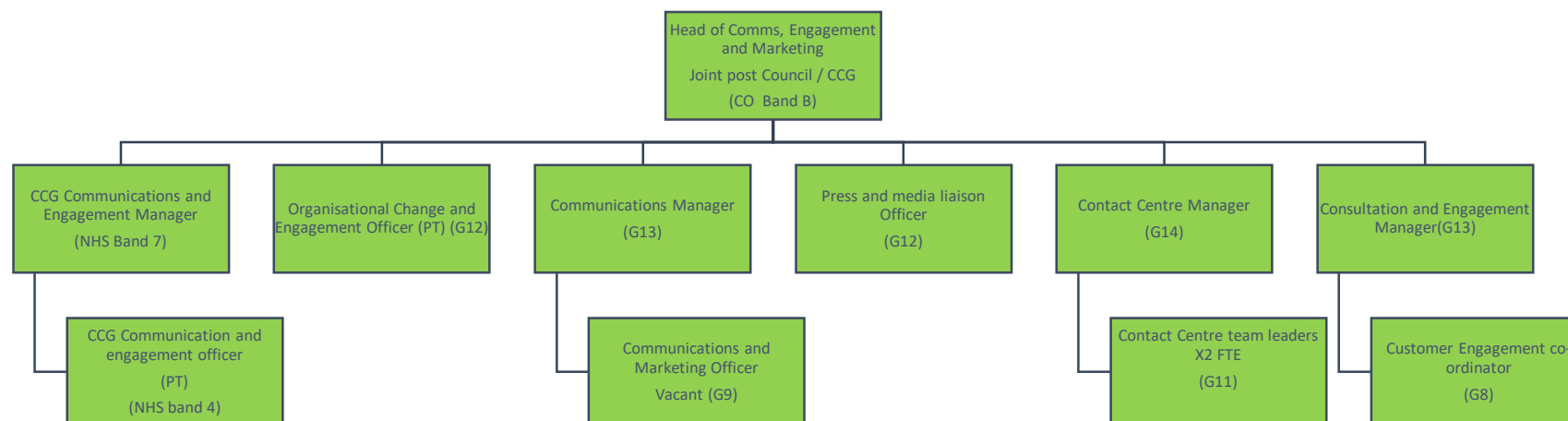
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CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS

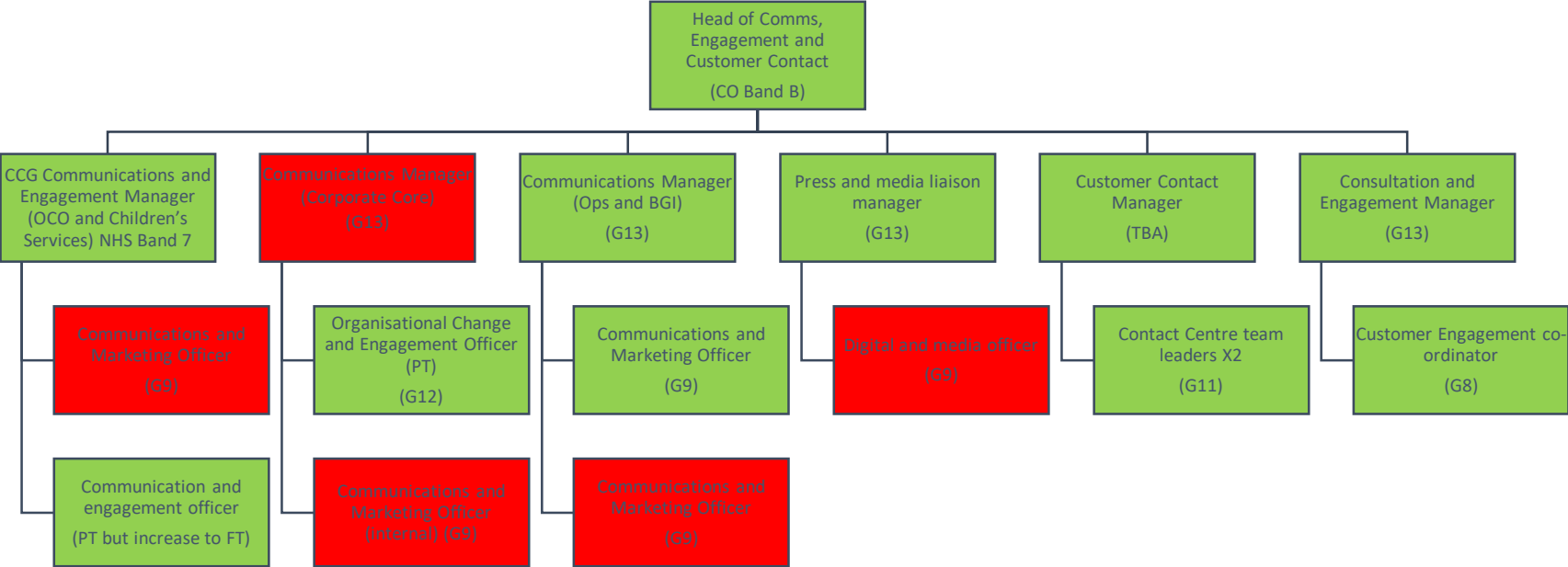
The short-listing criteria listed plus the following:

ASSESSMENT METHOD	CRITERIA
Interview - test	<ul style="list-style-type: none">• Excellent writing skills with the ability to produce clear and engaging copy

Communications, Engagement and Marketing Structure – current



Proposed structure – June 2020



JOB DESCRIPTION



Post Title: Principal Democratic Services Officer	
Department: Resource and Regulation	Post No:
Division/Section: Legal and Democratic Services	Post Grade: Grade 12
Location: Town Hall, Bury	Post Hours: 37
Special Conditions of Service: Flexi-time scheme in operation Regular attendance at evening meetings	
Purpose and Objectives of Post: (1) To ensure the efficient and effective operation of the Authority's decision making process at all levels. The service areas and Committees specified may change at the discretion of the Democratic Services Manager. (2) To advise on procedure and ensure the efficient servicing of the Authority's meetings of the Cabinet (as the Council's executive body), including managing the key decision forward plan, agendas and minutes. (3) To advise on procedure and ensure the efficient servicing all of the Councils' regulatory committees. (4) To ensure the efficient servicing of the East Lancashire Trust Board/Executive Committee. (5) To line Manage posts as specified by the Democratic Services Manager. As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.	
Accountable to: Assistant Director -Legal and Democratic Services	
Immediately Responsible to: Democratic Services Manager	

Immediately Responsible for: Democratic Services Officer

Relationships: (Internal and External)

Internal

Democratic Services Manager
Chief Officers
All Officers in Democratic Services
Officers throughout the Authority
Committee Chairs
Elected Members
Co-opted Committee Members

External

Members of Parliament
Government Departments
Local Government Association
Officers and Members of Outside Bodies
Officers of other Local Authorities
Officers and Members of other Public
Authorities and Joint Authorities
Press
Complainants
Members of the Public

Control of Resources: authorising payment for sundries?

Equipment: Computer equipment and Modern.gov facility

Duties/Responsibilities:

1. Ensure effective and efficient operation of the Authority's political decision making function and compliance with the Council's Constitution, standards and legislative requirements.
2. Work closely with members and chief officers in the provision and development of political administrative arrangements for the co-ordination and delivery of the Council's business.
2. To deputise for the Democratic Services Manger where necessary.
3. To assist in formulating and to be responsible for implementing and monitoring the forthcoming work programme for the Council's Executive, and maintain the Key Decision forward plan.
4. Convene meetings, prepare the agenda and attend on behalf of the Chief Executive/Assistant Director - Legal and Democratic Services those Committees, Sub-Committees, JCCs, Appeal/Review Boards, Working Groups and other bodies, as assigned to the postholder.
5. Provide advice on procedure and as necessary at meetings of Committees and other bodies attended on behalf of the Chief Executive/Assistant Director - Legal and Democratic Services.
6. Prepare reports for and Minutes arising from the meetings of Committees, Sub-Committees, JCCs, Appeal/Review Boards and Working Groups.
7. Prepare and distribute action Minutes to ensure appropriate action is taken by the relevant Chief Officer to implement decisions.
8. Respond, as appropriate, to questions raised by members of the public at meetings of Committees, Sub-Committees, Appeal/Review Board and other public meetings.

- | | |
|-----|---|
| 9. | Deal with correspondence and issues arising from Committees, Sub-Committees, Appeal/Review Boards and Working Groups. |
| 10. | Deal with correspondence and general issues arising from the general administrative functions of the Section. |
| 11. | Maintain schedules of matters arising from meetings to ensure their consideration, as appropriate, at other Committees and Sub-Committees. |
| 12. | Convene and chair pre-agenda meetings of appropriate Directors and other Officers to co-ordinate the preparation of agenda and reports |
| 13. | Provide advice, briefing notes and assistance, as required, to Elected Members, Directors/ Officers, Chairs of Committees and Sub-Committees. |
| 14. | Prepare written suggested answers to questions raised in accordance with the Council Procedure Rules at Council Meetings, to assist Chairs to respond. |
| 15. | Initiate and develop policy issues and undertake project assignments as required by the Democratic Services Manager. |
| 16. | Help ensure compliance with Health and Safety Guidelines and Instructions as set out in the Health and Safety Policy including the maintenance of the accident/incident reporting procedure. |
| 17. | Maintain various registers and lists as allocated by the Democratic Services Manager. |
| 18. | Provide assistance to the Democratic Services Manager, as appropriate, in connection with the annual appointments procedure for Committees, other internal groups and outside bodies. |
| 19. | Undertake a lead co-ordination and development role for specific activities determined by the Democratic Services Manager currently including Education Appeals Co-ordination, Member Services Co-ordination and Development, Computer Systems Development and Democratic Services Co-ordination. |

Safeguarding:

As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.

Equality Diversity and Inclusion:

Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.

Health and Safety:

The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.

Health and Wellbeing:

As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues.

Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service)

Job Description prepared by:	Sign: J Gallagher	Date: 06.02.20
Agreed correct by Postholder:	Sign:	Date:
Agreed correct by Supervisor/Manager:	Sign:	Date:

BURY COUNCIL
JOB DESCRIPTION



Post Title: Scrutiny Team Leader	
Department: Corporate Core	Establishment/Post No:
Division/Section: Legal and Democratic Services	Post Grade: Subject to job evaluation
Location: Town Hall, Bury	Post Hours: 37
Special Conditions of Service: Flexi-time scheme in operation Regular attendance at evening meetings	
Purpose and Objectives of Post: (1) To ensure the efficient and effective operation of the Authority's decision making process at all levels within the service areas and for the Committees specified by the Democratic Services Manager. The service areas and Committees specified may change at the discretion of the Democratic Services Manager. (2) To ensure the efficient and effective operation of the Authority's Scrutiny Function. (3) To be responsible for the drafting, production and monitoring of terms of reference, scrutiny review work, and the Scrutiny Annual Report. (4) To support and advise the Statutory Joint Overview and Scrutiny Committees in collaboration with the appropriate local authorities, primarily in regard to the services provided by the Pennine Acute Hospitals NHS Trust. (5) To assist the Democratic Services Manager in providing effective development and training for members of the Committees. (6) To represent the Chief Executive/Director of Legal and Democratic Services as appropriate at meetings of bodies allocated to the post holder. (7) To undertake project assignments on specific activities as determined by the Head of Democratic Services. (8) To act as deputy to the Head of Democratic Services and to deputise in his/her absence.	
Accountable to: Assistant Director of Legal and Democratic Services	
Immediately Responsible to: Democratic Services Manager	

Immediately Responsible for:

Responsible for all staff in the Section in the absence of the Head of Democratic Services
Senior Democratic Services Officer
Education Appeals Officer

Relationships: (Internal and External)**Internal**

Head of Democratic Services
Chief Officers
All Officers within Democratic Services
Officers throughout the Authority
Leader and Deputy Leader of the Council
Executive Members
Chairs of Scrutiny Committees, Panels and Boards
Elected Members
Co-opted Members

External

Members of Parliament
Government Departments
Local Government Association
Officers and Members of Outside Bodies
Officers of other Local Authorities
Officers and Members of other Public Authorities and Joint Authorities
Press
Complainants
Members of the Public

Control of Resources:**Personnel**

In the absence of the Head of Democratic Services other staff in the Section

Equipment

Computer terminal
Printer

Health and Safety

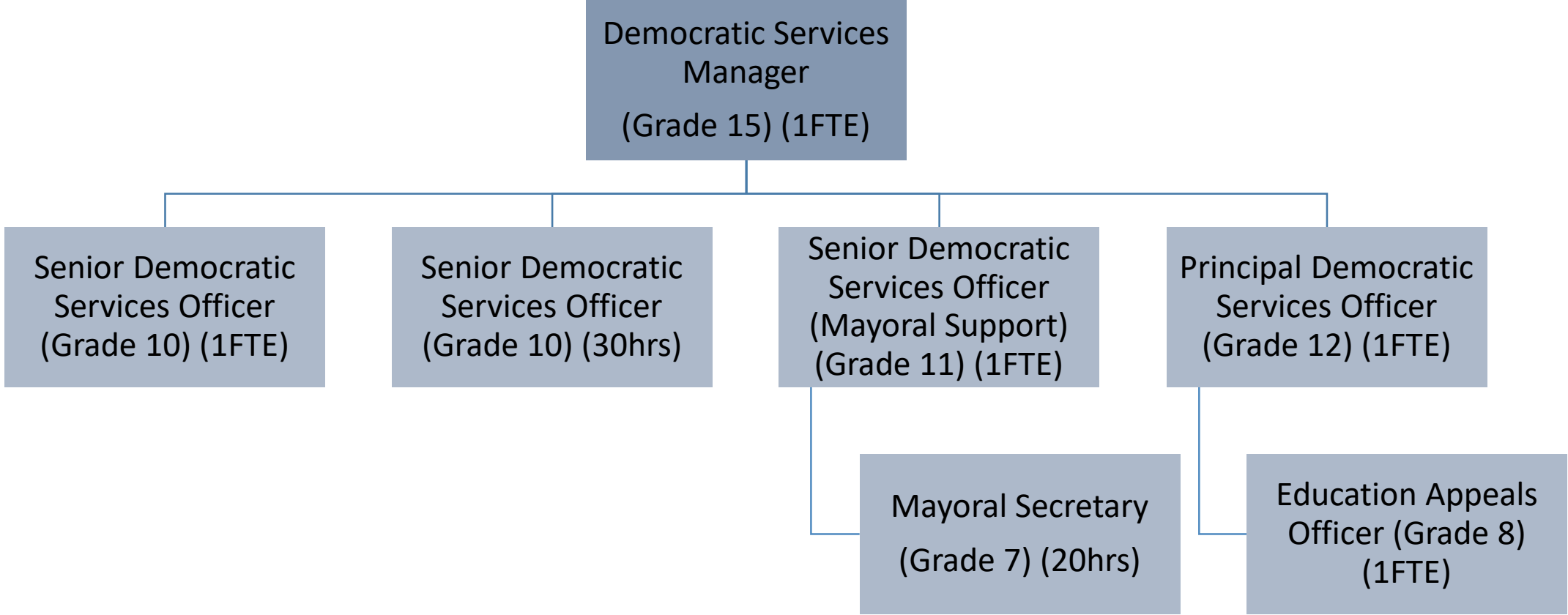
Help ensure compliance with Health and Safety guidelines and instructions as set out in the Health and Safety policy.

Duties/Responsibilities:

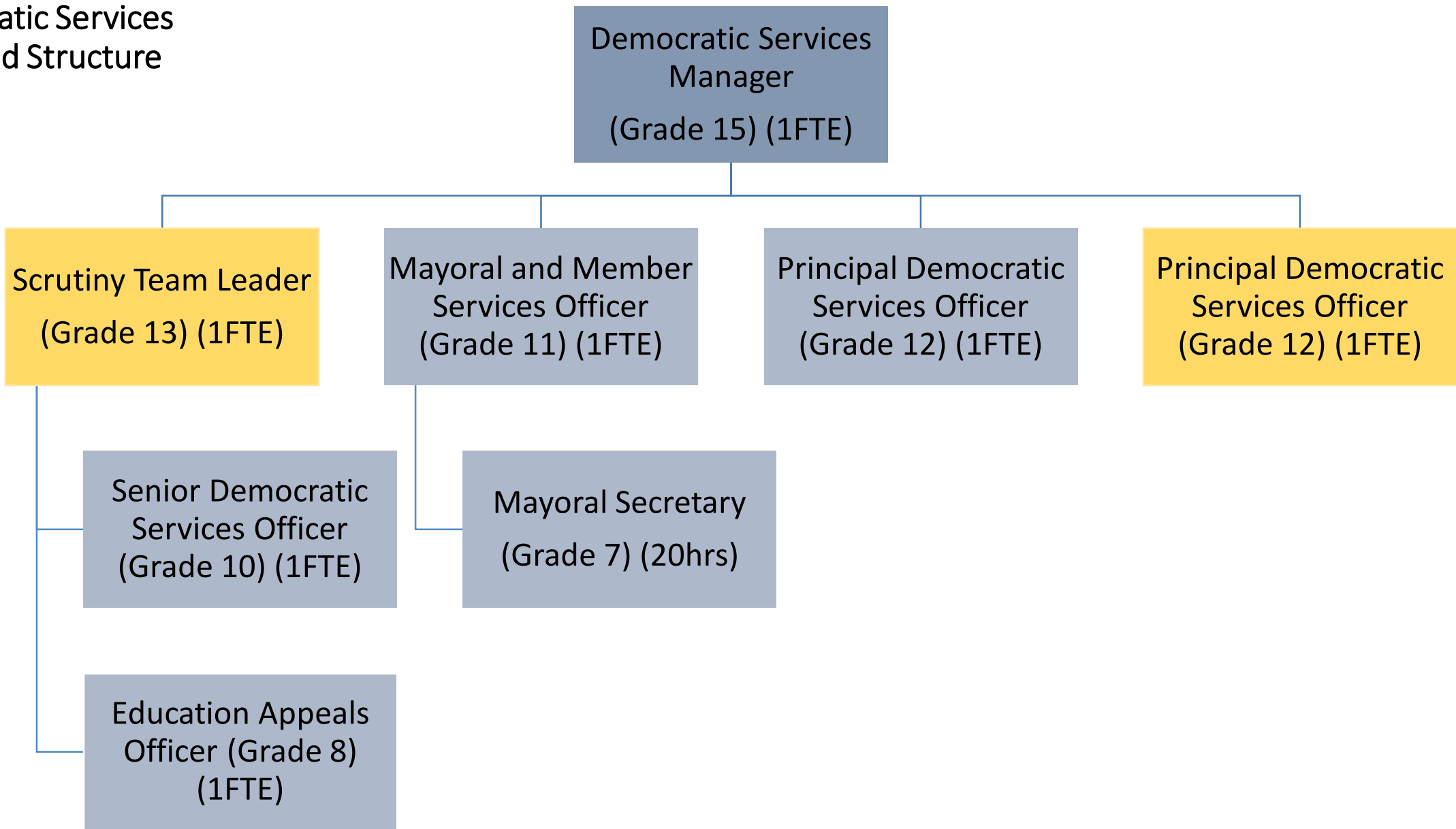
1. Maintaining awareness of changes in legislation, policy and practice in respect of the scrutiny function.
2. Assisting the overview and scrutiny committees in Bury with a range of support activities, to include work programming, advice, research, project planning and report writing.
3. Liaising with appropriate Officers within the Authority to ensure the provision of relevant information to the Overview and Scrutiny Committees.
4. Liaising with external organisations in terms of their information provision to the Overview and Scrutiny Committees, (to include briefing witnesses and other providers of evidence).
5. Assisting Members with the drafting of Scrutiny reports.
6. Contributing to training for Members and Officers.
7. Draft the Annual Scrutiny Report
8. Working closely with Democratic Services Officers to ensure overall support to the scrutiny function.
9. Assisting the Assistant Director, Legal and Democratic Services in the development and implementation of the scrutiny function.
10. Assisting the Assistant Director, Legal and Democratic and Services in delivering the scrutiny work programme, monitoring and reporting on the effectiveness of the scrutiny function
11. Initiate and develop policy issues and undertake project assignments as required by the Democratic Services Manager.
12. Undertake a lead co-ordination and development role for specific activities determined by the Democratic Services Manager currently including Education Appeals Co-ordination, Member Services Co-ordination and Development, Computer Systems Development and Democratic Services Co-ordination.
13. Provide advice, briefing notes and assistance, as required, to Elected Members, Directors/ Officers, Chairs of Committees and Sub-Committees.
14. Prepare written suggested answers to questions raised in accordance with the Council Procedure Rules at Council Meetings, to assist Chairs to respond.
15. Help ensure compliance with Health and Safety Guidelines and Instructions as set out in the Health and Safety Policy including the maintenance of the accident/incident reporting procedure.
16. Maintain various registers and lists as allocated by the Democratic Services Manager.
17. Provide assistance to the Democratic Services Manager, as appropriate, in connection with the annual appointments procedure for Committees, other internal groups and outside bodies.
18. Undertake a lead co-ordination and development role for specific activities determined by the Democratic Services Manager currently including Education Appeals Co-ordination, Member Services Co-ordination and Development, Computer Systems Development and Democratic Services Co-ordination.

