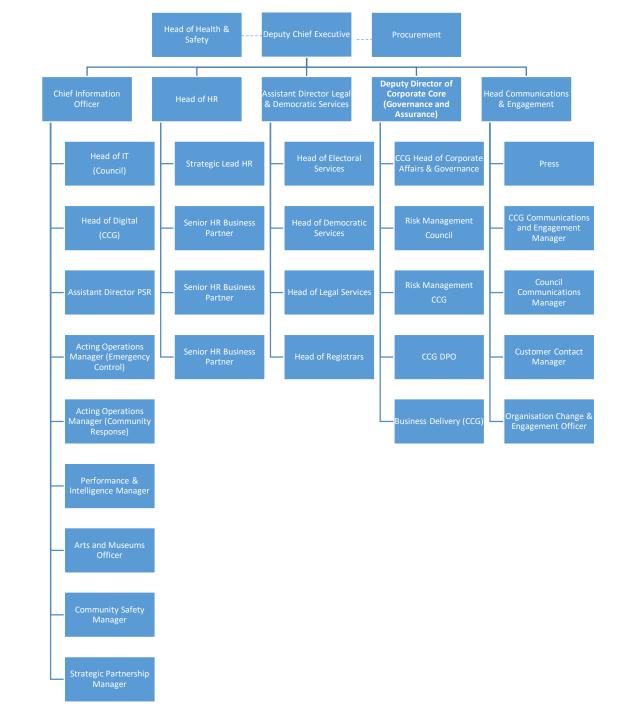
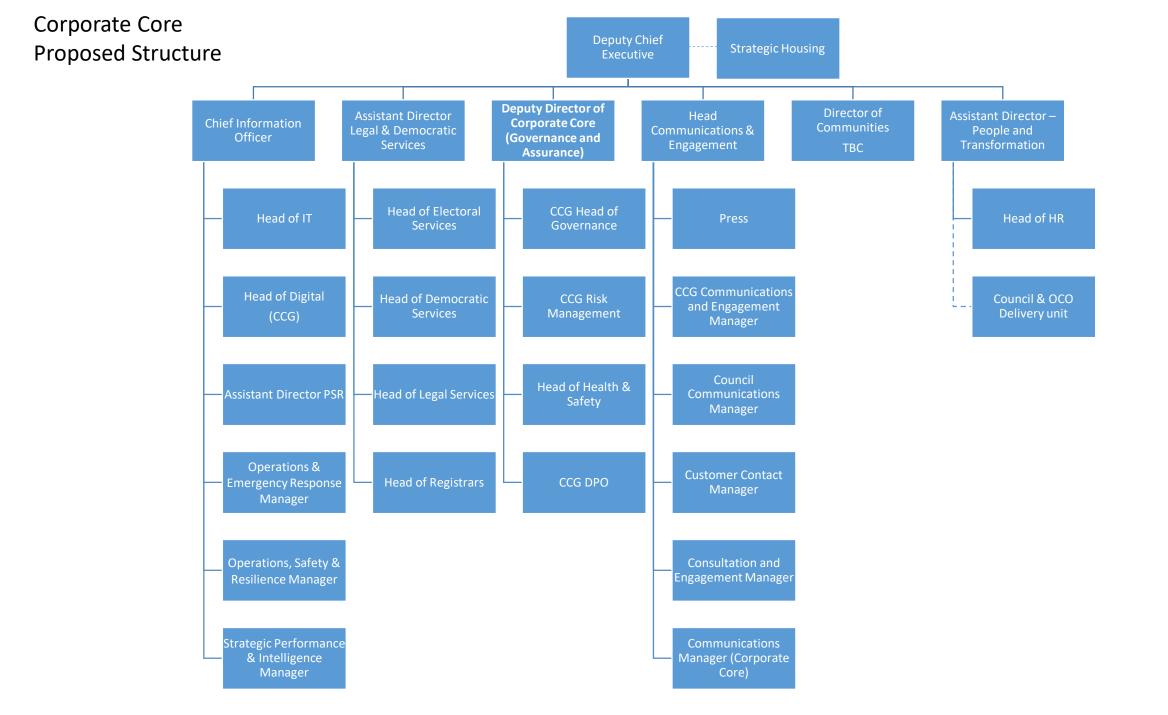
Corporate Core Current Structure



Appendix 1.0



Current Structure Chief Information Appendix 1.1 June 2020 Officer Performance & Partnerships IT & Digital **Community Safety Acting Operations Acting Operations** Strategic Partnership Manager – Performance & Community Safety Head of IT & Digital Manager – Manager Arts and Museums Head of ICT Community Intelligence Manager Primary Care **Emergency Control** Officer (Grade 17) Council Response

(SM2)

(NHS 8b)

(Grade 9)

Hon G11

(Grade 9)

Hon G11

(Grade 14)

