



# **West Lancashire Borough Council**

## **Chief Operating Officer**

**Pay Band: WLa, £94,500 pa.**

**Reference: HR-0063-19**

**Closing date: 11.59 p.m. on 30 September 2019**

## Message from Cllr Ian Moran, Leader of the Council



Thank you for your interest in our new Chief Operating Officer role at West Lancashire Borough Council.

Our new COO will be an exceptional, inspirational leader, possessing the experience, skills and determination to make sure West Lancashire is able to capitalise on the huge opportunities within our grasp, and consolidate and drive forward our position as a key player in the North West.

The Chief Operating Officer will be the Head of Paid Service and the most senior officer in the Council, offering support to Elected Members in their setting of the strategic direction for the Council, with the Chief Operating Officer being tasked with responsibility for implementing the strategy and managing the resources to do so.

The role has been developed following a recent major organisational review which has seen the creation of two new Corporate Directors supported by 6 Heads of Service. This new structure will provide the Council with an opportunity to focus on West Lancashire as a place under the expert direction of a Corporate Director of Place and Community.

Place-based services would work together in a single Directorate, providing a more holistic view of the Borough, reducing silo working, supporting collaborative working, and facilitating the development of a neighbourhood approach in the future.

The Corporate Directorate of Transformation and Resources will support the organisation, drawing together intelligence, developing proposals to implement the strategic direction set by Elected Members, and drive further transformation and efficiency within the organisation.

The two Directors, as 'corporate directors' work closely together to achieve shared outcomes and ensure a consistent culture.

We now seek a Chief Operating Officer to lead the organisation with the skills required to ensure greater commercialisation in response to the current financial climate.

We will continue to look outside the authority for opportunities to work with others, on service delivery and strategically we will ensure that West Lancashire is fully represented in the emerging Lancashire Combined Authority developments, whilst continuing to play an active role as an associate member in the Liverpool City Region Combined Authority.

We have just been through the biggest restructure in our Council's history and the continued challenging financial situation facing Councils has meant that we need to build on the recommendations agreed by Council to seek new and innovative models to raise income, generate efficiency and deliver services. We have made great progress over the past few years, and need to continue this positive work to implement the action plans in place.

If you think you have the passion, strength and energy to take this challenge on, I would be very keen to work with you.

West Lancashire is a great place to live, work, study and invest, with thriving commercial centres nestled amongst beautiful countryside, and the greatest amount of Green Belt designated land in England. This has enabled West Lancashire to protect its rural characteristics, whilst benefitting from its proximity to Liverpool and Manchester, and other major cities.

The Borough is home to around 110,700 residents, over 4,000 businesses and currently supports just over 44,900 jobs in a diverse mix of urban towns and picturesque rural villages and settlements, with some of the most beautiful countryside in the UK. While the Borough is predominately rural in nature, the majority of residents and employment opportunities are located in the Borough's three main settlements of Skelmersdale, Ormskirk and Burscough.

The area stretches from the outskirts of Liverpool in the south to the River Ribble in the north, with Southport to the west of it and Wigan and Chorley to the east. Just a short drive to Manchester and Liverpool, its great transport routes make the rest of the North West easily accessible.

With a wide choice of good schools, high quality health care and leisure facilities, lively night spots and a buzzing cultural scene, there's something for everybody.

For further information please see the [Visit West Lancashire](#) and [Leisure and Recreation](#) pages on our [Council Website](#).

## About the role

This post will be available from November 2019.

The principle purpose of the post is set out below:

- To undertake the senior officer role within the organisation, responsible for leading the corporate management team and implementing the Council's vision, priorities and outcomes, as set out by the Leader of the Council and Cabinet, whilst ensuring sustainable financial performance;
- To provide the key interface between officer and members;
- To lead the organisation on behalf of the Leader of the Council and the Cabinet, developing medium and long term strategies and service plans to achieve the vision whilst ensuring optimum solutions for the Council and the residents of West Lancashire;
- To lead the effective operation and delivery of all Council services ensuring that these are operated in accordance with the Council's policies and priorities and to act as the Head of Paid Service, ensuring that the Council employee establishment is appropriate for its needs;
- To act as a Returning Officer.

