



Head of Finance  
and Customer  
Services

# Welcome

Thank you for your interest in this role. If successful, you will be joining us at a great time, with a new finance system just completing install and a new budget set for the coming year.

You will be part of the wider Council's leadership team, and of course as S151 officer you will also be a fundamental part of taking the council forward over the coming years.

We have a healthy budget position, but as with all councils are entering some uncharted waters regarding future funding regimes and how these will impact on the council's medium term. Our MTFS has been recently updated to reflect these.

The post will also pick up our engagement with our partnership Revenue & Benefits service, and also for our Customer Services function. This is part of our approach to widening the practise of members of the leadership team rather than just a typical silo approach.

Finally, you will be joining us at a great time as our new hybrid working model and accommodation changes start to really kick in, seeing us move to a new office location later in the year.

You will of course need the appropriate qualifications as delated in the job pack to fulfil the statutory duties of a S151 officer, but just as important will be your positive and creative approach, strategic understanding and collaborative management style.

I hope to meet you in due course.

Regards



**Bev Smith**

Chief Executive

North West Leicestershire District Council





## About North West Leicestershire District Council

North West Leicestershire District Council is both the council's name and geographical location and is situated between Leicester, Burton upon Trent, Derby and Nottingham. The area of the district is 108 square kilometres.

Main roads through the district are the M42/A42 between Birmingham and Nottingham and the A50/A511 between Leicester and Burton upon Trent. The M1 motorway, which runs through the district, is accessible from junctions 22, 23, 23A and 24. The nearest railway stations are at Burton upon Trent, Loughborough and Leicester.

With a population of almost 93,500, North West Leicestershire is mainly a rural district, sitting at the heart of the National Forest, bringing in tourism from around the country. It is home to East Midlands Airport, which has replaced the mines as one of the region's major employers. It is a key location for many large businesses, with the likes of Pall-Ex, United Biscuits and TNT having bases here, and large developments like the Marks and Spencer distribution centre making North West Leicestershire their home.

Like many other shire districts, authority over North West Leicestershire is shared between the district council and the county council. Areas of responsibility of the district council include local planning, building control, council housing, refuse collection, recycling and some leisure services and parks.

The district council is currently controlled by 38 councillors representing 38 wards, who are elected every four years; the last election took place in May 2019 and saw the Conservatives remain in control.

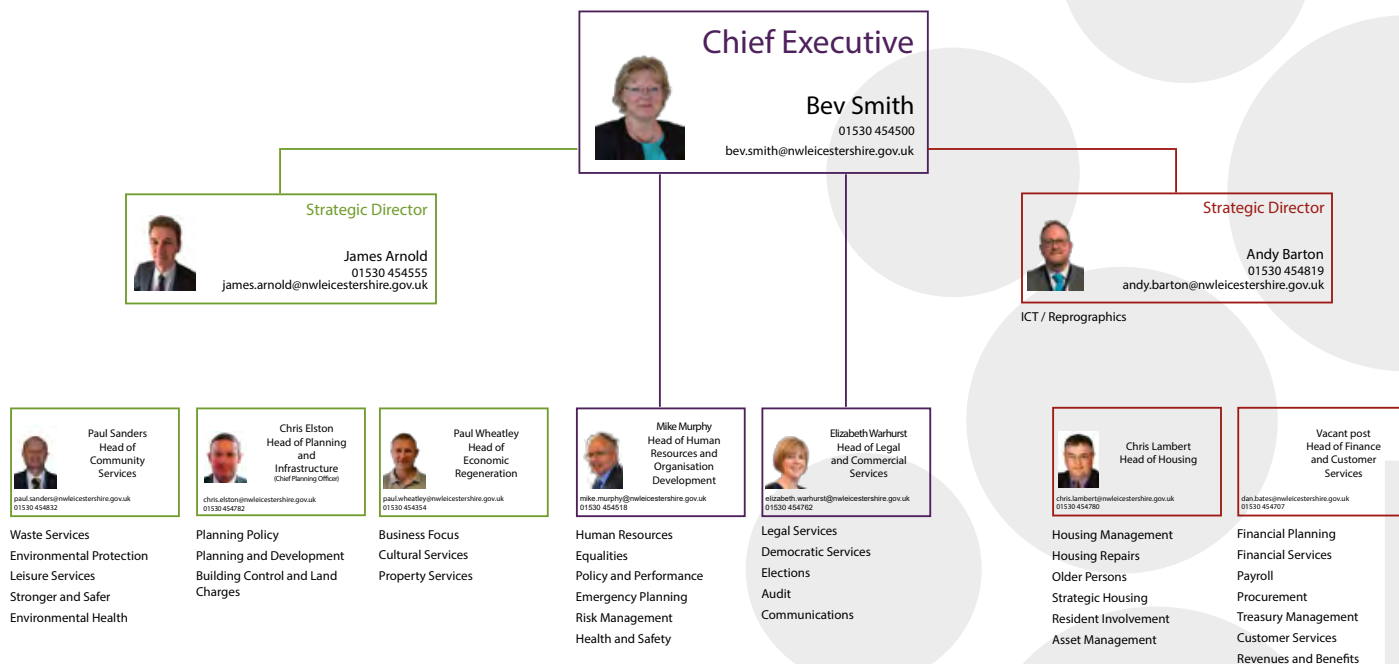
The council has an executive known as the Cabinet which is made up of 7 councillors who have special responsibilities and power. As the Conservatives have overall control of the council they hold all of the seats on the Cabinet.