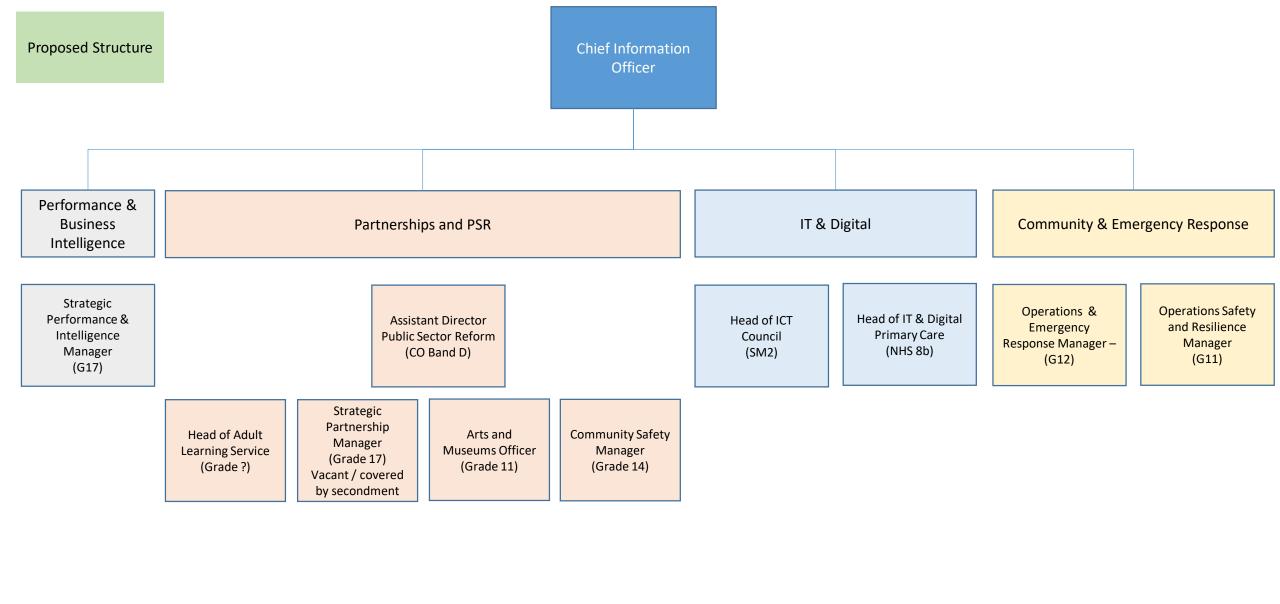
Manager

(Grade 15)

Vacant / covered by

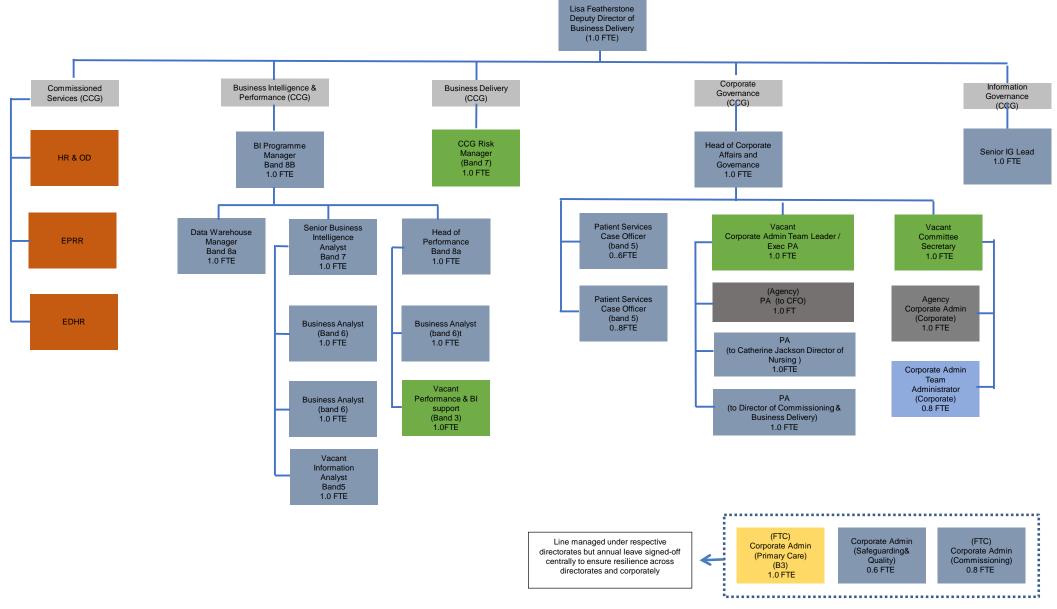
secondment

(Grade 11)

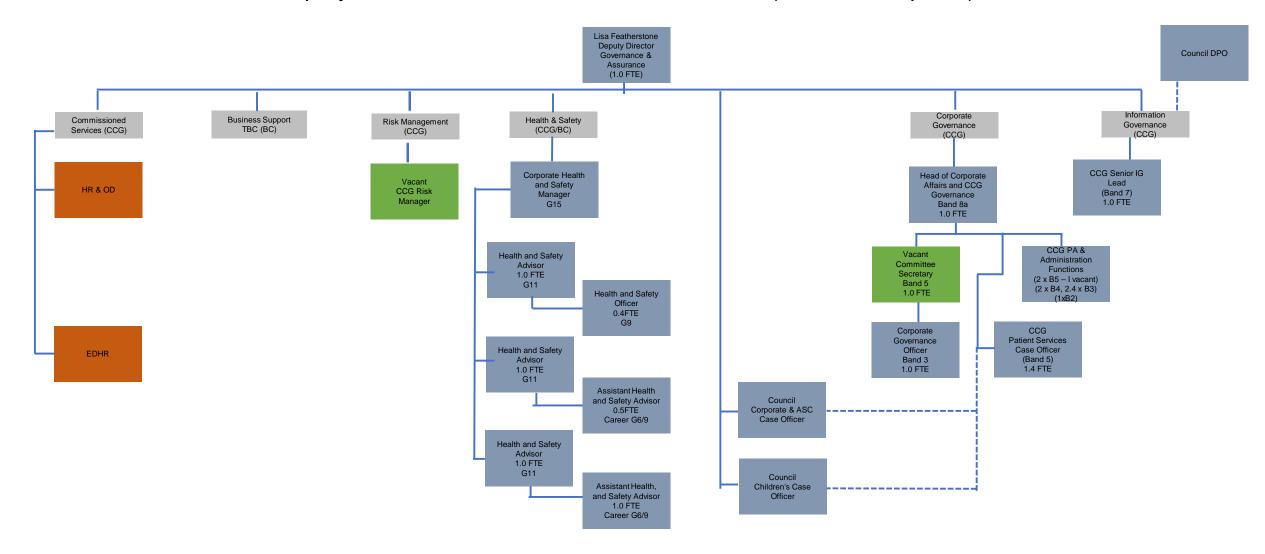


Deputy Director – Business Delivery

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:

- 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)

- 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 Governmet 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:

Purpose and Objectives of Post:

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.