Any other duties of an equal nature appropriate to the post as may be determined by the Director/Chief Officer.
(See paragraph 203 of Supplemental Conditions of Service)

Job Description prepared by:	Sign:	Date:
Agreed correct by Post holder:	Sign:	Date:
Agreed correct by Supervisor/Manager:	Sign:	Date:



Democratic Services
Proposed Structure



Job Description

Job reference	
Job Title	Deputy Director of Corporate Core (Governance and Assurance)
Team	Corporate Core
Band	8C
Responsible to	Deputy Chief Executive (Corporate Core)
Accountable to	
Location/base	Bury campus, however the postholder will be required to travel and work across any number of locations/bases to meet the needs of the role

Job Purpose

The Deputy Director of Corporate Core a joint role working across NHS Bury CCG and Bury Council under its single five departmental structure and will provide corporate leadership across a wide and varied portfolio and will work closely with the CCG Accountable Officer in ensuring the CCG deliver against its Statutory Duties through robust governance and Assurance Framework arrangements whilst being directly accountable to the Deputy Chief Executive (Corporate Core) and supporting with the on-going operational delivery across the CCG and Council structure in line with the strategic intent.

They will ensure high-quality delivery of strategic and operational goals, CCG governance and programme activity. The role has three main functions:

- To lead a portfolio of individual responsibilities on behalf of the Deputy Chief Executive (Corporate Core), providing effective leadership and support to all staff within the team;
- To contribute to the wider corporate leadership of the CCG and Council including the operational support to and performance management of departments across the CCG and Council; and
- To ensure the integrity of the CCG's governance structure is maintained and works effectively, including appropriate governance support is in place to plan work of the CCG through the most appropriate channels

The postholder will

- act independently, taking timely and at times, highly significant decisions to ensure the operational delivery for the CCG and Council, driving change and improvement by supporting and influencing across the single five departmental structure;
- be key in supporting the CCG to achieve its aims and be responsible for maintaining the highest levels of corporate governance through ensuring the highest standards of probity according to statutory and legislative requirements that relate to corporate matters, interpreting how they relate to the business of the CCG;
- be responsible for the troubleshooting and leading the planning for delivery of key programmes of work, including leading major strategic projects for the Deputy Chief Executive (Corporate Core) or Accountable Officer across the CCG and Council and wider health economy as required;
- lead service developments and policy reviews in areas impacted by key performance issues;
- oversee the delivery of the on-going agenda in respect to CCG corporate governance, statutory requirements, CCG risk management, joint health and safety, joint information governance, and operational delivery of local arrangements to enable efficient and effective decision making;
- lead on the corporate development and management of the internal infrastructure to ensure that the CCG and Council develop as high performing organisations;
- manage budgets in respect to the CCG Board, Clinical Directors and other associated CCG corporate functions, including identification and delivery against cost saving plans in each of the areas as required;
- support system-wide partnership working and contribute to the assurance of the CCG and Council.

- To ensure the integrity of the CCG governance structure is maintained and works effectively, including appropriate governance support is in place to plan work of the CCG through the most appropriate channels
 - This post is accountable for all CCG governance compliance –Accountable directly to CAO for this aspect of work
 - Responsible for the SCB Business Unit to drive and manage SCB business, in consultation with Council democratic service
 - Key member of corporate core leadership team responsible for establishing, leading and managing new set of joint “back office” provision and new standards of culture and delivery

Key Working Relationships

The post holder will work collaboratively through the development of sustainable and effective relationships with a range of internal and external stakeholder, including but not limited to:

- members of the Joint Executive Team;
- the CCG Membership, Clinical Directors and Clinical Leads;
- Lay Members;
- Elected Members;
- Staff Side (Union) representatives and full-time officials;
- Bury's Voluntary, Community and Faith Alliance (VCFA) and other third sector organisations as required;
- Patients, residents and members of the public;
- Healthwatch;
- Greater Manchester Health and Social Care Partnership;
- Local Care Organisation.

Communication

The post holder will be required to:

- establish excellent communication with internal and external stakeholders through regular contact and interaction;
- engage with internal and external stakeholders over sensitive, highly complex, contentious and confidential issues;
- use a wide range of communication skills to convey sensitive, highly complex, contentious and confidential issues, overcoming hostile reactions to the topic of information to a range of audiences;
- develop and maintain productive relationships using effective proactive communication mechanisms to appropriately influence the planning, management and delivery against key work areas and programmes;
- sustain effective working relationships with the Executive Directors, Directors, lead clinicians, elected members and other senior management post-holders ensuring that the operational requirements of the CCG and Council are effectively managed and co-ordinated
- be pro-active in promoting the CCG and Council vision, values and behaviours, acting as a senior role model, supporting corporate initiatives and exhibiting agreed values in all interactions;
- have responsibility for briefing on key work areas and other highly complex and contentious matters as well as contributing to strategic level developments across the department and wider departments;
- prepare written strategic reports and briefings on a regular basis which are high-quality and relevant to meet the needs of work areas and programmes. as required. taking into account the need to articulate operational and professional issues clearly to a diverse audience.

Analytical and Judgement Skills

The post holder will be required to:

- Think strategic, anticipating and resolving problems before they arise;
- Make judgements involving highly complex facts or situations which require interpretation and comparison of a range of options;

- Take decisions on difficult and contentious issues where there may be a number of courses of action;
- Collate as required, qualitative and quantitative information and lead appropriate analysis to develop robust business cases and contribute to programmes of work;
- Analyse, interpret and present data to highlight issues, risks and support decision making, highlighting exceptions and risks to ensure that appropriate mitigating action can be taken;
- Prepare reports summarising status on issues, appraising outcomes, and providing progress reports for a range of audiences, including the Executive Management Team and Boards.

Planning and Organising

The post holder will be required to:

- Plans and organise a broad range of highly complex activities, across health and social care systems formulating and adjusting plans to reflect changing circumstances;
- Define and manage processes, initiate the creation of planning documents;
- Management of the Deputy Chief Executive's (Corporate Core) business plan ensuring delivery against key objectives for the department and liaising with other Directors and leads within the Corporate Core Department;
- working proactively with Directors and Chief Officers / Department Leads to support the development of robust departmental business delivery plans, ensure they are fit for purpose and through a system of review and evaluation are being implemented in a timely way;
- Lead operational management from a corporate perspective, acting as a mediator and where necessary, decision-maker between departments on organisational wide issues with cross-department implications, and ensuring timely and effective resolution of such cross-department issues;
- Regularly monitor and review plans and identify areas that require adjustment for changes in local need and in response to changes in national policy guidance;
- Develops plans that seize opportunities, mitigate threats and deliver against the CCG's strategic objectives;
- Monitor the performance against agreed objectives taking corrective action when performance is not in accordance with performance plan;
- Responsible for delivery of corporate projects with implications for the wider health and economy, as required by the Deputy Chief Executive (Corporate Core)
- providing leadership and direction to support effective agenda planning and administration of Board, committee and sub-committee meetings;
- lead on the development and delivery of the CCG's Strategic Objectives, ensuring that they are clearly defined to inform the business planning and organisational objective setting process;
- contribute to the development and delivery of the departments business objectives, ensuring that these objectives are aligned to the strategic objectives and achieved in accordance with the agreed values;
- challenging existing systems and processes, ensuring that progressive solutions, which take into account models of best practice and best use of resources, are incorporated and rolled out accordingly;
- Participate in the CCG on-call rota, taking full corporate responsibility.
- To contribute to the wider corporate leadership of the CCG and Council including the operational support to and performance management of departments across the CCG and Council; and
- Responsible for producing and subsequently owning joint corporate plan across council and CCG including co-design of joint strategic priorities across the two organisations from non-exec level (CCG GB and Council Cabinet) and engagement and development of detail through leadership network of 100 managers across two organisations
- Deputy to Director of Corporate Core Services for corporate core business and ED Strategic Commissioning for any matters of CCG/NHS Governance

Strategy/Policy/Service Development and Implementation

The Post Holder will be required to strategically lead the following specific portfolio and programmes of work:

Corporate Governance and Risk Management (CCG)

- Develop and ensure the integrity of the CCG governance structure is maintained and works effectively, including appropriate governance support is in place to plan work of the CCG through the most appropriate channels;
- Provide independent expert advice and support to the Accountable Officer, CCG Chair, Governing Body and CCG Membership, on all matters relating to CCG statutory and legislative compliance and interpretation;
- lead on the CCG's Governance Framework, including the CCG Constitution, and supporting Scheme of Reservation and Delegation and Committee Handbook to ensure compliance with Statutory Legislation, Regulation and guidance;
- Actively and continuously improve the CCG governance function ensuring that it provides an efficient, LEAN and value-added service that reflects high performance and best practice;
- ensure the delivery of the smooth operation of the formal decision-making and reporting arrangements, including organising all sub-committee meetings, timely production and distribution of agendas, minutes and papers;
- Review and oversee arrangements to ensure all formal meetings and sub-committee of the Governing Body are properly constituted with clear terms of reference, membership and record keeping;
- lead on the production of the CCG's Annual Report and AGM in accordance with Statutory Requirements;
- lead on the production of the CCG's Annual Governance Statement on behalf of the Accountable Officer
- lead, on behalf of the Accountable Officer, the development and on-going management of the CCG Governing Body Assurance Framework and identification and management of Strategic / Principal risks to delivery;
- Ensure that all long-term strategic plans are incorporated into the GBAF and that progress against milestones and actions is effectively monitored and reported to the Governing Body or appropriate Committee;
- Ensure the standing committees of the Governing Body are properly constituted with clear terms of reference, and that meetings are conducted in compliance with these;
- lead on the arrangements for managing Conflicts of Interest;
- regularly review all CCG corporate risks identified through the Risk Management Framework, providing feedback and challenge to ensure the required reporting and mitigating actions are adhered to;
- develop and implement effective systems for recording and monitoring CCG governance and risk information and to provide reports across the range of committees;
- promote a culture within the CCG where governance and risk management are seen to be everyone's responsibility;
- lead on the Risk Management Strategy and arrangements across the CCG ensuring that a proactive approach in respect to identification, assessment, mitigation and management of risk is taken.

Business Support

- Lead on the development of a corporate Business Support Unit to oversee the effective management of the strategic decision-making body, and the provision of administrative support to the wider Governance structure;
- Manage the Business Support function once established, as accountable lead across the Council and CCG

Health and Safety Management (joint)

- Provide strategic oversight in respect to all Health and Safety matters, including compliance with the Health and Safety at Work Act and other statutory requirements across the CCG and Council;
- Ensure compliance with all health and safety related standards from external programmes and ensure the required policies and procedures are in place and capable of providing robust evidence and continuing improvement;

- Ensure that a rolling programme of Health and Safety assessments is in place in accordance with Legal and Statutory obligations, including maintaining records for the purposes of audit trails;
- Ensure appropriate arrangements are in place for the thorough investigation of Health and Safety related incidents.

Information Governance (joint)

- Provide strategic oversight in respect to the Information Governance agenda, including compliance with the Data Protection and Security Toolkit and other statutory requirements across the CCG and Council;
- Ensure compliance with all Information Governance standards to support both effective and compliant internal processes and working across partners and external programmes through the provision of appropriate strategies, policies and procedures
- Ensure an Information Governance development programme is in place that raises awareness and challenges compliance in accordance with legal and statutory obligations;
- Lead on the development of operational services in respect to Subject Access and Freedom of Information request
- Ensure an appropriate Data Protection Officer provision is in place, which meets the needs of the health and care system, and may include undertaking the role, providing subject matter expertise as required

General

- Lead on the development of an Organisational Development strategy in a health and care setting;
- Take the lead for high profile organisation wide projects on behalf of the Deputy Chief Executive (Corporate Core)
- translate corporate, local and national strategies into clear objectives and action plans and lead the implementation of these plans;
- maintain a good knowledge of emerging policies in respect to areas of responsibility and wider NHS and Local Government policy to inform thinking and development of strategy accordingly;
- Advise the Deputy Chief Executive (Corporate Core) on new practice / developments required to achieve corporate and Divisional objectives, implementing these as appropriate.
- interpret and implement national guidance and policies for implementation across the CCG and Council, providing advice to the Deputy Chief Executive (corporate core) and other Executives / departmental teams as necessary;
- proposing and drafting changes to, and implementation and interpretation of policies, guidelines and service level agreements (SLA's) which may impact on services for the CCG or Council;

Responsibilities for physical and financial resources

The Post Holder will be required to:

- Act as budget holder for a number of specific corporate budgets;
- Constantly strive for value for money and greater efficiency in the use of these budgets and to ensure that they operate in recurrent financial balance year on year;
- Ensure relevant corporate contracts are kept under review, evaluating in respect to value for money and ensuring compliance with contractual terms and conditions;
- Support the identification and delivery of cost improvement and QIPP schemes;
- Act in a way that is compliant with Standing Orders, Standing Financial Instructions and Scheme of Reservation and Delegation;
- Be an authorised signatory for all expenditure within their portfolio
- ensure the optimum use of resources, including the establishment and maintenance of effective management processes to ensure effective financial control

Leadership/Management and Human Resource Management

The Post Holder will:

- Lead, line manage, motivate and develop staff so as to maintain the highest level of staff morale and to create a climate which embodies the organisations values and where staff feel empowered

and accountable for service improvement at local level so that they are able to deliver against corporate, team and individual objectives

- be responsible for the day-to-day line management of staff management matters;
- undertake appraisal for own direct reports and ensure an effective staff appraisal process is implemented, and ensure that training and development needs are identified and met appropriately;
- continually review the skill mix to ensure this reflects the demands and to implement skill mix, staff deployment/changes as appropriate;
- forge positive working relationships, and work in a matrix / network management style to achieve the objectives of the CCG and Council, department and teams;
- recruit as necessary and performance manage a team that delivers a range of tasks within a matrix structure in a new and challenging environment;
- lead on the effective planning in respect to CCG Governing Body appointments, including management of Terms of Office in line with legislative requirements and regulations.
- be the intelligent commissioner in respect to the GMSS HR & LD, EDHR Level Agreements and oversee the work programmes;
- support opportunities for talent to be developed across the CCG and Council to ensure continuity and a clear succession planning process;
- promote a culture of lifelong learning;
- prioritise own time to be available to coach and mentor others;
- role model leadership behaviours, challenging inappropriate behaviour and recognise and value appropriate behaviour, consistent with agreed values.
- To lead a portfolio of individual responsibilities on behalf of the Deputy Chief Executive (Corporate Core), providing effective leadership and support to all staff within the team;
 - o CCG Risk management and CCG, CCG committees and statutory boards (the SCB; CCG GB;)
 - o Joint corporate lead on complaints, FOIA and SARs requests – co-ordinating network of c30 staff to ensure consistent governance across two organisations including managing relationship with relevant regulatory functions including ICO; LG Ombudsman and NHS??
 - o Responsible for business support provision across the two organisation including completing a review to agree new ways of working, structures, budget and delivery mechanisms (better use of digital; user self-service; shared capacity). Team of c100 staff across two organistaions
 - o Management of joint health and safety provision and associated teams – CCG commissioned service and Council team of 4 FTE plus network of c30 “champions”. To include mandatory training; risk assessment; incident reporting and interface with HSE
 - o Representing Corporate Core at joint Corporate Landlord meeting to manage provision across buildings network of c100 sites – specific lead on health and safety

Information resources

The Post Holder will be required to:

- analyse, interpret and present data to highlight issues, risks and support decision making;
- Use highly complex data to develop corporate plans;
- Highlight exceptions and risks emerging from the corporate programme, ensuring mitigating action can be taken to keep the programme on track;
- responsible for leading on transformation and adherence to the principles of information governance.
- ensure that effective systems are in place which enable the timely review and updating of the operational policies in line with objectives across the CCG and Council, taking into account identified risk management needs.

Freedom to Act

The post holder will

- report to the Deputy Chief Executive (Corporate Core), working at Deputy Director level across the CCG and Council with considerable freedom to act to interpret information on policies, procedures and senior high-level management plans.

Partnership Working/Collaboration

The post holder will:

- Lead on ensuring compliance with the CCG's Equality and Diversity Duties;
- communicate and provide highly complex information to a wide range of internal and external stakeholders;
- Present highly complex information about projects, initiatives and services to a wide range of stakeholders in a formal setting;
- Commit to working and engaging constructively with internal and external stakeholders on a range of contentious and challenging issues;
- Nurture key relationships and maintain networks internally and externally, including regional networks.

