

Assistant Director

Job Description (Tier 2)

Job Title	Director of Workforce and Local Services
Salary	Hay Band 'AD'.
Benefits	(Agile Working, Annual Leave, Pension, Inclusive Culture)
Directorate	Resources
Team	Directorate Leadership Team
Accountable to	Executive Director for Resources
Accountable for:	Libraries, Heritage and Culture, Registration, Strategic HR, HR Services
• Team Responsibility (FTE)	c333
• Annual Budget	£10.1m
Politically restricted role	Yes

Context What do you need to know about the role?

To support the ongoing development and success of the Council, we are looking for a Director of Workforce and Local Services to join our Leadership team, incorporating HROD, libraries, registration, heritage, and culture, as well as contributing and influencing all areas of the Council's strategic development.

We encourage candidates with HROD or Local Services leadership experience and a knowledge and understanding of leading highly effective services to apply for the role. You will be able to demonstrate HR expertise and skills, combined with the ability to lead our vital Local Services.

As our Director of Workforce and Local Services you will be able to work with risk, innovating and driving the Council to be modern, flexible, and ambitious. You will be politically astute and be able to work effectively in a political environment. You will understand brilliant customer service and be able to connect it to our communities.

You will contribute to the strategic leadership and management of the Council creating a high-performance culture. You will be responsible for the direction, design, and delivery of high performing strategic and operational HR services, ensuring the Council has the right workforce strategy, policies, and services to provide the right workforce, leadership, and culture, embedding EDI to support delivery of the Council's priorities and outcomes. You will provide professional leadership on local services related issues, providing effective leadership, co-ordination, and management of their resources and outcomes.

You will ensure HR and Local Services contribute fully to the strategic outcomes of the Council Plan and Integrated Delivery Plan, working closely with our partners and communities to ensure consistent service delivery across the County of Warwickshire.

Key responsibilities including technical responsibilities and the role's key stakeholders and customers. Is this role the right one for you? You will have examples from your career experience that evidence each point below:

Strategic leadership: You will develop and implement HR policies and strategies aligned with the Council Plan and its core strategies. You will have accountability for outcomes, performance, management, and delivery of the "Our People" Strategy and action plan. You will ensure there is a clear and consistent focus on delivering the Council's "Heritage and Culture" strategy in all Local Services. Your leadership will be fundamental in setting the Council's direction and culture.

Performance Management: You will ensure the provision of robust mechanisms for establishing and monitoring the standard and effectiveness of HROD and Local Services strategies, policies, and practices. You will utilize data and analytics to measure the effectiveness of activities, identify trends, and make data-driven decisions to enhance service practices and contribute to the Council's overall success.

You will determine the most effective **utilisation and deployment of resources** including financial management, human resources and deliver outcomes through effective contract and performance management to implement the Council Plan and statutory responsibilities within allocated budgets.

You will work as part of the Council's **Leadership Team (LT) and resources Directorate Leadership Team (DLT)**, providing strong, visible, and collective leadership through communication of our vision, particularly around the Workforce and Local Services agenda, building a culture of high performance, and inspiring colleagues to support the delivery of the Council Plan.

You will provide **leadership and direction** to colleagues within HROD and Local Services, ensuring the service has the right people in the right roles with the right skills and behaviours to maximise performance. You will act and operate corporately across WCC, adopting a one-Council approach and always acting as a positive role model for our behaviours, embedding EDI in our practices and policies.

You will coordinate the Council's **policy advice on Local services**, providing guidance and support to Corporate Board and Members, delivering successful initiatives, and identifying commercial, digital, and innovative opportunities to support the delivery of best possible outcomes for our residents and communities.

Compliance and Legal: You will ensure the Council complies with employment law, regulations, and HR best practices, taking necessary actions to prevent legal issues or disputes. You will oversee the work of the Proper Officer for Registration Services and may be asked to undertake this role by Council. You will be accountable for appropriate monitoring and reporting of Health and Safety in the Council.

Organizational Development: You will nurture a positive and productive work environment by managing employee relations effectively and promoting communication between employees and management, driving employee engagement.

Person Specification What we are looking for?