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

The role will focus on, but not be limited to, four areas of responsibility:

- 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
 - The cultural development of the Council and CCG partnership to establish a shared culture, values and ways of working
 - o leadership development to develop a network of joint leadership at different tiers of the partnership and common systems and competencies for delivery
 - o 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)

Relationships: (Internal and External)

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

Control of Resources:

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

Duties and responsibilities

Delivery Unit

- 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.

Human Resources

- 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

Organisation Development

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 /	Sign:	Date:
Manager:		

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:

- 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)

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.
- 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.

- 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:



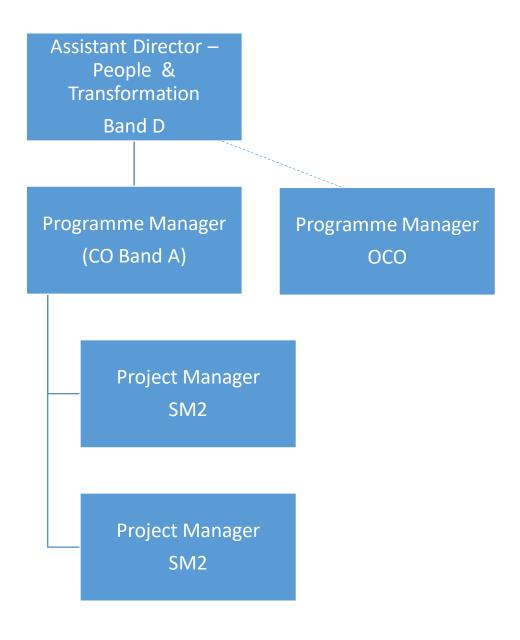
HEAD OF STRATEGIC PROJECTS

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	V	
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	\checkmark	
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	V	
Ability to contribute to and develop strategies and translate them into effective operational plans	V	
Analytical skills to interpret complex information and situations, draw conclusions and make recommendations for action	\checkmark	
Initiative to work independently, working imaginatively and creatively to solve a range of problems to work though risks and make decisions and/or recommendations as appropriate, where a solution may not be immediately obvious	V	
Ability to produce high quality, accurate and precise documents to very tight deadlines.	V	

CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS

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





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:

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.

Purpose and Objectives of Post:

- 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

Duties and responsibilities

- 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.
- 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:

- a. Elected Members to harness 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:



STRATEGIC PARTNERSHIPS MANAGER

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 I 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-a ware 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 1should 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		

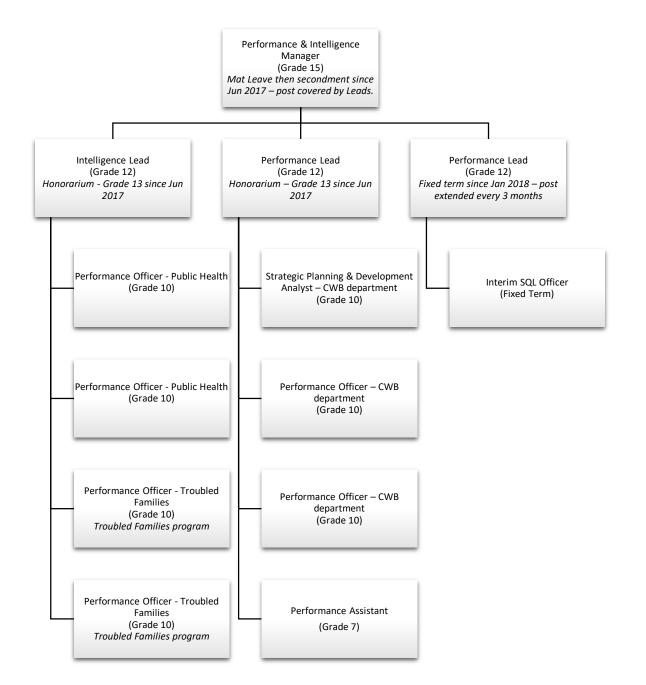
CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS

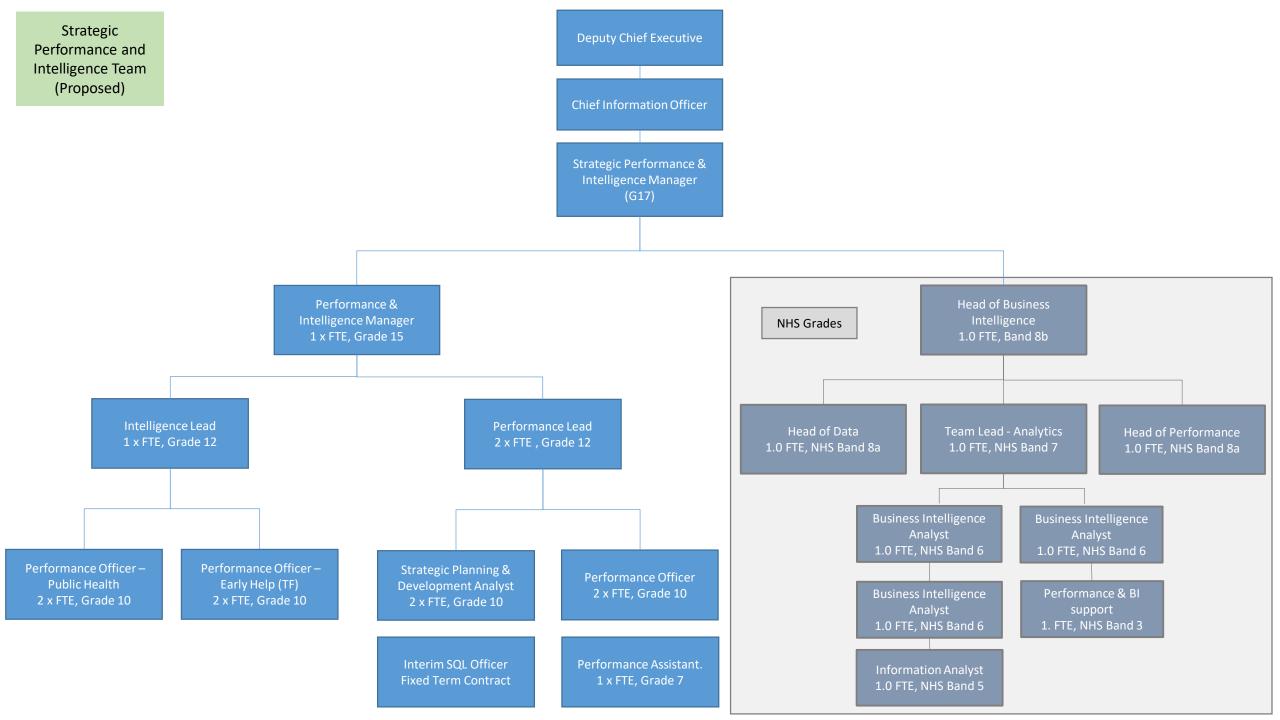
The short-listing criteria listed plus the following:

