
APPLICATION PACK

REFERENCE NUMBER: ERN03391

ADVERTISING: EXTERNAL

**DEPARTMENT:
BUSINESS OPERATIONS AND PARTNERSHIPS**

**JOB TITLE:
DIRECTOR OF BUSINESS OPERATIONS AND PARTNERSHIPS**

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This Application Pack should contain all the information you require to complete your application.

ADVERTISEMENT



DEPARTMENT:	Business Operations and Partnerships
JOB TITLE:	Director of Business Operations and Partnerships
JOB STATUS:	Full Time
DURATION:	Permanent
GRADE:	CO1 – Director
ANNUAL SALARY:	£112,883 per annum
HOURS PER WEEK:	35 per week
LOCATION:	Eastwood Headquarters

In East Renfrewshire, we are committed to delivering the best possible future for our residents in partnership with other public sector partners and communities. We are an ambitious council dedicated to providing the best possible customer-focussed services to our residents.

As Director of Business Operations and Partnerships, you'll enjoy the opportunity of working across public sector partners, communities and council departments, driving forward improvements which will have a positive impact on the experience of both internal and external customers. Collaborative and dynamic leadership will be at the heart of everything you do, whether leading on the strategy for the area, advancing the role of digital technology and understanding the impact of climate change or delivering the best possible business services such as HR and ICT.

An inspirational and forward-thinking strategic leader, you will have a strong track record in building effective partnerships and delivering results-based service improvement utilising digital technologies across a large and complex organisation. With a proven flair for shaping change and leading people, you will have a crucial role in ensuring we continue to challenge ourselves to offer an excellent service to our residents.

Please note this is a politically restricted post.

This post is subject to a Basic Disclosure Check.

Recruitment Dates

Closing date for applications: midnight on Sunday 10 October 2021

Shortleat date: 14 October 2021

Assessment Centre: 20 October 2021

Interview date: 9 November 2021

If you would like an informal discussion about the post, you can either contact Catriona Mackie, Aspen 0141 212 7555 or alternatively contact Lorraine McMillan, Chief Executive on 0141 577 3009.

Pension Scheme

Employees with a contract of employment for 3 months or more are automatically included in our Local Government Pension Scheme which is a career average scheme. Pension contribution rates are based on a tiered system determined by your annual full time equivalent pensionable pay. For example for those earning up to and including £21,800 the contribution rate you pay is 5.5% of your salary. The council pays the rest of the cost of providing your benefits. This amount varies but it's always enough to make sure your pension can be paid and will be at least 19.3% of your pay. In addition you get tax relief on your contributions - the tax you pay on your salary is calculated after your pension contributions are deducted.

Other main pension benefits include a pension that increases each year in line with price inflation and the ability to exchange some of your pension to provide a tax free lump sum. Further details can be found in the attached document General Information for Applicants or via the Strathclyde Pension Fund website www.spfo.org.uk.

Recruitment Communication

As you are applying for this post on-line you will receive an automatic e-mail receipt once you have submitted your form.

You should also note that all communication will be sent electronically to the email address you provide on your form. This can include the following:

- Email notification advising of outcome of shortlisting
- Invite to interview email
- Conditional offer email
- Full employment contract

Given the nature of the above correspondence you should ensure that the email address you provide is secure and relevant (i.e. not public or work related if possible)

Payslips

The council provides electronic payslips online through our employee self-service portal. Successful applicants will be provided with a login to the self-service portal to access their payslip.

Disability Confident

If a disabled applicant can clearly show in their application that they meet the essential criteria for the job (as shown in the person specification) they will be given the opportunity to demonstrate their abilities at interview.

Equalities

East Renfrewshire Council is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

Our aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

We offer a range of family friendly, inclusive employment policies, and employee benefits to support staff from different backgrounds.

East Renfrewshire Council has committed to implement the key recommendations of the Scottish Parliament's Equalities and Human Rights Committee's Race Equality, Employment and Skills: Making Progress report.

JOB DESCRIPTION



Department: BUSINESS OPERATIONS AND PARTNERSHIPS

Division/Section: DIRECTORATE

Job Title: DIRECTOR OF BUSINESS OPERATIONS AND PARTNERSHIPS

Responsible to: CHIEF EXECUTIVE

Grade: CO1- DIRECTOR

Date Revised: SEPTEMBER 2021

Principal Functions: To provide the leadership and strategic management for business operations, digital transformation and for community, partnership and strategy development functions in line with the council's values of ambition, kindness and trust.

Main Duties: To play a full part in the council's Corporate Management team and to develop and foster a good working relationship with other chief officers to ensure that a shared approach to the management and execution of the council's affairs is maintained

To promote the councils values of ambition, kindness and trust.