It is key in helping the Council achieve its Vision, Values and Priorities which are:

### Our Vision

To be a council which is ambitious for West Lancashire - our Economy, Environment and for Health and Wellbeing.

We are ambitious for our economy, and for inclusive growth in West Lancashire, retaining and growing good quality jobs, increasing skills levels and encouraging business and wealth generation. This is matched by our ambitions for a good quality, clean, built and physical environment, and for ensuring the conditions are in place for people in West Lancashire to live healthy and fulfilling lives. These ambitions are reflected in the priorities and key projects that have been identified.

### Our Values

- Collaborative - working in partnership to benefit West Lancashire, being open and involving in the way decisions are made, and adopting a coordinated 'one Council' approach;
- Empowering - valuing and developing communities and employees to take responsibility for solutions, and to make the most of our local assets;
- Enterprising - being innovative and creative, delivering lasting improvements and ongoing efficiencies to bring the Council to a sustainable position;
- Equality - promoting equality and seeking to reduce inequality;
- Focussed - being strategic and prioritising the things that make the biggest difference to our communities;
- Proud - of West Lancashire as a place to live, work, visit, and invest.

## Our Priorities

Deliver tangible and visible improvements in the borough, by:

- Completing the current review of the Local Plan;
- Developing new and improving leisure facilities as health and leisure hubs;
- Delivering retail, housing and public realm improvements with a focus on Skelmersdale Town Centre;
- Establishing a Development Company;
- Creating the Moor Street Gateway;
- Implementing the Route Optimisation Round Review and associated projects;
- Implementing the Clean and Green Service structure and deliver the new service standards.

Engage and empower our local communities, by:

- Delivering the Master Plan for Tawd Valley park, subject to resources;
- Seeking the asset transfer of existing leisure facilities in North Meols;
- Delivering digital inclusion initiatives;
- Implementing the Health and Wellbeing Strategy including involvement with the Integrated Community Partnership.

Actively promote the borough as a great place to live, work, visit and invest, by:

- Promoting the Council's role and West Lancashire's achievements including through digital communications;
- Engaging businesses and communities to enhance and promote Ormskirk and the wider West Lancashire visitor economy;
- Engaging with Liverpool City Region, Lancashire authorities and key decision makers;
- Enhancing and promoting Skelmersdale and the wider West Lancashire business economy.

## Delivering our priorities

West Lancashire Borough Council is ambitious for West Lancashire. We are committed to important projects that will benefit the borough and everyone who lives and works here.

Further reading:

[The Local Plan](#)

[Key Decision Forward Plans](#)

[Housing Strategies and Plans](#)

# The Council as an employer

## Our people

The Council recognises that people are key to achieving our objectives. We have around 500 employees and we know that they are our most important asset; placing great emphasis on recruiting, training and developing our employees.

## Benefits of working for the Council

West Lancashire Borough Council prides itself on being a good employer with a range of benefits and employment terms and conditions to suit you. Here are just some of the reasons why WLBC is a great place to work:

### Salary

In accordance with the provisions of the National Agreement, this salary has been determined by a Job Evaluation exercise undertaken by the Council. This post is graded at local grade WLa with a current salary of £94,500 per annum spot salary. All staff are paid in 12 equal installments on the 15<sup>th</sup> day of each month by BACS transfer into a nominated bank account.

This salary is linked to the JNC terms and conditions of service for Chief Officers for the purposes of annual pay increases.

### Annual leave

Annual holidays, together with the statutory and general national holidays agreed by the Council, will be with pay. Your leave entitlement in a full year is thirty working days, plus two extra statutory days, and three local days to be taken in between Christmas and New Year as directed by the Council.

### Working week

Your normal working week is one of 36 hours. Your normal working day is 9.00 a.m. to 5.00 pm Monday to Thursday and 9.00 to 4.45pm on Friday with an unpaid lunch break of 45 minutes. However, you will be required to work outside these hours on occasion to meet the needs of the service e.g. to attend evening Committees and meetings at other unsociable times, including weekends, and whilst overtime is not payable, this is reflected in the salary for your post.

### Car parking

The Council currently provides free car parking for its staff.

