**Business Improvement Manager**

**Salary £49,765 - £54,566**

**Welcome message from Nick Hibberd**

**Executive Director for Economy Environment & Culture**

Thank you for your interest in this new role in my leadership team, which has been designed to drive improvements within the council for the benefit of our residents, communities, visitors and the business sector.

As we emerge from restrictions the pandemic has brought, we’re looking to transform this city and the services that we deliver like never before. To create a fairer, greener, healthier and more inclusive city, keeping Brighton at the forefront of transition to sustainable net zero society. One built on a vibrant economy with a responsive customer service offer.

Brighton & Hove is a great place to live, learn, work and visit. Our diverse and vibrant community is passionate about the city and there’s a shared commitment to celebrating and promoting all that makes Brighton & Hove so unique. We also welcome more than 11 million visitors to the city each year as a worldwide destination of choice.

Its success however, in common with all cities across the country, masks issues related to poverty, inequality and fairness. This is against a backdrop of ongoing reductions in local government funding, rising demand for our services, and the impact of COVID-19.

Working for Brighton & Hove City Council means you’ll be joining one of the largest employers in Sussex and an organisation that’s active in its community and developing its transformative journey so we can continue to do the best for the city. For us, a fairer city with a sustainable future is a:

* city to call home
* city working for all
* stronger city
* growing and learning city
* sustainable city
* healthy and caring city

The Economy, Environment and Culture directorate works with city and city region partners supporting low carbon economic growth and maintaining an attractive, connected, and well-run city for residents, businesses and visitors. It’s leading the city’s programme of recovery from the Covid-19 pandemic and progress towards carbon neutrality by 2030.

Further detail including our direction of travel can be found in our Directorate Plans for 2021 to 2024 here:

[Economy, Environment and Culture (brighton-hove.gov.uk)](https://www.brighton-hove.gov.uk/content/council-and-democracy/directorate-plans-2021-2024/economy-environment-and-culture#directorate-plan-2021-to-2024)

Some of the key actions the Directorate is focusing on in 2021-2024 include:

* delivering the Climate Assembly and establishing a 2030 Carbon Neutral City plan
* working across the council and the city to establish a community wealth building programme and supporting the city’s transition to a circular and more equitable economy
* leading the City Covid-19 Recovery Programme
* developing a new Local Transport Plan for the City
* developing a new City Downland Estate Plan
* leading on the Greater Brighton City Region Covid-19 Economic Recovery Plan and Energy and Water Plans
* developing a deliverable business case for the roll out of full fibre and 5G
* developing a Waste, Recycling and Reuse Strategy for the city
* developing a new Sports Facilities Investment Plan
* progressing the city’s major regeneration and infrastructure projects
* delivering new council homes and affordable homes through the New Homes for Neighbourhood Programme and Homes for Brighton & Hove Joint Venture

**The role of Business Improvement Manager**

We are recruiting to this newly created role to work with the leadership team of the Environment, Economy and Culture directorate to enable and support delivery of our business plans as well as modernisation of services and responding to key changes to policy and legislation.

You will be passionate about the connection between improving performance and the impact local government can have on the communities we serve, and working with others towards reaching social, economic, environmental and cultural ambitions of the city.

To be successful in this role you will be a self-starter with excellent communication and influencing skills. You will be able to work collaboratively across teams and sectors, and have excellent creative thinking and problem-solving skills in order to provide effective business solutions to complex and emerging challenges.

As a self-motivated individual committed to delivering excellent service, you will work closely with the senior management team of the directorate, to take a systemic approach to driving improvement, acting as a problem solver with an imagination for what is possible, and the determination to drive performance and deliver programmes of transformational change.

In return for your contribution and commitment, we offer a friendly and welcoming place to work, a range of training and development opportunities, and a competitive salary and benefits package. You’ll join a team of talented people who all care deeply about the city they serve. Our offer to you is encapsulated in our People Promise which includes:

* We promise to support your wellbeing at work
* We promise that we will be a fair and inclusive place to work
* We promise you opportunities to do your best
* We promise to say “well done”, recognise and reward you for great work
* We promise you a good place to work so we can do the best for the city

Brighton & Hove is a diverse, cosmopolitan and vibrant city, with deep-rooted shared values of fairness, compassion and respect and, as an employer, we want to see the diversity reflected in our workforce. Employing a rich mix of people from a range of different backgrounds with fresh ideas and different perspectives is key to us continually improving our services for the diverse communities we serve. We are committed to ensuring that our recruitment process is as inclusive as possible for everyone and this includes making reasonable adjustments for people with disabilities or caring commitments for example.

