

Job Description and Specification

Job Title:	Director of People
Reference:	CEDR2004
Service:	Corporate - People
Grade:	D
Reports to:	Executive Director Resources S151
Location:	Delamere House, Crewe with travel to Macclesfield Town Hall and other locations within Cheshire East.
DBS Check:	Basic DBS

Your job

As a member of the Resources Directorate senior management team, you will lead the Council's strategic thinking on workforce issues; develop effective ways of implementing modern people management strategies and good practice; lead on customer experience by ensuring that our customers are at the heart of all our decision-making and contribute to the leadership of the council.

You will lead on the design, development, and implementation of the Council's strategic approach to customer experience. Working across the organisation with partners and with Members to deliver an improved customer experience for the residents and businesses of Cheshire East.

You will lead on our professional practice in relation to our people and organisational improvement ensuring services are supported and enabled to deliver well for our residents and businesses.

You will be responsible for developing and implementing our Workforce Strategy, policies, provision, procedures, and guidance; and for designing and implementing HR, OD and Culture across the Council. Success will mean ensuring the effective resourcing and development of a skilled, engaged, and empowered workforce and a supportive and inclusive culture that supports the wider transformation of the Council, the delivery of the Corporate Plan and our target operating model. You will also lead on talent management and retention of our workforce to ensure that we are able to respond to the changing nature of working practices for the future.

You will shape organisational culture and a climate in which staff have shared commitment to serving our customers well,

In this job you will

1. Provide clear leadership on all matters of the Council's Workforce Strategy, including workforce planning, equality, diversity and inclusion and cultural change, bringing about lasting and sustainable transformation.
2. Direct and oversee an integrated service operation for Customer Services, maximising economies of scale, driving improvements in performance but also ensuring that our customers are treated fairly, equitably and understand how to engage with the council in a constructive way. Develop plans across HR, OD, and customer services which support implementation of the Council's Corporate Plan priorities.
3. Provide leadership by developing and shaping the organisation's culture to support the Council's wider transformation.
4. Direct and support organisational design, evaluating the organisational structure and design to achieve Corporate Plan priorities through workforce planning and talent management strategies

5. Be responsible for all aspects of HR including organisation development, workforce planning, skills and talent development, Equality, Diversity and Inclusion, employee value proposition, positive employee relations, HR policy, compliance and employee engagement and culture.
6. Provide leadership, to the HR & OD, Customer Services departments including, but not limited to the Contact Centre, recognising that customer engagement is a cross departmental responsibility.
7. Provide advice and assurance to Members and senior management on policy, strategy, statutory and regulatory practices relating to Human Resources and Customer engagement functions.
8. Provide support to and advise Members, senior management colleagues, and employees to deliver the Council's key priorities and services by providing appropriate information, advice and guidance to relevant committees.
9. Drive the Council's statutory responsibility for Equality, Diversity and Inclusion for the workforce To promote and act as a leading advocate/champion for equality and diversity in the workplace. .
10. Ensure the delivery of high-quality customer services and manage the stakeholder expectations from other Council Directorates.
11. Design and role model change. This includes professional advice to the Chief Executive, the Corporate Leadership Team and colleagues on any new initiative or better ways of achieving the Council's strategic goals.

From time to time you may be asked to undertake work as may be determined by the Chief Executive and/or an Executive Director. This will be up to or at a level that is consistent with your job role. This supports our joint commitment in our employee deal to work together as one team and one council to deliver the best service for our customers and communities.

In this job you will need

You must be able to demonstrate the following essential requirements:

Qualifications, knowledge, and experience

- Expert knowledge of customer services performance best practice, emerging trends and innovations
- Relevant professional qualifications, substantial post qualification experience with significant senior management experience
- Substantial evidence of political awareness and experience of successful management in a senior position at the political/management interface
- Management experience and skills as well as the ability to make seasoned professional judgements.
- High levels of analytical, creative and interpersonal skills and an understanding of the political environment of the Council.
- Level 7 CIPD qualification or equivalent experience
- Experience in developing and implementing HR strategies.
- Senior management experience leading a HR Department
- Knowledge of Council services, their service proposition and their impact on residents and businesses.

