



London Borough  
of Hounslow

# Director of Lifelong Learning, Skills and Employment

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Grade: CO2

Salary: £113,306 to £133,819

Directorate: Children's and Adults' Services

Reports to: Executive Director of Children's and Adults' Services

# ARE YOU READY TO MAKE A CHANGE?



**Steven Forbes**

Executive Director of  
Children's and Adults'  
Services

Crowned 'Council of the Year 2021' by the Local Government Chronicle, Hounslow is an outstanding council serving an outstanding borough. Through visionary leadership, a dynamic Cabinet and a 'can-do' culture, we're transforming how we serve one of London's most diverse boroughs.

This is a time of challenge and opportunity for us in Hounslow across learning, skills and employment. Our commitment to working in partnership with all schools in the borough continues, with the aim of ensuring good quality learning for all the children within Hounslow.

We are rising to the challenge of reshaping our system-wide SEND offer for children and young people who have additional support needs so as to ensure they have the right help at the right time.

We are ambitious in our aim to develop a comprehensive and effective offer of pathways into skills and employment for all young people up to 25 via our emerging Youth Skills & Employment Guarantee programme.

# THE ROLE

- Advise the Chief Executive, Leader of the Council, the relevant Lead Member or Lead Members, the Corporate Leadership Team and Council on all matters under their control. The role is responsible for:
  - Schools and Early Years Business Relationships
  - Skills and Employment
  - SEND and Inclusion
- Provide effective strategic leadership and professional guidance to the Council; ensure the discharge of all relevant responsibilities.
- Lead the Lifelong Learning, Skills & Employment service to ensure that all strategies, procedures and activities are developed and delivered, which meet the needs of Hounslow's community.
- Provide support and advice to comply with statutory requirements and uphold standing orders.
- Contribute significantly to the corporate leadership of the Council in the delivery of its corporate priorities and transformation agenda.
- Shape, guide and implement changes within the department in response to the Council's and Government's agenda and contribute to the Council's community leadership role.

# CORE ACCOUNTABILITIES – Corporate



- Work effectively as one of the Council's most senior officers, delivering corporate objectives through the work of service departments.
- Be a role model for effective and positive leadership behaviour that is outcome-focused and future- and transformation-oriented.



- Demonstrate and ensure high standards of probity and compliance with Council policy, standing orders and the law.
- Act as an ambassador for the borough, promoting and developing the Council's image and championing the interests of Hounslow's community, stakeholders and partners.



- Form robust strategic alliances and develop effective working arrangements with partners, other related organisations, government departments, user groups, business and voluntary sector groups.
- Work as part of multi-disciplinary project teams to enable the breaking down of departmental barriers and delivery of transformational projects.



- Promote equality of opportunity and the recognition of diversity in the delivery of services and in employment practices.
- Participate in the Council's emergency planning and responses to emergency situations.
- Participate in the conduct of elections as required to.

# CORE ACCOUNTABILITIES – Functional



- Provide sound, professional advice to the Council on all areas relating to Lifelong Learning, Skills & Employment.



- Work with the Executive Director, Children's and Adults' Services to lead the future development of the services in the department, including the generation of ideas and the gathering of learning from elsewhere; and the setting of direction and pace to a programme of change which is vital to the future of the Council.
- Lead and direct the Lifelong Learning, Skills & Employment service to ensure delivery of high quality advice and services to the Council.



- Maintain and develop the effectiveness of all services allocated to this post by ensuring cohesive plans are produced which specify outcomes, resources allocated for their achievement, staff development, performance measures and standards to be achieved.



- Ensure the development and delivery of service plans that are aligned with community, corporate and department strategies.
- Lead and effectively deploy the staff of the service (approx 600/310 fte), ensuring efficiency for the Council and encouraging all staff to meet their full potential.

# CORE ACCOUNTABILITIES – Functional



- Identify timely responses to overcome performance issues and take appropriate action where required.



- Manage the Lifelong Learning, Skills & Employment budget (approx £350m) in accordance with the Council's standing orders and financial regulations, obtaining value for money and maximisation of income where applicable.



- Work effectively with the leadership of all schools across the borough to raise standards, to support the provision of pre-school and school places where they are needed and to continue to encourage schools to source a range of services from the Council.



