



Havering
LONDON BOROUGH

Supported by

TILE HILL

Assistant Director, Public Realm

Candidate Pack

November 2021

**CHOOSE
HAVERING**

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Dear candidate,

Thank you for your interest in the role of Assistant Director, Public Realm.

This is an exciting time to join the London Borough of Havering Council. Following a review of the people structure in our Neighbourhoods directorate, we have expanded our leadership team and seek a new Assistant Director to join us in this newly shaped role to lead our Public Realm services.

As an organisation, we are on a journey of modernisation and are enhancing our services to ensure Havering's 250,000 residents receive the best possible experience with the Council in all aspects of their lives. There are also various major programmes being rolled out across the borough to benefit our communities, including a regeneration programme in Rainham and better connectivity through the delivery of Crossrail, as well as outstanding schools, beautiful country parks and plenty of natural outdoor spaces. There are already a lot of exciting developments happening across the borough – and we have lots planned for the future – so there's never been a better time to join Havering.

In support of this transformation programme, we need a passionate Assistant Director who will lead exemplar practice across the Council's Public Realm portfolio across highways, parking, cleansing, waste, recycling, parks and open spaces. Leading a growing team of varied technical experts, you will provide a blend of operational and strategic leadership across our Public Realm services to ensure we commit to our promise to delivering a cleaner, greener, safer and more inclusive Havering, together.

Importantly, the Council has committed to creating an organisation that is the best it can be and asks its employees to pledge to make positive choices every day. Choose Havering is about doing our best every day for the borough and for our residents. Working closely with myself and the Council's senior leadership team, as Assistant Director you will help lead us to be a more forward-thinking and curious organisation; one that stands for equality, stands up against discrimination and upholds our core values of integrity, creativity, ambition and respect.

If you have what it takes to help transform Havering into a better place for everyone, then we would love to hear from you.

Yours sincerely,

Barry Francis
Director of Neighbourhoods
London Borough of Havering



So you love to shape the big picture and be in the detail?

Then look no further...

Assistant Director, Public Realm

Up to £101,424 per annum (pay award pending)

Havering is changing. We seek a new senior leader to develop and enhance our public realm; the third largest and one of the fastest growing boroughs in London. As Assistant Director, you will accelerate various programmes of change across the Council's highways and environment portfolio.

Leading on the modernisation of services through digital automation, you'll ensure that the offer to our 250,000 residents is high quality, cost effective and accessible, all whilst delivering our commitment to be a cleaner, greener, safer and more inclusive Havering.

If you want to enhance your career, help transform our organisation and really enrich the quality of our borough, Choose Havering.

Visit www.tile-hill.co.uk to find out more and apply.
For a confidential discussion, please contact **Helen Anderson** (07534 602845) or **Greg Hayes** (07423 243415) at Tile Hill.

Closing date for applications:

Midnight on Sunday 12th December 2021.



Role title: Assistant Director, Public Realm

Directorate: Neighbourhoods

Service/section: Public Realm

Post number(s): TBA

Job evaluation number:

Grade: Grade 14

Date last updated: January 2021

Date of last evaluation: 15th January 2020

Main purpose of the role and key objectives

To provide the strategic direction for, and management of a range of services designed to ensure a clean environment in Havering, working in partnership with other agencies and to ensure the Council's compliance with its statutory duties.

Key Statistics

- **Budgetary responsibility (estimated):** Responsible for holding budgets of approximately £13m revenue funding, £9m income and £51m capital funded programme.
- **Staff numbers:** Approximately 350 full time equivalent staff and 100 staff working on council contracts.

