# Hosting Proforma

Ards and North Down Borough Council

Name of Host

Organisation

**1. Interchange Manager’s details**

Christine Robinson

Name

Organisation/

Administration and Organisational Development

Department

The Castle

Town Hall

Bangor

BT20 4BT

Address

Telephone Fax number

03000133333

Number

[christine.robinson@ardsandnorthdown.gov.uk](mailto:christine.robinson@ardsandnorthdown.gov.uk)

E-mail

Type of Opportunity

Fixed term secondment – Head of Administration- 2 years and may be extended for a further year

**2. Details of hosting opportunity**

Description of opportunity

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| Ards and North Down Borough Council is seeking a Head of Administration. This is a third-tier post in the organisation, reporting to the Director of Organisational Development and Administration. The head of Service has 4 Service areas of responsibility (1) Democratic, mayoral and civic support services, (2) Corporate administration including management of the main civic building and a Registration services to 2 sites and customer service, (3) Corporate Compliance including records management, Freedom of Information, GDPR, equality and diversity, Health and Safety, Sustainable development, safeguarding and Land and leases, (4) Risk Management, insurance and Emergency planning arrangements  Full Job Description is attached at Annex A. |

Main objectives of the opportunity

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| The postholder will provide dynamic, effective and innovative leadership by:  . reviewing and delivering the strategies for the service areas  . advising the Director and Corporate Leadership Team on strategies and policy matters relating to the postholder’s remit  . Successful leadership, management and delivery of service responsibilities in support of the Corporate Strategic objectives, section business plans and values  . ensuring the service takes a leading role in the development of inter-departmental plans for corporate themes and that it contributes fully to achieving corporate objectives  . Identifying and analysing trends and opportunities relating to the post holder’s responsibilities and to deliver successful change and transformation to ensure continuous improvement |

**3. Skills requirements**

What qualities, skills and experience are required from the individual

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| Qualifications/experience (Essential)   * Degree or equivalent qualification * 3 years’ senior management experience in a corporate role * Competent in the use of Microsoft applications * Access to a form of transport to fulfil the duties of the post   Desirable   * Additional relevant professional qualifications * Additional relevant experience * Current chartered membership of a relevant professional body   Key competencies   * Ability to work collaboratively in a political environment * Ability to work strategically * Ability to prioritise, plan and structure work to achieve results * Problem solving and decision making * Ability to manage performance for self and others * Ability to continuously improve services |

**4. Personnel: Please state below**

Who will the individual report to?

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| Director of Administration and Organisational Development – Wendy Swanston |

**5. Transfer of learning**

Please give details of how the Opportunity will benefit your organisation, the

individual and their organisation.

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| This is an excellent development opportunity for someone wanting to gain experience in a senior management role within local government and to develop skills in a wide range of service specific areas. |

**6. Logistics**

Please provide details of the likely start date, duration, location, form of transport required, resources (i.e.; desk, PC, etc.) and funding arrangements for the opportunity.

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| **Start Date**: 1 December 2019 / 1 January 2020  **Duration**: 2 years, may be extended  **Location**: The Castle, Town Hall, Bangor  **Salary\***: The Council will meet the salary costs. The salary range is PO11 which is £56860 - £60022 per annum starting at £56860  **\*NICS staff at Grade 7 level would move at their current salary**  **Further information**: Please contact Christine Robinson in Human Resources by email at: [christine.robinson@ardsandnorthdown.gov.uk](mailto:christine.robinson@ardsandnorthdown.gov.uk)    **Closing Date:** Applications must be submitted by **5.00pm on Wednesday 20**  **November 2019**  **For NI Civil Service departmental staff only:** [**secondments@hrconnect.nigov.net**](mailto:secondments@hrconnect.nigov.net)  **For staff from all other Partner organisations:** [**interchangesecretariat@finance-ni.gov.uk**](mailto:interchangesecretariat@finance-ni.gov.uk) |

**7. Endorsement**

**Interchange Manager**

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| **Christine Robinson** |

**Signed:**

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| **08 November 2019** |

**Date:**

ANNEX A

JOB DESCRIPTION

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| **JOB TITLE:** | **Head of Administration** |
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| **SALARY:**  **HOURS OF WORK**  **CAR STATUS** | PO 11 £56860 - £60022  The salary for the post is reflective of the hours required to discharge the duties of the post and therefore does not attract TOIL.  However, to recognise that exceptional situations do arise from time to time, any Head of Service that works more than 12 additional hours in any month will be entitled to time off in lieu (TOIL) on an hour for hour basis for the 13th additional hour and beyond  The post is full time  Essential |
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| **DIRECTORATE:** | **Organisational Development and Administration** |
| **RESPONSIBLE TO:** | Director of Organisational Development and Administration |
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| **RESPONSIBLE FOR** | 4 Service Unit Managers  GDPR Officer |
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# MAIN PURPOSE OF JOB

To provide dynamic, effective and innovative leadership by:

1. Review and deliver the strategy for the Service areas
2. Advising the Director and Corporate Leadership Team on strategies and policy matters relating to the post holder’s remit.
3. Successful leadership, management and delivery of service responsibilities in support of the Corporate Strategic objectives, section business plans and values.
4. Ensure the service takes a leading role in the development of inter-departmental plans for corporate themes and that it contributes fully to achieving corporate objectives.
5. Identifying and analysing trends and opportunities relating to the post holder’s responsibilities and to deliver successful change and transformation to ensure continuous improvement.