Research, Development and Audit

The post holder will:

- Undertake regular audits and reviews in relation to own work area;
- regularly review performance against key objectives, indicators and measurables identified as part of the overarching business plans to provide assurance to the Executive Team.

Corporate Responsibilities

As a senior representative the post holder will be expected to:

- promote the agreed vision, and mission and to uphold the values in all day to day activities and delivery of services;
- take corporate accountability for the delivery of shared corporate responsibilities e.g. relevant contribution to Corporate Objectives, Risk Register and Assurance Framework;
- ensure the CCG and Council develop a culture that promotes equality and values diversity and that the service you provide meets the needs of all service users. This may involve the development and monitoring of policies and procedures to ensure the services you provide are inclusive to all;
- participate in an agreed on-call rota;
- Work in accordance with the Health and Safety at Work Act 1974 and subsequent legislation to undertake a proactive role in the management of risks in all their actions. This includes:
 - Undertaking risk assessments in line with the approved risk assessment process;
 - Reporting all incidents, near misses and hazards in line with the approved reporting arrangements/system;
 - Undertaking a statutory duty of care for your own personal safety and that of others;
 - Attending all statutory and mandatory health and safety training, appropriate to the role
- maintain the security and confidentiality of information you come across in your role in CCG in line with CCG policies and protocols;
- protect and safeguard vulnerable people (children and adults), being aware of child and adult protection procedures and who to contact for further advice
- attend safeguarding awareness training and to undertake additional training appropriate to their role;
- carry out all duties and responsibilities of the post in accordance with approved Equality, Diversity and Human Rights policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders.
- promote awareness of and respect for Equality, Diversity and Human Rights in accordance with approved policies and procedures;
- undertake Equality Analysis and any related training, as required in accordance with the duties of the post and the relevant approved policies and procedures.

The job description and person specification are an outline of the main tasks, responsibilities and requirements of the role. The post holder will carry out any other duties as may reasonably be required

by their line manager commensurate with the band of the post. The job description and person specification may be reviewed on an on-going basis in accordance with the changing needs of the CCG.

Post Holder:

Date:

Signed.....

Date.....

Manager:

Signed.....

Date.....

Please insert name of person who developed Job Description and date

Person Specification**Deputy Director of Corporate Core****Band 8c**

Please refer to this document carefully when completing your application form and preparing for your interview. You must demonstrate how you meet the criteria marked 'A' on your application form.

Criteria	Description	Essential	Desirable	Method of Assessment
Professional Registration	Not required			
Qualifications	Masters level qualification or equivalent experience.	✓		A/C
	Project Management qualification	✓		A/C
	ICSA Health Care Governance		✓	A/C
	NEBOSH Health and Safety	✓		A/C
	A recognised Information Governance qualification and recent training in IG, GDPR, DP or SIRO responsibilities, or willingness to undertake	✓		A/C
Skills Knowledge and Experience	Significant previous experience as a senior manager or demonstrable capability and capacity for managing at a senior level in a highly complex environment, including track record of staff management, financial management, performance management and change management.	✓		A/I
	Extensive knowledge of a range specialist areas (governance, health and safety, information governance, data protection, NHS and Council complaint legislation) acquired through post graduate diploma or equivalent experience or training plus further specialist knowledge or experience to masters level or equivalent	✓		A/I
	Ability to analyse highly complex problems and to develop practical and workable solutions to address them	✓		I
	Ability to think and plan strategically, tactically and creatively and to prioritise work programs in the face of competing demands.	✓		A/I

	Ability to manage and deliver to deadlines and within resources.	✓		I
	Ability to collaborate constructively with internal and external partners to create the conditions for successful partnership working.	✓		A/I
	A good understanding of the changing NHS and Public Sector reform environment.	✓		I
	Ability to be intellectually flexible and to look beyond existing structures, ways of working, boundaries and organisations to produce more effective and innovative service delivery and partnerships.	✓		I
	Sound political judgement and astuteness in understanding and working with complex policy and diverse interest groups	✓		I
	Excellent inter-personal and communication skills, with a track record in writing complex business cases and policies.	✓		I
	High level of work organisation, self-motivation, drive for performance and improvement and flexibility in approach and attitude	✓		I
	Strong sense of commitment to openness, honesty and integrity in undertaking the role.	✓		I
	Able to provide and receive highly complex, sensitive and contentious information, negotiate with senior stakeholders on difficult and controversial issues and present highly complex and sensitive information to large and influential groups	✓		I
	Able to negotiate and persuade on difficult and highly complex matters where there are different options	✓		I
	Able to take decisions on difficult matters where there may be a number of courses of action	✓		I
	Able to deliver results through managing others and using a range of levers where there is no direct line management responsibility	✓		I

	Able to work autonomously and on own initiative			
Equality and Diversity	Understanding of and commitment to the principles, practices and promotion of equality and diversity.	✓		I
Other	<p>Physical Skills – standard keyboard skills</p> <p>Physical Effort – able to work in a standard office environment, travelling between the campus sites and other locations as required</p> <p>Mental Effort – able to carry out complex pieces of work which require periods of concentration, dealing with frequent interruptions which may require change from one activity to another</p> <p>Emotional Effort – able to deal with difficult situations on a regular basis in the event of emergencies arising through the on-call rota and where performance targets have not been met.</p> <p>Working Conditions – able to work in an agile way, hot-desking on a daily basis as part of a standard office environment</p>			

***Method of Assessment:**

A=Application form

I=Interview

P= Presentation

T=Test

C=Certificate AC = Assessment Centre

*Where stated 'Car owner/driver essential' is subject to the provisions of the Equality Act (2010)

JOB DESCRIPTION

Post Title: Health and Safety Manager																					
Department: Corporate Core	Establishment/Post No:																				
Division/Section: Governance and Assurance	Post Grade: Grade 15																				
Location: Town Hall, Bury	Post Hours: 37 hours per week Monday to Friday (Flexitime scheme in operation)																				
Special Conditions of Service: Occasional attendance at evening meetings as required. On the out of hours contact list.																					
Purpose and Objectives of Post: To lead in the development of Health and Safety related services, policy, strategies and arrangements to ensure compliance with legislation and best practice. To manage the development and delivery of specialist advice, and support managers within the council and CCG, including schools, in relation to Health and Safety to ensure the compliance with statutory responsibilities. To work closely with colleagues to ensure an integrated approach to employee health and wellbeing, occupational health and health and safety. To manage the team ensuring projects and service level agreements are delivered efficiently, effectively and within appropriate timescales.																					
Accountable to: Deputy Chief Executive / Director of Corporate Core Services																					
Immediately Responsible to: Deputy Director – Governance and Assurance																					
Immediately Responsible for: Health and Safety Advisors (2-3FTE),																					
Relationships: (Internal and External) <table border="0"> <tr> <td>Designated Health and Safety Director</td> <td>Fire Service</td> </tr> <tr> <td>Departmental Health and Safety Coordinators</td> <td>Police</td> </tr> <tr> <td>Employees, Schools and Work Experience students</td> <td>AGMA CCRU</td> </tr> <tr> <td>Public, Private and Voluntary Organisations</td> <td>Contractors</td> </tr> <tr> <td>Trade Union Representatives</td> <td>Elected Members</td> </tr> <tr> <td>Other Local Authorities/LATCO's etc</td> <td>Health and Safety Executive</td> </tr> <tr> <td>North West Employers Organisation</td> <td></td> </tr> <tr> <td>Service Users & Members of the Public</td> <td></td> </tr> <tr> <td>Clinical Commissioning Group colleagues</td> <td>Six Town Housing</td> </tr> <tr> <td>Other professionals and organisations</td> <td></td> </tr> </table>		Designated Health and Safety Director	Fire Service	Departmental Health and Safety Coordinators	Police	Employees, Schools and Work Experience students	AGMA CCRU	Public, Private and Voluntary Organisations	Contractors	Trade Union Representatives	Elected Members	Other Local Authorities/LATCO's etc	Health and Safety Executive	North West Employers Organisation		Service Users & Members of the Public		Clinical Commissioning Group colleagues	Six Town Housing	Other professionals and organisations	
Designated Health and Safety Director	Fire Service																				
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Clinical Commissioning Group colleagues	Six Town Housing																				
Other professionals and organisations																					

Control of Resources:

Monitoring/Authorising of Health and Safety budgets and other funding arrangements as required. Recharging of services including SLAs and schools.

Security of personal computer, laptop.

Equipment - light and noise meters, chemical tests, surface slip tester, Emergency Planning equipment.

Duties and Responsibilities:

1. Manage, direct, support and develop staff in the team to ensure the delivery of efficient and effective quality services. Support and coach work experience students and trainees on other placements.
2. Undertake tasks relating to recruitment, 1-1's, employee review and development, managing attendance, capability and discipline of responsible staff.
3. Promote team work and motivate staff to ensure effective working relations.
4. Participate in the development of an annual service plan for own areas of responsibility, establishing targets and agreeing individual work plans/projects for own staff. Ensure workplans reflect the Council's and CCG's responsibilities including the statutory responsibilities for schools and are delivered within prescribed timescales. Agree separate work plans and priorities to deliver agreed SLAs and with Six Town Housing as part of the Council's Client responsibilities where there is benefit in mutual development and/or service provision. Responsible for the delivery of your own workplan.
5. In conjunction with the Head of Service manage and monitor the budget for Health and Safety and ensure income is received and invoices/recharges are processed.
6. Grow the service by researching and developing opportunities for income generation.
7. Benchmark and monitor trends and meaningful measures/performance indicators to demonstrate high quality and valued services and improve performance. Continually look for ways to improve services, processes and efficiencies.
8. Ensure the Council and CCG complies with appropriate legislation, codes of practice and best practice in relation to its health and safety and fire responsibilities.
9. Lead on the development and implementation of the Council's health and safety policy and other related policy, strategies and procedures, guidance, standards and risk control systems. Consult with stakeholders and trade unions as appropriate.
10. Provide specialist objective and independent advice, guidance and coaching to managers, employees, schools and elected members on health and safety issues to enable them to meet their health and safety needs, comply with their health and safety responsibilities and best practice and raise awareness of potential health and safety issues. To include legal, technical and practical/procedural advice.

11.	Lead a positive approach to engaging employees, managers and elected members to be fully supportive of the principals and mainstreaming of health and safety throughout the Council and CCG raising awareness and creating a positive and supportive health and safety culture.
12.	Undertake research and lead/participate in multi-disciplinary project groups to develop, review and implement policies, strategies, procedures and guidance relating to health, safety and resilience and other corporate initiatives.
13.	Produce reports and present to Executive Management Team, JCCs and other relevant Boards as appropriate.
14.	Ensure the Council's and CCG's health and safety training and e-learning packages are appropriate and reflect legislative requirements and best practice. Set baseline training standards for managers and a range of additional provisions to ensure that up to date and effective training is designed and developed and that managers, employees and elected members receive effective training in their Health and Safety responsibilities.
15.	Responsible for developing and maintaining effective processes for reporting and investigating accidents and other significant health and safety issues, incidents and dangerous occurrences.
16.	Undertake independent and confidential investigations into allegations of misconduct and complaints in relation to health and safety and other issues if required.
17.	Undertake auditing, monitoring and reviewing of standards, arrangements and incidents across the Council , including schools and the CCG, where/when appropriate and prepare materials/evidence for use in any legal cases.
18.	Ensure that members of the Executive Management Team and managers of the Council and CCG are provided with information about strengths, weaknesses, identified gaps and any identified unacceptable standards. Take direct action, if necessary, in liaison with departmental managers as appropriate, including stopping work where there is serious and/or imminent danger and/or significant risk to health.
19.	Liaise with the HSE co-ordinating inspections, legal challenges/defence, supporting managers throughout the process. Ensure any issues identified are escalated to Executive Management Team and support managers with putting action plans in place and ensuring actions are implemented and monitored.
20.	Remain abreast of national, local and council wide developments/issues in order to deliver a proactive and demand led service.
21.	Ensure that the Council's statutory health and safety responsibilities are met in relation to schools including advising on setting policies and standards, undertaking investigations and audits and liaising with Children's Services and schools should systems fall short of agreed standards.
22.	Monitor the health and safety management arrangements of, and health and safety management standards achieved by, Six Town Housing. To identify any weaknesses, gaps, and unacceptable standards which may have an impact on the Council. To advise Six Town Housing accordingly and to initiate appropriate action by the Council.
23.	Develop and deliver Service Level Agreements where appropriate, agreeing and monitoring support arrangements to ensure the provision of a professional and comprehensive Health and Safety service.

24.	To work closely with occupational health and other health and wellbeing professionals across the Council to ensure comprehensive joined up strategy and services. Ensure appropriate advice and guidance is given in all areas identified in risk assessments including health surveillance and vaccines.	
25.	Represent the Council on regional and national panels/groups feeding back best practice and arrangements to the Council.	
<ul style="list-style-type: none"> As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm. Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect. The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies. As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues. <p>Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service)</p>		
Job Description prepared by:	Sign:	Date:
Agreed correct by Postholder:	Sign:	Date:
Agreed correct by Manager:	Sign:	Date:

JOB DESCRIPTION

Post Title: Operations & Emergency Response Manager (Forward Incident Officer)	
Department: Corporate Core	Establishment/Post No:
Division/Section: Emergency Response & Resilience Team (ERRT)	Post Grade: G12
Location: Bradley Fold	Post Hours: 37 hours per week. In accordance with service requirements, including nights, weekends and public holidays.
Special Conditions of Service: <ul style="list-style-type: none"> • Weekend/Bank Holiday and out of hours working when required and as necessary to maintain Service delivery – shift allowance • Paid meal breaks taken within the Control Centre (equivalent to 20 minutes every 6 hours pro-rata) • Maintain an appropriate valid Security Industry Association (SIA) licence • Regular CRB checks in accordance with BS7858 • To act as a Forward Incident Officer during emergency response and critical incidents 	
Purpose and Objectives of Post: <ul style="list-style-type: none"> • To lead in the development and delivery of Emergency Response and Resilience related services, policy, strategies and arrangements to ensure compliance with legislation and best practice. • To manage the organisational response to Emergency Response planning, including acting as Forward Incident Officer and overseeing the application of Emergency Plans and Procedures during a critical incident. • To manage the team ensuring projects and service level agreements are delivered efficiently, effectively and within appropriate timescales, including the service level agreement for Emergency Response on behalf of Bury CCG. • To be responsible for the management and business development of the Emergency Control Room and Emergency Response Centre. • To lead on the development, implementation and monitoring of operational and business opportunities for the ERRT and, where applicable, with partner agencies in order to secure continuous improvement in service delivery. • To manage the delivery of existing and emerging initiatives e.g. Service/Activity Reviews and redesign and associated budgets. • To represent Emergency Control and wider ERRT in relation to operational and staffing issues as required. 	
Accountable to: Deputy Chief Executive, Corporate Core	
Immediately Responsible to: Chief Information Officer	
Immediately Responsible for: <ul style="list-style-type: none"> • Health, Safety and Resilience Co-ordinator • Operations Supervisor Control Room • Emergency Control Coordinators and on occasions Community Response and other Security Personnel as required • Safety and Resilience Assistant 	
Relationships: Internal:	External: Emergency Services and other public bodies and utilities

All other Council & CCG employees and other, including
client representatives
Elected Members
CCG Governing Body

Members of the public
Contractors and other partner agencies
Clients and other agencies including
schools, colleges and NHS settings
AGMA CCRU

Control of Resources:

Finance: Responsibility for day to day expenditure and income (both capital and revenue) of the Emergency Control Room and Emergency Response in conjunction with the Financial Services Division and external funding bodies. Authorisation for spend to be undertaken by the Chief Information Officer who is accountable to the Deputy Chief Executive, Corporate Core.

Equipment: Communication equipment, security monitoring equipment, access control systems, CCTV hardware and software equipment and all other equipment in the Central Control Room.

Health & Safety: Ensures compliance with health and safety guidelines and instructions as set out in the Council's and sections health and safety policies and procedures. Reports and actions incidents and hazards.

Personnel: Management of the Operations Supervisor – Control Room
Management of the Emergency Response Team, including wider team of senior officers as required
Oversight of Emergency Control Coordinators and on occasions Community Response and other Security Personnel as required

Duties/Responsibilities:

Management

Working closely with the Operations, Safety & Resilience Manager the postholder is expected to:

- In conjunction with the Head of Service manage and monitor the budget for Emergency Response & Resilience and ensure income is received and invoices/recharges are processed.
- Lead on the development of business plans to grow the service by researching and developing opportunities for income generation.
- Benchmark and monitor trends and meaningful measures/performance indicators to demonstrate high quality and valued services and improve performance. Continually look for ways to improve services, processes and efficiencies.
- Ensure the Council complies with appropriate legislation, codes of practice and best practice in relation to its emergency response and civil contingencies responsibilities.
- Oversee the work with the CCRU and work closely with the CCG and Councils' Business Partners to ensure the development, co-ordination, preparation, maintenance and review of the Councils Major Incident Plan and all other civil contingency/emergency response plans, guidance, procedures and arrangements.
- Lead on the development and implementation of the Council's resilience related policy, strategies and other procedures, guidance, standards and risk control systems. Consult with stakeholders and trade unions as appropriate.
- Provide specialist objective and independent advice, guidance and coaching to managers, employees, schools and elected members on resilience issues.
- Lead a positive approach to engaging employees, managers and elected members to be fully supportive of the principals and mainstreaming of emergency response throughout the Council raising awareness and creating a positive and supportive health and safety culture.
- To oversee the management of the day to day operation of the Emergency Control Room and the provision of services provided for our clients, partners and other stakeholders

Control Centre Operational Efficiency and Effectiveness

- To ensure operational activity is conducted to the highest standards and complies with appropriate procedures, codes of practice, service level agreements, licensing and legislative requirements.
- To be aware of developments within the security and community safety sectors, both legislative and technological and in conjunction with the Operations Supervisor ensure that the Service is best placed to take advantage and/or respond accordingly.
- To oversee the work programme for the service with responsibility for recruitment, selection, discipline and employee welfare.

- To contribute to the formulation of vision and business plans for the service in conjunction with senior management and play a leading role in bringing about infrastructure and accommodation improvements.
- To implement an ongoing training, development and induction programme, including the introduction and maintenance of effective operational procedures for all staff to ensure competency and efficient service delivery.
- To develop effective working relationships with other partners both within Bury Council and externally, to ensure that the ERRT plays an active part in the delivery of 'Best Value' security and community safety services.
- To operate and maintain a robust on call management response regime to ensure management and decision making contributions for corporate and service issues for this unique 24/7 service area.

Tasking and Coordination

- To ensure that effective, accurate, up to date records and information are maintained by all staff to ensure effective service delivery.
- To give instruction and guidance Operations Supervisor and brief other ERRT personnel to ensure efficient, effective, safe and informed service delivery.