**If you are motivated to improve sustainable outcomes for the city and see it thrive, we would love to hear from you.**

**Job Description**

|  |  |
| --- | --- |
| **Job Title** | Business Improvement Manager |
| **Reports To** | Executive Director |
| **Directorate** | Economy, Environment and Culture |
| **Section** | Executive Director’s Office |
|  |  |

**Purpose of Job**

The post holder will be a member of the Departmental Management Team (DMT), responsible for a range tasks to support the Executive Director in improving performance, managing the governance of complex transformation and modernisation programmes and delivering the Directorate Plan. This could include analysing and interpreting relevant government legislation, policy reports and service data, to inform developments in the directorate’s services together with leading the implementation and monitoring of strategic decisions and initiatives agreed by DMT.

Responsibilities will include ownership and reporting on short and long term projects agreed by DMT relating to continuous service improvement, preparation for regulatory audits and inspections, funding bids preparation and leading on key modernisation and corporate initiatives.

The role will also be responsible for ensuring compliance with corporate policies and monitors working across services and with key partners

**Principal Accountabilities**

1. Working with the DMT to develop, define, co-ordinate, lead, review and report on initiatives that support the continuous improvement of services across Directorate, including supporting the Directorate Performance Board. This includes leading specific initiatives as appropriate and identifying opportunities for shared learning, effective performance management and quality assurance
2. To take a lead role in business development and planning through strategy and service review and redesign for the Directorate, which ensures effective service delivery and value for money for the Council as a whole
3. Oversee, develop and review if necessary, communication approaches with staff and with other stakeholders, responsibility for facilitation of extended DMT meeting agendas, and other directorate staff meetings as required. and practical communication of corporate initiatives across the Directorate
4. Lead the management of the Council Committee processes, report timetable and deadlines within the Directorate
5. To advise the Directorate Management Team and managers at all levels to enable staff to deliver high quality and integrated services that support the delivery of the directorate vision and the Corporate Strategy, ensuring appropriate links are made between the Directorate’s programme of work and related work elsewhere in the organisation.
6. To ensure that the directorate is prepared for internal and external audits, peer reviews and regulatory inspections as required, and to support coordination of the inspection / audit processes, and provide opportunities for learning and reflective review
7. Analyse and interpret changes in government legislation and policy as required to ensure that the directorate is meeting its responsibilities and is sensitive to changes in direction from government that need to be addressed in the Directorate
8. Lead on a whole directorate co-ordinated approach to business planning and evaluation for the Directorate, including the development and review of systems and procedures within the Directorate which assure effective governance including the interface with the democratic decision-making process
9. Lead on the maintenance and review processes of the Directorate’s risk register, business continuity, health and safety and emergency planning arrangements.
10. Represent the Executive Director as appropriate, both internally on Project Boards across the organisation to take forward change work and externally at regional and national events
11. Network effectively with national and regional sector improvement leads, other Local Authorities and organisations to ensure that lessons, findings, insights and best practice from elsewhere are identified and made available to colleagues in order to promote and support innovation

**General Accountabilities**

To ensure that all operations in their area of responsibility are conducted according to the provisions of the Health & Safety at Work Act 1974, the Management of Health & Safety at Work Regulations 1999 and all relevant legislation and the council’s Health and Safety Policy.

To carry out duties with full regard to the councils Equality & Diversity Policy, ensuring the work of the Directorate is able to contribute to addressing inequality and the promotion of equality and diversity.