Key links:

- **Budgets**
- **Priorities and performance**
- **MTFS**
- **The Cabinet**



# Structure chart



Organisation Who's Who  
November 2021

## Council's values – One Council, one team.

- **Trust** - As an organisation we want to be open, fair and transparent, and to be trusted that we will deliver our promises. Please give examples of how you have delivered what has been requested.
- **Respect** - Our community is made up of many different people with different needs, all of them important. Please give examples of how you will respect and value customers and colleagues, taking into account their individual needs.
- **Excellence** - North West Leicestershire District Council wants to lead the way and be the best we can for our community. Please give examples of how you make sure your work is of high quality.
- **Pride** - The council is working to make North West Leicestershire a happy, healthy and vibrant place to work and live. Please give examples of what you do in your work to show pride in your workplace and community.
- **Growth** - Life in North West Leicestershire District Council is not about standing still. We aim to work together to grow and to continually improve. Tell us about what you have done to help you do your job better and bring more quality to your work.



**Job Title** Head of Finance & Customer Services

## **Job Purpose**

- To be the council's principal advisor on financial matters and the council's chief financial officer under Section 151 of the Local Government Act.
- Provide dynamic and positive leadership in managing the staff and teams allocated to the post - Finance, Exchequer Services, Payroll, Customer Services and the Revenues & Benefits Partnership.
- Play a key role within the Corporate Leadership Team and the wider community to ensure the council is highly regarded by government, stakeholders, employees, the business community and elected members.

## **Corporate Management**

1. To lead and manage the delivery of the council's services allocated to this post in an efficient and effective manner, within the strategies and policies approved by the council
2. To provide the necessary leadership, guidance and direction to all employees and to oversee the management of budgets.
3. To play an effective part in the corporate management of the council to ensure a "One-Council" approach is adopted at all times.
4. To role model through own behaviours and actions a coaching and empowering approach to leadership to ensure the council is driven by a truly customer-focussed culture.

## **Summary of Main Duties and Responsibilities**

1. Challenge – to positively manage ongoing improvements within services by recognising the achievements of individuals and teams, whilst encouraging creativity and autonomy with responsibility.
2. Financial and Corporate Governance – to ensure that effective financial and corporate governance controls are implemented whilst seeking ongoing areas for improvement.
3. Corporate Strategies – to ensure council's strategies, priorities and plans are delivered whilst seeking ongoing areas for improvement.
4. Elected Members – to work with members to assist in their understanding and engagement of services and to provide them with appropriate support and advice regarding their casework and other council activities, including attendance at appropriate council meetings.
5. Community stakeholders – to build and develop effective relationships with a variety of stakeholders including Parish Councils, Business and Enterprise organisations, voluntary sector groups etc.
6. Procurement – to ensure that all procurement procedures meet EC and other statutory requirements, resulting in efficient and effective provision of good services.
7. Corporate – to participate in the out of hours Emergency Planning callout rota of the council as Incident Control Manager and to lead teams in collaboration with other agencies and stakeholders to effectively manage civil emergency situations.
8. To lead the effective management and development of employees to ensure that they are consulted empowered, valued and motivated
9. Ensure first class technical and professional advice to members and officers of the council on all financial issues including corporate budget setting, treasury management, and compliance.
10. Work with officers and members across the council to challenge the council's overheads and service costs to deliver savings in relation to general efficiency.
11. Be accountable and advise the Chief Executive and Strategic Directors on the development and management of the council's borrowing, investment and insurance strategies, the overall revenue and capital strategy including general fund, housing revenue account and aligned budgets.
12. Be responsible for the financial model underpinning the medium term financial strategy and supporting budget process.
13. To be accountable for the Council's Customer Services Function and be the lead officer for the Revenues & Benefits Partnership and act as the Customer Champion within the Council.
14. Challenge – ensure that appropriate financial and resource policies / procedures are properly operated, communicated and monitored to ensure they are effective and efficient. To positively manage ongoing improvements within the service areas by recognising the achievements of individuals and teams while encouraging creativity and learning. Develop and deliver efficiency reviews and appraisals as required.