Technical Competencies and Professional Expertise that are essential

- Educated to degree level in a relevant subject area, or equivalent by experience, and evidence of continuing professional and managerial development, including preferably a management qualification.
- CIPD/L7 qualification requirements or equivalent by experience (Desirable)
- Experience of leading Human Resources or customer-facing local services, with a track record of positive impact.
- Experience of driving change and running large transformation programmes
- A strong corporate leader with a demonstrable track record of senior strategic leadership in a similarly complex organisation, including handling substantial budgets and large staff groups, and a demonstrable commitment to tackling issues in a collective not territorial way.
- High levels of energy, stamina, and personal resilience
- Ability to initiate and implement creative, commercial, and innovative approaches and identify new options for doing things differently.
- Personality, conduct and credibility that engages and commands the confidence of all stakeholder groups, including staff, Councillors, and partners, working in a political environment.
- A personal commitment to using data and insight to drive improved service, and a stronger workforce and organisation.
- Evidence of track record of leadership in terms of equality, diversity, and inclusion.

Our Competencies

Our competencies and behavioural indicators (defined within each core competency) describe the behaviours, actions, and activities which we believe are associated with effective performance and job success. Your evidence of exhibiting these will be considered in our assessment process.

Generic Competency	Indicators
Driving organisational performance through change	<ul style="list-style-type: none"> • Translates strategic priorities into clear objectives, ensures support and resources, provides clarity, addresses unexpected developments. • Recognizes the need for change, develops and leads programs, translates requirements into objectives, plans, and systems. • Engages others, gains buy-in, manages difficult changes, inspires, develops, and empowers others. • Monitors progress, ensures results are aligned, undertakes reviews, takes accountability.
Generic Competency	Indicators
Organisational & People Leadership	<ul style="list-style-type: none"> • Translates strategic objectives and political agendas into clear, tangible, and manageable plans. • Considers diverse needs of customers and partners in formulating functional objectives. • Delivers service outcomes at optimum efficiency and cost. • Reviews service delivery to evaluate performance and consider improvements. • Inspires staff and partners to engage fully with WCC's vision. • Develops capability across teams and encourages continuous learning. • Embeds an inclusive and collaborative working culture. • Ensures wellbeing of all people is prioritized.
Generic Competency	Indicators
Finance and Commercial Leadership	<ul style="list-style-type: none"> • Develops and establishes commercial and financial objectives and targets, supports teams to deliver and achieve. • ensures commercial considerations are fully considered in policy implementation, decision making and contract management.

	<ul style="list-style-type: none"> • applies understanding of financial and commercial matters to draw out key conclusions, create robust business cases to justify proposals and outline and manage resources, capacity, and costs.
Generic Competency	Indicators
Strategic Thinking & Planning	<ul style="list-style-type: none"> • Reviews the external environment to identify trends, opportunities, risks, and benefits. • Develops in-depth insight into the issues facing WCC, including political, economic, social, environmental, and technological impacts. • Creates prioritized plans to enable the achievement of the Council's strategic goals. • Anticipates and responds to organizational issues and challenges. • Ensures all areas of departmental/functional activity are focused, coordinated, and prioritized on delivering the greatest value for the Council.
Generic Competency	Indicators
Performance & standards	<ul style="list-style-type: none"> • Ensures safe operation and compliance with regulations. • Develops performance improvement plans, using technology and innovation. • Identifies ways to improve systems and structures. • Provides transparent service performance information. • Expects high standards of performance and challenges poor performance.
Generic Competency	Indicators
Relationship Management	<ul style="list-style-type: none"> • Understands and applies differences and similarities between WCC and partners to improve working relationships. • Addresses potential reactions and resistance with flexible communication and influencing. • Builds strong relationships based on credibility and trust. • Engages and empowers others to work collaboratively.
Generic Competency	Indicators

Personal Leadership	<ul style="list-style-type: none"> • Understands and manages political, organizational, and personal factors in the workplace. • Acts as a stabilizing influence in challenging situations. • Delivers personally and through others by setting clear goals, monitoring progress, and holding people to account. • Demonstrates flexibility and adaptability. • Creates an environment to support development and continuous learning. • Balances drive to deliver with strong business ethics. • Builds positive and collaborative relationships.
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Our Values and Behaviours

We want to support our workforce to be best they can be. Our Behaviours and values provide a framework for our culture and give reflect the standards we expect from all our people. We are committed to creating a working environment of equality, respect, and inclusion where everyone can thrive and contribute to our community. Working with us gives you the opportunity to make a real difference to the lives of the people of Warwickshire.

You must be able to demonstrate you role model the Warwickshire values and six behaviours.

Our Values and Behaviours – The Warwickshire DNA



High performing



Collaborative



Customer focused



Accountable



Trustworthy



do what
we say



move with
purpose
and energy



focus on
solutions



help people
and
communities
to find their
own solutions



build strong
working
relationships



be the
best we
can be