Management Information, Resources and Administration

- To lead and develop an effective operational and technical performance management framework for the Control Centre and submit regular written reports.
- To maintain and regularly assess the shift patterns to ensure minimum levels of cover at all times including for holiday and sickness cover.
- To take responsibility for the continuous audit of Control Centre administrative systems to ensure accuracy and identify areas for improvement.
- To be accountable for monitoring contractors and ensuring compliance with tender preparation, equipment specifications and order deliveries and subsequent invoice verification.
- To attend court and give evidence as requested on behalf of the Council relating to all aspects of the Control Room and where necessary support Emergency Control Coordinators in similar circumstances.

Quality and Service Development

- To actively assist in the development of a "Customer Care" philosophy within the Control Centre.
- To regularly review the operation of allocated service delivery areas and where appropriate ensure that client service level agreements are met and views evaluated through consultation and feedback.
- To contribute to the maintenance and achievement of service area Quality Accreditation.
- To ensure that the Control Centre operates in accordance with all service procedures, statutory guidelines and is working towards compliance with new regulations and where necessary the training and development of staff.
- To discuss and advise internal clients on security matters and potential solutions such as alarm systems, CCTV, crime prevention, after consultation with the other Operational Supervisors, other management staff and/or the Head of Community Safety (Operational).
- To identify and make recommendations regarding potential Control Centre improvements, training and staff development.

Corporate, Service and Statutory Responsibility

- To lead on the development of the Authority's Emergency Plan as required and to take responsibility for its implementation.
- To participate in the Authority's Emergency Plan as required, including taking on the role of Forward Incident Officer
- To contribute to the maintenance of safe working practices in a tidy, clean and safe environment in accordance with the Authority and Services Health and Safety policies and procedures.
- To ensure cooperation with colleagues, other Council departments and agencies to ensure effective partnership working relationships.
- To ensure Control Centre compliance with service requirements with regard to confidentiality and security of information, including computerised data.

- To contribute to the reduction of corporate risk and enhanced security and community safety.
- To contribute in a positive way to the challenges and priorities arising out of the Crime and Disorder Act (1998), in particular Section 17, the work of the CCRU and other relevant bodies.

Safeguarding:

As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.

Equality Diversity and Inclusion:

Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.

Health and Safety:

The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.

Job Description prepared by	Sign:	Date:
Agreed by Postholder	Sign:	Date:
Agreed correct by Supervisor/Manager	Sign:	Date:



JOB DESCRIPTION

Post Title: Operations, Safety & Resilience Manager (Forward Incident Officer)	
Department: Corporate Core	Establishment/Post No:
Division/Section: Emergency Response & Resilience Team (ERRT)	Post Grade: G11
Location: Bradley Fold	Post Hours: 37 hours per week. In accordance with service requirements (full rota working comprising days, evenings, nights and weekends).
Special Conditions of Service: <ul style="list-style-type: none"> • Weekend/Bank Holiday and unsociable out of hours working when required and as necessary to maintain Service delivery • Uniform and protective equipment provided and to be worn at all times • A requirement for Lone working in situations of staff shortages, operating within service guidelines and in order to maintain essential service delivery • Paid meal breaks taken at the Security Depot (equivalent to 20 minutes every 6 hours pro-rata) • Must have a full Category B driving licence with no more than a maximum of 3 penalty points at the commencement of employment. NB. Other driving restrictions apply as part of the Council's reducing road risk policy. • Maintain an appropriate valid Security Industry Association (SIA) licence e.g. Door Supervision • Regular DBS checks in accordance with BS7858 • To act as a Forward Incident Officer during emergency response and critical incidents 	
Purpose and Objectives of Post: <ul style="list-style-type: none"> • To be responsible for the day to day operational management and business development of the Community Response Team within ERRT including during an emergency response. • To ensure the efficient, effective and coordinated management and supervision of the 24/7/365 mobile Community Response Team with the objective of reducing corporate risk, vandalism, theft, arson and trespass and encouraging the safe use of the Council's facilities, premises and land. • To manage the operational response to Emergency Response planning, including acting as Forward Incident Officer and overseeing the application of Emergency Plans and Procedures during a critical incident. • To contribute to the development, implementation and monitoring of operational and business opportunities for the ERRT and where applicable with partner agencies in order to secure continuous improvement in service delivery. • To contribute and develop existing and emerging initiatives e.g. Service/Activity Reviews and redesign and to lead on the development of effective partnership working practices and client liaison re. Service Level Agreements and Traded services. • To ensure the efficient and effective implementation and management of specific allocated priority work areas against statutory standards for health and safety and industry best practice. 	
Accountable to: Deputy Chief Executive Corporate Core	
Immediately Responsible to: Chief Information Officer	
Immediately Responsible for: <ul style="list-style-type: none"> • Community Response Officers, and on occasions casual/agency staff and other service personnel as required • On occasions Emergency Control Coordinators and other Emergency Response Personnel as required 	

<p>Relationships: Internal: All other Council & CCG employees and other, including client representatives</p>	<p>External: Emergency Services and other public bodies and utilities. Members of the public Clients, contractors and other partner/client agencies including schools, colleges and NHS settings</p>
<p>Control of Resources:</p> <p>Equipment: Communication equipment, security monitoring equipment, access control systems, CCTV hardware and all other equipment utilised by the Community Response Service.</p> <p>Health & Safety: Ensures compliance with health and safety guidelines and instructions as set out in the Council's and sections health and safety policies and procedures. Reports and actions incidents and hazards.</p> <p>Personnel: Day to day Supervision of Community Response Officers and other mobile/static security personnel as required.</p> <p>Transport: Ensure vehicles are checked (oil, water, fuel, etc) and that optimum use is made of them.</p> <p>Finances: Responsibility for day to day expenditure and income (both capital and revenue) of Community Response in consultation with the Chief Information Officer, Financial Services Division and external funding bodies. Monitoring/Authorising of Health, Safety and Resilience budgets and other funding arrangements (e.g. flooding). Recharging of services including SLA's and schools.</p>	
<p>Duties and Responsibilities</p> <p>Management</p> <p>Working closely with the Operations & Emergency Response Manager the postholder is expected:</p> <ul style="list-style-type: none"> • To lead on the development of a joint business plan for ERRT to provide a consistent and effective service, including the delivery of the Emergency Response SLA for the CCG. • To ensure operational activity is conducted to the highest standards and complies with appropriate procedures, codes of practice, service level agreements, licensing and legislative requirements. • To take responsibility for maintaining awareness of developments within the security and community safety and emergency response sectors, and ensure that the Service is best placed to take advantage and/or respond accordingly. • To manage and develop the work programme for the service with responsibility for recruitment, selection, discipline and employee welfare. • To contribute to the formulation of vision and business plans for the service in conjunction with senior management and play a leading role in bringing about infrastructure and accommodation improvements. • To implement an ongoing training, development and induction programme, including the introduction and maintenance of effective operational procedures for all staff to ensure competency and efficient service delivery. • To develop effective working relationships with other partners both within Bury Council and externally, to ensure that the Community Response Team plays an active part in the delivery of 'Best Value' security and community safety services. • To recognise and act accordingly to the differing security and community safety needs within a culturally diverse community. • To operate and maintain a robust on call management response regime to ensure management and decision making contributions for corporate and service issues for this 24/7 service area. 	

Community Response Service Operational Efficiency and Effectiveness

- To manage and coordinate the day to day operation of the Community Response Team and the provision of services provided for our clients, partners and other stakeholders.
- To be responsible for the efficient and effective shift to shift coordination, management and service delivery of the 24/7/365 Community Response and Security Service.
- To ensure an acceptable response by the Community Response Service and other personnel to all incidents and alarms and that accurate incident reports and visit sheets and other occurrences are maintained.
- To evaluate operational risk on a regular basis and produce assessments and/or training to mitigate or control such risk/threats.
- To ensure that relevant information from Community Response Service activities and other
- To assess CRO equipment and ensure it operates at optimum performance levels and where necessary liaising with suppliers/contractors.

Tasking and Coordination

- To ensure through regular monitoring that effective, accurate, up to date records and information to and from staff is maintained by all personnel to ensure effective service delivery and accountability.
- To take responsibility for the management of all Community Response staff and oversee the setting of key tasks and allocation of staff resources and duties
- To be responsible for undertaking regular one to ones, sickness reviews, approval of annual leave and undertaking employee reviews.

Management Information, Resources and Administration

- To contribute to the provision of an effective operational and technical performance management framework for the Community Response Service.
- To maintain and regularly assess/project shift patterns and rotas to ensure minimum levels of cover at all times including for holiday and sickness cover.
- To ensure that work undertaken outside normal service level agreements is recorded and submitted for recharging.
- To respond to problems identified and escalated by Community Response Officers.

Quality and Service Development

- To actively assist in the development of a "Customer Care" philosophy within the ERRT.
- To contribute to the maintenance and achievement of service area Quality Accreditation.
- To ensure that the Community Response Service operates in accordance with all service procedures, statutory guidelines and is working towards compliance with new regulations and where necessary the training and development of staff.

Corporate, Service and Statutory Responsibility

- To participate in the Authority's Emergency Plan as required, including taking on the role of Forward Incident Officer
- To attend court and give evidence as requested in relation to service area incidents/observations.
- To contribute to the maintenance of safe working practices in a tidy, clean and safe environment in accordance with the Authority and Services Health and Safety policies and procedures.
- To ensure cooperation with colleagues, other Council departments and agencies to ensure effective partnership working relationships.
- To ensure Community Response Service compliance with service requirements with regard to confidentiality and security of information, including computerised data.
- To contribute to the reduction of corporate risk and enhanced security and community safety.
- To contribute in a positive way to the challenges and priorities arising out of the Crime and Disorder Act (1998), in particular Section 17, the work of Team Bury (CDRP) Partnership and other relevant bodies.

Safeguarding:

As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.

Equality Diversity and Inclusion:

Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.

Health and Safety:

The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.

Health and Wellbeing:

As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues.

Job Description Prepared by

Sign:

Date:

Agreed by Postholder

Sign:

Date:

Agreed correct by Supervisor/Manager

Sign:

Date:

JOB DESCRIPTION

Post Title: SAFETY & RESILIENCE ASSISTANT	
Department: Corporate Core	Establishment/Post No:
Division/Section: Emergency Response and Resilience Team (ERRT)	Post Grade: G8
Location: BRADLEY FOLD	Post Hours: 37 hours per week in accordance with scheme of flexible working hours
<p>Special Conditions of Service:</p> <ul style="list-style-type: none"> The post holder will normally work days but may be called upon to work out of hours e.g. in the evening or at weekends/Bank Holidays in emergencies to assist with service requirements in the event of a major emergency. Maintain a valid frontline Security Industry Association (SIA) CCTV Operator Licence Regular DBS checks in accordance with BS7858 and vetting/requirements of Greater Manchester Police (including partners and family members). To adhere to strict confidentiality and data protection requirements To drive, on occasions, a Council vehicle to undertake site assessment or to support operational activities (non-front line) 	
<p>Purpose and Objectives of Post:</p> <ul style="list-style-type: none"> To assist with the provision of a comprehensive customer focused business support service to ensure the management and delivery of efficient and effective business and finance/budgeting systems To assist in supporting the development of arrangements and practices in relation to safety and resilience including researching, updating, reviewing, and publishing plans, procedures, policies and arrangements. To ensure effective, coordination and delivery of all ERRT services and business systems To actively promote business opportunities within the ERRT and ensure the service fully meets client requirements To provide administrative support in relation to the delivery of Service Levels Agreements across the ERRT client base including schools. Responsibility for quality management assurance and quality system monitoring and development, including client and customer liaison To liaise with Police, businesses and other partner agencies/organisations to address operational issues. To contribute to further service improvements and growth through delivering effective support. 	
Accountable to: Chief Information Officer	
Immediately Responsible to: Operations & Emergency Response Manager	
Immediately Responsible for: N/A	
<p><u>Relationships: Internal:</u> All Corporate Core employees and employees of all other departments. Trade Unions, Elected Members Partner Agency employees e.g. NHS Head teachers and other school based staff Heads of Establishments</p>	<p><u>External:</u> Police and other Emergency Services, Members of the public Personnel within Public and Private partner/client organisations Local Community and Voluntary Groups, Government Agencies Solicitors, Statutory Voluntary & Private Sector Agencies MP's & MEPs. Other public bodies e.g. Bury College, NHS</p>
Control of Resources:	The Council's Emergency Control Centre and all equipment/items specifically provided or designated for use in emergencies including rest centre provisions including: PC's and associated equipment; protective clothing to be used by responders and all training and reference materials and equipment

Equipment:	Responsible for the ordering of specialist equipment/uniforms/protective clothing used within the team
Health & Safety:	<p>To exercise due care and ensure personal safety and that of others during the delivery of the service. To be aware of relevant Health & Safety legislation in relation to employees, visitors and service users</p> <p>To assist management in the implementation and review of risk assessments in relation to the ERRT</p>
Financial	Responsible for petty cash, purchase card transactions and the recording, spending and tracking of budgets
Duties/Responsibilities: Management, Resources and Administration <p>To work with the Operations & Emergency Response Manager and the Operations, Safety & Resilience Manager to ensure operational activity is conducted to the highest standards and complies with appropriate procedures, codes of practice, service level agreements, accreditation, licensing and legislative requirements.</p> <p>To assist in coordinating, preparing, maintaining and populating the Council's Major Incident Plan and all other civil contingency/emergency response plans, guidance, procedures and arrangements using CCRU templates where appropriate.</p> <p>To take an active role in the delivery of the emergency planning service to schools buying into the Emergency Planning Service Level Agreement: including preparing materials and information, assisting with the preparation of risk assessments, emergency procedure documents, business continuity plans and evacuation mapping as directed.</p> <p>To assist in supporting the Council's response to any emergency, potential emergency or similar occurrence during working hours, or, in the event of a major incident working out of hours as required.</p> <p>To support with regular reviews of risk assessments in the workplace and business continuity measures to ensure resilience. Analyse and report on the resources of the ERRT in order to ensure continuity and service delivery.</p> <p>To advise and provide guidance for ERRT staff on a day to day basis and assist in sourcing any training, where appropriate.</p> <p>To provide administrative support to the Bury Resilience Forum and the Emergency Planning Lead Officers before, during and after meetings.</p> <p>To assist with the arranging of health and safety and civil contingency meetings, response training, development, debriefs and exercises including organising rooms, communicating with participants and taking notes if required.</p> <p>To deal with all initial enquiries and operational / business requests regarding the Service.</p> Quality Assurance and Service Development <p>To assist with the development and maintenance of Performance Management and Customer satisfaction systems.</p> <p>To assist with the coordination and management of business sector accreditation and quality assurance standards. E.g. the management of full Police vetting/SIA Door Supervision/CCTV/Non Frontline staff/first aid requirements for staff within the service</p> <p>To coordinate, manage and process all ERRT CCTV/Data Protection Subject Access requests.</p> <p>To assist with coordination and development of marketing and promotional materials for the Team as required e.g. Traded Services Events, signage, service profiles.</p> <p>To keep an awareness of new and changing legislation in the areas of resilience and emergency planning, best practice and specialist areas and to assist with the provision of advice and guidance on civil contingency duties.</p> Service Area Operational Efficiency and Effectiveness	

To assist ERRT personnel in the implementation, development and review of procedures and working practices to ensure Best Value and efficient and cost-effective service delivery.

To coordinate the resolution and reporting of operational incidents and environmental issues to appropriate service areas and clients in a precise and timely manner using service computerised reporting systems.

To be familiar and conversant with all operational equipment and be able to operate such equipment in emergency situations and/or to progress or monitor operational incidents e.g. Public space CCTV and redeployable CCTV units.

To assist in the maintenance of the Emergency Control Room ensuring the main emergency communications systems are ready and available for use 24 hours a day should the need arise. Maintain and test equipment in the control room and at Bradley Fold ensuring it is in working order. Liaise with ICT/Bradley Fold for repairs as required.

To assist in processing and ensure that all financial requests and transactions are carried out, by maintaining accurate and up to date records, including ensuring that work undertaken outside normal service level agreements is recharged back to the service.

To take responsibility for the ordering and delivery of stock within the limits set by the Section's allocated income and expenditure budget.

To be responsible for petty cash imprest and manage Procurement and Purchase Card transactions in accordance with Authority procedures using the Unit 4 Financial System.

To ensure that all stores, equipment and materials used by the Team are maintained in good order and that adequate stock levels are held.

Tasking and Coordination

To ensure that effective, accurate and up to date records are kept and information is maintained by all staff to ensure effective and coordinated service delivery.

To assist management of all operational or administrative problems with systems and procedures to enable the revision and continuous improvement and development of the ERRT service.

To be able to support the functioning of the Control Room in periods of emergency cover by operating and progressing critical work areas e.g. call and alarm handling and CCTV equipment.

To assist with the updating of operating procedures, contact lists, rotas and arrangements for tactical and operational responders ensuring information is up to date and communicated. Co-ordinate, update and communicate cover/rota swaps.

Corporate, Service and Statutory Responsibility

To participate in the Authority's Emergency Plan as required.

To ensure cooperation with colleagues, other Council departments and external agencies to ensure effective partnership working.

To contribute to the reduction of corporate risk and enhanced security and community safety.

To contribute in a positive way to the challenges and priorities arising out of the Crime and Disorder Act (1998), in particular Section 17, the work of the Team Bury (CDRP) Partnership and other relevant bodies.

Must be willing to undertake appropriate training and development in order to meet the requirements of the post and where appropriate gain accreditation and/or any necessary licensing.