- Undertake such responsibilities as may be allocated to the post from time to time by the Executive Director of Children's and Adults' Services and deputise for the Executive Director when required.



# WHO WE'RE LOOKING FOR

## Knowledge and experience

- Experience and consistent achievement at a senior management level in an organisation of comparable scope and complexity pursuing a transformational agenda.
- Significant relevant experience in leading and transforming the majority of services covered by this Lifelong Learning, Skills & Employment service.
- A proven track record of managing budgets to high standards of probity.
- Experience of leading the delivery of strategic objectives and policies through effective service planning.
- Experience of leading, motivating and managing services with multi-disciplinary teams to achieve significant, sustainable improvements and positive outcomes through internal and external partnerships.
- Significant experience and demonstrable success in leading major organisational and cultural change, with evidence of innovative and transformational thinking.



# WHO WE'RE LOOKING FOR

## Skills and ability

- You are a supportive leader with proven ability to lead teams, by empowering, motivating and developing staff. You do this by instilling a positive culture focused on delivering change and improved outcomes for service users.
- Financial and commercial awareness, with strong analytical skills and an excellent aptitude for developing innovative solutions to complex problems.
- Planning, prioritising, and delivering improvements to achieve objectives within timescales.
- Ability to explore innovative and creative means of delivering improved service outcomes through effective resource utilisation, whilst minimising risk and maintaining a focus on delivering business as usual.
- You work well in collaboration across the directorate with the senior leadership team as well as relevant stakeholders. You have the ability to operate effectively within the democratic processes and an excellent understanding of local democracy and the processes, practices and culture required to deliver strong, healthy local governance.
- Ability to initiate, develop and implement effective strategies with clear goals and to make clear, informed, appropriate and timely decisions together with an ability to challenge poor service delivery.
- Excellent communication skills (including negotiation and presentation skills) to relate effectively to all partners and command their respect, trust and confidence. Speaks and writes fluently and explains complex issues clearly and simply. Confidently debates issues in an engaging and persuading manner. Proactive in openly and honestly sharing information.





# WHO WE'RE LOOKING FOR

## Most important things about you

- A supportive leader with recognisable integrity, able to obtain and maintain the trust of a range of stakeholders including customers, elected members, government ministers, private and public sector partners and local authority peers.
- Demonstrable knowledge of best practice in SEND and inclusion.
- Manages relationships with colleagues that recognises the Hounslow vision, delivers a customer-focused approach, and allows staff to develop to their full potential.
- Your communication skills are exemplary, and your experience enables you to manage complexities and issues effectively. You are able to communicate clearly to a wide range of audiences.
- Sets and delivers stretching targets, in line with the Corporate Delivery Plan and priorities. Seeks and takes responsibility for enhancing performance. Does what is necessary to achieve the required outcomes.
- Takes personal responsibility to support change responding to requirements by continually striving to improve processes or activities, consistent with the Council's values.
- Displays commitment to, and takes responsibility for, the direction of personal and organisational development. Proactively seeks to continuously improve through effective performance management and does not accept sub-standard outcomes. Motivated, committed and focussed with the drive to define clear goals and inspire people to achieve them.

# THE 'ONE HOUNSLOW' VALUES THAT DRIVE US

## LEAD WITH HEART

We're here for the people of Hounslow. We work together with them and for them with care and compassion, with patience and in partnership. We put ourselves in other's shoes, remembering that every person is different, and every interaction is a real moment in their lives. We always feel first.

## HARNESS THE MIX

We work together, across disciplines and roles. We talk lots, share our insights, our skills and experience. We're not interested in siloes or defensiveness. We're always open to different approaches, we're flexible and ready to adapt. We break down barriers to unlock the problem-solving power of our amazing mix of minds.

## DO NEW

We need to do things differently if we're going to help Hounslow people thrive in the future. Hard work is important but it's not enough on its own. We need to challenge ourselves to break new ground, invent new approaches, try new ideas, keep moving forward and keep improving. That means being ready to stop doing things we've done before. It means taking on risk and backing each other when we take a leap.