Role context

- Havering is the third largest London Borough covering an area of 11,227 hectares and 386 miles of highways. It has approximately 106,000 households and circa 250,000 residents. Regular resident surveys demonstrate a clear correlation between satisfaction with Highways and Environment services and satisfaction with Havering as a place to live.
- Reporting to the Director of Neighbourhoods, the post-holder leads on all commercial leadership for our highways, parking and environmental services with two Group Managers reporting to the role. This includes strategy, market evaluation, contract tender procurement, risk management, pre and post contract evaluation, margin improvement and people development.
- To be operationally and commercially responsible for the delivery of highways, parking services, cleansing, waste, recycling, parks and open spaces.
- To be responsible for promoting the highest possible quality of the environment across the Borough – ensuring Havering is cleaner, greener and safer.
- To engage with local residents, communities and business to promote a strong sense of neighbourhood pride across the Borough.
- To ensure high levels of responsiveness and customer service, ensuring that systems, processes and culture are aligned to deliver the best possible experience for residents.
- To support and advise elected members in the formulation and development of relevant strategies within the Highways & Environment portfolio.
- To be visible to local residents, businesses and communities, actively listening to issues and concerns, promoting a sense of neighbourhood pride and taking responsibility for promoting fairness, equality and community cohesion.
- To take responsibility for supporting the Council's workforce to perform to their highest potential, ensuring that there is a strong development culture and supporting clear talent management and succession planning strategies across the organisation.
- To ensure sound working relationships with DCMS, HLF, Department of the Environment, Highways Agency, Transport for London, London Councils, other agencies and Councils to ensure collaborative working on cross Borough and regional and sub-regional strategies to maximise investment in and ensure the effective management of the boroughs streets and open spaces.
- To represent the council as lead officer for the East London Waste authority and discharging the Council's responsibilities with regard to monitoring the waste disposal contract.
- To monitor all aspects of the performance of the individual contracts, including staff turnover and absence, staff hours and other controllable costs, taking remedial action where appropriate.
- To manage and co-ordinate the client side council officers to ensure they contribute effectively to the achievement of organisations objectives and key partnerships.
- Ensure that clear cash management reporting is in place including, capital and revenue accounts, live and aged debt and contractual setup spends are clearly managed.
- For all those functions within the service area (which functions may vary through time), to ensure their effective and efficient management and to ensure service delivery of the highest quality. In addition, also providing analysis and interpretation of such legislation or regulations relating to the work of the service division. This entails offering advice on such matters to the Director of Neighbourhoods, elected Members, Head of Service colleagues.
- Requirement to attend evening and weekend meetings and travel regularly around London.

Experience:

- Specific experience of directly managing large scale multi-disciplinary local or central government contracts and outsourced services. Experience of public sector procurement process, the development of tender documentation and the evaluation of submissions.
- Extensive experience of commercial management of contracts and demonstrable experience negotiation at an executive level with a view to ensuring best value services that are long term sustainable.
- Experience of practically applying business tools and methodologies to ensure optimised performance and achievement.
- Successful track record in the implementation of innovative operational models leading to cashable and/or non-cashable improvements.
- Substantial proven leadership and a record of successful management at a senior level within a multi-disciplinary public or private sector organisation. This also entails having gained experience of participation in and successful contribution to the strategic decision making process of a large multi-disciplinary organisation.
- Experience working effectively with the community, community leaders, public, private sector bodies and other agencies. In addition, having a proven track record of securing high quality service provision and ensuring equality of opportunity in access to services and employment. As appropriate, a proven track record of involving the community in service provision issues.
- A successful record of managing change in a large multi-disciplinary organisation including developing, leading and implementing strategies and initiatives, which cross service and professional boundaries.
- Senior managerial experience of successful resource management, and the delivery and measurement of cost effective, qualitative services within constrained resources. Moreover, experience of managing a large staff group providing a complex range of services in a related field.
- Experience of working effectively within a complex political environment as well as evidence of developing, implementing and monitoring clear standards of performance and service delivery outcomes.
- In depth experience of Environmental Services along with in depth contemporary knowledge of the legislative and regulatory framework within which these services exist.

Knowledge:

- In depth contemporary knowledge of Public Realm, Highways, Parking and Waste Management practices and the ability to provide consistent high quality responsive services to the local community.
- A significant understanding of the workings of local government and the challenges being set by the new local government agenda along with the financial, legal and political context of local government.
- The ability to set the strategic direction of the Services, drawing up the overarching strategy for the service and the necessary supporting plans for delivery, with and through partners.

Qualifications:

- Strong all round educational performance, with a good quality degree or equivalent experience and evidence of strong numeracy and writing skills.
- No mandatory qualifications required.

Working conditions/circumstances:

Assistant Directors will operate as designated emergency officers in the case of particular emergencies. Whilst Assistant Directors will be responsible for specific service areas, these service areas may be changed from time to time after consultation. This therefore requires some degree of flexibility.

