

Job Description



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| Job Title: Director of Resident Experience | Service Area: Resident Services, Council Tax & Benefits and Business Support | |
| Directorate: Corporate Director of People Policy and Performance | Post Number: | Evaluation Number: LBN 362 |
| Grade: SMR-E | Date: July 2021 | |
| People at the heart of everything we do We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team. | | |
| Equality and diversity We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work. | | |
| Protecting our staff and services Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately. | | |
| Corporate parent We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017. | | |

Overall Purpose of Job

1. To lead and manage the Council's integrated Customer Service centre, which is the principal point of contact for residents accessing council services including the repairs operational centre, out of hours service, council tax collection and housing benefit services.
2. To lead and manage the Council's council tax collection and housing benefit services, ensuring this key revenue source for the Council is collected effectively and in accordance with all statutory provisions as well as the Council's values.

3. To lead and manage the Council's arrangements for responding to and learning from complaints, Ombudsman cases, Freedom of Information and Subject Access requests and Councillors' Enquiries.
4. To play a leading role in service transformation across the Council, putting residents' interests at the heart of those programmes and acting as the corporate champion of the resident experience across the Council.
5. As one of the Council's most senior managers to act as an exemplar for staff, championing the Council's values and contributing to delivery of a wide range of key strategies and policies.

Job Context

1. The postholder will report to the Corporate Director of People, Policy and Performance.
2. To provide leadership for all statutory functions in relation to the collection of Council Tax and the payment of Housing Benefit and Council Tax Support, and for ensuring compliance with the corporate and statutory frameworks for complaints and Freedom of Information requests.
3. To lead and champion the voice of the resident across all areas of the Council's work, reporting directly to the Corporate Management Team on issues and concerns in relation to the experience of residents, customers and service users when interacting with the Council and its staff across all Council services.
4. Directly accountable for ensuring that residents experience high quality customer service when interacting with the Council via the customer contact, repairs operational centre, out of hours and Council Tax and Benefits telephone services, the customer contact centre at East Ham Town Hall Annexe, related resident access points in the Community Neighbourhoods service (libraries) and the Council's web site.
5. Budgetary accountability for £5.7m per annum of directly controllable expenditure in Resident Services and Business Support, £6.2m operational budget for council tax/benefits plus administration of c£260m housing benefit payments per annum and collection of c£100m council tax per annum
6. Staff management responsibility for circa 320 staff fte (161 council tax and benefit, 85 business support, 80 in contact centre)
7. Collection of circa £100m Council Tax per annum from 123,000 households, payment of circa £260m of Housing Benefit per annum to 40,000 households and payment of £25m Council Tax Support per annum to 36,000 households.
8. Deliver the Council's Discretionary Housing Payments scheme spending of circa £1.8m per annum.

9. To ensure high standards of internal control are adhered to, appropriate to the very large scale financial systems for which the post holder is accountable, with a particular focus on minimising and detecting fraud within the housing benefit system.
10. Develop and maintain a key suite of performance indicators to ensure that all council services are informed about their service interactions through the Council's resident contact channels and use the insight from those KPIs to improve service quality and residents' experience and reduce failure demand.
11. Responsible for the submission of appropriate and accurate returns to statutory bodies such as the Department for Work and Pensions, Ministry of Housing, Communities and Local Government.
12. Be responsible for the timely and accurate claim for subsidy from the DWP and the audit of claims with the Council's external auditors.
13. Responsible for developing, reviewing and delivering the Council's policies in relation to complaints, Member enquiries and FOI, Subject Access Requests and ensure the Council's statutory requirements and policy aims of transparency and openness are met.
14. Promote a positive image of the Council and enhance its reputation and maintain good relationships with appropriate bodies such as the Local Government Ombudsman.
15. Lead and manage the Council's central business support team (approximately 85 staff – budget of £2.7m), providing administrative services to a range of services across the Council.

The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

Tasks and Accountabilities (all Tier 3 posts)

Tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Strategy

- To direct and keep under review the Corporate Plan, division specific service strategies and the divisional service plan in order to ensure that the Council fulfils its duties and delivers the agreed aims and outcomes for your division.

- To work in partnership with internal colleagues and external stakeholders in an integrated, holistic and cross cutting way to achieve delivery of those outcomes
- To take a “one Council” approach to deliver more effective outcomes and at all times avoid a siloed or single service area approach.
- To work creatively to develop ways of sharing good and innovative practice at a local and national level.
- To ensure the Council’s commitment to put people at the heart of all we do by fully engaging residents in the development of ideas, strategies and policies as well as the co-design, co-production, and joint decision making approaches is implemented throughout the division following the professional leadership of and models developed by the Resident Engagement division.
- To contribute fully to the development and implementation of all corporate strategies and the Council’s vision and to act as a major project or programme Senior Responsible Owner to lead and ensure the implementation of specific corporate projects as required.
- To actively develop and promote the Council’s vision and values through personal leadership to ensure they are delivered throughout the organisation.

Service quality

- To deliver on appropriate service quality measures, targets and outcomes for accountable assessment and that act upon resident and stakeholder perceptions and to seek out more transparent accountability mechanisms for delivery in the division.
- To build effective partnerships and communication strategies in order to harness effectively the public, private, voluntary sector and community resources that can help to deliver the Council’s vision.
- To be one of the Council’s (officer level) representatives in partnerships.
- To work collaboratively with the trade unions on matters of mutual interest to improve services and solve problems in a coherent and integrated manner.
- To promote a positive public image of the Council.
- To provide high level strategic direction and policy advice to the Chief Executive, Corporate Management team, the Mayor, Cabinet, Overview and Scrutiny, all Members and Full Council.

