

Role Profile

Service:	Assurance Group
Location:	Colindale Office
Job Title:	Assistant Director – Assurance
Grade:	6
Post No.:	TBA
Reports to:	Executive Director of Assurance

1. Purpose of Job:

In line with new Barnet Plan strategic objective of Clean, Safe and Well Run, this newly created post brings together several current Assurance services to create a new portfolio for the post holder. The aim of this post is to provide clear strategic and operational leadership to those Assurance services along with developing improved collaboration and opportunities for new ways of cross service working. The post holder will also need to develop an organisational assurance continuous improvement agenda, ensuring highest possible levels of service quality to be provided always.

The portfolio covers the following assurance operational areas.

- i. Assurance and Business Development - includes, Corporate Complaints, and Local Government Ombudsman (LGO) Complaints,
- ii. Information Governance, Assurance projects and improvement
- iii. Electoral Services – includes Electoral Registration and Elections
- iv. Governance – includes Committee System Administration (also known as Democratic Services), Mayors Office and Civic Events
- v. Act as a key point of liaison and support for the councils 'Monitoring Officer'

Barnet operates a Committee System of governance. Decisions are made by Full Council, or are delegated to Committees, Theme Committee Chairmen and Chief Officers as set out in Article 10 of the constitution. As such there is a requirement of the post holder to ensure that there is effective member, resident and staff communication and implementation of decisions.

As well as providing guidance to senior managers, elected members, partners, for the services managed making the Council effective and efficient as possible and supporting the council in delivering the Barnet Plan and its overall strategic priority of Clean, Safe and Well Run the post holder will take the lead in the management of high level, high risks and issues within the posts portfolio.

This post will need to consider local and national policy, re-shaping policy to fit within the local environment, turning functional policy into reality where thinking is beyond the year ahead and is open to external influences.

The post holder will have oversight of the delivery of member, public awareness and communication activities and to lead Assurance projects stakeholder consultation for - including with but not limited to: members, residents, electors, staff and statutory bodies.

2. Key accountabilities/duties/responsibilities:

Assurance and Business Development

To provide strategic leadership and oversight on planning, delivery and coordination of a wide range of Assurance Group services (Information Governance Services, including Information Management and Governance, GDPR, FOI, Transparency and Openness, Records Management, Corporate and LGO Complaints) projects and programmes that have a both a council-wide and borough-wide impact with a key focus on developing an organisational improvement agenda.

Elections

To provide strategic leadership and oversight to the Council's Elections service ensuring elections are run in accordance with best practice and undertake duties as required by the Returning Officer and Electoral Registration Returning Officer. The post holder will be required to ensure that an ongoing culture of compliance, assurance, transparency and continuous improvement is embedded within the service.

Corporate Governance and Ethical Standards

To ensure that the Council has in place effective and transparent arrangements for corporate governance and ethical standards that enable the provision of improved outcomes for local people and that are recognised as good practice by our regulators. Due to the complexities of operating a 'committee system' of governance there is also a requirement to continually improve our council's constitutional and decision-making processes to achieve the best results for local people.

Other

To develop effective working arrangements with the Monitoring Officer and if, required act as the council's Deputy Monitoring Officer (as defined under section 5 of the Local Government and Housing Act 1989) if so, appointed by the Monitoring Officer.

To ensure that the authority and its members and officers adhere to high standards of behaviour and conduct and prevents the authority from contravening the law or maladministration.

To participate in the Council's emergency planning 'on call' rota and co-ordinate responses to emergency situations as and when required to do so.

To be honest and above reproach in all dealings, displaying the highest quality standards of professionalism always, maintaining complete confidentiality.

Ensure full compliance with the Council's Health and Safety policies and maintain a high Health and Safety profile for all the work of the sections.

To attend appropriate Council Committee meetings, Corporate Officer groups and external meetings and to prepare and present reports for such meetings as appropriate.

To build and maintain relationships and work effectively with Members, Senior Management, trade unions and all other stakeholders in support of the agreed Service and Corporate objectives.

Regularly liaise with Committee Chairmen and Ward Members as appropriate.

To build teams and ensure effective working relationships and managing the learning and professional development for staff within the council's framework.

To ensure high calibre staff are recruited and developed to deliver service objectives.

Core Accountabilities:

- *Financial and resource management* – Act as the Business and Finance Lead for Assurance Service as well as ensuring that resources are allocated with your own service effectively for the delivery of intended outcomes in manner which demonstrates value for money and compliance with relevant policies and guidelines.
- *Leadership and people management* – Provide strong visible and collective leadership across the council and its partners which builds a culture of high performance, inspires people and supports delivery of the Council's strategic objectives.
- *Customer Experience* – Ensure that there is a clear and consistent focus across the Council and its partners on delivering an inclusive and outstanding customer experience to all citizens and communities of Barnet.
- Respond to internal audit reviews and implementation action plans within agreed deadlines.
- Pro-actively manage capital expenditure, income and revenue expenditure proposals for the service areas managed. Ensure that services provided are managed, monitored and adjusted to meet financial service and business targets in line with Member priorities.
- Be responsible for the contract management of all contracts and projects within your control. This includes certifying payments, certificates and that instructions issued ensure the proper administration of contracts and compliance with financial regulations.
- Establish, develop, and manage systems which maximises income to be obtained from external sources.

Expert and Advisory Accountabilities:

- *Political Management* - providing guidance and support to members in translating their political objectives and priorities into coherent initiatives that will deliver intended outcomes.
- *Professional Leadership* – Provide professional leadership for defined disciplines to ensure that the Council access national best practice and ensure on-going professional development.
- *Policy Development* – Lead the development of policies which support the delivery of corporate objectives and comply with all relevant legislation and statutory requirements within an acceptable level of risk.

Commissioning Accountabilities:

- *Customer and Market Analysis* - Lead analysis of the needs of citizens and communities and the available market provision for a defined range of services to support the commissioning and delivery of best possible outcomes.
- *Service Planning and Design*- Lead the planning and design for a defined range of services to support commissioning and delivery of the best possible outcomes for the citizens and community of Barnet.
- *Service procurement and Contracting* - Lead the procurement and contracting for a designed range of services to ensure they deliver the intended outcomes in a manner which represent long-term value for money at an acceptable level of risk for the Council.
- *Partnership Development* – Contribute to the development of key relationships for the Council with a defined range of external organisations to enable the development of effective outcomes through collaborative, joined-up working.

Delivery Accountabilities:

- *Contract Management* – Lead the management of significant contracts for the Council to ensure service provider compliance with contractual requirements and targets so that the highest possible levels of service quality are provided.
- *Performance Management* – Lead the service delivery of a defined range of services for the Council and partnership ensuring that intended outcomes are being achieved through effective management against key performance indicators.
- *Operational Management* – Lead and drive a culture of continual improvement for the Council and partnership ensuring that business processes are effective and efficient and enable the highest possible levels of service quality to be provided.
- *Programme and Project Management* – Lead strategic programmes and projects for the Council ensuring that they are managed and controlled in an effective manner in order to achieve their intended benefits and goals.

3. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work.

4. Flexibility

The jobholder may be required to carry out other reasonable duties commensurate with the grade, as requested by the line manager.

This job description is not exhaustive and may change as the post or the needs of the Council develop. Such changes will be subject to consultation between the post holder and their manager and, if necessary, further job evaluation.

5. The Council's Commitment to Equality

To deliver the Council's commitment to equality of opportunity in the provision of its services. All staff are expected to promote equality in the work place and in the services the Council delivers.