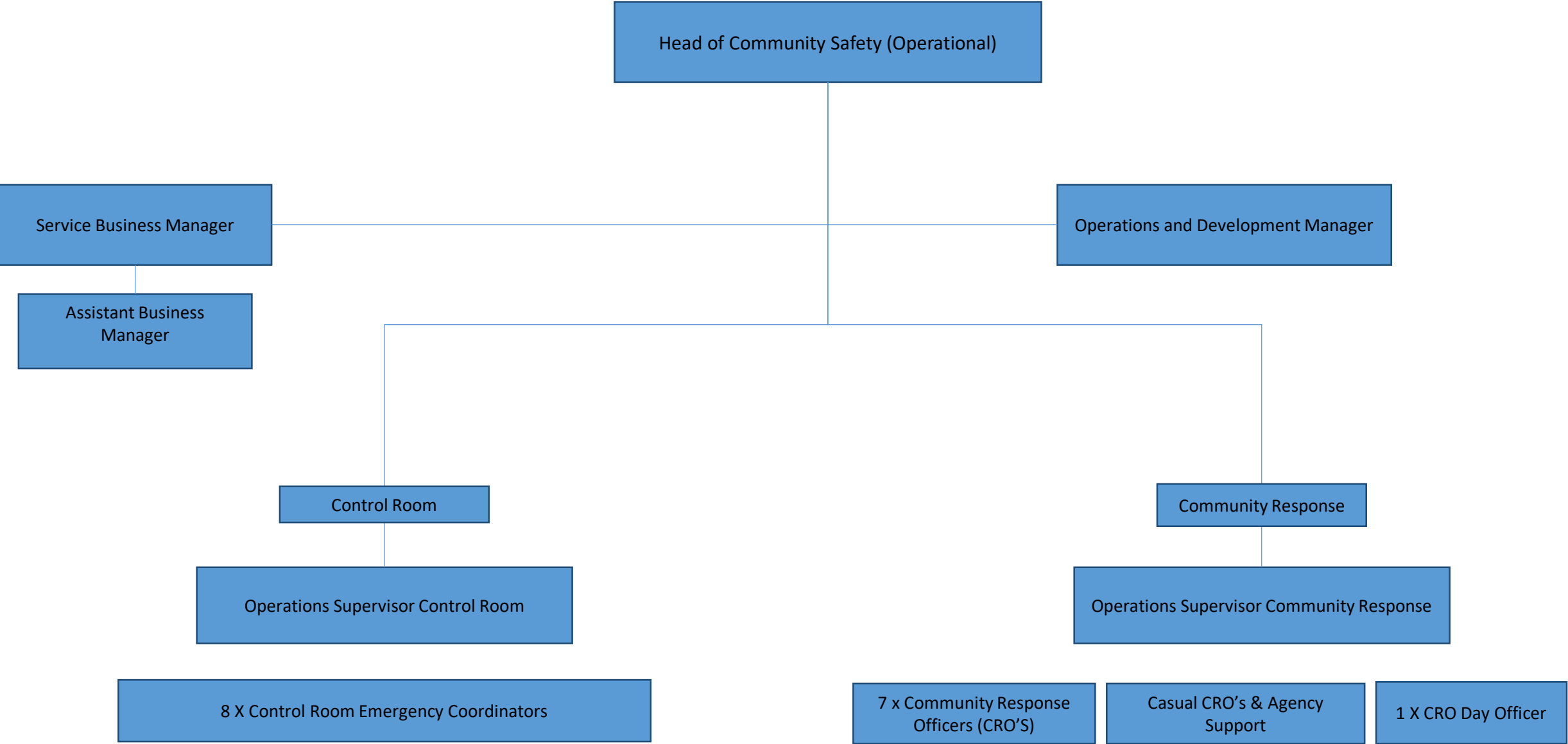
As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm. You will also carry out your duties in accordance with the Council's Equality, Diversity and other policies

To contribute to safe working/tidy clean and safe environment in accordance with the Council's and sections Health and safety policies and procedures

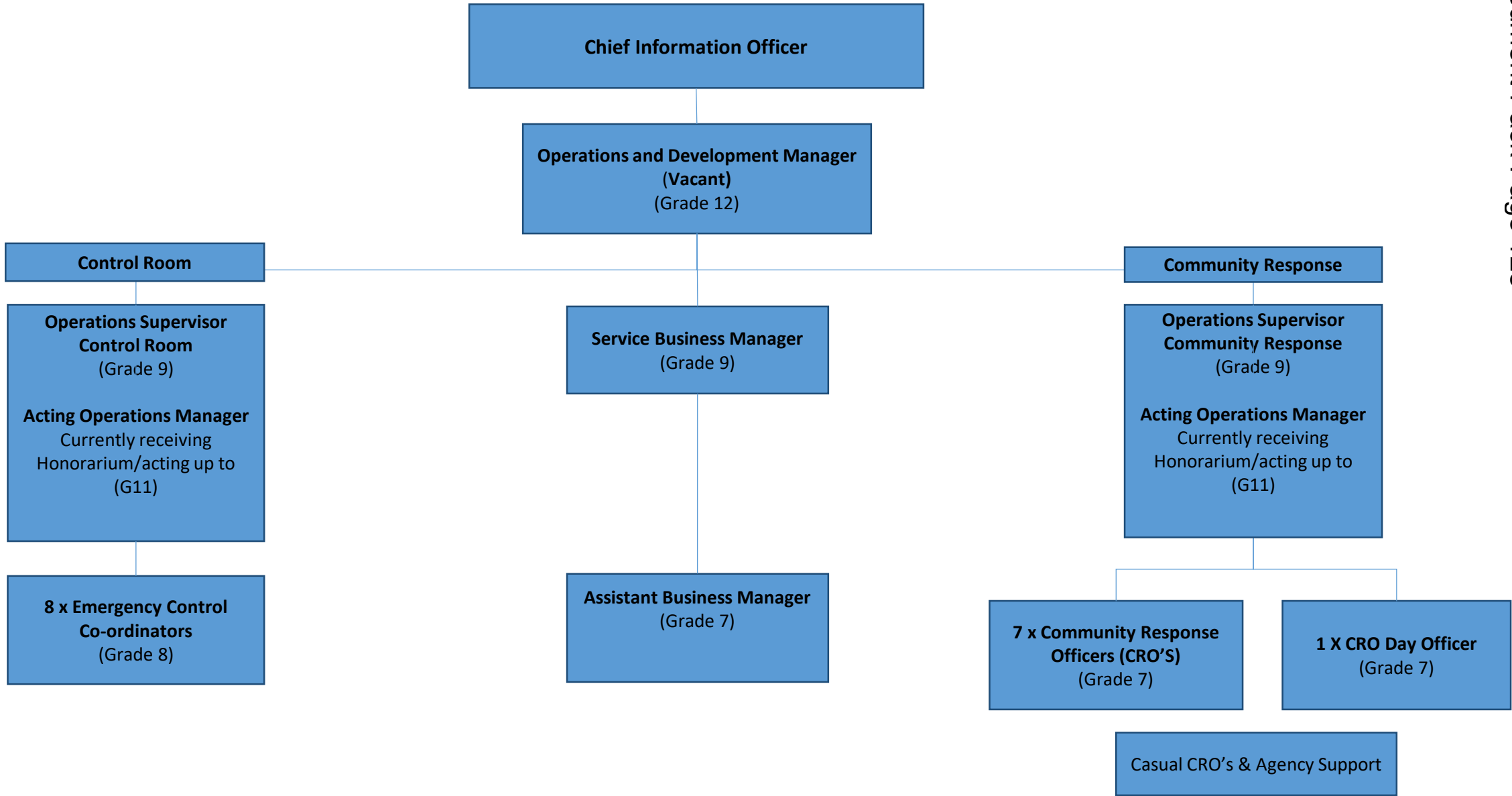
Any other duties of an equal nature appropriate to the post as may be determined by the Chief Officer. (See paragraph 203 of Supplemental Conditions of Service)

Job Description prepared by	Sign:	Date:
Agreed by Post holder	Sign:	Date:
Agreed correct by Supervisor/Manager	Sign	Date

COMMUNITY SAFETY SERVICE STRUCTURE- STAFFING (25TH JULY 2019)



COMMUNITY SAFETY SERVICE STRUCTURE- STAFFING (27TH January 2020)



PROPOSED **EMERGENCY RESPONSE AND RESILIENCE TEAM** STRUCTURE-
STAFFING (JULY 2020)

Chief Information Officer

Operations & Emergency Response Manager
(Forward Incident Officer)
(Grade 12)

Operations, Safety & Resilience Manager
(Forward Incident Officer)
(Grade 11)

Operations Supervisor Control Room
Vacant
(Grade 9)

Health, Safety and Resilience
Co-ordinator
(Grade 11)

Service Business Manager
(Grade 9)

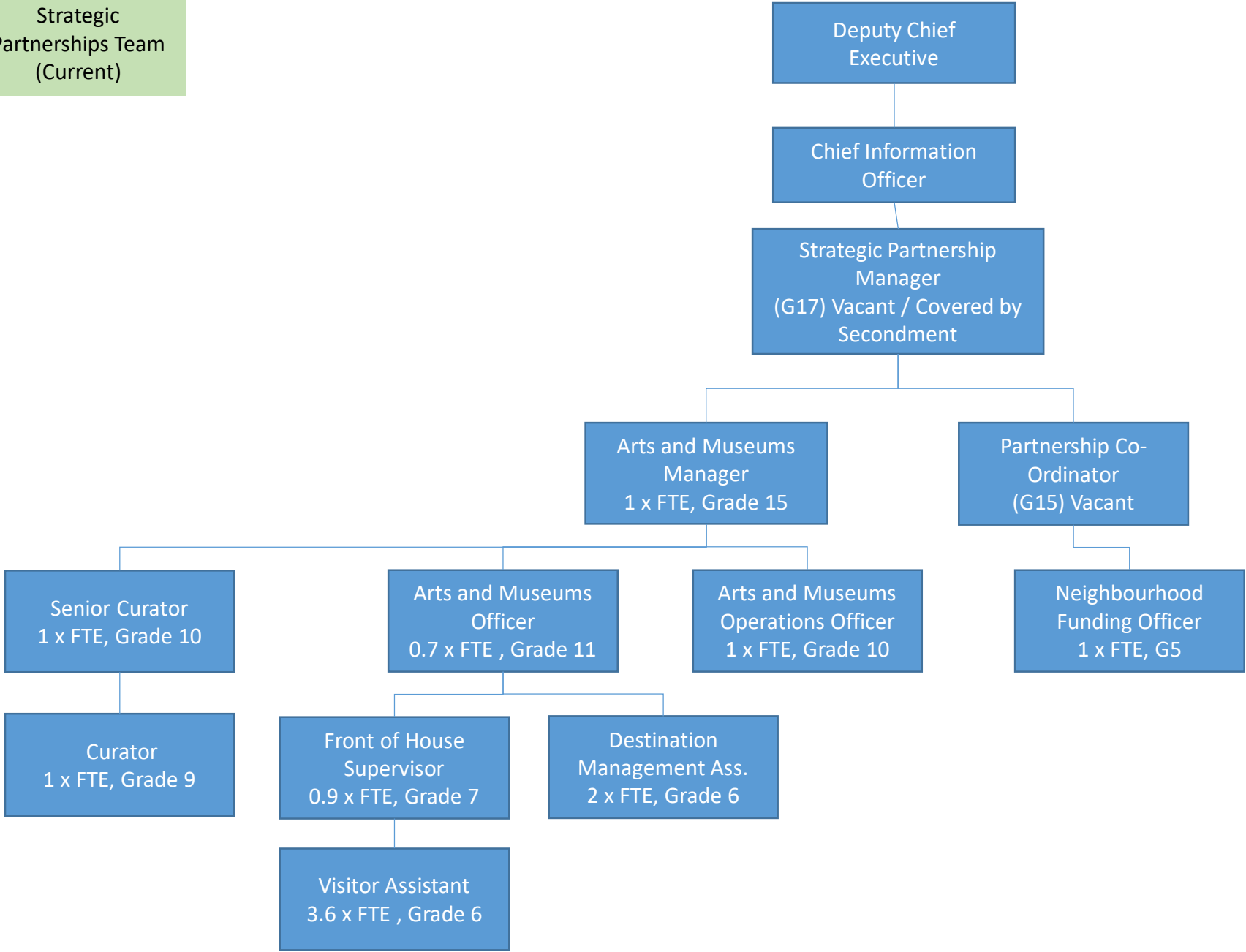
8 x Emergency Control Co-ordinators
(Grade 8)

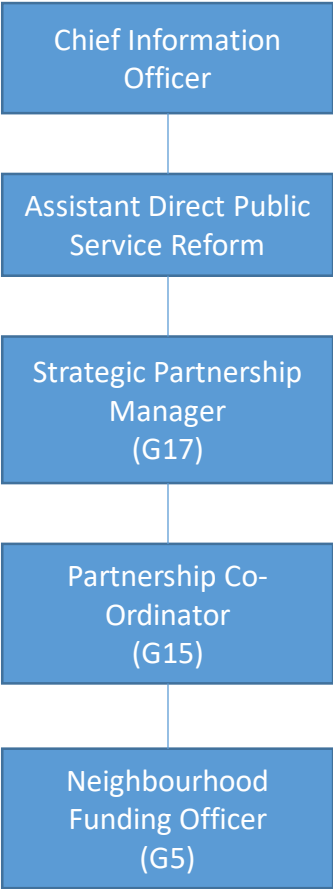
Safety and Resilience Assistant
(Grade 8)

7 x Community Response
Officers (CRO'S)
(Grade 7)

1 X CRO Day Officer
(Grade 7)

Casual CRO's & Agency
Support





JOB DESCRIPTION



Post Title: In-house Advocate (Social Care)	
Department: Corporate core	Post No: n/a
Division/Section: Legal & Democratic Services /Legal Services	Post Grade: TBE
Location: Town Hall, Knowsley Street, Bury	Post Hours: 37 hours per week Monday to Friday (Flexitime scheme in operation)
Special Conditions of Service: Attend at meetings as required, including occasional evening meetings. Work outside of normal office hours when required to meet the business needs of the service.	
Purpose and Objectives of Post: The efficient execution on behalf of the Council of legal work and the provision of legal advice, advocacy and representation to Elected Members, the Departments of the Council, its related service providers or its Committees with emphasis on Child protection and social care. Representation of the Council at court hearings in the Magistrate's, County and High Court including in contested hearings.	
Accountable to: Assistant Director of Legal and Democratic Services and Council Solicitor	
Immediately Responsible to: Head of Legal Services/Team Leader	
Immediately Responsible for: Provision of legal advice and advocacy services to the Client Department (Children's Services)	
Relationships: (Internal and External) Internal Elected Members, Chief Officers, Senior Management Officers throughout the Authority and other related Council service providers, e.g. ALMO's, schools etc. External Solicitors in private practice, Counsel, Court Officers, Government Departments, Other Local Authorities, Members of Parliament, Consultants, Members of the Public and Outside Agencies and Professional Bodies.	

Control of Resources:

1. The payment of Court fees, Counsel's fees and witness expenses; and the recovery of costs and fees where appropriate.
2. Receipt and payment of monies under transactions.
3. Responsible for ensuring the security of all files, equipment, computer data and software.

Duties/Responsibilities:

1.To provide oral and written legal advice to instructing client departments and related Council service providers, in relation to procedural issues, policy matters, statutory duties/powers and in individual cases, on matters relating to Child Protection and the Council's fulfilment of its statutory duties and other related areas of general law including Judicial Review, encompassing: -

- (i) Consideration of relevant law
- (ii) Consideration of available evidence and obtaining expert opinion where appropriate
- (iii) Consideration of the range of possible courses of action
- (iv) Provision of advocacy as and when required

2.To undertake the conduct of advocacy, and provide representation of the Council at court hearings, including complex and contested hearings, in predominantly Child Protection and social care matters before the County Court, High Court (dependent on right of audience) and Magistrate's Court and other general litigation on behalf of the Council and other related Council service providers as required, encompassing:

- the receipt and consideration of instructions and case evidence;
- consideration and application of the relevant law;
- consideration of possible courses of action;
- drafting and issuing of pleadings, draft orders and other documents as required by statute, case law and Court rules;
- interviewing witnesses, taking instructions and preparation of witness statements where necessary;
- arranging proper service of pleadings, documents and notices when necessary;
- filing evidence in accordance with Court rules;
- the preparation of cases for hearings including contested hearings, the preparation of bundles when necessary and any necessary documentation;
- appearing in the relevant court on behalf of the local authority as advocate including in contested proceedings where appropriate;
- ensuring instructing departments are kept advised as to the progress of the case and understand the effects of any Court Orders/decision made and any dates for deadlines;
- conducting negotiations to obtain the best possible terms where appropriate;
- engaging in alternative dispute resolution as ordered by the Court or otherwise appropriate;
- assistance with cases on appeal or by way of case stated;
- the maintenance of relevant case file notes/records;
- liaison with clients and other parties and/or their representatives as required

3. Advise on changes in legislation, Government guidelines and significant case law decisions which may affect procedures, policies, service provision and/or individual cases.
4. Advise on the drafting, creation, development and revision of policy and procedure documents/guidelines in respect of practice and statutory duties.
5. Ensure accurate and adequate legal advice is given in relation to enquiries/queries from clients and Elected Members.
6. Notify the Council Solicitor and Head of Legal Services of any actions which may place the Council and/or related Council service providers at risk of litigation/judicial review or of a charge of maladministration.
7. Consider draft Committee reports prepared by instructing departments and/or related Council service providers and advise on any legal issues arising there from.
8. Attend, prepare and present reports and act as legal adviser to any of the Council's committees/panels relevant to the postholders duties as required.
9. Undertake all necessary liaison with Court/Tribunal officials, Counsel, Solicitors in private practice, Agents, and any other external organisation/agencies as required in order to execute instructions from instructing clients and client departments.
10. To act as a point of reference and give professional advice and training to other staff within Legal Services and their specialist area or to the Client Department.
11. Deliver training courses as to the law and practice as required.
12. Comply with quality systems adopted by the Legal Services Team.
13. Conduct cases within Case Management Software System operated by the Legal Services Team.
14. Undertake continuing professional development as required.
15. Assist the Council Solicitor and Head of Legal Services with the recruitment and selection of staff.

Safeguarding:

As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.

Equality Diversity and Inclusion:

Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.

Health and Safety:

The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.