## Car mileage allowance

You are required to have a vehicle available for your duties at all times and ensure your vehicle is insured for business purposes. You will receive 45p per mile in respect of official business mileage undertaken.

## Salary sacrifice schemes

The Council takes part in a Cycle to Work Scheme which allows staff to make tax and NI savings on their childcare, and on purchases of bicycles and cycling accessories.

## Work life balance and family friendly policies

The Council has a range of policies that assist work life balance and those with families. It has excellent maternity, paternity and adoption leave schemes.

## Local government pension scheme

The scheme is available to eligible employees of local government and other participating employers who are under 75 years of age. The benefits of membership are:

- The Council tops up your pension - something that would be unlikely to happen with a personal pension.
- You get tax relief on all your contributions - even on extra payments you make to top up your benefits.
- No hidden fees or charges - you simply contribute a percentage of your pay.
- You get a guaranteed package of benefits which are backed by law.
- Protection for your loved ones - in the form of pensions for dependents if you die.
- Life cover of three years pay - from the second you join.
- No medical required - unlike other forms of life insurance, it's open to all.
- All members can take a tax free lump sum as part of their benefits package.
- Protection - in case you have to draw your benefits early through ill health.
- Your pension will go up in line with inflation, protecting you from rising prices.

## Learning and development

All new employees receive an induction within their service and the Council offers an annual appraisal review. Service-specific training is provided appropriate to the needs of the job, and the Council also has an extensive array of corporate courses that it procures to support your development.

## Terms and conditions of employment

During your employment with the Council, your terms and conditions of employment will be in accordance with collective agreements negotiated from time to time by the Joint Negotiating Committee for Chief Officers.

These are set out in the Scheme of Conditions of Service (commonly known as the JNC) and the North West Provincial negotiating machinery, as supplemented by local collective agreements reached with trade unions recognised by the Council and by the rules of the Council.

### Conflicts of interest

You are required to devote your whole-time service to the work of the Council and shall not engage in any other business or take up any additional duties without the express consent of the Council.

### Political restrictions

Under the Local Government and Housing Act 1989, this is a politically restricted post.

### Rehabilitation of offenders

The Rehabilitation of Offenders Act 1974 was introduced with the aim of preventing ex-offenders who have not re-offended for a significant period of time from being denied access to jobs purely on the basis of their past criminal convictions. The general principle of the Act is that an ex-offender who has not re-offended for a specific length of time will be considered 'rehabilitated', and the ex-offender will be entitled to present him or herself to employers as if he or she had never been convicted in the first place.

Reforms have been introduced which reduce the period during which certain convictions need to be disclosed to potential employers. These reforms came into effect on 10 March 2014 and represents one of the most significant revisions to the legislation since its inception. The changes are part of the government's plan to reduce re-offending by helping offenders get back into 'honest work'.

### Equality and diversity

We recognise that people who provide and use our services come from diverse backgrounds and have different experiences and needs. We value this diversity and the ways in which it contributes to the richness of life and character of our community.

We will develop, commission and deliver services that will help to overcome discrimination and disadvantage. We want every resident and visitor to West Lancashire to be treated fairly and with dignity regardless of age, gender, disability, race, belief and sexual orientation and with respect to their marriage and civil partnership, pregnancy and maternity or gender reassignment status - the protected characteristics under the Equality Act 2010. We will use our position and influence to promote equality in all aspects of community life.



## Advert

<b>Employer</b>	West Lancashire Borough Council	<b>Reference</b>	HR-0063-19
<b>Published</b>	2 September 2019	<b>Closing date</b>	11.59 p.m. on 30 <sup>th</sup> September
<b>Working Pattern</b>	Full Time, Permanent	<b>Hours</b>	36 (see note above)
<b>Salary</b>	£94,500 per annum	<b>DBS check</b>	Basic
<b>Location</b>	West Lancashire Borough Council, 52 Derby Street, Ormskirk, L39 2DF	<b>Terms and Conditions</b>	JNC Chief Officer

The Council is looking for a professional with ambition and inspirational leadership qualities, educated to degree level, with financial and commercial awareness and business acumen to take up the new post of Chief Operating Officer.

The successful post holder will have an extensive knowledge and understanding of the local government operating environment and be committed to the principles of public service and a high personal and professional standards and a commitment to probity in local government.