Budget management as required

**Working Relationships**

Senior Managers

Staff/Stakeholders

National and regional sector improvement leads

Regulatory bodies and inspectorates

Members

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

|  |  |
| --- | --- |
| **Job Title** | Business Improvement Manager |
| **Reports To** | Executive Director  |
| **Directorate** | Economy, Environment and Culture |
| **Section** | Executive Director’s Office |
|  |  |

**PERSON SPECIFICATION - ESSENTIAL CRITERIA**

|  |  |
| --- | --- |
| **Job Related Education, Qualifications and Knowledge** | * In depth and strategic knowledge and understanding of what is required to deliver change within a public sector setting with statutory partners, business partners and the Third Sector
* A degree level or equivalent qualification
* An in depth and current understanding of the political, policy and practical issues surrounding the effective delivery of the directorate services, including local issues in relation to the city’s economy, environment and infrastructure
* knowledge of current Health & Safety legislation and Health and Safety Management Systems
* A sound knowledge of ICT systems and how they relate to delivery of performance measures for the directorate
 |
| **Experience** | * Demonstrable track record of devising, implementing, maintaining and developing successful performance management systems
* A significant level of experience in being responsible for delivering services in partnership with external partners and agencies
* A significant level of experience in statutory reporting on an organisation’s performance or similar
* Demonstrable experience of operating effectively as a senior manager, including effective team working, people management and leadership
* Demonstrable experience of fair and inclusive leadership, and delivering initiatives that support and promote equality and diversity
* A proven track record of effective project management from inception to implementation, evaluation and review.
* A proven track record of effective monitoring and management of a large budget
* A record of achievement working in a large, complex organisation, including responding to fast changing and high profile priorities.
 |
| **Skills and Abilities** | * Demonstrate the council’s values and behaviours, and lead in a fair and inclusive way that promotes equality and diversity across the Directorate and the Council
* Highly developed analytical and problem solving skills supported by a demonstrably high level of literacy and numeracy
* Able to forge strong working relationships with a wide range of people and organisations with a view to constantly improving service delivery
* Ability to work collaboratively with a wide range of stakeholders, to co-create solutions and lead on the delivery of initiatives
* Able to collect, analyse and report on large amounts of performance data
* Able to make decisions about policy, procedure and practice that will affect positive change in the performance of a large department
* Ability to effectively communicate orally and in writing complex information to a wide range of people from a variety of professional backgrounds, service users, elected members and external partners - in an engaging and effective way
* Able to interpret statutes, case law and government guidance and translate these developments into policy, procedure and practice that will be implemented across a large department
* Able to negotiate with, influence and engage a wide range of people including stakeholders and customers, both internal and external to the council
* Able to independently plan and complete work, prioritise tasks when under pressure and meet tight deadlines to deliver effective outcomes
* Must be IT literate and able to use the full range of Microsoft systems, including: MS Project, Word, PowerPoint, Excel and Office 365
 |
| **Equalities** | * To be able to demonstrate a commitment to the principles of equalities and to be able to carry out duties in accordance with the Council’s Equalities Policy
 |
| **Other Requirements** | * Prepared to attend meetings outside normal working hours
 |

**Directorate Management Team Structure for Economy, Environment & Culture**

**Recruitment process and indicative timetable**

The deadline for applications is **24th January 2022**

To arrange an informal conversation about this role please contact:

Nick Hibberd, Executive Director for Economy, Environment & Culture at Nick.Hibberd@brighton-hove.gov.uk

In support of your application, you will be asked to:

* Provide your education and career history, list relevant skills and supply two references
* Answer a set of questions that will demonstrate the skills, experience and knowledge you would bring to the role, as aligned with the requirements outlined in the person specification.

**Shortlisting will take place by 7th February 2022**

A panel consisting of senior members of our leadership team will hold virtual interviews with shortlisted applicants. Candidates will be asked to deliver a presentation and answer a set of competency-based questions related to the role. Finalised dates and information about the format/content of the interviews will be confirmed to shortlisted applicants in due course.

\*\*\*\* THE VIRTUAL INTERVIEWS WILL BE HELD ON MS TEAMS\*\*\*\*

**Proposed interview date 1st March 2022**

Please note that as part of the recruitment process we will required to undertake the following checks:

* Two references
* Eligibility to work in the UK
* Relevant qualifications and professional memberships
* Pre-employment health check