## PASS ON THE POWER

The world keeps on changing and we need to change with it. We won't be able to adapt fast enough if we stick to old fashioned command and control. We need to hand over responsibility and give people more power to make decisions and take action themselves. It's about being transparent and straightforward. It's about providing tools and support. But, most of all, it's about being ready to trust each other to do the right thing.

## BE A ROCK

There's lots to do and people need us. It's up to us to take the initiative. To take responsibility. To stand up and be counted. Everyday. It's about being super focused, effective and efficient. It's about allocating our resources smartly and with good rationale – using data to help guide our decisions. But most of all, it's about having the strength and determination to keep on going through thick and thin.

# EMPLOYEE BENEFITS

- **Annual leave** – Generous annual leave entitlements starting from 28 days and rising to 33 days.
- **Christmas closure** – Up to 3 days, between Christmas and New Year, if your office is closed.
- **Flexible working arrangements** - our focus is on the outcomes you deliver and we are flexible about where and how this is best achieved.
- **Local Government Pension Scheme** – Open to all employees, this is a tax approved, occupational pension scheme. Your contributions are based on a sliding scale according to your salary band.
- **Learning and development** – we want you to learn everyday. We have a fantastic range of resources and opportunities and are committed to your development throughout your career with us
- **Travel options** - Pool cars, Pool Bikes, Season Ticket Loans.
- **Staff wellbeing services** - Including access to Occupational Health, an Osteopath/Chiropractor and Employee Assistance Programme.
- **A range of family friendly leave options** – Maternity, Paternity, Parental and Shared Parental Leave
- **Premature baby leave and pay** – We are proud to have The Smallest Things Chartermark.

# HOUNSLOW THE PLACE

- Hounslow is a vibrant, diverse borough with more than 275,000 residents who speak 188 languages. It's one of London's most enterprising boroughs, home to major names such as Sky and Disney, more than 15,000 small businesses, and a new Creative Enterprise Zone. It's leading the way in media, gaming and tech.
- With eight Underground and seven mainline stations, the M4/A4 and Heathrow on its doorstep, it's also one of London's most connected boroughs. It spans Zones 2 to 6 and has bustling town centres – Brentford, Chiswick, Feltham, Hounslow, Isleworth – and quality schools, most rated excellent or good. It boasts 168 parks and open spaces, including Osterley House and Park, Duke's Meadows, Gunnersbury Park, Boston Manor Park, Syon Park and Bedfont Lakes, and there are miles of picturesque waterways – including the River Thames, River Brent and River Crane.
- It has rich heritage and culture. Visitor attractions include Hogarth's House, Chiswick House and Gardens, Brentford Musical Museum, London Museum of Steam, Hanworth House, Hampton and Kempton Waterworks Railway and Hounslow Urban Farm. There are long-standing local markets and the recently launched Chiswick Flower market – the first new open-air flower market in London for 150 years. The borough's also home to the Junction 2 music festival.
- Top-flight football and rugby teams Brentford FC and London Irish RFC are based here, in the newly built Brentford Community Stadium, as are four theatres – Arts Centre Hounslow, Watermans, the Chiswick Playhouse and Chiswick Theatre Arts.

# HOW TO APPLY

- To apply, please submit a CV and cover letter via <https://starfishsearch.com/appointments/>
- Your cover letter should be no longer than two sides of A4.
- The closing date for applications is:
- For more information or to discuss the role, please contact
- [Sunita.patel@starfishsearch.com](mailto:Sunita.patel@starfishsearch.com) or [penny.ransley@starfishsearch.com](mailto:penny.ransley@starfishsearch.com)

Thank you for your interest

We value diversity. We're committed to creating an inclusive culture where everyone is able to be themselves, give of their best and reach their full potential. We believe that a diverse workforce helps us to better understand our communities and deliver the best for our residents.

We want to receive applications from all, regardless of age, gender identity, disability, marriage or civil partnership, pregnancy or maternity, religion or belief, race or ethnic origin, sex, sexual orientation, transgender status or social economic background. We want to harness the mix and ensure that everybody can apply.

We recognise the diversity of Hounslow's communities and we are particularly keen to hear from candidates who will improve our own diversity and strengthen our ability to communicate to all our residents.