They will have a proven history of managing financial projects and change management and have the ability to lead a corporate management team and line manage others, with effective resource planning skills.

Proven track record of successful corporate management and participation in the formulation of corporate objectives, policies, strategies and cost reduction techniques within a large, multi-disciplinary organisation, in either the public or private sector is also essential.

They must be able to operate with a high degree of political sensitivity and ability to establish and maintain collaborative working relationships with businesses, Elected Members, Central Government, public sector agencies, trade unions and voluntary sector, in a professional credible manner. They will also have a commitment to developing clear expectations and standards in relation to accountability and responsibility in a large organisation.

If you would like to discuss the post in more detail, please contact:  
Kim Webber, Chief Executive on 01695 585010 or at [kim.webber@westlancs.gov.uk](mailto:kim.webber@westlancs.gov.uk)

*This is a politically restricted post.*

*Please note that the successful applicant will be required to undergo security checks as part of the Baseline Personnel Security Standard for accessing Government records. This will include a Basic Disclosure Scotland Criminal Record check.*

# Job Description



**Role Title:** Chief Operating Officer

**Accountable to:** The Leader of the Council

**Grade:** £94,500 (JNC Chief Officer Terms and Conditions)

**Purpose of role**

- To undertake the senior officer role within the organisation, responsible for leading the corporate management team and implementing the Council’s vision, priorities and outcomes, as set out by the Leader of the Council and Cabinet, whilst ensuring sustainable financial performance;
- To provide the key interface between officer and members;
- To lead the organisation on behalf of the Leader of the Council and the Cabinet, developing medium and long term strategies and service plans to achieve the vision whilst ensuring optimum solutions for the Council and the residents of West Lancashire;
- To lead the effective operation and delivery of all Council services ensuring that these are operated in accordance with the Council’s policies and priorities and to act as the Head of Paid Service, ensuring that the Council employee establishment is appropriate for its needs;
- To act as a Returning Officer.

**Key Objectives**

1	To actively lead the corporate management team in the development and implementation of the Council’s corporate policies, strategies and plans, ensuring that there is alignment with the Council’s priorities whilst ensuring sustainable financial performance.
2	To actively develop and oversee the implementation of service strategies and delivery plans under the post holder’s direct line management remit, with identified performance outcomes across the range of services.
3	To lead on the development and implementation of a customer-focused Corporate Plan and Health and Wellbeing Strategy which meets the Council’s strategic priorities whilst enabling the delivery of its objectives.
4	To direct and grow the Council in a commercial environment, whilst delivering key value for money services to West Lancashire Borough.

5	To ensure the corporate management team deliver against agreed targets, particularly those around planned resources, budgets, information and people in line with Council's objectives and contractual obligations.
6	To operate effectively as the Head of Paid Service, ensuring the wellbeing and safety of all Council employees.
7	To be ultimately accountable for all Council services, and providing direct leadership and line management to the two Corporate Directors.
8	To provide strong leadership in driving a culture of commercial development, improvement, performance management, innovation and customer service excellence across all Council services.
9	To pave the way for the organisation in developing new and existing strategic partnerships, which help the Council to meet its priorities and promote its achievements.
10	To prepare and present reports to Council committees, corporate/service management teams, officer groups and organisations, as appropriate, and provide Member briefings as required.
11	To provide authentic and visible leadership for staff in both conduct and behaviour, promoting a culture of seeking excellence in quality and value for money of service provision, and valuing equality and diversity in all aspects of service delivery.
12	To be accountable for ensuring that the Council's systems, procedures and processes are effective in supporting the delivery of effective and efficient services, and in fulfilling the requirements for financial probity, risk management, corporate governance, compliance and accountability.
13	To ensure that the Council is well-placed to be able to respond to changing cultural and customer needs, to address opportunities and the changing local government context and to take account of the views of the Council Members, officers, customers and key stakeholders.
14	To lead, attend and represent the Council at meetings, including outside of normal office hours, and attend events and activities, including weekend events, as required.
15	To direct, control and ensure the performance of all Council services, ensuring that the vision and values are part of everyday business.
16	To act as Electoral Registration Officer, Returning Officer and Deputy Returning Officer (as appropriate) for elections as required.
17	To lead the Corporate Incident Management Team in emergencies.