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	

Performance and Intelligence Team (Current)

Appendix 3.2





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 OSW	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:

- 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 Councils 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.	V	
Experience of proactive and reactive media relations delivery	V	
Experience of providing media handling strategies in response to reputation or crisis management situations		
Experience of working in a politically sensitive environment	V	
The ability to write clear and compelling copy in different voices and for a variety of audiences to tight deadlines	V	
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	V	
Ability to co-ordinate a busy workload with conflicting priorities and prioritise own work and that of team members as appropriate	V	
Ability to develop and maintain positive relationships with members, officers and partner organisations	V	
Ability to promote a positive image of the council and the borough through proactive communications	V	
Awareness of the issues facing local government and the workings of the council and its services	V	

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

Appendix 4.1

BURY METROPOLITAN BOROUGH COUNCIL

JOB DESCRIPTION

Post Title: Communication	Communications Manager (corporate)		
Department:	Establishment/Post No:		
Corporate Core			
Division/Section:	Post Grade:		
Communications	Grade 13		
Location:	Post Hours:		
	37hours in accordance with the Council's flexi-		
Town Hall, Knowsley Street, Bury	time scheme.		

Purpose and Objectives of Post:

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

Communications support for the successful implementation of high profile service transformation and change programmes will also be a key part of this role.

The postholder will be responsible for corporate publications and also lead and manage communications and marketing campaigns for the Department of Corporate Core Services.

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

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.

Purpose and Objectives of Post:

To provide strategic leadership and management of customer contact providing direction and solutions to service development.

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.

To provide the lead role to the council in relation to customer contact and to actively promote and advise on all areas of policy.

To remain abreast of legislative developments ensuring the service is provided in accordance with current legislation, guidance and best practice, developing appropriate polices and working practices.

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.

Ensure vulnerable customers have the help and assistance necessary to engage with the council.

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.

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.

To manage and develop the corporate complaints system, policy and procedures.

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.

Accountable to: Deputy Chief Executive (Corporate Core)

Immediately Responsible to: Head of Communications, Marketing and Engagement

Immediately Responsible for: Customer Contact Team Managers and Whittaker Street Receptionist

Immediately responsible for the following services

Whittaker Street reception area

Contact centre (including CCG PAL's)

Members casework

Complaints system

Monitoring and Logging FOI's, SAR's, EIR's

Channel Shift

Relationships:

Internal

Council Officers

Elected Members of the council

Trade Union Representatives

Executive Directors/members of SLT

External

Members of the public/Businesses/their representatives

Suppliers of goods and services

Staff from other councils

Police/Fire

Landlords/Housing Associations/Six Town Housing

Members of Parliament

System providers

Citizens Advice Services

Vulnerable customers

Local Government Ombudsman

Professional bodies

Control of Resources:

Internal Systems and Equipment

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.

Health and Safety

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	х	
 Experience of providing strategic leadership and management at a senior level for customer contact providing direction and solutions to develop the service 		
 Experience of building a customer service function including the development and delivery of appropriate systems integral to the business including the web 	X	
 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 	Х	
 A good working knowledge of the diverse range of services handled via the Contact Centre, including their priorities and targets. 	Х	
 Ability to create a performance driven culture to ensure a high level of service is being provided and staff are engaged 	Х	
 Knowledge of customer behaviour and experience of using this to prompt channel shift to improve service delivery 	Х	
Leadership skills with the ability to motivate team leaders to create high performing teams	Х	
Strong relationship builder with the ability to influence and persuade a range of audiences	Х	
 Able to interpret and apply data from a variety of sources and make meaningful judgements to support performance management 	Х	
 Ability to remain calm under pressure, use initiative and make decisions 	Х	
Excellent interpersonal/communication skills with a variety of media and colleagues at all levels	Х	
Previous experience of supporting change		X

Previous experience of managing a staff rota	Х
system	



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:

- 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:

- 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	DESTRABLE
Educated to degree level, equivalent qualification or experience in a relevant subject. (All certificates to be checked at interview)	√	
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	\checkmark	
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).	\checkmark	
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:

- 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:

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.

They will also support the press office with proactive and reactive communications, deputising for the Press and Media Liaision Manager in their absence.

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.