Developing staff:

- Lead, develop and empower staff to effectively manage service provision; human and financial resources; and provide a seamless service delivery.
- Identify the competencies and development needs of teams and individuals along with promoting a culture of continuous learning and development.

Strategic management and managing change:

- Manage and provide a strategic direction for the services provided by ensuring the service aims and objectives are aligned to the strategic direction and customer focus of the Council. This further entails ensuring the Council's compliance with its statutory duties in relation to service areas managed.
- Work with elected members and colleagues to develop the strategic direction and priorities of the service area within the overall aims of the Council; promoting and sustain a positive working partnership with elected members.
- Accountable for ensuring that the Council's policies, priorities, service planning & delivery and budget are effectively managed, along with promoting and develop a corporate "One Council" performance driven culture.
- Take a proactive role in promoting and strengthening partnership relationships in the public, private and voluntary sectors reflecting the Council's commitment to active partnerships with the community to regenerate Havering and improve the quality of life for citizens.
- Participate in the development and implementation of the annual Community Plan and support the Strategic Partnership. As well as, assisting in the development and implementation of a comprehensive partnership and participation strategy.
- Establish effective external working relationships with key influential people within the community, in the government and public sector, and within professional bodies. This further involves, ensuring Havering develops and improves its services to demonstrate Best Value along with being equipped to respond to challenges and change.
- To assure customer focus is at the forefront of strategic and operational plans within the service including appropriate and customer feedback channels and timely analysis in order that continuous improvement may occur.
- To provide an analysis and interpretation of such legislation or regulations relating to the work of the service division. This entails offering advice on such matters to the Director of Neighbourhoods, elected Members, colleagues and schools.
- Central to the role of Assistant Director will be the effective management of change to deliver the new local government agenda. Assistant Directors will be expected to play a key role in the process of reviewing, changing and leading the organisation. This involves confidently initiating and managing change in a challenging and complex environment.
- Deputise for the Director of Neighbourhoods with other Assistant Directors as required.

Performance management:

- Assistant Directors are accountable to their Director for performance management. This entails creating a performance management culture focused on achieving key objectives.

This involves, initiating processes which will ensure that objectives are achieved on time to agreed standards and within resources available.

- Assistant Directors will be responsible for the performance management of staff under their control in order to ensure an integrated approach to service delivery and the consistent achievement of agreed service outcomes.
- Responsible for the establishment of effective target setting and performance management systems within the service area. Along with leading, developing and empowering staff to implement a corporate "One Council" performance driven culture, delivering measurable service outcomes and Best Value.
- To review and ensure that regular assessments of service quality are made, both in terms of professional content and public service provision, and ensure that appropriate steps are taken to improve service delivery.

Developing staff:

- Lead, develop and empower staff to effectively manage service provision; human and financial resources; and provide a seamless service delivery.
- Identify the competencies and development needs of teams and individuals along with promoting a culture of continuous learning and development.

Performance management:

- Establish and maintain effective communication and information systems to influence strategic directions and operational objectives, along with utilising management information systems, including information technology and be willing to undertake appropriate training. This includes identifying areas of self-development, which will contribute to high level performance and career development.
- Carry out responsibilities in accordance with the Council's Equal Opportunities Policy for employment and service delivery; assuring all services within the area of responsibility are planned and delivered in accordance with the Council's commitment to equality of opportunity and access.
- Ensuring the implementation of the Council's Human Resources Strategies and Policies and the Council's Health and Safety Policy, further taking forward the environmental priorities of the Council.
- Undertake other strategic, corporate and management responsibilities as may be assigned from time-to-time by the Director of Neighbourhoods. Additionally, taking every opportunity within the role of Assistant Director to raise and market the profile of Havering and implementing the Council's strategy for Business Planning.

| Key result area | Expected end result |
|---|--|
| Manage and provide a strategic direction for the services provided by Havering. | Compliance with statutory duties achieved in relation to service areas managed. |
| Establish effective external working relationships with key influential people within the community, in the government and public sector, and within professional bodies. | Services developed and improved, providing value for money and equipped to respond to challenges and change. |
| Responsible for the establishment of effective target setting and performance management systems within the service area. | Staff developed and empowered to implement a corporate "One Council" performance driven culture and deliver measurable service outcomes. |
| Identify the competencies and development needs of teams and individuals. | A culture of continuous learning and development is implemented and promoted. |
| Establishing and maintaining effective communication systems. | Strategic directions and operational objectives influenced. |