1. Financial and Corporate Governance – ensure that the financial systems and controls within the council are reflective of up to date best practice within the sector. Also contribute to maintaining the effective Corporate Governance arrangements of the council.
2. Financial strategies – to develop, deliver and manage the council's financial strategies including the council's Annual Budget, Medium Term Financial Strategy, capital programmes, Council Tax, Annual Accounts and Governance Statement, as the Section 151 Officer of the Council.
3. Procurement – ensure that all procurement procedures meet EC and other statutory requirements, resulting in the efficient and effective provision of good services.
4. Development / Training – provide advice and training to ensure officers and members are fully aware of matters such as standing orders / financial regulations. Provide training and sharing of best practice and learning across the council.
5. General – such other duties required consistent with the general level of responsibility of the post

## Competency Standards

| Competency                                      | Description   |
|---|---|
| Collaborates and works with partners            | Actively engages and involves internal and external partners to develop and achieve shared community goals and objectives.                          |
| Engages with the community & other stakeholders | Ensures decision making is properly informed by others within the local community.  |
| Delivers customer focussed services             | Actively involves internal and external customers / partners to develop and deliver effective services.   |
| Is politically sensitive                        | Engages effectively with elected members and other stakeholders to deliver effective solutions.   |
| Is strategically focussed                       | Is able to see the bigger picture and focuses decision-making on the achievement of agreed long-term goals.   |
| Manages diversity in practice                   | Values and respects differences between people (and the service benefits that can arise), challenges discrimination and treats others with respect. |
| Manages change                                  | Understands the need for change and actively manages the change process to conclusion.  |
| Manages performance                             | Agrees and sets targets and motivates others to achieve them.   |
| Manages the job                                 | Prioritises tasks to make the best use of resources to deliver the job.   |
| Communicates                                    | Gets the message across clearly and appropriately to the needs of the audience.   |
| Develops talent                                 | Makes the best use of talents and skills of people in achieving agreed objectives.  |
| Manages within teams                            | Manages individuals and tasks and helps teams to achieve agreed goals.  |
| Working together                                | Encourages working together for the benefit of customers.   |
| Leadership                                      | Leads by example through own behaviours and professional approach to work. Inspiring and results-driven.  |
| Developing commercial skills                    | Seeks and implements best practice from the private sector, to improve the customer experience and to drive best value-for-money.                   |
| Achieving excellence                            | Delivers high quality services to meet personal, organisational and customer expectations. Adopts a can-do, innovative approach.                    |
| Reducing bureaucracy                            | Actively seeks to minimise ineffective processes and behaviours. Structures communication and engagement processes to meet the needs of customers.  |

Key questions or criteria are developed to set minimum criteria for this job.

In the role of Head of Finance and Customer Services it is essential that you can answer yes to the following criteria:

1. Are you eligible to work in the UK?
2. Do you hold full current membership of an approved professional accountancy body recognised as being a CCAB equivalent?

## **Education or relevant training**

- Evidence of continued professional development and Membership of an approved professional accountancy body, in accordance with the Local Government and Housing Act 1989 (CCAB recognised).
- Degree level qualification.

## **Knowledge and experience**

- A track record of consistent and demonstrable achievement within a relevant financial services environment.
- Proven experience of successful strategic financial management, financial planning and budget preparation.
- An understanding of treasury management.
- Experience in risk management and applying the principles within a financial services setting.
- Knowledge of Customer Services, ideally in a Public Sector environment.
- Ability to challenge and ensure continuous improvement ensuring the customer is at heart of what we do.
- A track record of leading, motivating and managing teams to achieve high performing and significant sustainable improvement and outstanding results.
- Able to work in a pressurised environment managing competing priorities between individuals and organisations, both internally and externally, whilst delivering on a range of projects and adapting to changing circumstances.
- Experience of managing strategic relationships with key stakeholders and partners at a senior level.
- Able to prepare and present complex strategy and policy documents to non-technical audiences.
- Knowledge of the legislative framework relating to the provision of financial services in the public sector.
- The ability to work successfully with elected Members on politically sensitive issues.
- Evidence of establishing an effective performance management culture to drive continuous improvement, including service planning, target setting, project management, performance and staff management.
- Able to personally use new technology and software appropriate to the job role.