Accountable to: Deputy Chief Executive

Immediately Responsible to: Press and Media Liaison Manager

Immediately Responsible for:

Relationships:	
Internal	External
Employees of the Council	Members of the Public
Councillors	Partner organisations
Trade Union Representatives	
·	

Control of Resources:

Physical: Personal Computer (laptop), mobile telephone

Financial: allocated budgets for digital projects

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 Liaision 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	Х	
Good knowledge of current key and emerging social media platforms	X	
A good knowledge of digital analytics and the interpretation of these	Х	
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	Х	
Experience of managing social media channels, understanding how they work and how to write an 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		
Ability to organise daily work demands and prioritise competing priorities	Х	
The ability to work under pressure and to tight deadlines	Х	
Ability to create a content management plan		Х
Graphic esign skills and the ability to use image creation and manipulation software e.g InDesign		Х
Knowledge of Google analytics and SEO tools		X
 Good knowledge of website content management systems (Umbraco, Wordpress or similar) 		Х

Experience of the development of digital channels	Experience of the development of digital channels	X	
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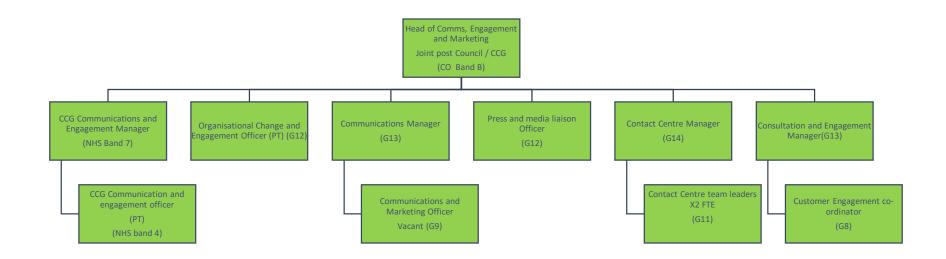
CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS

The short-listing criteria listed plus the following:

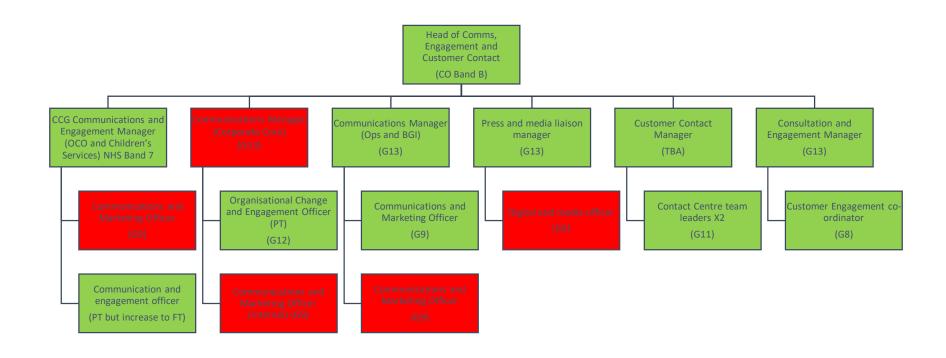
ASSESSMENT METHOD	CRITERIA
Interview - test	Excellent writing skills with the ability to produce clear and engaging copy

Appendix 4.5

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 coordinate 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

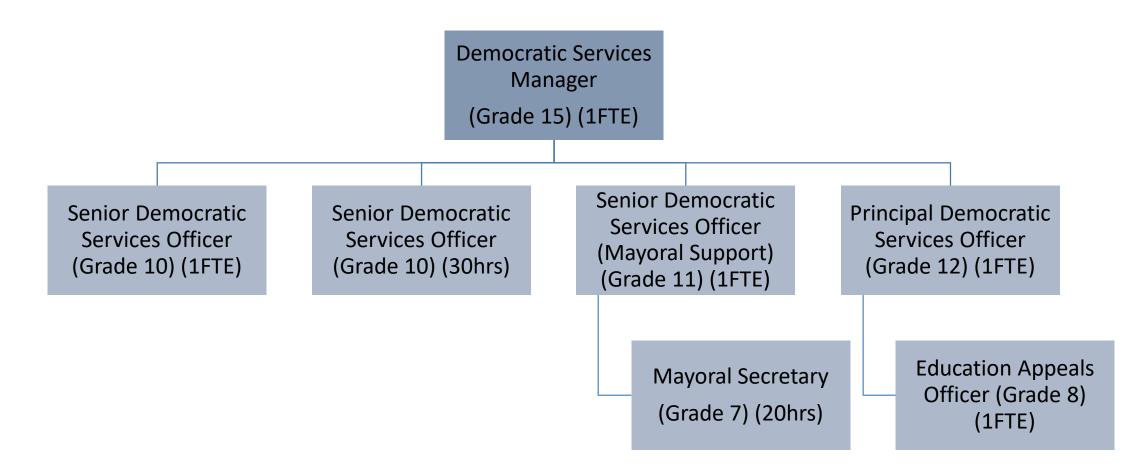
Help ensure compliance with Health and Safety guidelines and instructions as set out in the Health and Safety policy.

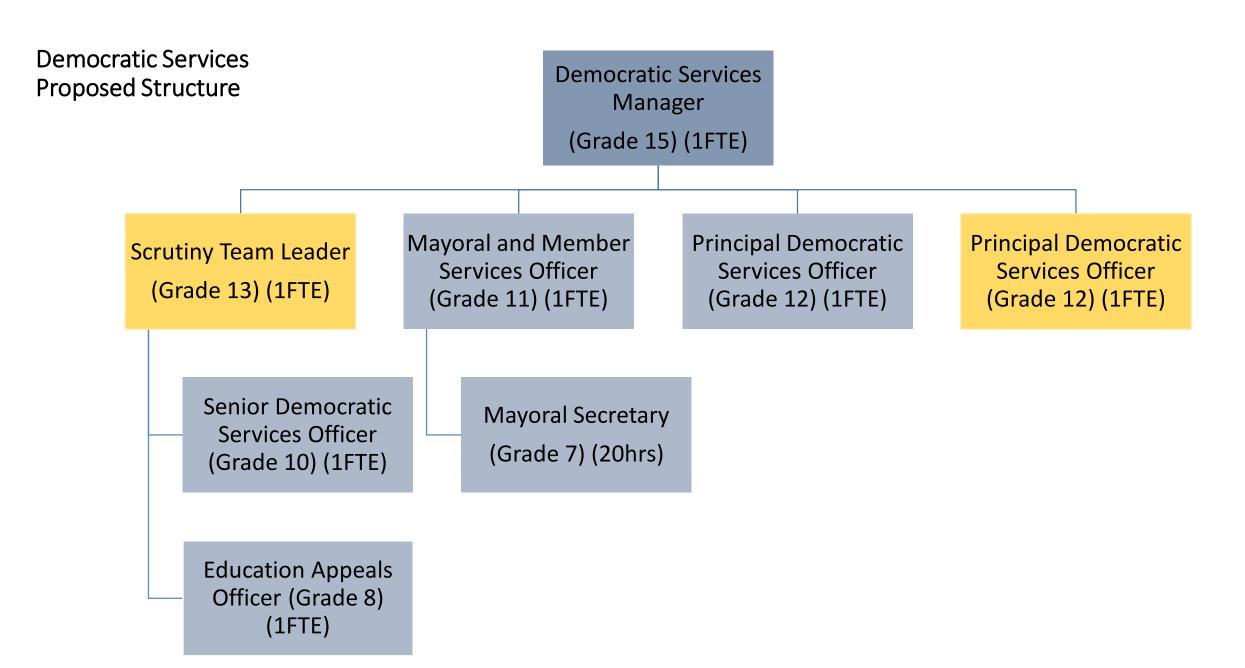
Duties/Responsibilities:

- 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 Current 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
 - o This post is accountable for all CCG governance compliance –Accountable directly to CAO for this aspect of work
 - o Responsible for the SCB Business Unit to drive and manage SCB business, in consultation with Council democratic service
 - o 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 crossdepartment 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 proprieties 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 thoroughly 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 polices 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??
 - 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
 - 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
 - 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

Post Holder:	Date:
Signed	Date
Manager:	
Signed	Date
Please insert name of person who developed Job Desc	cription and date

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.

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	√	
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	√	
Able to take decisions on difficult matters where there may be a number of courses of action	✓	ı
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	Physical Skills – standard keyboard skills			
	Physical Effort – able to work in a standard office environment, travelling between the campus sites and other locations as required			
	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			
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.				
	Working Conditions – able to work in an agile way, hot-desking on a daily basis as part of a standard office environment			
	*Method of Assessment:			
A=Ap	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:	Post Grade: Grade 15
Governance and Assurance	
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)

Designated Health and Safety Director Departmental Health and Safety Coordinators Employees, Schools and Work Experience students Public, Private and Voluntary Organisations

Trade Union Representatives

Other Local Authorities/LATCO's etc North West Employers Organisation Service Users & Members of the Public Clinical Commissioning Group colleagues Other professionals and organisations Fire Service
Police
AGMA CCRU
Contractors
Elected Members

Health and Safety Executive

Six Town Housing

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.
- 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.
- 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 Manager:	Sign:	Date:



JOB DESCRIPTION

Post Title:	Operations & Emergency Response Manager (Forward Incident Officer)		
Department:	Corporate Core	Establishment/Post No:	
Division/Section	n: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:

- 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 prorata)
- 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:

- 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:

- 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

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 it's 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:

- 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 prorata)
- 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:

- 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:

- 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

Relationships:

Internal:

All other Council & CCG employees and other, including client representatives

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

Control of Resources:

Equipment: Communication equipment, security monitoring equipment, access control

systems, CCTV hardware and all other equipment utilised by the Community

Response Service.

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: Day to day Supervision of Community Response Officers and other

mobile/static security personnel as required.

Transport: Ensure vehicles are checked (oil, water, fuel, etc) and that optimum use is made

of them.

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.

Duties and Responsibilities

Management

Working closely with the Operations & Emergency Response Manager the postholder is expected:

- 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	n: 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

Special Conditions of Service:

- 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)

Purpose and Objectives of Post:

- 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 Informat	Chief Information Officer		
Immediately Responsible to: Operations &	Operations & Emergency Response Manager		
Immediately Responsible for: N/A			
Relationships: Internal: 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	External: 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		
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:	To exercise due care and ensure personal safety and that of other during the delivery of the service. To be aware of relevant Health & Safety legislation in relation to employees, visitors and service users To assist management in the implementation and review of risk assessments in relation to the ERRT	
Financial	Responsible for petty cash, purchase card transactions and the recording, spending and tracking of budgets	

Duties/Responsibilities:

Management, Resources and Administration

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.

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.

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.

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.

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.

To advise and provide guidance for ERRT staff on a day to day basis and assist in souring any training, where appropriate.

To provide administrative support to the Bury Resilience Forum and the Emergency Planning Lead Officers before, during and after meetings.

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.

To deal with all initial enquiries and operational / business requests regarding the Service.

Quality Assurance and Service Development

To assist with the development and maintenance of Performance Management and Customer satisfaction systems.

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

To coordinate, manage and process all ERRT CCTV/Data Protection Subject Access requests.

To assist with coordination and development of marketing and promotional materials for the Team as required e.g. Traded Services Events, signage, service profiles.

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.

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.