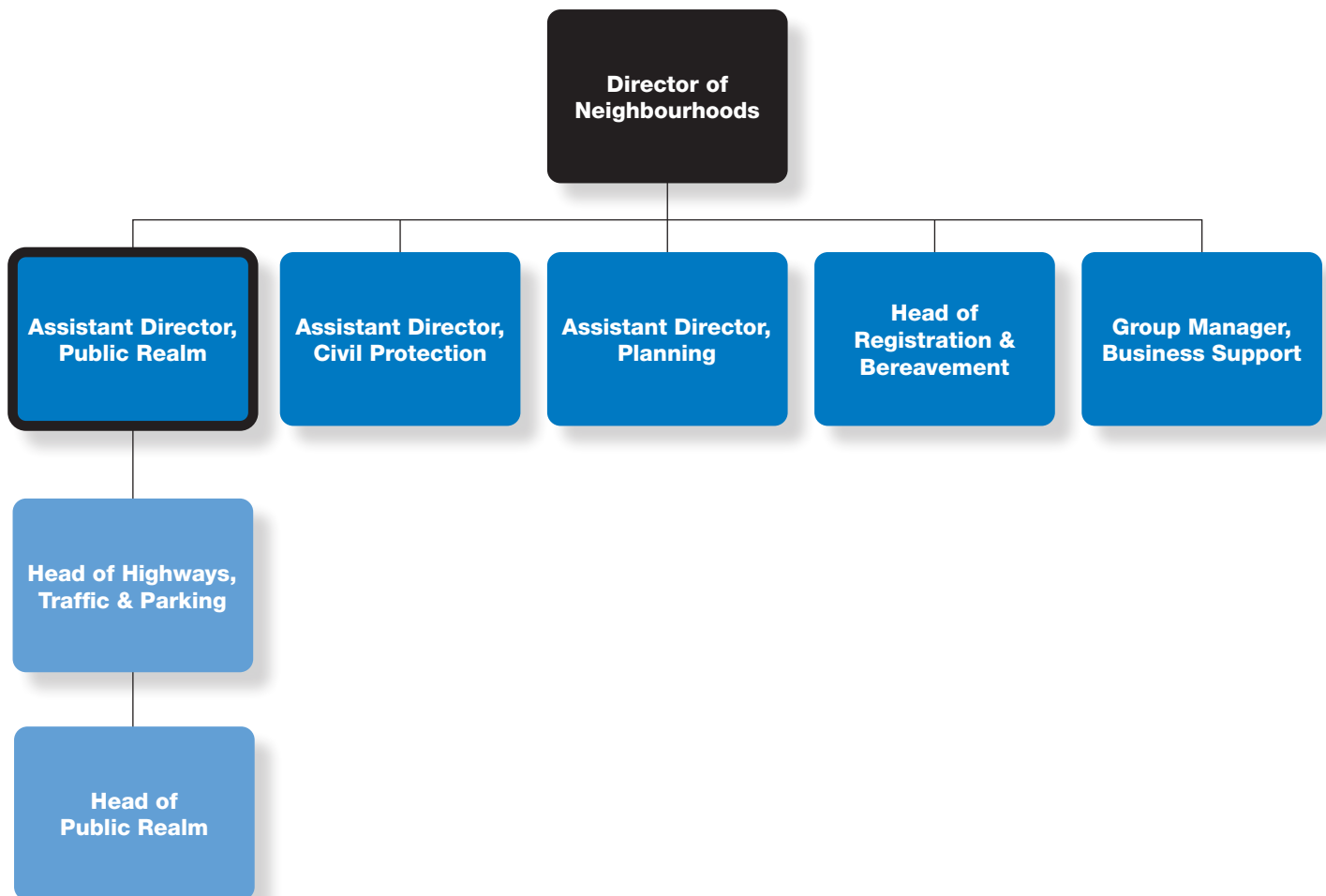
| Competency | Level | Criteria to be evidenced (description) |
|---|----------|--|
| Communicating openly and effectively | D | <ul style="list-style-type: none"> • Uses communication and influencing skills to progress complex situations and achieve significant impact • Able to effectively present to & influence large groups of people • Translates strategy into effective operational messages, easily understood at all levels • Demonstrates an in-depth understanding of organisational politics and uses this effectively • Creates and implements appropriate communication strategies to support complex projects • Ensures communication effectiveness throughout the business is continuously reviewed |
| Delivering excellent customer service | D | <ul style="list-style-type: none"> • Takes a leading role in organisational development and the continuous improvement of services for the benefit of customers • Identifies good practice & solutions and integrates into service provision • Translates customer and stakeholder feedback into strategic improvements • Forms strategic groups and partnerships to develop and improve services • Actively seeks out and recognises opportunities for developing new customer bases |
| Managing Personal and Organisational Change | D | <ul style="list-style-type: none"> • Creates and articulates a vision that generates enthusiasm and commitment • Uses intuition as well as complex analysis to create a new concept or approach. • Encourages others to create strategies, visions and innovative services and emphasizes solutions that support strategic objectives • Ensures that the external environment and Government policies are taken into account when determining strategic direction • Demonstrates sensitivity in understanding the impact of change on others |
| Empowering Leadership | D | <ul style="list-style-type: none"> • Inspires, encourages and supports others • Understands broad political, economic and legislative trends, predicting what effect they will have on the organisation • Looks ahead where the organisation needs to be in the long term, linked to the vision • Compares performance with other organisations to set organisational goals • Is aware of their own leadership style and adapts to bring best out in others |

