

# Job description

Post title: Corporate Director, Community Engagement & Wellbeing

Grade: CO1

Service area: Chief Executive

Reports to: Chief Executive

Your team: Assistant Director, Strategy, Equality and Communities; Assistant Director, Communications; Assistant Director, Transformation; Director of Community Solutions

## Our ambition

We're determined to make Islington more equal. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country – with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

## Our values and behaviours

'Be Islington' is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to 'Be Islington' – playing their part in working together for a more equal borough and to always be collaborative, be ambitious, be resourceful, and be empowering ('CARE').

## Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a more equal borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a more equal workplace and foster a culture which empowers all staff to challenge inequality.

Equality is at the heart of what we do. We want to celebrate and embrace our differences by:

- Ensuring our workforce is representative of the people we work on behalf of, our residents
- Creating equitable working environments and diverse teams
- Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
- Getting to know people and their differences
- Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures

# Key responsibilities

1. Lead the design and delivery of the Challenging Inequality Programme, working with elected members, senior leaders, staff and the wider community to identify clear priorities and to deliver tangible change.
2. Take responsibility for continually searching out and sharing best practice in challenging inequality for marginalised groups, across both the council and the wider partnership.
3. Lead the development of a clear communications strategy that underpins effective delivery of our corporate strategy including a clear and consistent narrative, use of stories and case studies that bring this to life in impactful campaigns that respond to and resonate with our diverse communities
4. As part of our commitment to community engagement coordinate and lead an approach to communications and engagement that is coherent and speaks to the values of the organisation
5. Ensure effective reactive and proactive communications across all areas of council responsibility both internal and external
6. Continue to work on our strong partnership with the community including the voluntary and community sector, building capacity, and promoting new ways of working.
7. Encourage greater resident focus across the council through ensuring effective community engagement and participation models are developed and adopted across all Directorates.
8. Oversee design and provision of council grants programmes to the voluntary and community sector that support the delivery of mutually agreed priorities and empower the community to take the lead as equal partners.
9. Set the strategic direction for the council, leading the development of a clear, long-term strategy for creating a more equal future for Islington, setting out clear actions and timescales for delivery
10. Ensure this strategy is embedded across the organisation including through the development of policy, thought leadership, clear prioritisation, challenge and support
11. Take strategic leadership for the council's work to challenge inequality, racism and injustice.
12. Ensure effective reactive and proactive communications across all areas of council responsibility both internal and external
13. Lead the transformation and change agenda across the council to ensure effective delivery of the strategic plan including equipping the organisation with the skills, tools and techniques to shift culture and behaviours in support of our strategic objectives
14. To articulate and lead clear programmes of work that support delivery of our strategic plan including, but not limited to, Fairer Together
15. Take overall responsibility for the design and implementation of a coherent all-age integrated early intervention and prevention offer that draws on best practice to take a strengths-based approach to meeting the needs of individuals and families in Islington.
16. Lead the delivery of the council's Core customer contact service, Access Islington, and the triage model providing a range of complex services, to a diverse client group whilst maintaining excellent standards of service at all times.
17. Shape and lead a new community-based offer for Libraries heritage and culture, understanding its importance in helping communities recognise the past and support shaping their future.

18. Ensure effective use of key community assets including community centres, libraries and the development of three new Access Islington Hubs as a key point of contact for residents who need help.
19. Ensure the development of an effective early intervention and prevention offer for vulnerable adults in the borough through the development of a new Wellbeing Alliance, bringing together council delivery alongside commissioned services to create a more coherent offer to residents
20. Ensure partners make a meaningful contribution to the development of an integrated offer that improves experiences and outcomes for vulnerable people.
21. Take a leadership role for partnership governance in line with the statutory framework, including the Islington Together Leaders Group

## Responsibilities as a senior leader / member of the Corporate Management Board

- Develop and maintain a strong interface with the Leader, the relevant Executive Members and other elected members.
- Lead the directorate senior management team and ensure, through Service Directors, the effective and efficient delivery of high quality services.
- Represent the council at regional and national level on matters relating to services within the directorate, in conjunction with the relevant Executive Members.
- Contribute to the annual budget planning process, and the council's Medium Term Financial Strategy.
- Represent Islington Council externally as appropriate to the role, to ensure strong partnership working, strong public relations, and for other reasons as appropriate.
- Ensure that duties are undertaken with due regard and compliance with relevant legal frameworks and in accordance with council policies.
- As a member of the council's senior management team, to contribute proactively to the collective leadership for the council, working collaboratively with Members, services across the council, partners and stakeholders to deliver the council's objectives and priorities.
- To drive positive cultural change, embodying and promoting the values and behaviours of the council and empowering staff to reach their full potential.
- Resources / Financial management - to ensure effective Financial Management, cost controls and income maximisation in an ever-changing environment, fluctuating demands and priorities; resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.
- Compliance - to ensure legal, regulatory and policy compliance in area of your specialism, identifying opportunities and risks and escalate/report where appropriate.
- To make a vital contribution to the corporate direction and management of the organisation, through membership of the Corporate Management Board, and through the direction and management of the Directorate.
- To play a key role in ensuring that Islington Council continuously improves, provides a first-class service to the people of Islington, and achieves its full potential in the optimal delivery of services.
- To contribute to the leadership of the council in delivering its agreed objectives
- To lead on and ensure the effective implementation of important initiatives and programmes that cut across the whole or part of the council's activities.