Skills and abilities

- Proven managerial, leadership, networking and influencing skills and managing multi-disciplined departments.
- Good understanding of employment law and of current best practice in people and culture, HR, and learning and development.
- Substantial and senior experience of managing people, and leading and inspiring change.
- Understanding and experience of leading on the promotion of equality and diversity in employment and service delivery
- Good standard of computer literacy including Word, Excel, PowerPoint, and HR packages
- Plan and prioritise effectively to achieve demanding targets and deadlines.
- Experience in successfully leading employee consultation and engagement
- Work in partnership with Directorates or external organisations to improve residents' quality of life and interaction with Council Services.
- Ability to provide visible and supportive leadership, empowering, motivating and developing staff and fostering a positive organisational culture, focusing on delivering improved outcomes for service users.
- Sound understanding of the Digital landscape within the customer environment and how this can be maximised to enhance the customer experience.
- 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

Interpersonal skills

- Excellent communication and interpersonal skills, verbally and in writing
- Ability to work effectively under pressure and adaptable to rapid change
- Ability to lead and inspire teams during transformational change.
- Ability to work in a proactive manner, with demonstrable evidence of developing HR services

- in an innovative and responsive way
- Ability to work in a consultative and open way, promoting inter-departmental teamwork and
- sharing of ideas to achieve the organisation's goals
- Ability to influence, challenge and lead on innovative ideas
- Exceptional relationship management skills, with the credibility and breadth of vision to
- operate at all levels and the ability to earn the full trust and confidence of key stakeholders and colleagues.

Other requirements

- The ability to travel to various locations at attend various meetings.

*Points marked with an asterisk are desirable rather than essential

Our culture

For us, it is not just about our achievements as an organisation, but about how we do it. At Cheshire East Council we are working for a brighter future together –

- **We have a shared purpose**
- **We are supported and well led**
- **We are treated fairly and highly valued**
- **We succeed together**

This is all underpinned in our employee deal and everyone is expected to uphold their commitments by living by our values and demonstrating our behaviours.

Our values

Flexibility: adaptable, open to learning and resilient

Innovation: creative, challenges convention and always looks to improve

Responsibility: delivers on promises, efficient and has integrity

Service: listens, delivers quality, is reliable and enables others

Teamwork: respectful, inclusive and contributes at all levels

Our COMMITMENT

Shared purpose

- Provide a safe and positive working environment
- Setting clear performance objectives with realistic timescales for delivery
- Having fair and efficient policies and procedures in place and applying them consistently
- Listen, respond and act appropriately when you tell us about something that is inappropriate or wrong

Well led

- Provide honest, respectful, and responsible leadership
- Be fair, consistent, and timely in our decision making
- Work with you, enabling you to do your best work every day with the right resources, tools and technology

Valued people

- Have regular, useful team meetings, keep you informed and provide an opportunity for everyone to share their views
- Treat you as individuals, be respectful, flexible and supportive
- Care for your health and well-being
- Provide you with regular, meaningful and constructive feedback on your performance through one-to-ones and performance review meetings

Succeeding together

- Offer you opportunities for learning and developing
- Recognise and value your hard work and contribution
- Work together as one team and one council to deliver the best service for our customers and communities

Your COMMITMENT

Shared purpose

- Bring a positive and can-do attitude into work
- Be proactive and always responsive to our customers and communities
- Work responsibly and ask for help if you need it
- Tell us if you see or experience anything that is inappropriate or wrong

Well led

- Be honest and reliable
- Get involved, keep informed, make suggestions and share your ideas
- Embrace technology and new ways of working

Valued people

- Participate fully and make helpful contributions to team meetings
- Be respectful of others and work flexibly and collaboratively with colleagues and partners
- Care for your health and well-being enabling you to maximise your attendance at work
- Value helpful constructive feedback and act upon it

Succeeding together

- Take the opportunity to learn and develop
- Be supportive and appreciate others
- Work together as one team and one council to deliver the best service for our customers and communities

Working for a brighter future together