## **Scope**

The post holder will be the key interface with the Leader of the Council and Cabinet, regarding both aspirations and challenges for the Council. This will require attendance at Council and Cabinet meetings; committees and Working Groups. As the senior officer of the Council, the Chief Operating Officer will be responsible for ensuring that the Council achieves or exceeds the financial and operational performance targets as agreed with the Leader of the Council and Cabinet, whilst ensuring all contractual obligations are fulfilled.

The role will involve leading the corporate management team within the Council and participating in a range of cross functional working and delivery situations, designed to deliver added-value and optimised delivery/performance.

A key element will be the development of relationships between the Council and other organisations with particular interest in the Borough, including strategic partners such as health, Ward Councillors, community groups and private-sector business that benefit from the work of the Council.

The positive impact of the role is a major contribution to optimising the quality of the Borough's environment, its growth and economic outlook, housing, leisure and cultural provision and the experience of residents, businesses and visitors to the area. Failure to deliver the services effectively will have adverse impacts on services to the public, the quality of the area and the perception of the Council and its brand.

This is a politically restricted post (see Section 2 Local Government and Housing Act 1989).

## **Work Profile**

### **1. Strategy**

The post holder will act as the key interface with the Leader of the Council and Cabinet in respect of recognising and delivering the aspirations and priorities of the Council. They will be responsible for providing strategic advice and guidance in relation to the development the Council's strategic direction and accountable for delivery of the same.

The post holder will advise the Leader of the Council and Cabinet on the potential impacts of relevant new or draft legislation, Codes of Practice or other policy initiatives, publications or developments, ensuring that they and other interested parties are properly briefed and advised as to the best course of action.

The post holder will respond to national, regional and local consultation from government, statutory, private and voluntary bodies.

### **2. Performance**

The post holder will ensure that the duties, responsibilities and commitments of the Council are carried out satisfactorily. This includes ensuring that the Council's policies and decisions are implemented correctly, having due regard to the Council's

Constitution Including the Financial Regulations and Contracts Procedure Rules, and ensuring that insurance and statutory requirements are met.

The post holder will champion the investigation and use of the most efficient and effective tools and processes to improve performance, customer access, provide value for money and to ensure financial sustainability.

The role requires the development and leadership of the corporate management team comprising of the two Directors and six Heads of Service. The requirement to initiate continued development of the management team and workforce is a must to enable the realisation of the Council's potential.

The post holder will deliver corporate performance improvement targets through a programme of continuous service improvement and effective performance, people, project, financial and contract management systems. They will keep abreast and deliver the performance agenda against national and local indicators, government targets.

They will ensure the effective uses of the corporate and service business plans, performance appraisals and team briefings. They will champion continuous improvement through on-going service reviews including reviews of structures, procedures and working practices, in order to remain responsive to current/future needs and requirements.

### **3. Service Quality**

The post holder will make recommendations for policy and procedural changes to ensure service quality and ensure that decisions are implemented correctly; that all necessary approvals are obtained, and that projects are carried out satisfactorily having regard to the need to engage and involve, deliver value for money and comply with regulations such as contracts procedure rules.

The post holder is ultimately accountable to the Leader of the Council and Cabinet/Council in relation to the quality of Council services. They will be expected to ensure that prompt remedial action is taken, should any service fall short of the expected standard and to hold the relevant Corporate Director to account.

### **4. Resource Management**

The post holder will have line management responsibility for 2 direct reports and indirect responsibility for circa 500 full time equivalents posts (FTE) within the Council.

The role is accountable to the Leader of the Council and Cabinet/Council for the overall Council budget of c£84.2m, comprising the General Revenue Account (GRA) budget, the Housing Revenue Account (HRA) budget and the capital budget.

The Council aims to further reduce costs through the increase in performance and productivity without impacting on service quality. The role will be required to lead on this transformation and align services to budgets, whilst still achieving value for money.

The role will require taking a strategic overview of the Council's financial position through regular evaluation of the monitor revenue profiles and capital expenditure estimates, both on individual projects and on specific service areas.