- To develop and maintain a strong interface with the relevant Portfolio Leader
- To represent the council externally on issues of importance to the Borough
- To ensure, through your Service Directors and managers, the effective and efficient delivery of high-quality services.
- To lead the Directorate senior management team

## Additional responsibilities

- To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
- To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- To carry out duties and responsibilities in accordance with the council's commitment to customer service excellence and ensure compliance with the customer care standards.
- To be committed to the council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way duties are carried out.
- To ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
- To carry out duties and responsibilities in accordance with the council's Health and Safety Policy and relevant Health and Safety legislation.
- To meet out of hours commitments where required
- At all times to carry out responsibilities/duties within the framework of the council's Dignity for all Policy. (Equal Opportunities Policy).

## Budget responsibilities

Up to £100m

## Leadership

As a member of the council's management team, to contribute proactively to the collective leadership for the council, working collaboratively with Members, services across the council, partners and stakeholders to deliver the council's objectives and priorities.

To drive positive cultural change, embodying and promoting the values and behaviours of the council and empowering staff to reach their full potential. Ensure that the performance and development framework is effective for all staff.

To lead on and ensure the effective implementation of corporate initiatives and transformation programmes that cut across the whole or part of the council's activities.

## Resources and Financial management

Ensure effective Financial Management, cost controls and income maximisation in an ever-changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.

## Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

# Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure that you address each of the criteria as this will be assessed to determine your suitability for the post.

## Essential criteria

### Qualifications

Essential criteria	Criteria description	Assessed by
1	Educated to degree level preferably with a relevant professional qualification and evidence of continuing professional development.	Application

### Experience

Essential criteria	Criteria description	Assessed by
2	A record of effective strategic leadership and delivery at a senior level including working with members and partners to establish and deliver against a clear and shared strategic direction	Application/Interview/Test
3	Experience of leading transformational change across multiple organisations in a challenging policy and operational environment and supporting the cultural transformation, which is integral to change.	Application/Interview/Test
4	Extensive experience of working with politicians with a good understanding of the political perspective and the ability to secure the confidence of members.	Application/Interview/Test
5	Strong commitment to social justice with experience of challenging inequality for marginalised groups and improving outcomes through delivery of effective programmes and services.	Application/Interview/Test
6	Experience of building and nurturing strong relationships with stakeholders from a wide range of backgrounds and walk of life, understanding internal drivers and motivations and bringing people together in support of common and shared solutions.	Application/Interview/Test
7	National and local political awareness and knowledge, particularly in relation to key policy and legislative changes in relation to public service delivery and reform, with experience of	Application/Interview/Test

Essential criteria	Criteria description	Assessed by
	and the ability to translate this into local solutions.	
8	Experience of successfully leading, motivating and managing a team of senior professional staff and associated workforce to achieve successful outcomes and contributing to the development of strategic goals and priorities.	Application/Interview/Test
9	Experience of leading staff and residents through change processes and programmes in a way that promotes opportunity, values people and engages them as partners in delivering change.	Application/Interview/Test
10	A well-proven track record of leading successful programmes to deliver outcomes on time and on budget.	Application/Interview/Test
11	Experience of managing and developing performance within a comparable function and in the context of a multi-disciplinary and partnership environment.	Application/Interview/Test
12	Ability to gain the trust and support of leading Councillors, partners and senior managers to secure a shared and strategic approach and take joint responsibility for decisions as appropriate.	Application/Interview/Test
13	Strong financial management skills and good knowledge and understanding of local government finances at a strategic level with the ability to manage and plan budgets, including the capital programme.	Application/Interview/Test
14	Knowledge and understanding of the factors that contribute to prevention and early intervention and promote community wellbeing.	Application/Interview/Test
15	Experience of working with partners– including Public Sector and the Voluntary and Community Sector – to integrate service delivery in order to improve outcomes for residents.	Application/Interview/Test

## Skills

Essential criteria	Criteria description	Assessed by
16	Ability to take strategic responsibility for a wide range of issues as well as keep a strong management grip on key front-line services	Application/Interview/Test
17	Strong collaborator and confident system leader, with experience of working with	Application/Interview/Test

Essential criteria	Criteria description	Assessed by
	colleagues and partners to make a strategic contribution.	
18	Ability to promote creative and innovative solutions to major strategic and operational challenges, including digital enablers as appropriate.	Application/Interview/Test
19	Effective personal style: <ul style="list-style-type: none"> <li>- Is collaborative / team player</li> <li>- Is comfortable with complexity</li> <li>- Open and honest</li> <li>- Responsive and flexible</li> <li>- Good communicator</li> <li>- Displays an awareness, understanding and commitment to the mission and values of the council.</li> </ul>	Application/Interview/Test
20	Awareness, understanding and commitment to the protection and safeguarding of children, young people and vulnerable adults.	Application/Interview/Test

## Special requirements of the post

Essential criteria	Criteria description
21	This post is subject to the council's policy on pecuniary and personal interest
22	This post is designated as politically restricted



# Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor's Good Work Standard, Stonewall Diversity Champion, and Time to Change.

