



**Director Of Customer and Data Insight**

<b>Position Title</b>	<b>Director of Customer and Data Insight</b>
<b>Band</b>	Director
<b>Reports to</b>	Strategic Director
<b>Responsible for staff</b>	<p>Directly:</p> <ul style="list-style-type: none"> <li>• Customer services</li> <li>• Performance and data insight</li> <li>• ICT and data protection</li> <li>• Connect programme</li> <li>• ASELA – working with partners across greater Essex and the ASELA region</li> </ul> <p>Indirectly:</p> <ul style="list-style-type: none"> <li>• Cross cutting corporate areas/projects</li> <li>• A portfolio of services</li> </ul>

**MAIN PURPOSE**

The Director role operates across Brentwood and Rochford Councils to provide leadership and direction for both councils at a corporate level and Leading specific service areas. Both councils have ambitious vision and both internal/external challenges/opportunities identified in their respective corporate plans including MTFS.

The post holder will support the Chief Executive and Strategic Directors in delivering the overall strategic direction of the two organisations. The Director will lead a specific range of services ensuring the efficiency and effectiveness of those services at both councils are delivered in accordance with agreed performance standards and legal requirements.

The Director will work collaboratively with the senior leadership team and with Members from both councils ensuring the opportunities for internal and external partnership working are identified and explored to their fullest extent. As well as working with senior leadership colleagues to provide strong leadership, vision and management to a portfolio of teams and services to deliver the strategic and transformational agenda set by Elected Members.

To be an ambassador for both Council's, at local, regional and national levels to encourage inward investment from private and public sectors.

## **MAIN DUTIES**

### **Strategic Leadership**

Each Director will be responsible to the Strategic Directors and Chief Executive for the overall management of their services and the delivery of performance ensuring the delivery of the corporate plans and wider ambitions through driving delivery through collaborative, partnerships and relationship building.

Each Director will be responsible for the management of relationships between Members, and officers in relation to their own service areas and allocated corporate priorities as well as building strong, effective networks at local, county, regional and national levels to ensure that the Councils are represented on matters that are important to Rochford Council /Brentwood Council and that our voice is heard, as appropriate, amongst peers, at the LGA and other membership and lobbying organisations and within central government.

Communicate effectively and continually with corporate leaders and staff across both councils to ensure they understand and are engaged in the strategic and operational performance of the Council's.

Specific duties include:

- Work closely with the Chief Executive, Strategic Directors and Directors to ensure that the Council's objectives are promoted and implemented through developing appropriate strategies, policies and plans and translating these into effective action
- Provide direction to those directly managed and their teams in order that they develop effective service plans for their areas and ensure these facilitate the smooth and efficient running of the Council's day-to-day activities. Monitor services and track progress to ensure delivery of set plans
- Ensure robust performance management, resource management and governance regimes
- Inspire, support and lead the service transformation required to secure the financial savings identified in the Business Plan and MTFS
- Ensure teams and resources are motivated and aligned to deliver corporate priorities
- Be an effective member of the Senior Leadership Team providing leadership and displaying behaviours which will contribute to a confident, cohesive leadership Team
- Actively promote and participate in team improvement, collaborative and collegiate working and the resolution of disputes and take immediate and well thought out remedial action to resolve serious delivery issues
- Manage portfolio of services within revenue and capital budgets and provide accurate financial forecasts as required, ensuring value for money services

### **Community and customer focus**

Ensure that the Council's understand local communities, operating in a fair and open manner and whose culture is conducive to being an employer of choice.

Undertake all duties within the framework of Inclusion and Cohesion.

Support Strategic Directors to review the way services are commissioned and delivered and support the building of community capacity so that local communities are well placed to shape and/or deliver services.

### **Stakeholder management**

Develop and maintain constructive relationships across the councils and with other local authorities, central government, external partners (including the business and industrial sector), community and voluntary organisations.

### **Transformation and culture change champion**

Working to the relevant Strategic Director to support the delivery of major programmes of work, projects and transformation portfolios, driving the most ambitious programmes in a generation and meeting the financial strategies of each council.

Provide visible leadership for complex and cross cutting change programmes.

Drive significant cultural change through the organisations and key partners.

Develop and embed a performance culture that delivers results through rigorous open challenge, personal accountability, disciplined execution and continual improvement.

Create a culture of continuous improvement which learns from both the public and the private sectors by using business methods and technology where appropriate, as well as effective self-regulation.