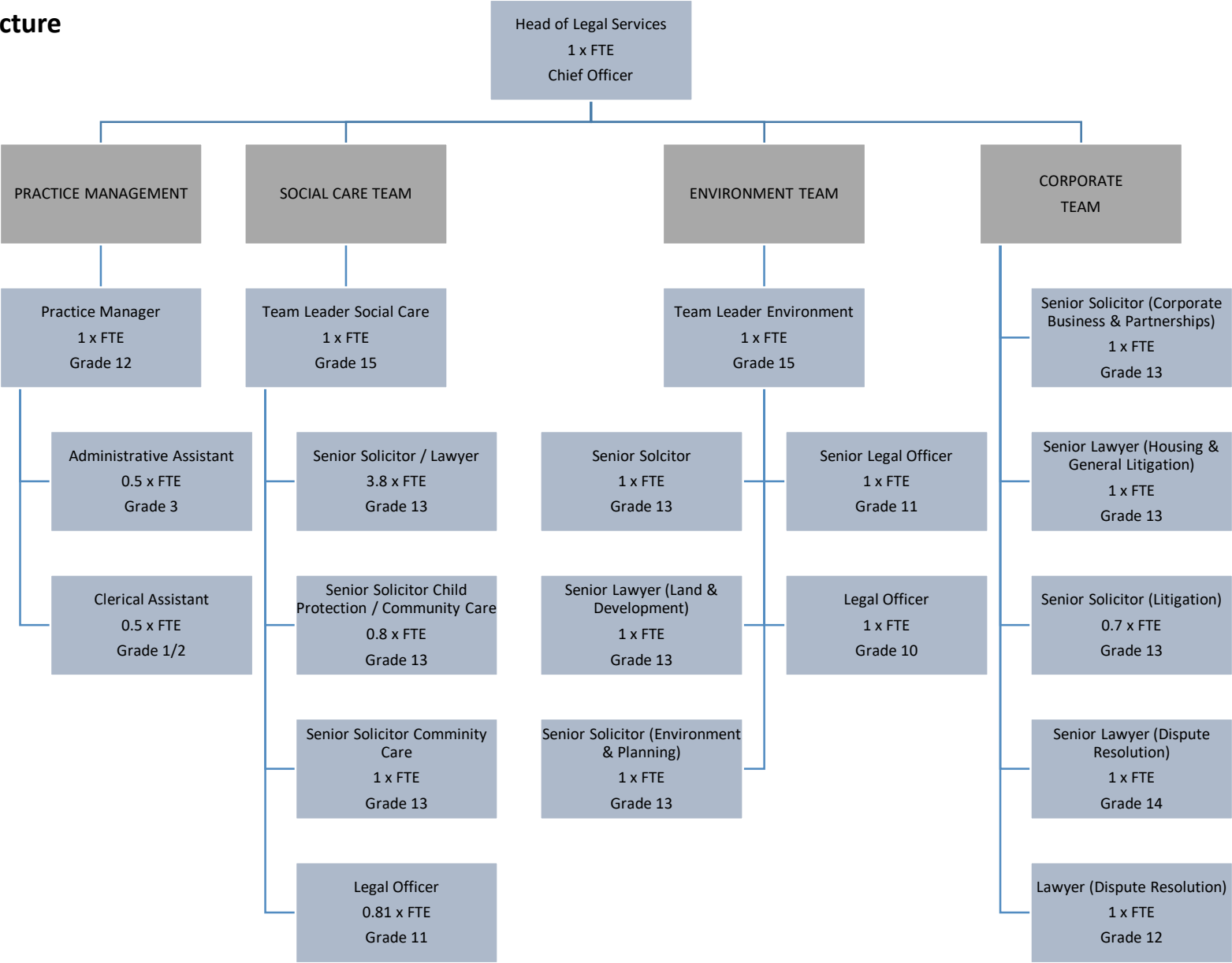
Health and Wellbeing:

As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues.

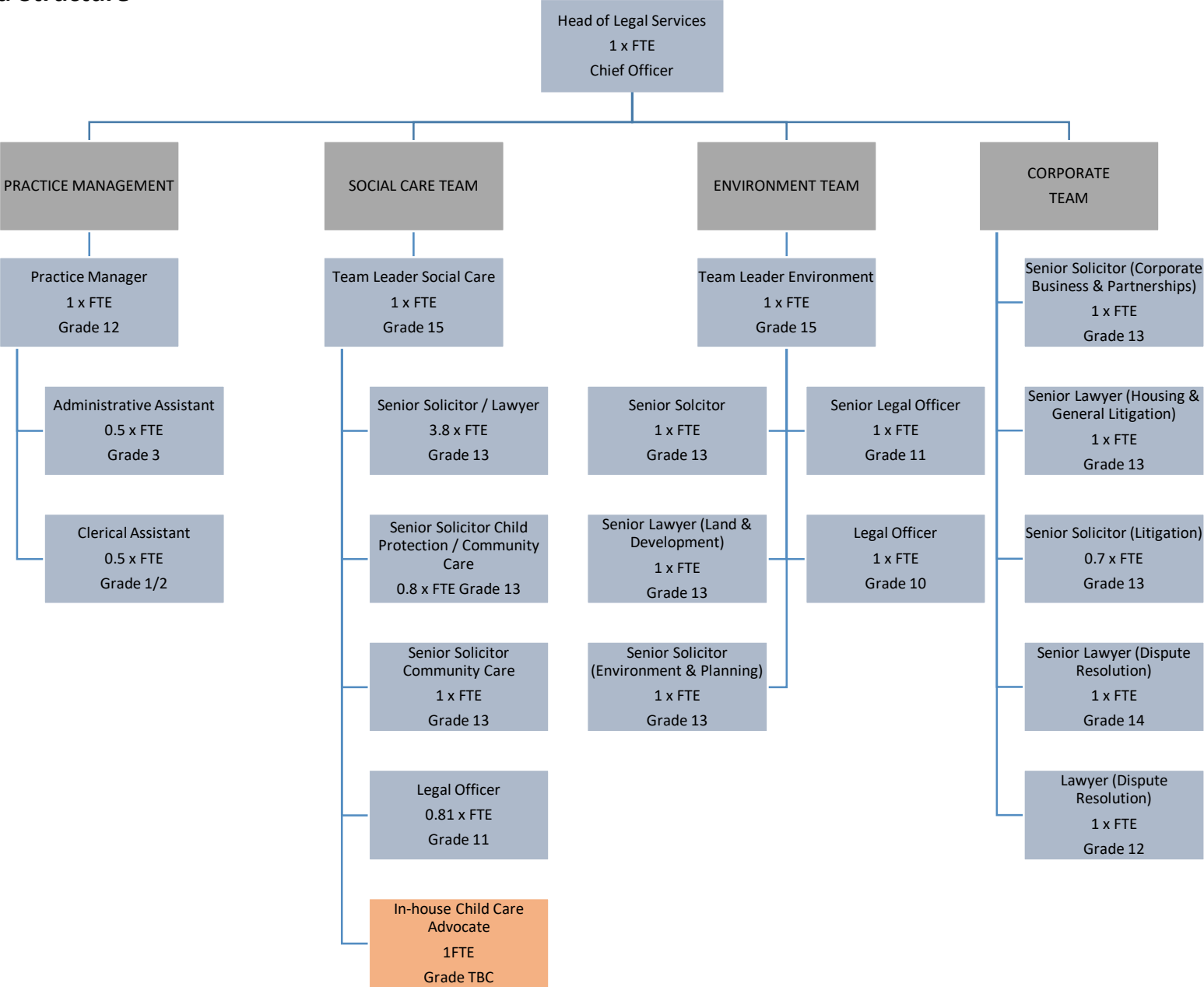
Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service)

Job Description prepared by:	Sign: L.Finnegan	Date: July 2020
Agreed correct by Postholder:	Sign:	Date:
Agreed correct by Supervisor/Manager:	Sign:	Date:

Legal Services Current Structure



Legal Services Proposed Structure



JOB DESCRIPTION

Post Title: Senior Systems Administrator			
Department: Corporate Core	Establishment/Post No:		
Division/Section: Human Resources	Post Grade: Grade 10		
Location: Town Hall, Bury	Post Hours: 37 hours		
Special Conditions of Service:			
<p>Purpose and Objectives of Post:</p> <p>Work closely with the People Analytics and Development Manager to ensure that all HR modules of the HR/Payroll system successfully support the needs of the Council including responsibility for all aspects of systems development, self service, systems administration, the training of users in HR modules, system testing/maintenance, organisation structure, security, user profiles and auditing/reporting of data.</p> <p>To work closely with users across departments to ensure a joined up approach to the development and maintenance of the HR/Payroll system and reporting requirements.</p> <p>Responsible for the provision of all business intelligence data/management information.</p> <p>Responsible for systems compliance with GDPR.</p>			
Accountable to: Head of Human Resources, Strategic Lead - HR			
Immediately Responsible to: People Analytics and Development Manager			
Immediately Responsible for: Apprentice			
<p>Relationships: (Internal and External)</p> <table border="0"> <tr> <td style="vertical-align: top;"> <p>External: Creditors/Debtors Software Suppliers and Consultants Suppliers of goods and services Members of the public User Groups Other Organisations</p> </td> <td style="vertical-align: top;"> <p>Internal: Officers and Members of the Council Trade Union Representatives</p> </td> </tr> </table>		<p>External: Creditors/Debtors Software Suppliers and Consultants Suppliers of goods and services Members of the public User Groups Other Organisations</p>	<p>Internal: Officers and Members of the Council Trade Union Representatives</p>
<p>External: Creditors/Debtors Software Suppliers and Consultants Suppliers of goods and services Members of the public User Groups Other Organisations</p>	<p>Internal: Officers and Members of the Council Trade Union Representatives</p>		
<p>Control of Resources:</p> <p>Monitoring/Authorising team budget. Security of personal computer and all other office machinery. Software</p>			

1. Take a leading role on the development and implementation of the Council's HR/Payroll system for all HR/related modules, working closely with users across the organisation and other stakeholders:
 - Design of self service functionality and processes
 - Development of screens and workflows to support business processes, self service and policies
 - Development, configuration and implementation of all HR/related modules
 - Recommend/implement developments to the system in response to changes in legislation, procedure, conditions of service, policy etc.
 - Liaise with Payroll, ICT and departmental users to ensure system meets business requirements
2. Identify and resolve any software problems in conjunction with other stakeholders. For issues which cannot be resolved ensure calls are logged with ICT/software supplier and recorded/escalated as appropriate.
3. Co-ordinate and carry out system testing of new patches/software releases in relation to HR.
4. Ensure users across the Council are trained consistently.
5. Responsible for all systems administration tasks including:
 - Allocating for resolution/resolving systems related queries including managing the Trent mail box and associated queries including help and advice, training, non pay related queries relating to car mileage, general queries, requests for reports and additional developments to the system
 - Creating and maintaining appropriate user access and security profiles in accordance with data protection requirements
 - All aspects of system security including managing the resetting of passwords and updating of user profiles
 - Inheritance/implications
 - Regular auditing of data and data cleansing
 - Updating/maintaining all HR aspects of system facilities (eg tables, lists calculations etc)
 - iTrent compliance with GDPR
 - Organisation structure/establishment
6. Advise users on HR functionality and system capabilities.
7. Support and develop apprentice including allocating and monitoring of workload and training plan.
8. Manage the production/scheduling of regular standard reports and requests for new reports.
9. Develop new/adhoc reports (HR related) using the appropriate tools (eg Business Objects, iTrent) and use advanced functions of Excel to analyse, manipulate and present data.
10. Link with payroll and departmental system users, attending user group meetings as required and ensuring all relevant HR related systems information is cascaded to the group.

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- 11.Ensure that up-to-date, accurate system user guides and procedures are in place and inform users of changes to business processes and changes in functionality.
- 12.Manage the preparation of data and statistics for inspections, acadamisation and completion of statutory returns, for example School Workforce Census / Children's Social Care Workforce census / National Minimum Data Sets and Office of National Statistical Surveys.
- 13.Ensure the submission of Statutory Returns.
- 14.Implement changes to the staffing establishment following large scale and other restructures ensuring all posts/positions are budgeted for.
- 15.Manage the annual process for the calculation of annual leave for all employees.
- 16.Participate in corporate wide projects as required including the managing of data and correspondence in conjunction with the wider service.

General:

- As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.
- Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.
- The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.
- As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues.

Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service)

Job Description prepared by:	Sign:	Date:
Agreed correct by Postholder:	Sign:	Date:
Agreed correct by Supervisor/Manager:	Sign:	Date:

DEPARTMENT FOR CORPORATE CORE

Senior Systems Administrator

SHORT LISTING CRITERIA	ESSENTIAL	DESIRABLE
NVQ level 4 in related IT subject or equivalent qualification or significant experience in all aspects of systems administration	✓	
Previous experience of developing and implementing large scale information systems – eg iTrent	✓	
Significant knowledge and experience of all aspects of the systems administration function	✓	
Understanding of the importance of confidentiality and knowledge of the Data Protection Act and its principles/implications	✓	
Ability to plan, organise and prioritise own workload using your own initiative to meet deadlines	✓	
Ability to respond flexibly to changing priorities	✓	
Effective communication/training skills	✓	
Ability to work as part of a Team	✓	
A high level of IT skills including the ability to use the advanced functions in Excel to manipulate data, analyse complex information and understand and write systems calculations	✓	
Experience of using the Microsoft Suite of packages including more complex functions of excel to analyse and clearly present information	✓	
Willingness to undertake relevant training	✓	

CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS

The short-listing criteria listed plus the following:

ASSESSMENT METHOD	CRITERIA
Test	Experience of extracting information from systems using report writing tools, eg Business Objects and analysing/manipulating data using complex functions of excel

JOB DESCRIPTION

Post Title: Systems Administrator – Level 1	
Department: Corporate Core	Establishment/Post No:
Division/Section: Human Resources	Post Grade: Grade 7
Location: Town Hall, Bury	Post Hours: 37.00
Special Conditions of Service: None	
Purpose and Objectives of Post: To assist the People Business Analytics and Development Manager with all aspects of systems administration on the Council's HR/Payroll system building up specialised skills and knowledge in all aspects of systems development and administration including developing iTrent modules, creating screens and workflows, self service development, more complex areas of reporting of data, systems maintenance and security, user profiles and auditing/reporting of data.	
Accountable to: Head of Human Resources, Strategic Lead - HR	
Immediately Responsible to: People Analytics and Development Manager	
Immediately Responsible for: None	
Relationships: (Internal and External) Internal: Employees of the Authority at all levels External: Software Suppliers/Consultants, User Groups, Other Organisations	
Control of Resources: Computer and associated equipment	

Duties/Responsibilities:

1. Assist with systems administration tasks for the Council's HR/Payroll system (iTrent) to include:

- Resolving systems related queries/escalating queries if appropriate
- Responding to queries in the iTrent Inbox escalating queries if appropriate and keeping users informed of progress
- Assist with the testing of new patches or new software releases
- Carry out the daily upload of new iTrent users
- Assist with the creating and maintaining of appropriate user access and security profiles in accordance with Data Protection requirements
- Reset user passwords in accordance with Data Protection requirements and security check rules
- Investigate/respond to car mileage queries redirecting workflow, liaising with HR teams over reporting lines, assisting managers with the authorisation process and escalate issues if required.
- Assist with the updating/maintenance of all aspects of the systems facilities (eg tables, lists, calculations etc)
- Assist in carry out data conversions for new organisations on itrent as required
- Assist in the maintenance of the organisation structure and inheritance function

2. Build up knowledge and skills in the development and implementation of iTrent working closely with the Manager and all stakeholders:

- Assist with the development of workflows
- Contribute to the design of self service functionality
- Assist with the reviewing of business processes
- Assist with the development/configuration of modules to meet business requirements

3. Assist with the auditing of data, data cleansing and updating of data as requested including regular auditing of the organisation structure.

4. Log calls with the software supplier as requested liaising on progress and dialling in requests. Assist in the application of fixes and communicate progress/escalate issues to relevant stakeholders.

5. Assist on systems and corporate projects including contributing to the scoping and agreement of business requirements, producing project plans and monitoring/reporting on progress, producing and formatting relevant data and correspondence and keeping all relevant stakeholders informed.

6. Assist with the production of upto date, accurate system user guides on request ensuring all relevant information of existing/new functionality is cascaded to users.

7. Assist with the training of iTrent users visiting users as required and producing bespoke guides as appropriate.

8. Schedule and run regular/scheduled reports, format and distribute to users as appropriate. Amend existing reports as required.

9. Develop skills to use business objects to design and develop new/ad hoc reports on request. Use excel to analyse/manipulate the data and present in required format.

10. Respond to surveys or other requests for information in accordance with data protection requirements. Produce reports/statistics as required. For example Schools Workforce Census, Children's Social Workforce Census, ONS etc
11. Respond to requests for information under the Freedom of Information Act, co-ordinating responses for HR if required.
12. Attend relevant meetings and user groups as appropriate.
13. Act as IT Liason Officer for the HR service.
14. Assist in the annual leave process.
15. Carry out all duties in line with data protection/confidentiality requirements.

General:

- As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.
- Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.
- The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.
- As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues.

Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service)

Job Description prepared by:	Sign:	Date:
Agreed correct by Postholder:	Sign:	Date:
Agreed correct by Supervisor/Manager:	Sign:	Date:

DEPARTMENT FOR CORPORATE CORE
Systems Administrator – Level 1

CORE BEHAVIOURS FOR THE POST (Please tick those relevant)			
Commercial Thinking & Analysis		Planning	✓
Customer Service	✓	Developing Self & Others	✓
Delivering Results	✓	Teams, Networking & Partnerships	✓
Values, Ethics & Diversity	✓	Adapting to Change	✓
Delivering a Quality Service(Continuous Improvement)	✓		

SHORT LISTING CRITERIA	ESSENTIAL	DESIRABLE
NVQ Level 3 in ICT or equivalent qualification, or relevant experience	✓	
Knowledge and understanding of systems administration functions	✓	
Understanding of the importance of confidentiality and knowledge of Data Protection principles	✓	
Previous experience of systems administration with iTrent HR/Payroll system		✓
Experience of using the Microsoft Suite of packages including the use of advanced/complex functions of excel to manipulate, extract and analyse data	✓	
Experience of extracting information from systems using Business Objects report writing tool	✓	
Ability to plan, organise and prioritise own workload using your own initiative to meet deadlines and changing priorities	✓	
Effective communication skills	✓	
Ability to work as part of a Team	✓	

CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS

The short-listing criteria listed plus the following:

ASSESSMENT METHOD	CRITERIA
Test	Experience of extracting information from systems using Business Objects report writing tool
Test	Experience of using the more advanced/complex functions of excel to manipulate, extract and analyse data

JOB DESCRIPTION

Post Title: Systems Administrator – Level 2	
Department: Corporate Core	Establishment/Post No:
Division/Section: Human Resources	Post Grade: Grade 8
Location: Town Hall, Bury	Post Hours: 37.00
Special Conditions of Service: None	
<p>Purpose and Objectives of Post:</p> <p>To act as Systems Administrator for iTrent working closely with the People Analytics and Development Manager, senior users in Pay Services and departments, Corporate HR and ICT to ensure a joined up, co-ordinated approach.</p> <p>To contribute to the development of itrent including developing iTrent modules, creating screens, workflows and self service. Responsible for system security/user profiles ensuring requests adhere to data protection principles.</p> <p>To ensure data is robust and secure.</p> <p>To ensure scheduled and regular reports are run on time and distributed to users and to develop complex reports and manipulate data in order to provide a variety of management information.</p>	
Accountable to: Head of Human Resources, Strategic Lead - HR	
Immediately Responsible to: People Analytics and Development Manager	
Immediately Responsible for: None	
<p>Relationships: (Internal and External)</p> <p>Internal: Employees of the Authority at all levels</p> <p>External: Software Suppliers/Consultants, User Groups, Other Organisations</p>	
<p>Control of Resources:</p> <p>Computer and associated equipment</p>	

Duties/Responsibilities:

1. Responsible for carrying out systems administration tasks for the Council's HR/Payroll system (iTrent) to include:

- Resolving systems related queries/escalating queries if appropriate
- Responding to queries in the iTrent Inbox keeping users informed of progress
- Test new patches or new software releases
- Carry out the daily upload of new iTrent users
- Create and maintain appropriate user access and security profiles in accordance with Data Protection requirements
- Ensure requests to reset passwords are dealt with quickly and in accordance with data protection requirements undertaking any security checks
- Investigate/respond to car mileage queries redirecting workflow, liaising with HR teams over reporting lines, assisting managers with the authorisation process and escalate issues if required.
- Update and maintain all aspects of the systems facilities (eg tables, lists, calculations etc)
- Carry out data conversions for new organisations on itrent as required
- Maintenance of the organisation structure and inheritance function

2. Contribute to the development and implementation of iTrent working closely with the Manager and all stakeholders:

- Consult with users over requirements and develop workflows or functionality to improve business processes
- Contribute to the design of self service functionality
- Review iTrent related business processes to improve efficiency
- Develop/configure modules to meet business requirements

3. Responsible for data auditing, data cleansing and data updates as required. Produce a 12 month plan/schedule of audits and monitor/co-ordinate data audit exercises in accordance with required timescales with stakeholders. Co-ordinate regular auditing of the organisation structure.