# Conditions of service

A full statement of the terms and conditions of employment will be given to you if you are the successful applicant. However, the following provides a summary of the main terms and conditions.

The post is covered by the Chief Officer National Conditions of Service with some local variations.

## **Salary scales**

This is on a salary scale comprising nine incremental points – see below.

1. £57,764
2. £58,912
3. £60,112
4. £61,312
5. £62,513
6. £63,712
7. £64,912
8. £66,112
9. £67,313

A cost of living increase is currently being negotiated at national level and will apply to these salaries from 1 April 2021 when finalised.

Starting salary within the range will be subject to discussion with the successful applicant.

Salaries are paid on the 25th day of each month, by bank transfer.

Incremental progression is normally automatic, awarded annually on the 1st April.

In addition the Council will reimburse the payment of one professional subscription, and you will be provided with a mobile telephone.

## **Annual Leave**

Annual leave entitlement is 30 days per annum with 9 bank holidays and extra statutory days.

## **Hours of Work**

Your hours of work are unspecified subject to a minimum of 36.25 hours per week and will include evening and weekend work as necessary. It is a requirement of the role that you are a member of the Emergency Planning Incident Control Officer 24/7 out of hours service. This is undertaken on a rota basis with other members of the Senior Management Team, so will generally involve one week in every eight.

An agile working hours scheme is in operation, which allows for greater flexibility in working times, and many of our employees now undertake a significant proportion of their work from home. We will provide a laptop, screen etc and contribution towards the cost of a desk and a suitable office chair if needed.

# Conditions of service

## **Political Restriction**

This post is politically restricted in accordance with the terms of the Local Government and Housing Act 1989. Due to the seniority of this role, and the nature of the post, there is no right of appeal against this restriction.

The final decision on the appointment to this post will be by a small Appointments member committee chaired by the Leader of the Council

## **Notice**

This post requires a notice period of 12 weeks

## **Pension**

You are automatically included in the Leicestershire Pension Fund. Pension rights are usually transferable if an officer moves from one public authority to another.

## **Smoking at work**

The council has a Smoke Free Council Policy in place.

## **Use of vehicles**

With this post you have the option to lease a car in accordance with the terms and conditions of the Authority's policy. This scheme allows the choice of any lease car and the Council will pay a defined contribution towards the cost of the vehicle depending on engine size and CO2 output. As an alternative you may choose to receive a lump sum car allowance currently valued at £3,000 per annum. The car allowance is not classified as pensionable pay. The nature of this job role means that you will need to use your own vehicle for business use so you must ensure that your insurance documents reflect this. Any business mileage will be paid at the lease car rate – currently 16.6p per mile.

## **Relocation scheme**

A generous relocation scheme is available for candidates seeking to move to the area. The scheme provides for financial assistance with removal costs, legal and other fees associated with house sale and purchase, settling in allowance and assistance with costs where two properties are temporarily being maintained or support with travel costs. There is a requirement to move within a 20 mile radius of the Council offices – this area includes parts of the large nearby urban areas of Derby, Leicester and Nottingham and a significant rural area containing numerous villages. Further details of the scheme are available on request.

## **Other Benefits**

We offer a range of other benefits to all employees which include 24/7 Confidential support line, the option to buy additional leave, free eye tests, discounts at our Leisure centres, Workplace bike scheme, Star recognition process to recognise outstanding achievements, coaching opportunities, free car parking and excellent support for continued professional and wider career development.

## **Immigration, Asylum and Nationality Act 2006**

You must be eligible to work in the UK. Candidates will be required to provide original evidence of his/her eligibility to work in the UK. (Passport, national insurance number, or visa/work permit).



# How to Apply

We hope you will consider expressing an interest in this role. If you have questions about the appointment process and would find it helpful to have an informal conversation, please contact Luke Judd on [luke.judd@starfishsearch.com](mailto:luke.judd@starfishsearch.com).

**To make an application, please go to <https://starfishsearch.com/jobs/nwldc-head-fin/> and click on the apply now button, with the following prepared:**

- your CV
- a covering letter or statement that sets out your motivation for applying for the role, and why you think your skills and experience make you suitable.

Please also ensure you have completed and submitted the equal opportunities monitoring form that appears on this site as you submit your application. The information you provide will be treated as confidential and used for statistical purposes only. The form will not be treated as part of your application.

**Closing date is Friday 7th January 2022.**