**CORPORATE AND SERVICE AREA RESPONSIBILITIES**

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| 1 | As a member of the Heads of Service Management Team, to provide clear leadership in a positive working environment with a focus on inspiring and engaging others to deliver results in line with corporate goals. Support the Chief Executive and the Corporate Leadership Team to deliver the vision for the Council and provide clear leadership. |
| 2 | Develop and implement service strategies, business plans, policies and procedures in support of the Corporate Plan, ensuring services are customer focused and driven by quality and continuous improvement. |
| 3 | Maximise performance across all service areas in line with the Council’s strategic performance management framework, including effective implementation of individual performance management processes. |
| 4 | To manage, and review team member’s performance with the aim of development of skills and knowledge through a culture of learning and collaborative working and excellence to build a culture of high performance, which inspires people and supports the delivery of the Councils’ Corporate Plan and strategic objectives. |
| 5 | Develop strong partnerships with internal and external stakeholders as relevant to the service area in order to meet customer needs and achieve objectives. |
| 6 | Proactively engage with and contribute to the Community Planning process and the development of the Local Area Plan. |
| 7 | Work closely with the relevant Heads of Service to ensure the conduct of regular inspections across the service’s facilities. Establish an agreed planned maintenance programme to ensure that facilities are of an excellent standard. |
| 8 | Liaise with the Head of Legal Services to avail of legal services contracts in place for use. |
| 9 | Ensure the achievement and/or retention of internal and external quality standards and/or standards of excellence. |
| 10 | Ensure governance obligations, including legal and audit, are adhered to with respect to service delivery and that all procurement and financial regulations are adhered to. |
| 11 | Establish effective communication within your service area and with all internal and external partners. |
| 12 | Ensure the effective management of financial, human and physical resources and associated budgets in the delivery of the service. |
| 13 | Represent the Council, as required, at all relevant meetings. Attend as required and present reports to Council and Committee meetings and deputise for the Director as required. |
| 14 | Ensure corporate and service specific performance indicators are effectively developed, measured, monitored and reviewed to ensure continuous improvement. |
| 15 | Ensure the production of management information including Committee reports, official returns and information required to measure the section’s performance. Prepare and present such reports as required. |
| 16 | Interpret and prepare reports and consultation responses on emerging policy, legislation and guidance from Government and other relevant bodies. |
| 17 | Available out of hours as necessary as part of the emergency planning response team and member of the rota for the emergency phone when deputising for the Director. |
| 18 | Ensure compliance with Council’s contracting, tendering and quotation systems/ procedures and ensure effective contract management within service areas. |
| 19 | Ensure effective systems are in place and implemented to review and update corporate, departmental and service specific risk registers. |
| 20 | Prepare annual estimates of capital / revenue expenditure and income within the section. |
| 21 | Carry out all duties to the highest of professional standards, protecting the reputation and ensuring the integrity of the Council at all times. |

**SERVICE AREA RESPONSIBILITIES**

The services falling within the remit of this post will vary from time to time with the following reflecting the current situation.

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| **ADMINISTRATION** |
| * Democratic, mayoral and civic support services * Corporate administration including management of the main civic building and a Registration services to 2 sites * Corporate Compliance including records management, Freedom of Information, GDPR. Equality and Diversity, Health and Safety, Sustainable development, Safeguarding and Land and leases * Risk Management, insurance and Emergency planning arrangements |

**GENERAL RESPONSIBILITIES**

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| 1 | Demonstrate a team approach to achieving the objectives of the Section through full flexibility in relation to tasks undertaken. |
| 2 | Provide a high level of internal and external customer service including taking ownership of customer queries and complaints and following issues through to completion. |
| 3 | Continuously developing personal knowledge and skills to enhance internal and external customer service. |
| 4 | Comply with, and ensure that other staff comply with, Council’s policies and procedures including those relating to health, safety, wellbeing and safeguarding. |
| 5 | Promote equality and diversity across all service areas through clear leadership, effective policy implementation and demonstrating appropriate behaviours in line with Council values. |
| 6 | Carry out any other relevant duties which may be assigned including working in other sections of the Department and Council. |

**EMPLOYEE SPECIFICATION**

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| **CATEGORY** | **ESSENTIAL** | **DESIRABLE** | **METHOD OF ASSESSMENT** |
| **QUALIFICATIONS** | * Degree or equivalent qualification * Access to a form of transport to fulfil the duties of the post | * Additional relevant professional qualifications * Current chartered membership of a relevant professional body. | Application form |
| **EXPERIENCE AND SKILLS** | * 3 years’ senior management experience in a Corporate role * Be competent in the use of Microsoft applications | * Additional relevant experience | Application form/  Interview process |
| **KEY COMPETENCIES** | * Ability to work collaboratively in a political environment * Ability to work strategically * Ability to prioritise, plan and structure work to achieve results * Problem solving and decision making * Ability to manage performance for self and others * Ability to continuously improve services |  | Interview process |

Please refer to the LGSC Competency Framework for Local Government for details of these competencies. [http://www.lgsc.org.uk/fs/doc/publications/competency-framework-for-local-government.pdf](https://eur01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.lgsc.org.uk%2Ffs%2Fdoc%2Fpublications%2Fcompetency-framework-for-local-government.pdf&data=02%7C01%7CPatricia.Rooney%40ardsandnorthdown.gov.uk%7C24ce94659ee142f4e29208d76902254e%7C39416dee5c8e4f5cb59d05c4bd0dd472%7C0%7C0%7C637093330242188059&sdata=ypfk5SwGNEzOcLyEfi%2Bo3Rqb4qBoVTDUVUXyaykQMd4%3D&reserved=0)

You should refer to the strategic positive indicators.