| Competency | Level | Criteria to be evidenced (description) |
|-------------------------------|----------|--|
| Achieving Results and Success | D | <ul style="list-style-type: none"> • Able to identify need and put a strategy/business case forward in response to changing needs of the organisation • Understands and considers the impact of external influences • Ensures work processes and projects are well targeted, resourced and managed to deliver strategic aims • Identifies and manages risk, taking appropriate steps in order to identify new and better ways of improving strategic performance • Works with managers, staff, partners and stakeholders to develop new initiatives that contribute to the development and performance of the organisation |
| Planning and Implementing | D | <ul style="list-style-type: none"> • Anticipates and makes plans to deliver the Corporate Strategy • Incorporates strategic and/or longer term issues in plans • Manages projects, identifies and negotiates relevant resources • Communicates the plans to appropriate staff/stakeholders • Puts in place contingency plans to cope with potential problems • Considers budgets when planning projects |
| Respecting Others | D | <ul style="list-style-type: none"> • Develops strategy that takes forward the Equality and Diversity agenda • Proactively incorporates ideas and concepts from diverse perspectives creatively in strategic planning and decisions and promotes understanding across the organisation • Considers the impact of new Government Policy, legislation, EU directives and guidance and integrates into strategy and plans • Works proactively with partner organisations to improve services for all • Respects confidentiality wherever appropriate • Upholds a high standard of fairness and ethics in words and actions |

- The Council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, and to undertake any appropriate training.
- Comply with Health and Safety Regulations associated with your employment.
- Be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.
- To treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employee's access to and use of the council's databases, any breach of which will be regarded as subject to disciplinary investigation.
- You may be required to work at any Council site.
- Demonstrate a flexible approach in the delivery of work within the service area. Consequently, the post-holder may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post.
- Deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures.

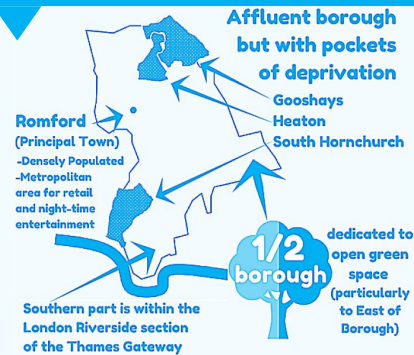


Neighbourhoods Directorate Leadership Structure

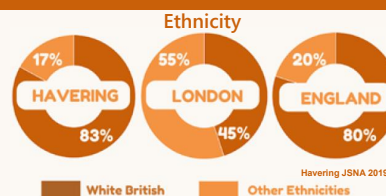
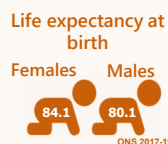


