

## ASHFORD BOROUGH COUNCIL

### JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Head of Policy and Performance</b>
<b>GRADE:</b>	MG4
<b>POST NUMBER:</b>	6207
<b>DIRECTORATE:</b>	Chief Executive (Policy & Performance)
<b>RESPONSIBLE TO</b>	Chief Executive
<b>JOB SUMMARY:</b>	<p>To provide Leadership and management to the Policy and Performance team.</p> <p>As the council's statutory Data Protection Officer to inform and advise the council of its obligations pursuant to the General Data Protection Regulation or national data protection provisions. The post holder will take decisive action and reporting of areas on non-compliance to Management Team.</p> <p>This post has significant interaction with the Leader of the Council and key strategic stakeholders, and will be responsible for enhancing and maintaining the reputation of Ashford as a place where things happen..</p> <p>To lead on corporate projects, delivering continuous improvement, creating a vibrant change culture through to implementation.</p> <p>The post holder will also manage the council's Corporate Delivery Programme, Equalities and Risk Management processes, support key corporate projects and co-ordinate the District Deal and Strategic Delivery Board.</p>
<b>ROLE REQUIREMENTS:</b>	
1.	To work closely with the all Council services and be an integral part of the Councils Leadership Team.
2.	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 local community's needs are identified and responded to appropriately, and that the requirements of statutory duties are fulfilled.

3.	Liaise with statutory and voluntary bodies, members, parishes, the community, the commercial sector and other public sector bodies so as to co-ordinate the activities of these organisations and that of the Council.
4.	To keep abreast of and promote all aspects of the service with a view to improving services and facilities and optimising the Council's performance in meeting targets and its effectiveness in serving the needs of the community.
5.	To be responsible for formal complaints in accordance with the Council's complaint procedure.
6.	Proactively contribute to corporate aims and objectives. Lead and manage the implementation of new corporate initiatives and processes and ensure that appropriate standards are maintained so that the team achieves required outputs.
7.	To prepare reports for, and attend Cabinet Meetings, Committees, Scrutiny meetings, task groups and working groups.
8.	To be responsible for the marketing and promotion of the service to promote/support interaction with the wider community by developing initiatives to increase openness and accessibility of council services.
9.	To bid for and be responsible for capital funds allocated to project responsibilities and report to the necessary groups on risk, under and overspends.
10.	To be the council's statutory Data Protection Officer, being the point of contact for data subjects. Promote a data protection culture within the organisation ensuring that all staff receive appropriate data protection training in accordance with the council's data protection policy. Providing advice and guidance on privacy and data protection compliance matters.
11.	Maintain an awareness of developments in privacy and data protection legislation and Information Commissioner's Office standards.
12.	Own Ashford Borough Council's suite of data protection policies and overarching privacy notice, implementing necessary updates to their content to reflect legislative requirements. To cooperate with the Information Commissioner.
13.	Lead the investigation, management and resolution of serious personal data breaches incidents, complaints and external regulatory investigations carried out by the Information Commissioners Office.

14.	Ensure Data Protection Impact Assessments are conducted in accordance with GDPR and provide advice and guidance on their completion.
15.	Advise Management Team of areas of non-compliance, privacy and data protection risks to the organisation and pragmatic solutions to address them.
16.	To co-ordinate the corporate delivery programme budget, monitoring expenditure and advising Management Team on the up-to-date budget position to ensure upcoming priorities are appropriately resourced.
17.	To highlight exceptions, slippage and issues of priority and advise both Directors and Management Team to initiate corrective action as appropriate to ensure that the Programme deliverables are achieved.
18.	To establish and maintain performance management systems for the programme and to contribute to the wider planning and performance functions within the Council.
19.	To develop and maintain the council's risk management framework.
20.	To develop and maintain the council's corporate risk register and present the register to the council's Audit Committee.
21.	To have oversight of the council's Equalities process ensuring compliance with the Equalities Act 2010.
22.	To co-ordinate the District Deal, Strategic Delivery Board and Strategic Co-ordination Team meetings.
23.	To manage the council's service planning process.
24.	To co-ordinate and monitor progress on actions arising from the Annual Government Statement.
25.	<p><b>Equal Opportunities</b></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>

26.	<p><b>Emergency Planning</b></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>
27.	<p><b>Business Continuity</b></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>
28.	<p><b>Data Protection</b></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>
29.	<p><b>Health and Safety</b></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>
30.	<p><b>Safeguarding</b></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>
31.	<p><b>Additional Duties</b></p> <p>To undertake any additional duties of a similar level of responsibility as may be required from time to time.</p>

**OTHER CONDITIONS:** Essential car user.

Attendance at evening meetings will be required on an occasional basis.

November 2021

## PERSON SPECIFICATION

<b>JOB TITLE:</b>	<b>Head of Policy and Performance</b>
<b>POST NUMBER:</b>	6207
<b>DIRECTORATE:</b>	Chief Executive (Policy & Performance)

	<b>Essential</b>	<b>Desirable</b>
<b>EDUCATION &amp; TRAINING/ QUALIFICATIONS</b>	Degree Level Relevant professional qualification (e.g. certificated practitioner in GDPR)	
<b>EXPERIENCE</b>	Experience of delivering Data Protection in a large organization.	
<b>SKILLS &amp; KNOWLEDGE</b>	Ability to identify and assess potential compliance challenges at a strategic level and identify pragmatic solutions.  Excellent communication and influencing skills, with the ability to articulate persuasive arguments verbally and in writing.  Ability to lead and deliver behaviour change within a large organisation.  A strong track record of strategic planning and performance management.  Experience of effective financial management.  Experience of translating strategy into action.	

	<p>Experience of building and sustaining positive working relationships with staff at all levels within the organization.</p> <p>General Data Protection Regulation; Data Protection Act; e-Privacy Regulations, Privacy and Electronic Communications Regulations; Regulation of Investigatory Powers Act.</p> <p>Relevant statutory codes of practice, decisions and guidance issued by the Information Commissioner's Office; Article 29 Working Party; EU Data Protection Board; Cabinet Office; Home Office; and other relevant sources.</p> <p>A knowledge of information security and assurance issues, including relevant external standards (e.g. Payment Card Industry Data Security Standard; ISO 27001; UK Cyber Essentials scheme and CESG 10 Steps to Cyber Security).</p> <p>An awareness of information and records management issues including statutory data retention requirements, as well as Freedom of Information and Transparency requirements relevant to local government</p> <p>An understanding of and commitment to effective customer and community engagement.</p> <p>Understanding of the dynamics of a large, complex, multidisciplinary organization.</p> <p>Experience of managing people and people orientated</p>	
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	<p>programmes and projects.</p> <p>Experience of delivering complex programmes and projects within tight deadlines.</p>	
<b>OTHER REQUIREMENTS</b>	<p>The ability to analyse, understand and interpret complex issues and to present meaningfully to a wide range of stakeholders.</p> <p>The ability to challenge the status quo and look for new and better ways of delivering the authorities business.</p> <p>The ability to take account of the broader perspective and understand programme interdependencies.</p> <p>The ability to focus on outcomes and ensure their effective delivery.</p> <p>High level of personal credibility and integrity</p> <p>The ability to make effective use of technology.</p>	

**OTHER ESSENTIAL REQUIREMENTS TO CARRY OUT POST:**

Attendance at evening meetings will be required on an occasional basis.



## 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