Performance

- To manage and direct the services within the division in order to ensure that they deliver effective and efficient services and that they set and achieve high standards of performance and that they provide best value.

- To manage and regularly monitor work programmes, budgets, performance indicators and quality targets to ensure that the services in the division meet agreed objectives, key performance indicators and income targets.
- To provide the Council, Mayor, Cabinet, Overview and Scrutiny and other council bodies as required with appropriate reports and professional advice to enable them to discharge their functions in an effective and efficient way, and to display the highest standards of ethical governance.
- To performance manage specific services in the division, building a valued, confident, developed, agile, empowered and innovative workforce.
- To uphold the internal control system that safeguards the residents' interest in the appropriate use of council resources and ensure the system is respected and adhered to by all staff in the division.
- To ensure the effective management of data and security of information received and used within the division, to comply with the relevant legislation such as GDPR and the Freedom of Information Act recognising that the Council wishes to operate in the most open and transparent way.
- To ensure performance appraisal procedures are carried out and that there is full compliance with the Council's HR policies and procedures, including sickness absence, conduct, capability, business reorganisation and Health and Safety.

Resource Management

- To participate in the overall Council budget setting process and once agreed, work within that set budget to deliver the required outcomes in a way that delivers value for money both residents and the Council.
- To plan and keep under review the services within the division to control the budgets within it, manage risk effectively and ensure accountability.
- To lead the service to operate in the most cost effective and efficient way, driving a continuous improvement mind set among staff.

Leadership and Culture

- To participate/lead in the directorate and organisational change that is needed in order to ensure the services play their full part in achieving the Council's vision and values.
- Drive improvement in customer and community focus, performance, productivity, budget, managerial efficiency and workforce changes to deliver improved outcomes for the people of Newham.
- Model the new behaviours required of all staff in terms of equality, ethical behaviour, effective internal control, agility, transparency, openness, community empowerment and engagement.

- To promote and champion equality and diversity in the delivery of all Council activities, service provision and employment practice.
- To ensure that all services are maintained to the required standards as directed by business continuity and resilience policies.
- To participate in the Council's emergency arrangements as an on call member of the strategic or tactical response team at the appropriate level.
- To ensure that Health & Safety legislation and the Council's Health & Safety requirements are all complied with.
- To work evenings, weekends and occasional public holidays, in order to meet service requirements as required.
- This is a politically restricted post under the Local Government and Housing Act 1989 and the Local Government Officers (Political Restrictions) Regulations 1990. The individuals holding this post cannot have any active political role. Politically restricted employees are prohibited from:
 - standing for office as local councillors, MPs, MEPs, Members of the Welsh Assembly or Members of the Scottish Parliament,
 - canvassing on behalf of a political party or a person who is, or seeks to be, a candidate, and
 - speaking to the public at large or publishing any written or artistic work that could give the impression that they are advocating support for a political party.

Personal Specification

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| Job Title: Director of Resident Experience | Service Area: Resources/PPP | |
| Directorate: Corporate Director of Resources /PPP | Post Number: | Evaluation Number: LBN 362 |
| Grade: SMRE | Date: May 2021 | |

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

| CRITERIA | METHOD OF ASSESSMENT |
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| QUALIFICATIONS | |
| Educated to degree level or equivalent level of work experience at a senior level relevant to the field. | Application form/Certificate |
| Evidence of continuing professional/management development. | Application form/Certificate |

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| KNOWLEDGE/EXPERIENCE: | |
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| <p>Comprehensive knowledge of issues/challenges for the service, nationally/regionally and locally, including working in a highly regulated environment.</p> <p>Track record of successfully delivering complex transformation programmes or projects relating to the service area.</p> <p>People management at a senior organisational level including motivation, performance and capability.</p> <p>Providing strategic leadership to a range of functions, maximising efficiency, different delivery models and improving performance.</p> <p>Experience of using innovative technology and the power of data to effect service transformation and improvement</p> <p>Managing large budgets, financial information and the budget setting process at a senior level.</p> <p>Understanding, appreciation and working within the political context and environment at a senior level.</p> | <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> |
| <p>SKILLS AND ABILITIES:</p> | |
| <p>Ability to plan and work towards a long term strategic vision and translate that vision into reality.</p> <p>Ability to develop, implement and monitor appropriate qualitative and quantitative indicators to measure the performance of the service and use this as a basis for improvement.</p> <p>Ability to listen and respond sensitively to the needs of the community and structure the service around the needs and experience of customers.</p> <p>Ability to build effective and productive working relationships with colleagues at all levels.</p> <p>Ability to manage, lead and motivate staff and foster their development.</p> | <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> |

| OTHER SPECIAL REQUIREMENTS | |
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| <p>Basic DBS check</p> <p>Willingness and ability to work occasional evenings and weekends to maintain service delivery.</p> <p>Politically Restricted Posts The Local Government & Housing Act 1989 imposes restrictions on political activities for certain categories of local government employees. In accordance with this legislation, this post is politically restricted and as such the post holder must refrain from being a candidate for election, an election agent or sub agent, an officer of a political party, or sub committee of such a party or canvass, speak to the public at large, publish written or artistic work or display posters in support of a political party or sub group of such a party.</p> | <p>Satisfactory clearance at conditional offer stage</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> |