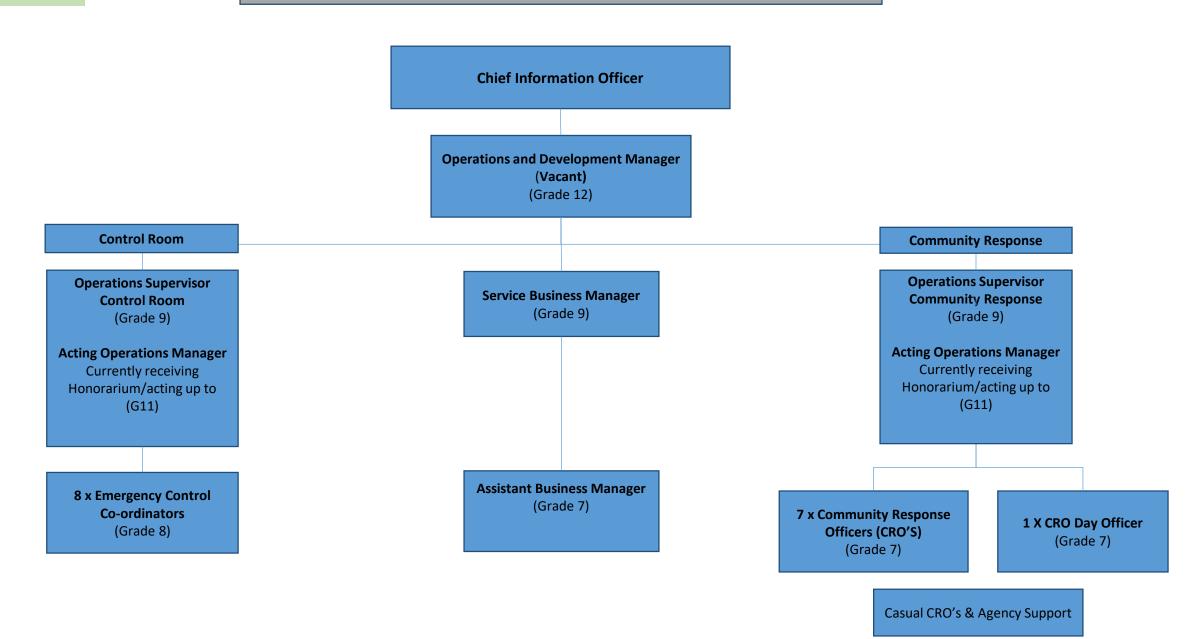
As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm. You will also carry out your duties in accordance with the Council's Equality,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

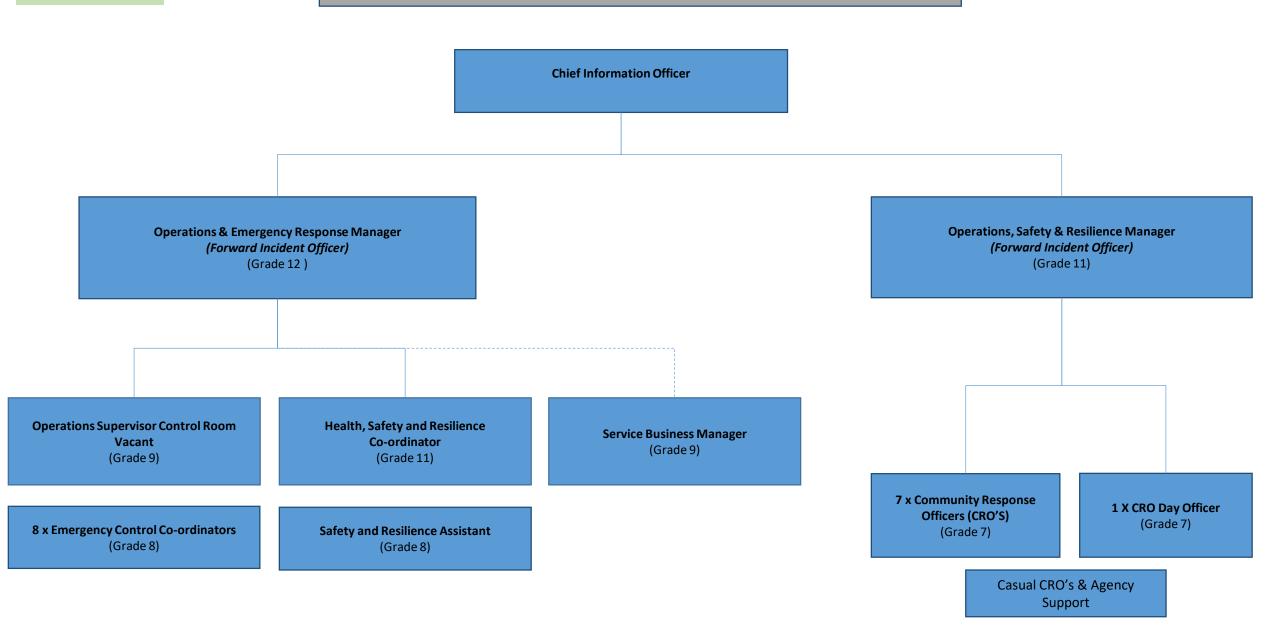
Job Description prepared by	Sign:	Date:
Agreed by Post holder	Sign:	Date:
Agreed correct by Supervisor/Manager	Sign	Date

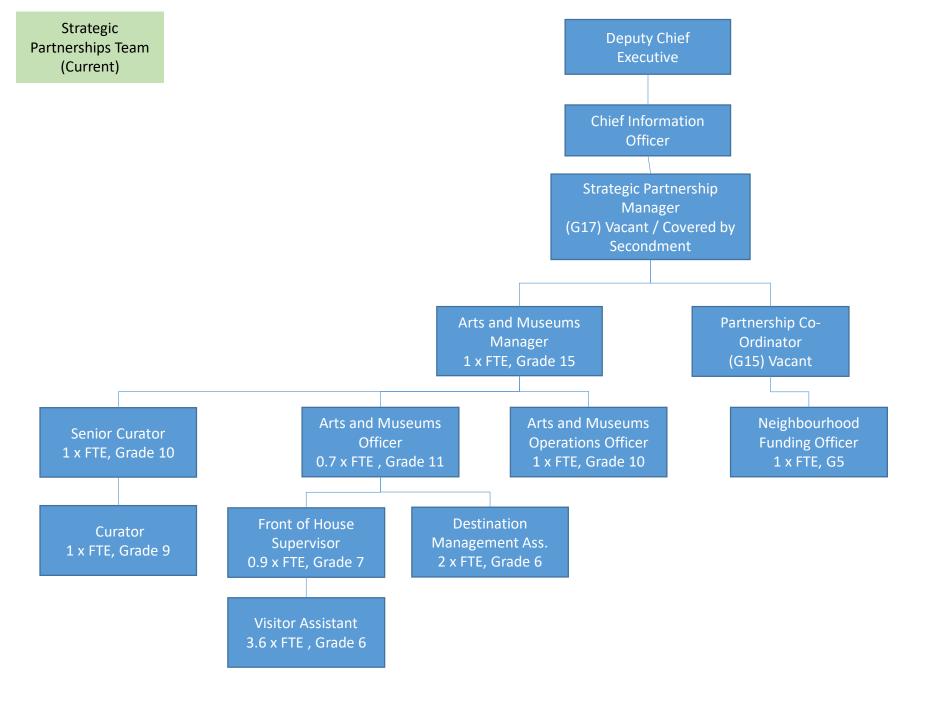
COMMUNITY SAFETY SERVICE STRUCTURE- STAFFING (27TH January 2020)