The post holder will champion the exploration of income generating opportunities across Council services, ensuring that appropriate feasibility and economic appraisals are undertaken, with a view to leveraging in funds from both the public and private sector.

The post holder will uphold the Council's Disciplinary Code of Practice, in dealing with disciplinary matters within the Council's services.

They will appraise staff in the corporate management team and determine their development needs, including their professional development and will act as formal mentor for any professional trainee in their service. The role will require the oversight of the organisation's People Plan in respect of staff competencies and development.

## **5. Accountability**

The post is accountable to the Leader of the Council.

## **6. Culture**

The post holder will lead and champion the development of a positive organisational culture that is outward-looking, evidence-based, performance and customer focused. They will provide visible authentic leadership and lead by example, upholding the organisation's values and standards.

They will promote equality of opportunity in the delivery of the duties of the role.

## **7. Communications**

To represent the organisation at meetings with stakeholders and Councillors on matters relevant to the Council and its activities. The post holder will be expected to be in attendance at the relevant Cabinet meetings, Committees and other regional meetings and forums to ensure that the Council is represented and listened to.

They will represent the Leader of the Council and Cabinet at meetings with outside bodies (e.g. Trade Unions, police, emergency services, health Environment Agency, Government agencies, Local Authorities – this list is not exhaustive).

They will ensure that the Council is represented on national and regional bodies relevant to the Council's development and reputation.

They answer queries from the Leader of the Council and Cabinet including signing correspondence, and to draft replies to Councillors, MPs etc. They will draft reports for the Leader of the Council and Cabinet and for Council Committees and Working Groups on matters for which the Council is responsible, presenting in person when requested to.

## **8. Commitment**

Employees whose posts are graded above scp.43 are expected to undertake duties outside of normal working arrangements and will not normally receive additional payments as this is a recognised feature of their post.

## **9. Risk Management**

The post holder will be expected, as a lead of the Corporate Management team to be accountable for the management and mitigation of corporate risks.

## **10. Equal Opportunities**

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

## **11. Customer Focus**

To meet the Council's Standards of Customer Care at all times.

## **12. Core Tasks**

To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

## **13. Health & Safety**

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

## **14. Legislation**

To comply with Data Protection legislation and all other relevant and applicable legislation together with Council policies and procedures

## **15. Training & Development**

To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

## **16. I.T.**

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

## Person Specification/Essential Qualifications

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out.

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment  Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
<b>SKILLS AND KNOWLEDGE</b>  <b>Technical knowledge and qualifications</b>	Educated to at least degree level or equivalent	X		A
	Relevant professional qualifications and/ or membership	X		A
	Management qualification or equivalent experience	X		A
	Evidence of continuing professional development	X		A
	An extensive understanding of the Local Government operating environment and a commitment to the principles of public service	X		A, I, T
	Ability to manage financial projects, systems implementation and / or change management	X		A, I, T
<b>Planning and organising work</b>	Able to operate independently, managing conflicting priorities effectively	X		A, I, T
	Ability to lead a corporate management team and line manage others, with effective resource planning skills	X		A, I
	Methodical and well organised, with a commitment to providing a quality service and attention to detail	X		A, I, T
<b>Planning capacity and resources</b>	An ability to manage large capital and revenue budgets effectively and able to demonstrate commercial acumen	X		A, I
	Consistent and extensive experience and achievement at senior management level within a local authority and/ or large multi-disciplinary organisation	X		A, I
	Proven track record of successful corporate management and participation in the formulation of corporate objectives, policies, strategies and cost reduction	X		A, I, T