This is Havering Geography

for further information visit
<https://www.haveringdata.net>
www.havering.gov.uk



Population



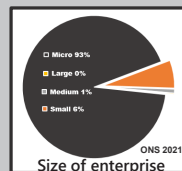
The population of Havering has increased year on year since 2010, and is predicted to rise to 281,900 by 2030

GLA 2019-based projections

Household



Business



Economy



Journey time to reach key services

| Mode | Journey time |
|------------------|--------------|
| Car | 11 mins |
| Public Transport | 17 mins |
| Bicycle | 14 mins |

Department for Transport 2017





Cleaner, Safer, Prouder Together

The vision for Havering is Cleaner, Safer, Prouder Together. This reflects how our priorities align with the things that matter most to Havering residents, and recognises the importance of working collaboratively with the community to achieve these aims.

Our vision sets out the Council's ambitions for the Borough, focusing on four fundamentals which are all linked around economic growth, investment in infrastructure, improving our neighbourhoods and helping people achieve. The vision is about embracing the best of what Havering has to offer, and is focused around four cross-cutting priorities: Communities, Places, Opportunities and Connections.

Communities – 'A helping hand'

We want to help our residents to make positive lifestyle choices and ensure the best start for every child to reach their full potential. We are committed to supporting families and communities to look after themselves and each other, with a particular emphasis on our most vulnerable residents.

Places – 'A great place to live'

We will work to achieve a clean and safe environment for all. This will be secured through working with residents to improve our award-winning parks, and continuing to invest in our housing stock – ensuring safe a high standard properties are available. Our residents will have access to vibrant culture and leisure facilities, as well as thriving town centres.

Opportunities – 'Making life better'

We will provide first-class business opportunities by supporting the commercial development of companies within the Borough, as well as being a hub for start-ups and expanding businesses. We will ensure sustainable economic growth that generates local wealth and opportunities, as well as securing investment in high-quality skills and careers.

Connections – 'Making life easier'

We want to capitalise on our location, with fast and accessible transport links both to central London and within the Borough. Likewise, we will continue to make Havering a digitally-enabled Borough that is connected to residents and businesses. Enhancing our connections will help strengthen the Borough's offer as a South East hub for business.

ICARE

Integrity – Creativity – Ambition – Respect – Everyone

Establishing a clear set of values helps our employees understand what we stand for as Council, enabling us to become the organisation we need to be.

Following various discussions, consultations and surveys involving our colleagues and leadership teams, we have identified values (strengthened by a behaviours framework) that best serve our organisation, working collaboratively with the community to provide services in a smarter way.

Our values are for living, and we want everyone to adopt them in their work, demonstrating to colleagues, residents and partners that these are not good intentions, but good actions.

We are proud to say that our values reflect everything the organisation is today and will be tomorrow!

Values

Behaviours

Integrity



We are honest, trustworthy and reliable.
We communicate openly and transparently
We take responsibility for our actions and behaviour

Creativity



We find ways to solve problems and make things better
We look for new ideas and opportunities to innovate
We are flexible and open to change

Ambition



We focus on making Havering the best place anyone can live, work and do business
We take pride in our work and the work of our team
We are committed to improving and developing ourselves

Respect



We treat people with courtesy and compassion
We listen to other people's ideas and perspectives
We stand up to discrimination, bullying and harassment

Everyone



We collaborate and co-produce to deliver results
We support each other and give constructive feedback
We celebrate and recognise everyone's contribution

Choose Havering is the Council's commitment to creating an organisation that is the best it can be and asks our people to pledge to make positive choices every day so we can achieve all our ambitions. Choose Havering applies to everyone regardless of role and is about having a workplace that's thirsty for change. A Council curious to see what we can do better and people who stand against discrimination. A workplace where we all hold each other accountable for upholding our ICARE values.



The Council's pledge to you

Rapid progress:

- We want all our staff to be thirsty for growth and motivated in their roles.
- We commit to giving everyone unrestricted learning, clear objectives, and a range of career development opportunities.

Work matters:

- We want all our staff to find purpose in their work at Havering Council.
- We will invest in ensuring everyone has access to a corporate learning offer tailored to their needs.

Bright future:

- We see that the individuals in our workforce have bags of potential and the ability to thrive.
- We will create more professional development opportunities for everyone who wants to progress their career at Havering Council.