Community Safety Team (Proposed)

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





Strategic
Partnerships Team
(Proposed)



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 it's 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.

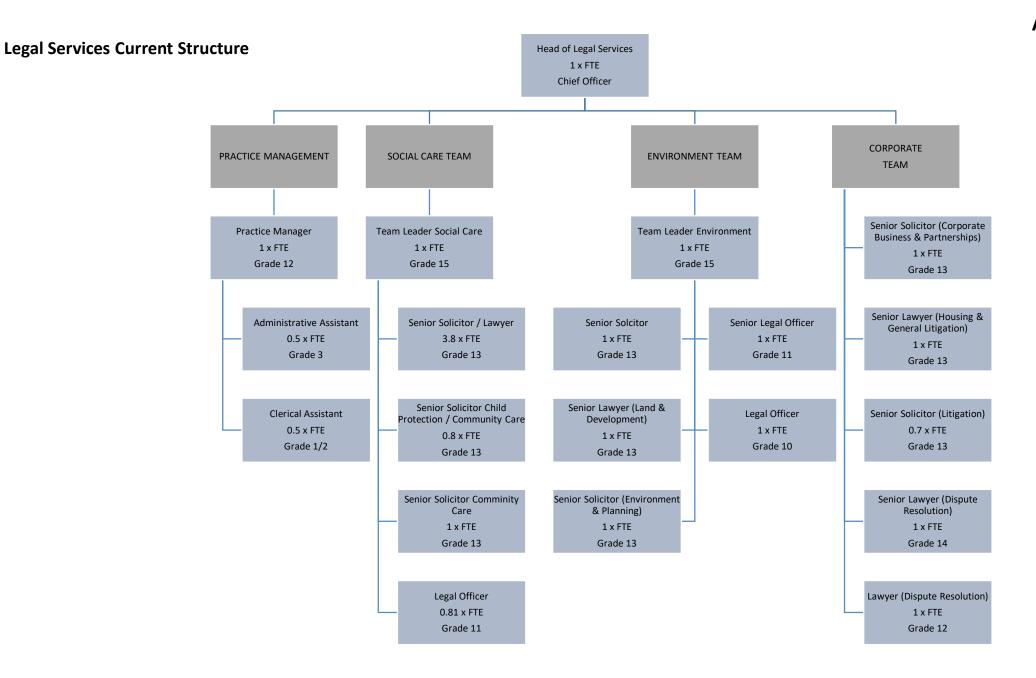
Health and Wellbeing:

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

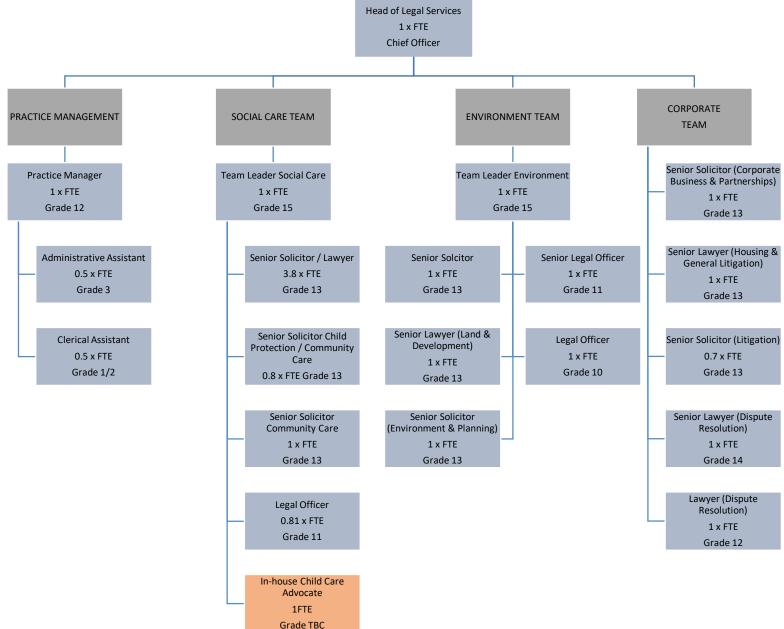
Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service)

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

Appendix 10.1



Legal Services Proposed Structure







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:

Purpose and Objectives of Post:

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.

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.

Responsible for the provision of all business intelligence data/management information.

Responsible for systems compliance with GDPR.

Accountable to: Head of Human Resources, Strategic Lead - HR

Immediately Responsible to: People Analytics and Development Manager

Immediately Responsible for: Apprentice

Relationships: (Internal and External)

External: Internal:

Creditors/Debtors Software Suppliers and Consultants Suppliers of goods and services Members of the public

User Groups

Other Organisations

Officers and Members of the Council Trade Union Representatives

Control of Resources:

Monitoring/Authorising team budget.

Security of personal computer and all other office machinery.

Software

- 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
 - Inheritence/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 approprite 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.

- 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, coordinating 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	1	

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





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

Purpose and Objectives of Post:

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.

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.

To ensure data is robust and secure.

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.

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. 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 te 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, coordinating 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.

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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

Appendix 11.3