4. Assist auditors with any internal or external data audits or enquiries.

5. Log calls with the software supplier as requested liaising on progress and dialling in requests. Apply fixes and communicate progress/escalate issues to relevant stakeholders.

6. Lead/participate in systems projects including scoping and agreeing business requirements, producing project plans and monitor/report on progress keeping all relevant stakeholders informed.

7. Contribute to corporate projects producing and formatting relevant data and correspondence.

8. Produce upto date, accurate system user guides on request ensuring all relevant information of existing/new functionality is cascaded to users.

9. Train iTrent users visiting users as required and producing bespoke guides as appropriate.

8. Ensure scheduled and regular reports are run and distributed to users in accordance with timescales agreed. Amend existing reports as required.

9. Use business objects to design and develop new/ad hoc reports on request. Use excel to manipulate the data to achieve desired outcomes.

10. Respond to surveys or other requests for information in accordance with data protection requirements. Produce reports/statistics as required.
11. Respond to requests for information under the Freedom of Information Act, co-ordinating responses for HR if required.
12. Attend relevant meetings and take a pro-active role in the iTrent user group.
13. Act as IT Liason Officer for the HR service.
14. Lead the annual leave process.
15. Carry out all duties in line with data protection/confidentiality requirements.

General:

- As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.
- Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.
- The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.
- As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues.

Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service)

Job Description prepared by:	Sign:	Date:
Agreed correct by Postholder:	Sign:	Date:
Agreed correct by Supervisor/Manager:	Sign:	Date:

DEPARTMENT FOR CORPORATE CORE

Systems Administrator – Level 2

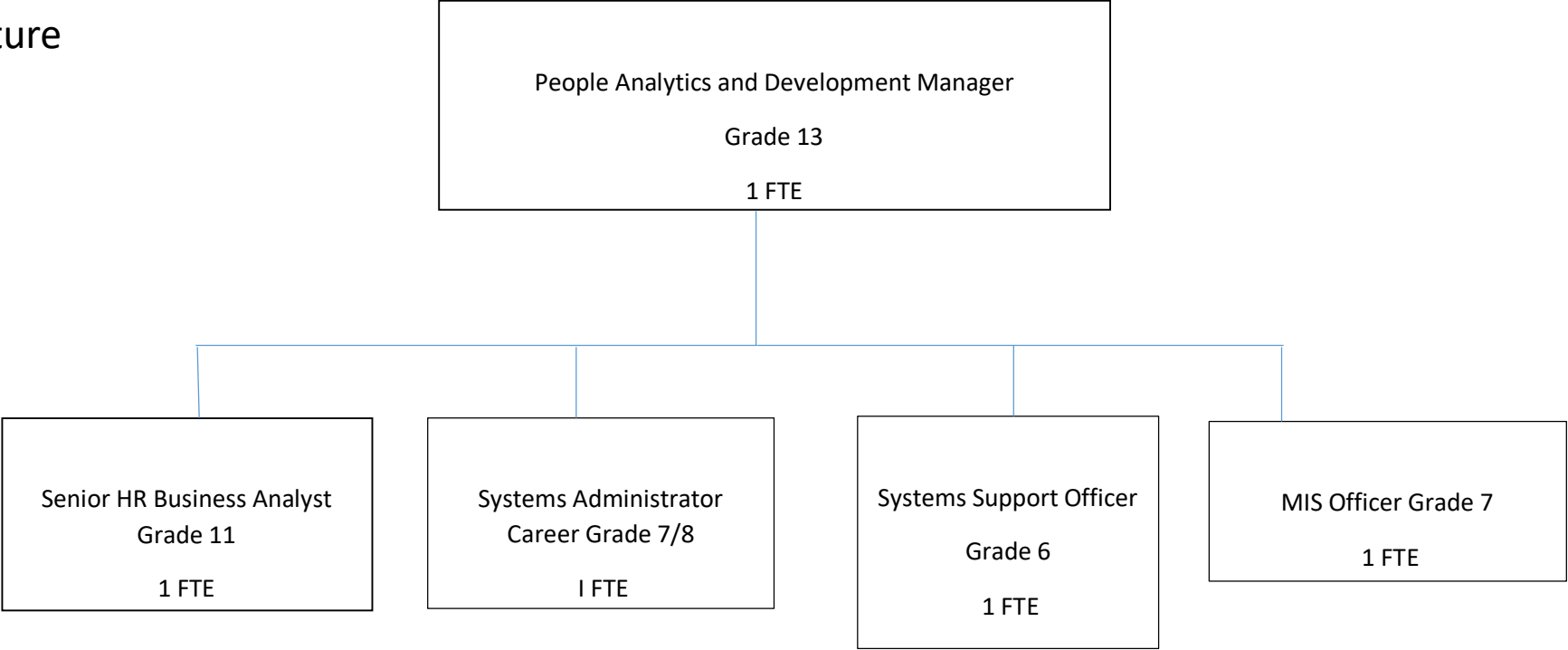
SHORT LISTING CRITERIA	ESSENTIAL	DESIRABLE
NVQ Level 4 in ICT or equivalent qualification, or equivalent experience in all aspects of systems administration	✓	
Significant knowledge, skills and experience in all systems administration functions	✓	
Understanding of the importance of confidentiality and knowledge of Data Protection principles	✓	
Previous experience of systems administration with iTrent HR/Payroll system	✓	
Experience of using the Microsoft Suite of packages including the use of advanced/complex functions of excel to manipulate, extract and analyse data	✓	
Experience of developing reports using Business Objects report writing tool, designing and developing reports and manipulating/presenting data in required format	✓	
Ability to plan, organise and prioritise own workload using your own initiative to meet deadlines and changing priorities	✓	
Effective communication skills	✓	
Ability to work as part of a Team	✓	

CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS

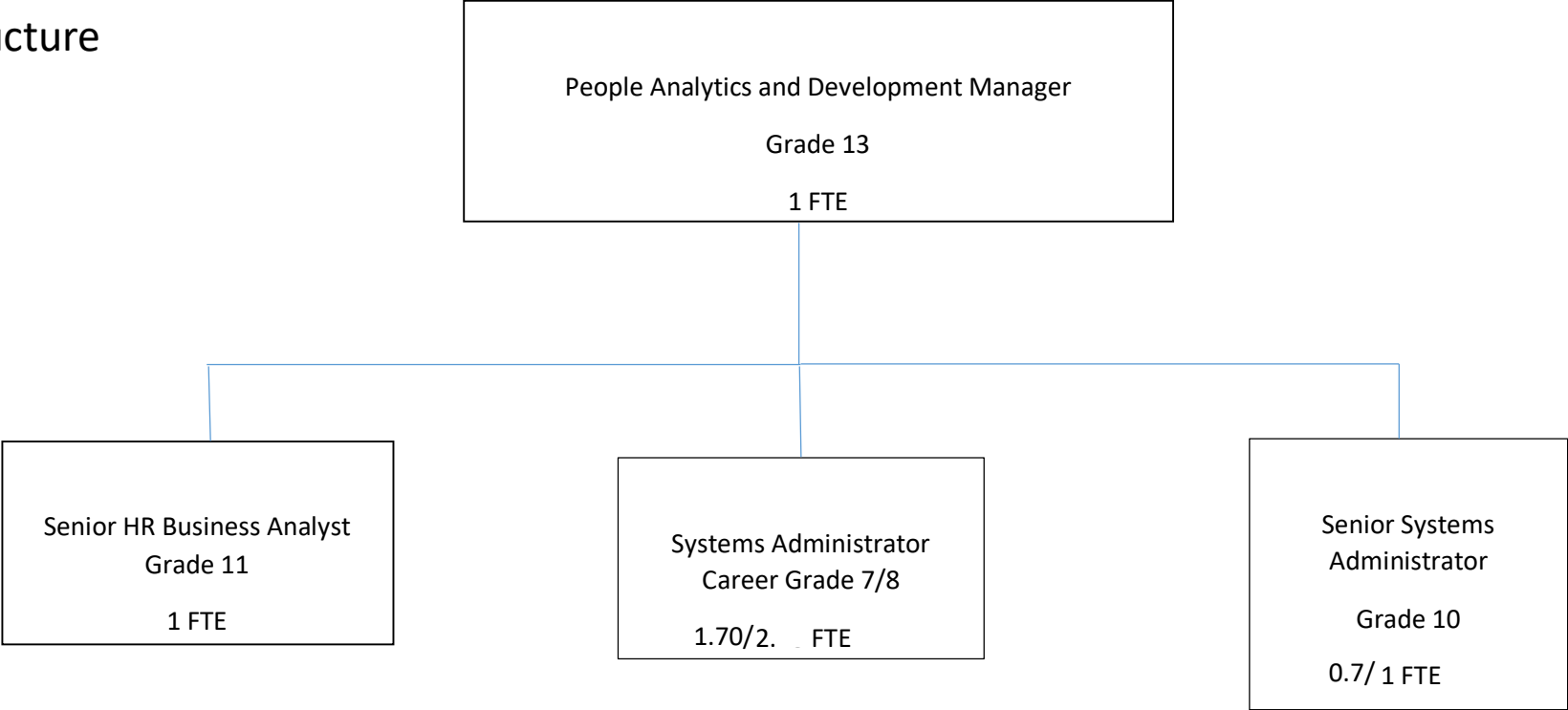
The short-listing criteria listed plus the following:

ASSESSMENT METHOD	CRITERIA
Test	Experience of design and development of a report using Business Objects report writing tool
Test	Experience of using the more advanced/complex functions of excel to manipulate, extract and analyse data

People Analytics Team
Current Structure



People Analytics Team
Proposed Structure



REPORT FOR DECISION



Agenda Item	
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DECISION OF:	CABINET
DATE:	2 September 2020
SUBJECT:	Senior Management Capacity
REPORT FROM:	Cabinet Member for Corporate Affairs and HR, Councillor Tahir Rafiq
CONTACT OFFICER:	Geoff Little, Chief Executive
SUMMARY:	<p>This report proposes the final changes to the organisation structure which was proposed for the purpose of consultation on 10 June 2020</p> <p>The final proposals include changes made based on consultation feedback and further detailed analysis.</p>
OPTIONS & RECOMMENDED OPTION	<ul style="list-style-type: none"> • One of the two Deputy Chief Finance Officer posts is reconfigured into Director Financial Transformation and Deputy Chief Finance Officer at Chief Officer Band H, for which additional costs will be met from transformation funding. The post will assume S151 responsibility and final job descriptions for this role and the Joint Chief Finance Officer are appended • A Programme Manager is appointed at Chief Officer Band A with responsibility for the governance of the overall transformation programme • That an interim appointment is made to cover the potentially temporarily vacant post of Executive Director Children and Young People, pending a new starter taking up post. An internal recruitment exercise will be undertaken • That the post of Assistant Director Education be deleted and replaced by a post of Director of Education with recruitment to commence on the appointment of the Executive Director Children and Young People. • To approve the long term secondment of an officer, with a remit to lead the implementation of the neighbourhood model including continuation of Community Hubs. The secondees' job title is Director of Transformation (Communities) • A new post of Assistant Director Public Service Reform

	<p>at Chief Officer Band D is established</p> <ul style="list-style-type: none"> • A new post of Executive Policy and Research Advisor is established.
IMPLICATIONS:	
Corporate Aims/Policy Framework:	The proposals accord with the policy framework
Statement by the S151 Officer: Financial Implications and Risk Considerations:	The outcome to the consultation has not impacted on the costs of the proposals approved by Cabinet in June and which are to be met from the corporate capacity budget that was created when the 2020/21 budget was set by Full Council in February 2020.
Equality/Diversity implications:	<p>Final EIA attached</p> <p>Recruitment following the restructure will be in line with equality and diversity</p>
Considered by Monitoring Officer:	<p>The Council is required by the Local Government Act to make arrangements for the proper administration of its financial affairs and employ a suitably qualified individual reporting directly to the Chief Executive as Section 151 Officer. This person is bound by professional standards and specific legislation to lead the promotion and delivery by the whole authority of good financial management so that public money is safeguarded at all times and used appropriately, economically, efficiently and effectively.</p> <p>CIPFA the regulatory body for public service accountants requires the s151 Officer to be a full member of the leadership team with a status at least equivalent to other members of the team.</p> <p>The Human Resources and Appeals Panel (HRA) have power to submit recommendations to Cabinet on the overall departmental structure of the Authority and major restructuring within Departments/Division</p>
Wards Affected:	All
Background papers	Reports to HRA and Cabinet 10 June 2020

1. Purpose of Report

- 1.1 In a report to the HR and Appeals Panel on 10 June 2020 the Chief Executive made a series of proposals to expand senior management capacity.
- 1.2 The proposals have been subject to a period of 30 days consultation. This report summarises the consultation process; key messages of feedback and associated changes proposed and the final recommendations which affect the Council workforce, for approval. A separate report will be made to the Remuneration Committee of the CCG Governing Body concerning changes to the CCG workforce establishment.

2. Original Proposals

- 2.1 The report of 10 June 2020 made the following proposals for structure change, to better align capacity with delivery priorities:
 - One of the two Deputy Chief Finance Officer posts is reconfigured into Director Financial Transformation and Deputy Chief Finance Officer at Chief Officer Band H, for which additional costs will be met from transformation funding.
 - A Programme Manager is appointed at Chief Officer Band A with responsibility for the governance of the overall transformation programme.
 - Members thank Karen Dolton for her service to Bury Council and recruitment to the post of Executive Director Children and Young People is approved to commence immediately.
 - That the post of Assistant Director Education be deleted and replaced by a post of Director of Education with recruitment to commence on the appointment of the Executive Director Children and Young People.
 - To approve the long term secondment of an officer, with a remit to lead the implementation of the neighbourhood model including continuation of Community Hubs.
 - A new post of Assistant Director Public Service Reform at Chief Officer Band D is established and recruitment begins as a matter of urgency.
 - A new post of Executive Policy and Research Advisor is established.

3. Consultation process

- 3.1. A 30 day consultation period has been applied with a range of opportunities for staff to make comments and ask questions, which have been responded to. This has involved the circulation of the report to senior managers for cascade and direction of any queries to the Head of Human Resources, who has co-ordinated responses.
- 3.2. In no particular order, key issues from staff feedback are set out below:
 - A number of queries about the remit of these posts and if they will work across the whole Council and OCO partnership; the extent of involvement from CCG staff in the development and opportunities available to CCG as well as Council staff from these changes.
 - The challenge of properly positioning posts as a joint resource below senior leadership level is noted and consultees have been assured that a strategy is being developed to respond. The aspiration is to create a single team which may work flexibly across the partnership but this requires some complex issues to be addressed from an employment, legal and financial perspective. As such at this stage posts may only be established and appointed to by the lead employer, but vacant posts will be advertised and applications invited from all.

- Staff have shared the view that they do not recognise the term “Council and OCO” as the partnership name; not all staff associated with these constructs. A suggestion for staff engagement to agree partnership name and identifiers was made
- Feedback was received that the expansion of strategic finance capacity through the Director Financial Transformation and Deputy Chief Finance Officer is welcomed, but questions raised about why the Council statutory powers (Section 151 responsibilities) have not been attached to this role. Concerns were raised that statutory functions/powers may become detached from operational resource management and that the Joint Chief Finance Officer (JCFO) may not have the capacity to manage these points of detail
- It was noted that the portfolio for the proposed Director of Financial Transformation and Deputy Chief Finance Officer includes Council risk management. Leadership of a joint approach to risk management across the council and CCG was one of the functions proposed for the Corporate Core
- A point of accuracy was raised about the job title for proposed secondee into the post of Director Communities

4.0 Proposed Amendments to recommendations

- 4.1. On the basis of consultation feedback it is proposed to revise the portfolio of the Director Financial Transformation and Deputy Chief Finance Officer to include S151 officer responsibility. The S151 officer holds statutory responsibility for the Council’s financial system and financial strategy including the Housing Revenue Account and Delegated Schools Grant. As a statutory officer the post will report direct to the Chief Executive but continue to work closely with the Joint Chief Finance Officer, to ensure the strategic planning and management of Council resources is undertaken in the context of the wider partnership and specific provisions of the joint budget and Joint Strategic Commissioning Function.
- 4.2 The Joint Chief Finance Officer will continue to hold strategic responsibility for finance across the Council and the CCG; lead on the pooled budget and a portfolio of strategic programmes including the housing delivery pipeline and delivery vehicle, One Public Estate and Radcliffe SRF.
- 4.3 To ensure arrangements work effectively they will be implemented on an initial fixed term basis to February 2021 and then be subject to review. A report will be prepared for Council to appoint an interim statutory officer on that basis.
- 4.4 It is confirmed that the Director Financial Transformation and Deputy Chief Finance Officer will assume responsibility for Council risk management but that this arrangement will be included in the review of arrangements, described above, in February 2021. Specifically, at this time, the opportunity for a joint approach to risk management across the council and OCO will be revisited.
- 4.5 More work will be undertaken to determine the strategy for an integrated workforce between the Council and the OCO, led by the Deputy Director Governance and Assurance with support from the Joint Chief Finance Officer. In addition support for a staff engagement exercise regarding partnership name/identification will be secured from existing subscription partners. A proposed way forward will be reported back separately
- 4.6 The job title of the long-term secondee from Manchester City Council will be corrected to reflect their substantive role. The post holder will be described as Director of Transformation (Communities). The job description is available for inspection.
- 4.7 Recruitment to the post of Executive Director Children and Young People is now underway but there is a risk of a gap between the current post holder leaving the Council and

appointed candidate taking up post. Short term, interim arrangements will be required

5. Recommendations

5.1 On the basis of the original proposals and feedback received, the Council's Cabinet is asked to agree the following final recommendations:

- One of the two Deputy Chief Finance Officer posts is reconfigured into Director Financial Transformation and Deputy Chief Finance Officer at Chief Officer Band H, for which additional costs will be met from transformation funding. The post will assume S151 responsibility and final job descriptions for this role and the Joint Chief Finance Officer are appended
- A Programme Manager is appointed at Chief Officer Band A with responsibility for the governance of the overall transformation programme
- That an interim appointment is made to cover the potentially temporarily vacant post of Executive Director Children and Young People, pending a new starter taking up post. An internal recruitment exercise will be undertaken
- That the post of Assistant Director Education be deleted and replaced by a post of Director of Education with recruitment to commence on the appointment of the Executive Director Children and Young People.
- To approve the long term secondment of an officer, with a remit to lead the implementation of the neighbourhood model including continuation of Community Hubs. The secondees' job title is Director of Transformation (Communities)
- A new post of Assistant Director Public Service Reform at Chief Officer Band D is established
- A new post of Executive Policy and Research Advisor is established.