To support elected members in determining overall strategic objectives and priorities providing them with advice and information

To provide overall strategic leadership and management of the Business Operations and Partnerships Department within East Renfrewshire Council, which includes -

- cross council business operations such as HR, ICT Communications, Customer First, Out of Hours calls, accounts payable, council tax collection and Emergency Planning,
- the Digital transformation function ; and

- the development of partnerships, communities and strategies.

To continuously modernise cross council business processes, fully utilising digital technologies, and delivering to the needs of the council departments through a customer focused ethos

To lead on the digital transformation of the council, building the infrastructure to support departments to transform their services with a focus on their customers

To play a pivotal role in leading and coordinating the community planning process including:

- collaboration with partners, shaping of key overarching partnership strategies and the consequent engagement process with communities to determine the right priorities and outcomes for East Renfrewshire.
- Maintaining positive working relationships and partnerships with community partners, other public sector agencies and the private and voluntary sector.
- Promoting and encouraging the mainstreaming of equality and human rights in the way we work and provide services by seeking to ensure everybody is treated fairly, encouraged to contribute and enabled to enjoy the benefits of belonging to our community
- Embedding a focus on the prevention of poor outcomes for our residents.

Building on the community plan, ensure that the council's strategy is ambitious, with a focus on digital transformation and addresses the impact of climate change

To measure, monitor and evaluate performance against the council's strategy, to promote a culture of continuous improvement, taking account of Best Value and building on best practice, benchmarking and evidence

To ensure that operational management of the Department is carried out to the highest levels and that the highest standards of professional practice are maintained, through the development, monitoring and effective management of services and employees

To manage effectively the staffing, financial and other resources available to the department

To exercise the specific delegations of the post as laid down in the council's Scheme of Delegated Functions

To ensure strict compliance with Council Standing Orders and Financial Regulations

To be conversant with all relevant legislation and specialist areas relating to the work of the department such as employment practice, best value and community empowerment

To apply equal opportunity practices in the workplace and in service delivery

To develop a positive attitude to health and safety among staff and to ensure the implementation of the council's health and safety policy

To undertake such other duties as the council or Chief Executive may from time to time require.

PERSON SPECIFICATION



POST OF: Director GRADE: CO1 - Director	DEPARTMENT: Business Operations and Partnerships	
ATTRIBUTES	ESSENTIAL	DESIRABLE
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS Education to degree standard or equivalent Recognised management or leadership accreditation	✓	✓
RELEVANT WORK/ OTHER EXPERIENCE Considerable experience of senior management in a large complex organisation Proven record in the management and co-ordination of human and financial resources Proven track record or promoting, leading and managing change and of harnessing the strengths and talents of employees at all levels Substantial experience in the application of a corporate approach to the development and implementation of policies and strategic initiatives Considerable experience in the development of close strategic relationships with a wide range of partners and external organisations	✓ ✓ ✓ ✓ ✓	

<p>Demonstrable experience in the leading and implementation of performance and planning processes</p> <p>Thorough understanding of the workings of local government</p>	<p>✓</p>	<p>✓</p>
<p>SKILLS AND ABILITIES</p> <p>A clear understanding of and a commitment to corporate working</p> <p>Ability to champion performance management and best value within a large complex organisation</p> <p>Ability to identify and pursue the potential of digital technologies in securing service improvement and increased efficiency</p> <p>Able to manage the different priorities of a professional team in a multi-disciplined service</p> <p>Highly developed written, verbal and numeracy skills</p> <p>Sound knowledge of budgetary control systems and procedures</p> <p>Ability to effectively manage large revenue and capital budgets.</p> <p>Sound negotiating skills</p> <p>Well developed influencing skills</p> <p>Effective presentation skills</p> <p>Specific knowledge of current legislation, guidance and procedures relating to local government</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

LEADERSHIP COMPETENCIES		
Inspires others to understand and buy into the organisational vision	✓	
Leads a motivating performance culture that achieves improved outcomes	✓	
Begins with the end in mind, focusing on solutions that move the Council forward	✓	
Acts in a politically sensitive manner, showing respect for a diversity of opinions and needs	✓	
Delivers professional impact through clear prioritization, effective delegation and timeous delivery of strategic priorities	✓	
Maintains a calm and positive attitude under pressure and during times of conflict	✓	
Encourages and nurtures the development of others through a variety of approaches including coaching and mentoring and learning from mistakes	✓	
Empowers others to be innovative and make decisions	✓	
Seeks and responds to feedback from key stakeholders to drive service improvements	✓	
Puts the customer at the heart of everything we do	✓	