Provide high quality and visible leadership and professional standards, promoting and acting as a role model for the organisational values of both councils.

Ensure the councils are commercial in their approach with regard to service delivery and provides value for money and valued services within a challenging financial environment.

### **Specific corporate responsibilities**

- Advise the Chief Executive, Strategic Directors and Members on the state of delivery of both council's corporate plan and programmes
- Ensure full compliance with all appropriate legislation and Statutory obligations
- Comply with the Council's financial and procurement regulations
- To undertake specific responsibilities in emergency planning, participating in the corporate response to civil and national emergencies
- To comply with the Rules of Procedure and undertake those functions identified in the scheme of Delegation to Officers as may be determined from time by the councils
- To undertake a key role ensuring compliance with Health & Safety across allocated services and the organisation
- To ensure full compliance with the statutory data protection legislation. To ensure information both commercial and personal is kept confidential as much as it can be unless required to disclose by law
- To undertake responsibilities in accordance with the requirements of the Corporate Manslaughter and Corporate Homicide Act 2007, ensuring a duty of care towards employees
- To ensure compliance with the principles of equality and diversity and uphold the Council's values and behaviours, championing and always promoting
- Participate in the rota for out of hours cover

The duties and responsibilities of this post may vary from time to time according to the changing requirements of the Council. The Chief Executive reserves the right to review and amend the job description in the light of those changing requirements and in consultation with the postholder.

### **SERVICE RESPONSIBILITIES**

All Director posts will operate at a corporate level with responsibility for cross cutting themes in addition to service responsibility leadership.

Responsibilities for specific services may be changed in consultation with the postholder.

All Directors will deputise for the Strategic Directors/Chief Executive as directed.

## Person Specification

<b>Post</b>	<b>Director of customer and data insights</b>
<b>Essential Requirements</b>	
<b>Qualifications</b>	
<ul style="list-style-type: none"><li>• Educated to Degree level or equivalent in a relevant subject, or equivalent by experience.</li><li>• Postgraduate or equivalent by experience or professional qualification in a relevant subject.</li><li>• Full Driving Licence.</li></ul>	
<b>Knowledge, Skills &amp; Aptitude</b>	
<ul style="list-style-type: none"><li>• In depth knowledge and experience in one or more of the services listed.</li><li>• High level written and oral communication skills.</li><li>• Management and leadership skills at the highest level, specifically:<ul style="list-style-type: none"><li>• An ability to think and plan strategically and operationally</li><li>• An ability to set and deliver realistic objectives</li><li>• An ability to initiate and manage change</li><li>• An ability to lead and inspire teams of people</li><li>• A creative and innovative approach to problem solving</li><li>• An ability to prioritise the use of resources to achieve objectives</li></ul></li><li>• High degree of political sensitivity, understanding and responding to the implications of working in a politically controlled and democratically elected organisation.</li><li>• The ability to work closely with Members, Chief Executive, Strategic Directors and Senior Managers to create and sustain a vision.</li><li>• Able to work co-operatively and corporately as part of a team.</li><li>• A strong and proven influencer.</li><li>• Good numeracy skills.</li><li>• Ability to 'model' appropriate behaviours that encourage a culture of empowerment, initiative and transparency across the Council.</li></ul>	
<b>Experience</b>	
<ul style="list-style-type: none"><li>• Significant post-qualification experience gained either in the public, private or voluntary sector, including experience of operating at Leadership Team level. This should include a strong track record of delivering customer focussed services in a multi-disciplinary and complex environment.</li><li>• Experience of operational planning and service delivery within local or central government or the private sector, with a demonstrable and proven track record of achievement.</li><li>• Practical evidence of developing and maintaining good working relationships with a wide range of customers/stakeholders, developing and building partnerships to positive effect.</li><li>• Demonstrable experience of successfully leading and managing service specific teams.</li><li>• Demonstrable experience of successfully leading cross cutting projects and programmes at a corporate level.</li><li>• Experience of having worked at a senior level in a political environment, with skills in understanding and responding to different perspectives from a corporate viewpoint.</li><li>• Experience of working in a commercial environment (Public or Private sector) to deliver key outcomes.</li></ul>	
<b>Circumstances</b>	
<ul style="list-style-type: none"><li>• Able to attend evening and weekend meetings and events.</li><li>• Able to demonstrate values consistent with the values of both councils.</li></ul>	