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JOB DESCRIPTION

Post Title: Joint Chief Finance Officer – Bury Council and NHS Bury Clinical Commissioning Group	
Department	Establishment/Post No:
Division/Section:	Post Grade: Chief Officer Band H/VSM
Location: The post holder will be based within the Bury Campus, however may be required to work flexibly within any admin building in the Borough and travel within the locality to deliver the requirements of the role	Post Hours: 37.5
Special Conditions of Service: To work flexibly when required including an element of unsocial hours. To meet the requirements of Annex 1. To participate in the Strategic Emergency Planning rota for the Council. To participate in the on call rota for the CCG.	

Purpose and Objectives of Post:

The post holder will fulfil the statutory financial leadership role of Chief Finance Officer (CFO) across Bury CCG and Bury Council and strategic responsibility for finance across the Council and CCG, including leadership of the pooled budget and a pooled portfolio of programmes, delivering against the role and responsibility requirements of each statutory organisation and developing an integrated finance function to support transformation of the local health and care economy whilst achieving statutory financial duties.

The CFO will act as:-

- the CCG Governing Body Chief Finance Officer under Section 11(3a and 5) of the NHS (Clinical Commissioning Group) Regulations 2012

The post holder will report to the Chief Executive of the Council and Accountable Officer of the CCG and is required to be a member of the CCG Governing Body. The post holder will also be a key member of the Executive Team for the Council and One Commissioning Organisation, which works across both organisations and will be responsible for maximising the available financial resources through a strategic approach to managing the respective budgets; engagement of partners and suppliers and by scrutinising performance and demand in consultation with Elected Members.

The post-holder will lead on a portfolio of strategic programmes including the housing delivery pipeline and delivery vehicle, One Public Estate and Radcliffe SRF.

As a key leader within the organisation, the post holder will also be required to contribute to the development of organisational strategy, managing and continuously improving system wide performance and quality.

In fulfilling the requirements of the job descriptions, roles and responsibilities be responsible for financial management and strategy along with a range of business support functions working closely with the Executive Clinical Directors, Executive Management Team members, clinical leadership and wider CCG membership.

The post is responsible for all Council Treasury and Accountancy functions and will work closely with the Deputy Chief Executive (Corporate Core) who is responsible for associated functions including the Council's Revenues and Benefits Teams, Risk Management and Audit functions and Procurement function.

Immediately Responsible to: Chief Executive Bury Council and Accountable Officer, Bury Clinical Commissioning Group.

Accountable to: Chief Executive Bury Council and Accountable Officer, Bury Clinical Commissioning Group.

Immediately Responsible for:

All finance staff across the Council and CCG including:-

- The Council's Treasury Management and Accountancy functions;
- Deputy Chief Finance Officers (Council and CCG)

Relationships: (Internal and External)

Internal/External

Chief Executive, Deputy Chief Executive (Corporate Core)

All Executive Directors, Clinical Leads, Senior Managers and Chief Officers of the Council/CCG

All Council/CCG Finance staff

NHS Bury CCG employed staff, constituent practices with their GPs, nurses and practice staff

Bury Council representatives

Service providers, service users and carer groups

Health and Wellbeing

GMHSCP

NHS England

Board representatives

Voluntary organisations

Elected Members/MP's

CCG Governing Body

GMCFO Network

Lead Officers within the Team Bury Partnership, AGMA, regional and national bodies and agencies.

External Auditors

Local and national media

Control of Resources:

Financial - Control of Revenue/Capital Budget – Council/CCG – £470m

Personnel - Control, discipline, training and direction of all employees responsible for

Equipment - Ensure proper use of equipment and technology used by all employees responsible for

Health/Safety - Health, Safety and Welfare of all employees of the service

Corporate Duties and Responsibilities:

1. Overall accountability for the management of the Council and CCG capital and revenue budgets and for discharging the associated statutory functions as the member of the CCG Governing Body
2. To ensure the proper administration of the Council and CCG financial affairs, taking an objective view contributing to the financial integrity of the Council and CCG, the maintenance of the highest standards of financial control and the provision of an effective and responsive financial management service.
3. To contribute fully, as a member of the Governing Body of the CCG and the Joint Executive Management Team, to the development of overall vision and strategies for the Council and the CCG which provide clear direction for future development.
4. To work with the Accountable Officer and Chair of the Governing Body in developing strategic partnership arrangements with key stakeholders and providers.
5. To support services in the effective and efficient planning, prioritisation and organisation of work and allocation of resources to balance conflicting demands and enable delivery of outcomes.
6. To ensure maximum efficiency of the Council and CCGs monetary resources through active treasury management and provide advice on investment policies and the timely use of borrowing powers.
7. To ensure the CCG meet their statutory financial responsibilities.
8. To lead a portfolio of strategic programmes including the housing delivery pipeline and delivery vehicle, One Public Estate and Radcliffe SRF.
9. To participate with the Accountable Officer and Chair and Joint Executive Team in the corporate risk management of the Council and the CCG, including the relevant areas of the Risk Register and Assurance Framework.
10. To provide authoritative advice to Elected Members and senior leadership as appropriate on Council/CCG financial issues and to ensure that the overall budgets comply with corporate requirements and reflect the Council and CCGs policies, strategies and operational plans.
11. Committed to uphold the NHS principles and values as set out in the NHS constitution, the Nolan principles of public life and the standards for members of NHS Boards and Governing Bodies in England; and relevant local government legislation and CIPFA guidance.

Financial Duties and Responsibilities

12. To develop and lead the implementation of financial planning strategies, and delivery of financial duties.

13. Development of long term deliverable financial plans that deliver a balanced budget in line with agreed outcomes to meet the needs of Bury
14. To be accountable for the preparation of Council and CCG statutory accounts and ensure their timely closure and in accordance with relevant legislation and CIPFA / Audit guidance.
15. To advise the Council and the CCG on all strategic and operational matters relating to finance and the delivery of required financial targets and duties.
16. To advise the Council and CCG Governing Body on the effective, efficient and economic use of its allocation.
17. To oversee robust audit and governance arrangements leading to propriety in the use of Council and CCG resources.
18. To ensure that all audit queries are dealt with effectively and to ensure that agreed audit recommendations are implemented within agreed timescales.
19. To ensure the CCG's business planning processes are robust in terms of costing, pricing, planning and negotiation of contracts and to ensure that there is an appropriate financial input to commissioning plans.
20. To ensure the Council's business planning processes are robust through the development of an effective Medium Term Financial Strategy.
21. To ensure policies and procedures are in place for sound reporting, forecasting, monitoring and management of Council and CCG's resources.
22. To ensure robust CCG Standing Financial Instructions and Council Financial Regulations and internal financial control procedures.
23. To oversee the production of the financial statements for audit and publication in accordance with statutory requirements.
24. To ensure the monitoring of contract financial performance.
25. To put in place effective budget monitoring procedures for the Council and CCG.
26. To be the CCG Lead for Counter Fraud matters and ensure that counter fraud work is proactive, and that fraud cases are investigated.
27. To ensure prompt and accurate completion of relevant government, European and other grant claims and returns and other statistical returns in accordance with appropriate return dates for the Council and CCG.
28. To support senior officers to convert budget direction and financial plans into deliverable strategy and action for the Council and CCG.

Procurement and Contracting Responsibilities:

29. Lead on behalf of CCG contract negotiations with all major providers of services to Bury Council and CCG and for those collaboratively commissioned contracts that CCG may be lead commissioner for.
30. To ensure that procurement is carried out according to statutory and legal requirements.

31. To support and develop new contracting models for the CCG.

32. To act as Executive Lead for the GMSS contracting and procurement teams.

Management Responsibilities

33. To lead the finance teams across the Council and the CCG through personal example, open commitment and clear action, actively contributing to strategic, corporate and service policy and supporting plans, ensuring a positive approach to valuing diversity resulting in equality of opportunity, access and treatment in service delivery and employment.

34. Motivate, lead and develop senior managers to support a culture of high quality service provision through strong performance and contract management within available resources.

35. Effectively lead, plan and overall manage the Finance Management service and support, motivate and appraise the team to understand and achieve their collective and individual responsibilities, ensuring work is produced to a high standard and to meet determined deadlines.

Informatics:

36. To act as Executive lead for IMT, ensuring the CCG have a clear strategy.

37. To act as the Governing Body's Senior Information Risk Owner (SIRO), responsible for ensuring organisational information risk is properly identified and managed and that appropriate assurance mechanisms are in place.

- As an employee of Bury Council and CCG you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.
- Bury Council and CCG are committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.
- The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.
- As an employee of Bury Council and CCG you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues.

Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned

who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service)

PRINCIPAL RESPONSIBILITIES: CORE ROLE OUTLINE FOR CCG GOVERNING BODY MEMBERS

As a member of the CCG's governing body, each individual will share responsibility as part of the team to ensure that the CCG exercises its functions effectively, efficiently, economically, with good governance and in accordance with the terms of the CCG constitution as agreed by its members. Each individual is there to bring their unique perspective, informed by their expertise and experience. This will support decisions made by the governing body as a whole and will help ensure that:

- a new culture is developed that ensures the voice of the member practices is heard and the interests of patients and the community remain at the heart of discussions and decisions;
- the governing body and the wider CCG act in the best interests with regard to the health of the local population at all times;
- the CCG commissions the highest quality services with a view to securing the best possible outcomes for their patients within their resource allocation and maintains a consistent focus on quality, integration and innovation;
- decisions are taken with regard to securing the best use of public money; the CCG, when exercising its functions, acts with a view to securing that health services are provided in a way which promotes the NHS Constitution, that it is there to improve our health and wellbeing, supporting us to keep mentally and physically well, to get better when we are ill and when we cannot fully recover, to stay as well as we can to the end of our lives;
- the CCG is responsive to the views of local people and promotes self-care and shared decision-making in all aspects of its business;
- good governance remains central at all times.
- demonstrate a commitment to upholding The Nolan Principles of Public Life along with an ability to reflect them in his/her leadership role and the culture of the CCG;

Core attributes and competencies - CCG Governing Body Members

- Demonstrate commitment to continuously improving outcomes, tackling health inequalities and delivering the best value for money for the taxpayer;
- Embrace effective governance, accountability and stewardship of public money and demonstrate an understanding of the principles of good scrutiny;
- Demonstrate commitment to clinical commissioning, the CCG and to the wider interests of the health services;
- Demonstrate a commitment and experience of integration of social and health care commissioning;
- Be committed to ensuring that the governing body remains "in tune" with the member practices;
- Bring a sound understanding of, and a commitment to upholding, the NHS principles and values as set out in the NHS Constitution;
- Demonstrate a commitment to upholding The Nolan Principles of Public Life along with an ability to reflect them in his/her leadership role and the culture of the CCG;
- Be committed to upholding the proposed Standards for members of NHS Boards and Governing Bodies in England as currently being developed by the Council for Healthcare Regulatory Excellence;

- Be committed to ensuring that the organisation values diversity and promotes equality and inclusivity in all aspects of its business;
- Consider social care principles and promote health and social care integration where this is in the patients' best interest; and
- Bring to the governing body, the following leadership qualities:-
 - creating the vision - effective leadership involves contributing to the creation of a compelling vision for the future and communicating this within and across organisations;
 - working with others - effective leadership requires individuals to empower others deliver and continually improving services and hold to account;
 - being close to patients - this is about truly engaging and involving patients and communities;
 - intellectual capacity and application - able to think conceptually in order to plan flexibly for the longer term and being continually alert to finding ways to improve and see the bigger picture;
 - demonstrating personal qualities - effective leadership requires individuals to draw upon their personal integrity, resilience and self-belief;
 - leadership essence - can best be described as someone who demonstrates presence and engages people by the way they communicate, behave and interact with others.

Core understanding and skills - CCG Governing Body Members

- A general understanding of good governance and of the difference between governance and management;
- A general understanding of health and an appreciation of the broad social, political and economic trends influencing it;
- Capability to understand and analyse complex issues, drawing on the breadth of data that needs to inform CCG deliberations and decision-making;
- The confidence to challenge explanations supplied by others, who may be experts in their field;
- The ability to influence and persuade others articulating a balanced, not personal, view and to engage in constructive debate without being adversarial or losing respect and goodwill;
- The ability to take an objective view, seeing issues from all perspectives, especially external and user perspectives;
- The ability to recognise key influencers and the skills in engaging and involving them;
- The ability to communicate effectively, listening to others and actively sharing information; and
- The ability to demonstrate how your skills and abilities can actively contribute to the work of the governing body and how this will enable you to participate effectively as a team member.
- Previous experience of working in a collective decision-making group such as board or committee, or high-level awareness of 'board level' working;
- A track record in securing or supporting improvements for patients or the wider public.

Role specific Leadership Qualities and Experience

- Experience of working in finance roles of increasing levels of seniority including at Director and Board Member level in a complex organisation within the NHS.
- Evidence of leading high value contractual and business negotiations with providers and suppliers.
- Evidence of leading and implementing change.
- Experience of managing complex budgets and maintaining financial balance in the face of increasing demand.
- Experience of matrix working and networking across organisations.
- Proven track record of working successfully with different stakeholders. Experience of dealing with highly complex issues and identifying solutions and strategies.
- Experience of interpreting and summarising highly complex guidance and policy.
- Experience of delivering improvements in the efficiency and effectiveness of financial and non-financial services.
- Previous experience of working in a collective decision-making group such as board or committee, or high-level awareness of 'board-level' working.
- A track record in securing or supporting improvements for patients or the wider public.

Job Description prepared by:	Sign:	Date:
Agreed correct by Post holder:	Sign:	Date:
Agreed correct by Supervisor/Manager:	Sign:	Date:

Person Specification**Chief Finance Officer**

SHORT LISTING & INTERVIEWING CRITERIA	ESSENTIAL	DESIRABLE
Qualifications		
Educated to Master's Degree level or equivalent experience	✓	
Full qualification in one of the individual CCAB bodies or CIMA	✓	
Member of a relevant professional body	✓	
Evidence of CPD	✓	
Eligible to be a member of the CCG Governing Body (see Annex 1)	✓	
Experience		
Recent experience of working at a senior level in local government, the NHS or other large public or private organisation	✓	
Extended experience of budget preparation, analysis and control, and closure of accounts in a large public organisation	✓	
Experience of working successfully and effectively as part of a team and of formulating strategies, policies, objectives, and targets that deliver value for money and/or service improvement	✓	
Evidence of leading high value contractual and business negotiations with providers and suppliers	✓	
Evidence of leading and implementing change	✓	
Experience of using performance management techniques to lead and motivate staff, and of developing a culture that has achieved a high level of performance and continuous service improvement.	✓	
Proven track record of working successfully with different stakeholders	✓	
Experience of working in a collective decision-making group such as board or committee, or high-level awareness of 'board-level' working in a complex organisation.	✓	

Experience of working within a political environment providing balanced advice, inspiring trust and confidence on strategic and operational matters	✓	
Proven track record of working in a partnership setting and achieving progress across organisational boundaries	✓	
Knowledge and Understanding		
Detailed understanding and working knowledge of Local Government and CCG Finance law, best practice and related issues	✓	
Knowledge of developing, leading and advising on long term strategic financial business planning in a complex organisation	✓	
In-depth understanding of the NHS financial regime including NHS payment by results and tariffs systems, and an ability to develop capability across the organisation to enable interpretation of relevant legislation and accountability frameworks	✓	
Up to date knowledge of relevant accounting practices.	✓	
Understanding of effective governance, accountability and stewardship of public money and demonstrate an understanding of the principles of good scrutiny	✓	
Knowledge of specific developments and national policy across the health and local government sectors.		✓
Knowledge of Bury and its challenges		✓
Skills and Abilities		
Excellent communication, negotiation, influence and relationship management skills	✓	
An ability to develop capability across the organisation to enable interpretation of relevant legislation and accountability frameworks	✓	
Ability to provide sound strategic financial advice and guidance to senior officers, Members of a large and complex political organisation and CCG Governing Body	✓	
Ability to present complex financial information in a format easily understood by non-finance personnel.	✓	
High level of organisational and analytical skills.	✓	

OTHER ASSESSMENT METHODS

ASSESSMENT METHOD	CRITERIA

Annex 1 –persons disqualified from membership of CCG governing bodies

Schedule 5 of the NHS (CCG) Regulations 2012 state that the following are disqualified from membership of CCG governing bodies:

- MPs, MEPs, members of the London Assembly, and local councillors (and their equivalents in Scotland and Northern Ireland);
- Members including shareholders of, or partners in, or employees of commissioning support organisations;
- A person who, within the period of five years immediately preceding the date of the proposed appointment, has been convicted:
 - a) In the United Kingdom of any offence,
 - b) Outside the United Kingdom of any offence which, if committed in any part of the United Kingdom, would constitute a criminal offence in that part, and
 - c) In either case, the final outcome of the proceedings was a sentence of imprisonment (whether suspended or not), for a period of not less than three months without the option of a fine;
- A person subject to a bankruptcy restrictions order or interim order;
- A person who within the period of five years immediately preceding the date of the proposed appointment has been dismissed (other than because of redundancy), from paid employment by any of the following: the board, a CCG, SHA, PCT, NHS Trust or Foundation Trust, a Special Health Authority, a Local Health Board, a Health Board or Special Health Board, a Scottish NHS Trust, a Health and Social Services Board, the Care Quality Commission, the Health Protection Agency, Monitor, the Wales Centre for Health, the Common Services Agency for the Scottish Health Service, Healthcare Improvement Scotland, the Scottish Dental Practice Board, the Northern Ireland Central Services Agency for Health and Social Services, a Regional Health and Social Care Board, the Regional Agency for Public Health and Wellbeing, the Regional Business Services Organisation, Health and Social Care trusts, Special Health and Social Care Agencies, the Patient and Client Council, and the Health and Social Care Regulation and Quality Improvement Authority;
- A healthcare professional who has been subject to an investigation or proceedings, by any regulatory body, in connection with the persons fitness to practice of any alleged fraud, the final outcome of which was suspension or erasure from the register (where this still stands), or a decision by the regulatory body which had the effect of preventing the person from practicing the profession in question or imposing conditions, where these have not been superseded or lifted;
- A person disqualified from being a company director; or

- A person who has been removed from the office of charity trustee or removed or suspended from the control or management of a charity, on the grounds of misconduct or mismanagement.

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