	techniques within a large, multi-disciplinary organisation, in either the public or private sector			
	Planning for long-term projects & deliverables	X		A, I
<b>Influencing and interpersonal skills</b>	High degree of political sensitivity and ability to establish and maintain collaborative working relationships with businesses, Elected Members, Central Government, public sector agencies, trade unions and voluntary sector	X		A, I, T
	Highly developed and demonstrable communication skills, including presentation, negotiation, written and verbal	X		A, I
	Professionalism, interpersonal skills and credibility that establishes and maintains the confidence of Elected Member, local communities, employees and external partners/ stakeholders	X		A, I
	Proven success in leading and motivating teams of senior staff to a high level of achievement	X		A, I
	Proven track record of working effectively in co-operation and partnership with a wide range of communities, partner organisations, private sector providers, public agencies, voluntary bodies and statutory authorities	X		A, I
<b>PROBLEM-SOLVING</b>  <b>Using initiative to overcome problems</b>	Proven success in maximising outcomes and the efficiency of services, ensuring that they are fit for purpose, cost effective and provide value for money	X		A, I
	Demonstrable experience of developing and implementing effective outcome-based solutions to problems	X		A, I
	Ability to work strategically and operationally, to identify a range of appropriate solutions to issues and problems	X		A, I
<b>Managing risk</b>	Ability to consider and assess risks associated with the services and the Council's wider operations, undertaking risk assessments as required	X		A, I
	Ability to identify mitigating measures that may be implemented to minimise risk	X		A, I
<b>Managing change</b>	Successful track record of leading significant operational and organisational change and of building and developing a multi-disciplined team of managers in a large, complex organisation	X		A, I

	Successful track record of establishing a strong performance culture, effective performance and service quality evaluation that involves users and drives up standards and performance	X		A, I
	Proven track record of successful corporate management and participation in the formulation of corporate objectives, policies, strategies and cost reduction techniques within a large, multi-disciplinary organisation, in either the public or private sector	X		A, I
<b>ACCOUNTABILITY and RESPONSIBILITY</b>	A commitment to/ experience of developing clear expectations and standards in relation to accountability and responsibility in a large organisation	X		A, I
<b>Undertakes tasks without supervision</b>	High personal and professional standards and a commitment to probity in local government	X		A, I

**Competencies Required** – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:

- Putting customers first;
- Being positive and adaptable;
- Taking responsibility and achieving results;
- Working together.

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- Service delivery and change management;
- Financial and resource management;
- Leading, motivating and developing.

**Other information**

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Agreed by Council		Date
Signed Leader of the Council		Date

# Application Process

Apply online: <https://westlancsjobs.co.uk/HR-0063-19>

Your application form plays an important part of your selection. The completed form is the only basis we have to consider your initial suitability for the post. The following advice should help you to complete the application form, either on paper or electronically, as effectively as possible.

## Some points to bear in mind before you start:

- Consider the contents of the job description and application form. Ask yourself why you are interested in the job. Don't copy the same application for a series of jobs.
- Study the person specification carefully. This outlines the type and range of skills/experience etc. that ideally we would like the candidate to possess or have the potential to develop. Use this as a guide and nothing more.
- Study the [Management and Employee Core Expected Behavioural Standards](#).
- Please do not send standard details of your own i.e. in the form of a curriculum vitae, as this will not be accepted.

## The application form

The online application form can be completed in stages and you can login/logout at any time. The form automatically saves as you enter your information and it is simple to move backwards and forwards within the form at any time prior to submission. Help is available at each stage to guide you through the form.

Before final submission, you can preview your application and can then choose to refine or submit the form.

If you cannot apply using the online application form, or require the application pack in an alternative format, then please call our Human Resources and Organisational Development Section on 01695 585162.

We must protect the public funds we handle and so we may use the information you have provided on this form to prevent and detect fraud. We may also share this information, for the same purposes, with other organisations which handle public funds. Please view the full [Privacy Notice for Job Applicants](#).

## Indicative timeline

Please note that these dates are only indicative at this stage and could be subject to change. If you are unable to meet these timeframes, please let us know in advance.

Closing Date	11.59 p.m. on 30 September 2019
Long Listing - including Telephone Interview	w/c 7 October 2019
Reference Request	w/c 7 October 2019
Online Testing	w/c 28 October 2019
Assessment Centre	w/c 18 November 2019
Final Interview	w/c 25 November 2019

## Arrangements for the Assessment Centre and interview

The Assessment Centre and final interviews will be held at the West Lancashire Investment Centre, Maple View, White Moss Business Park, Skelmersdale, WN8 9TG. You will be advised of the format in advance, including the subject of any presentation that may be required.

Expenses incurred by candidates during the recruitment process will not be reimbursed by the Council, except in exceptional circumstances and only when agreed with the Council in advance.