

ASHFORD BOROUGH COUNCIL

JOB DESCRIPTION

JOB TITLE:	Assistant Director of HR, Customer Services, Communications and Digitalisation
GRADE:	MG3
POST NUMBER:	0020
SERVICE:	HR, Customer Services, Communications and Digitalisation
RESPONSIBLE TO	Director of Customer, Technology and Finance (Deputy Chief Executive until this post appointed)
JOB SUMMARY:	<p>To lead a team of technical and professional staff that has responsibility for the delivery of HR, Payroll, L&D, Communications and digitalisation of services and other services areas as required.</p> <p>To lead on corporate projects, delivering continuous improvement, transformation, creating a vibrant change culture through to implementation.</p> <p>To keep abreast of legislative change and research to improve the organisation and its continual transformation in delivery.</p> <p>To work at a strategic level within the organisation to develop the organisation and work in partnership with outside organisations public and private to enhance the services within the Council.</p>
ROLE REQUIREMENTS:	
1.	To lead and manage a team of technical and professional staff and support them to deliver their services in an effective and efficient way. Ensuring that the customer needs are identified and responded to appropriately, and that the requirements of statutory duties are fulfilled.
2.	To contribute to the team by providing advice and guidance within area of professional knowledge and experience.

3.	Proactively contribute to corporate aims and objectives. Lead and manage the implementation of new corporate projects, initiatives and processes and ensure that appropriate standards are maintained and that teams achieve required outputs.
4.	Provide support and advice to the HR Manager, Customer Services Manager and Communications Manager in keeping abreast of, assessing and analysing the aims and objectives of the council in order that HR and Learning & Development strategies and programmes can be developed in response to these.
5.	Provide advice and guidance to the unit's managers in developing an annual service plan and programme of work for their teams ensuring that it links to the achievement of corporate objectives.
6.	To prepare reports for, and attend Cabinet Meetings, Policy Advisory Groups, Committees, Scrutiny meetings, task groups and working groups.
7.	To ensure that the appropriate portfolio holder(s) are adequately briefed and aware of issues within their portfolio.
8.	Provide additional capacity to the HR team by providing generalist HR advice to services as necessary.
9.	To be responsible for the HR, Customer Service and Communications service budgets, working with the Managers and finance colleagues to build an annual budget for member approval.
10.	To work in partnership with key stakeholders, consider the commercialization opportunities for the team and be the council's lead officer on payroll service and other similar groups when appropriate.
11.	<p>Equal Opportunities</p> <p>a) To promote equality of opportunity in employment and service provision, and eliminate unlawful discrimination.</p> <p>b) To recognise that people have different abilities to contribute to the Council's goals and performance and to take necessary action to give everyone a chance to contribute and compete on equal terms.</p>

12.	<p>Emergency Planning</p> <p>a) To participate as required in the Council's Emergency Planning operations including undertaking training and exercising as directed</p> <p>b) To participate in the response to an emergency which may involve duties outside your normal job description and at times outside your contracted hours.</p> <p>c) To participate in the recovery stage following the emergency.</p>
13.	<p>Business Continuity</p> <p>In the event that an incident has occurred which disrupts the Council's ability to deliver its critical functions, to undertake duties within your competencies in other departments and/or at other locations.</p>
14.	<p>Data Protection</p> <p>To ensure that data quality and integrity is maintained and that data is processed in accordance with Council policy, the Data Protection Act, the Freedom of Information Act, and other legislation.</p>
15.	<p>Health and Safety</p> <p>All employees have responsibilities under The Health and Safety at Work Act 1974. These responsibilities are laid out in the Council's Health and Safety Policy, available on the Intranet or from Personnel.</p>
16.	<p>Safeguarding</p> <p>Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and adults at risk of harm within the borough.</p>
17.	<p>Additional Duties</p> <p>To undertake any additional duties of a similar level of responsibility as may be required from time to time.</p>
<p>OTHER CONDITIONS: Essential Car User</p> <p>NOVEMBER 2021</p>	

PERSON SPECIFICATION

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	Essential	Desirable
EDUCATION & TRAINING/ QUALIFICATIONS	<ul style="list-style-type: none"> ➤ Degree, or equivalent in relevant subject ➤ Membership of relevant professional body 	<ul style="list-style-type: none"> ➤ FCIPD
EXPERIENCE	<ul style="list-style-type: none"> ➤ Experience of managing and leading a multidisciplinary team of professional staff ➤ Post qualification experience of working in HR, Payroll or L&D management related activities. ➤ Effective target setting and monitoring. ➤ Preparation and presentation of information in variety of formats. ➤ Experience of Capital and Revenue Budget Management 	
SKILLS & KNOWLEDGE	<ul style="list-style-type: none"> ➤ Effective interpersonal skills 	

	<ul style="list-style-type: none"> ➤ Effective leadership skills ➤ Effective project management skills ➤ Understanding of the political organisation of local government. ➤ Up to date knowledge of current legislation and good practice in relation to the provision of HR advice 	
<p>OTHER REQUIREMENTS</p>	<ul style="list-style-type: none"> ➤ Ability to work across professional and organisational boundaries. ➤ Ability to adapt and react positively to changing demands and circumstances. 	
<p>OTHER ESSENTIAL REQUIREMENTS TO CARRY OUT POST: N/a</p>		



KEY COMPETENCY AREAS

Our Competency Framework has been developed and reviewed over several years in order to achieve a set of professional and key behaviours that our team display every day within our roles.

It applies to every member of staff, regardless of their role or service that they work for. It considers best practice but also the level at which our team members work in different areas of their job. So although the competency itself will apply to all levels, how it is evidenced within the individual job role may vary.

The competencies will be used for:

Recruitment and Selection – interview questions will be based on these key behaviours to ensure we are bringing the right people into the organisation.

Performance management including appraisals – to keep checking that we are all displaying the right behaviours that will ensure the success of the council's aspirations

Training and development – to help our teams and individuals focus on developing key behaviours and characteristics



The 9 basic competencies fall under our three values which are integral to the way we do things around here:

AMBITIOUS	CREATIVE	TRUSTWORTHY
Positive	Innovative	Professional Behaviour
Continuous Improvement	Open to Change	Accountable
Commercial and Enterprising	Decision Making and Problem Solving	Communication