

Job Description and Person Specification

Job details

Job title: Head of Consultation, Engagement and Corporate Support

Grade: NNC BAND 12

Reports to: Director of Customer Experience

Responsible for:

- Executive Support Team
- Consultation & Engagement Team
- Equality, Diversity & Inclusion Function
- Corporate Support Services, including Corporate Social Responsibility
- Mailroom and Print Services

Directorate and Service area: Chief Executives Office

Purpose of the job

To provide strategic leadership, direction and oversight of the Council's Engagement, Inclusion and Corporate Support functions, ensuring that resident and stakeholder voice, equality, accessibility, governance and organisational effectiveness are embedded within council-wide decision making, service design and organisational culture.

The post holder will lead the development and implementation of corporate strategies, policies and frameworks relating to engagement, consultation, equality, diversity and inclusion, executive support and corporate social responsibility, ensuring statutory compliance, organisational improvement and delivery of the Corporate Plan, Customer Experience Strategy and wider corporate priorities. shaping strategic priorities, organisational culture, and service design, directly influencing the quality, accessibility and experience of Council services

The role acts as a principal strategic adviser and provides assurance to senior leaders, the Corporate Leadership Team and elected Members, contributing to whole-council leadership, shaping strategic decision making, policies and organisational culture, influencing strategic decision making. It supports democratic governance through the authoring of Executive, Committee and Scrutiny reports, contributing to council-wide policy development and organisational transformation. The role represents the Council at local, regional and national forums, and influences system-wide practice across the locality. The post holder also deputises for the Director of Customer Experience as required, supporting corporate leadership and organisational decision-making.

Principal responsibilities

1. Provide strategic leadership and management of Engagement, Consultation, Equality, Diversity & Inclusion, Executive Support and other Corporate Support functions, ensuring services are innovative, compliant, customer focused, continually improve, and aligned to corporate priorities.
2. Lead the development, implementation and continual improvement of corporate strategies, policies and frameworks relating to:
 - Consultation and Engagement

- Equality, Diversity and Inclusion
 - Accessibility
 - Corporate Social Responsibility
 - Corporate Governance and Executive Support
 - And other relevant Corporate Support functions that fall under this role
3. Act as the Council's strategic lead and subject matter expert for engagement, consultation, equalities and inclusion, providing authoritative advice, challenge and professional guidance to:
 - Chief Executive
 - Corporate Leadership Team
 - Senior Leaders
 - Elected Members
 - Committees and Boards (i.e. BIG50)
 - Local, regional and national partners
 4. Lead the strategic direction, design and oversight of organisation wide consultation, engagement and customer insight programmes, ensuring residents, communities and stakeholders have meaningful opportunities to influence service design, policy development and decision-making, whilst ensuring legislative compliance and increased transparency, public trust and organisational reputation. Plus, the development and leadership of a cross-organisational engagement network that promotes consistent standards, knowledge sharing and continuous improvement across the Council. And influence system-wide consultation and engagement approaches with partners, ensuring shared standards, consistency of standards, cross-system alignment, and effective resident involvement in strategic decision-making.
 5. Lead and champion the Council's Equality, Diversity and Inclusion agenda, ensuring compliance with the Equality Act, Public Sector Equality Duty and wider legislative responsibilities, whilst promoting accessibility, fairness and inclusion across all council services, internally and externally. Plus, overseeing support for employee equality networks and forums that promote inclusion, lived experience, engagement and organisational learning
 6. Oversee Executive Support and governance coordination arrangements, ensuring effective planning, briefing, decision-making and organisational coordination across the Council, including support to Executive, Committees, Overview & Scrutiny and senior leadership structures.
 7. Author, quality assure and present, where appropriate, reports and briefing papers to Executive, Committees, Overview & Scrutiny, CLT and other senior leadership bodies, ensuring decision-making is informed by customer insight, consultation outcomes, equalities considerations, Corporate Social Responsibility evidence, and governance requirements.
 8. Lead and oversee investigation of relevant complaints, reviews, audits and service concerns, ensuring organisational learning, continuous improvement and protection of the Council's reputation.
 9. Lead development of the Council's Corporate Social Responsibility approach, embedding social value, sustainability, ethical practice and community benefit principles within organisational decision making and commissioning activity.
 10. Develop and maintain effective strategic partnerships with public, private, voluntary and community sector organisations, influencing local, regional and national agendas to improve outcomes for North Northamptonshire residents.
 11. Deputise for the Director of Customer Experience as required, representing the Directorate and Council at senior leadership meetings, governance forums, partnership bodies and external engagements, exercising delegated authority within agreed corporate frameworks and authority.
 12. Manage significant budgets, resources, contracts and workforce responsibilities, ensuring value for money, financial sustainability, effective risk management and delivery of agreed outcomes.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Special features of the post

- Politically sensitive post
- Requirement to attend evening meetings, consultation events and Member briefings
- Requirement to travel across North Northamptonshire and occasionally regionally and nationally
- Responsibility for advising on politically sensitive, high-profile and controversial matters subject to public and media scrutiny
- Requirement to represent the Council at regional and national forums including Local Government Association, County Councils Network and other partnership bodies where appropriate

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	• Degree level qualification or equivalent significant senior leadership experience • Evidence of continuing professional development • Management qualification (ILM, CMI, MBA or equivalent experience)	• Masters level qualification or equivalent significant senior leadership experience Qualification or professional accreditation in: • Customer Experience • Equality, Diversity & Inclusion • Consultation & Engagement • Governance • Organisational Development • Public Administration
Experience and Knowledge	• Significant senior management experience within a large, complex organisation • Exceptional experience leading corporate or cross-organisational services • Exceptional experience advising and influencing senior leadership teams and Members or boards within a politically sensitive environment • Experience leading consultation and engagement programmes • Significant experience developing corporate strategy and policy • Substantial experience leading organisational change and culture programmes • Experience managing significant budgets and resources • Excellent knowledge of local government governance and democratic decision making • Knowledge of Equality Act duties and public sector equalities requirements	• Local government experience.

Attributes	Essential criteria	Desirable criteria
	• Substantial knowledge of performance management and data-driven decision making • Experience representing organisations at regional or national level •	
Ability and Skills	• Exceptional written communication skills with ability to produce complex reports and policy documents • Excellent presentation and influencing skills • Significant ability to negotiate and build consensus amongst diverse stakeholders. • Substantial ability to analyse complex information and provide strategic advice • Significant ability to lead, motivate and develop high performing teams • Exceptional ability to manage competing priorities within a fast-paced environment • Substantial ability to interpret legislation and translate requirements into organisational practice • Strong financial, planning and resource management skills • Strong partnership working and networking skills • Strong media and reputational management awareness • Spoken English fluency	• Experience of strategic political engagement • Media and reputational management awareness
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	

Attributes	Essential criteria	Desirable criteria
Additional Factors	• Strong commitment to equality, diversity and inclusion • Strong commitment to customer-centred service delivery • Ability to travel throughout North Northamptonshire and beyond • Ability to attend evening meetings and events when required • Strong commitment to the Council's One Council culture, values and behaviours • Strong commitment to Corporate Social Responsibility principles and sustainable service delivery	