Work/life balance:

- We understand the importance of staff wellbeing and how it can be supported through flexible working.
- Our management policies and frameworks will be fit for the future, accessible to all and will put your health and wellbeing first.

Active listening:

- We know that consistent quality of communication is essential to a well-functioning modern organisation.
- We will keep the lines of communication flowing and ensure there is a two-way dialogue between the organisation and staff.

Embrace cultures:

- We believe every member of staff should be a team player and be treated as equals by all.
- We will allow all staff regardless of status, role, or level to be able to have their voices heard.

Modern workplace:

- We understand that a place of work is not just where you go to work each day.
- We will support a flexible mind-set and provide you with cutting edge equipment and new technology to help you do your job.

Radical thinking:

- We want to help staff make bold moves and achieve new levels of innovation and creativity.
- A new and supportive people strategy developed with input from Trade Unions will help you feel empowered to think differently.

Your pledge to Havering Council

- Choose to invest in yourself and your career, to be ambitious, get out of your comfort zone and never stop learning;
- Choose to be curious and creative in your thinking to help the Council become bolder and more innovative;
- Choose to be accountable every day, and to hold others to account if they're not acting with integrity;
- Choose to make your voice heard and communicate tactfully and respectfully so that we can move forward together;
- Choose to be a team player and be someone your colleagues can rely on, whether they've worked with you for 10 years or 10 minutes;
- Choose to treat all people equally, regardless of race, gender, sexual orientation, religion or any other characteristics that defines a group;
- Choose to put yourself forward, be a role model and set the standard high for your colleagues;
- Choose to work with technology and software that helps you do your job well;
- Choose to put residents first, and to actively involve them in how our services are designed and run;
- Choose to believe great things can happen if we all work together.

Job title: Assistant Director of Public Realm

Grade: G14

Pay range: £92,700 - £101,424 per annum (2021
Local Government pay award pending)

Hours of work: The working week is based on 36 hours although senior managers may have to work additional hours to meet the needs of their role. Some evening attendance at Committee meetings will also be required.

Annual leave: The leave year runs from April-March and this post attracts a minimum of 32 days per year annual leave, plus eight bank holidays and one extra day at Christmas.

Other benefits:

- Membership of the Local Government Pension Scheme (LGPS);
- A range of flexible working arrangements including remote working;
- Range of staff discounts from Havering Rewards;
- Interest free season ticket loans;
- Range of wellbeing resources;
- Opportunities for training, learning and continuous professional development;
- Cycle to Work Scheme;
- Discount on Council leisure centre membership.

To apply, please submit an up-to-date copy of your CV, along with a supporting statement (three sides of A4 maximum) addressing the criteria set out in the role profile and using examples to demonstrate how you meet the essential requirements.

Applications must include:

- Full contact details;
- Names, positions, organisations and contact details for two referees (we will ask your permission before contacting referees);
- Notification of any dates when you are not available (or where you may have difficulty with the timetable outlined below);
- Current salary package.

Once your application has been submitted, you will receive an email to confirm safe receipt. If you do not receive this response, please contact us to let us know.

To apply for the role, please visit

<https://www.tile-hill.co.uk/job/assistant-director-public-realm>

Indicative Recruitment Timeline

The following timeline sets out the key stages of this recruitment process and indicative dates. Please note that these dates are subject to change and will be confirmed in due course.

| Activity | Date |
|---|---------------------------------------|
| Closing date for applications | Midnight on Sunday 12th December 2021 |
| Longlist meeting | Thursday 16th December 2021 |
| Virtual technical interviews (with Tile Hill) | Monday 10th January 2022 |
| First shortlist meeting | Thursday 13th January 2022 |
| Virtual senior officer panel interviews | Thursday 20th January 2022 |
| Final shortlisting meeting | Friday 21st January 2022 |
| Psychometric assessments | w/c Monday 24th January 2022 |
| Face-to-face final Member panel interviews | w/c Monday 31st January 2022 |

Contact details

For a confidential discussion and to find out more about this role, please contact our recruitment partner, Tile Hill, who will be happy to answer any questions. Our lead consultants are:

Helen Anderson, Senior Consultant

07534 602845 | helen.anderson@tile-hill.co.uk

Greg Hayes, Director

07423 243415 | greg.hayes@tile-hill.co.uk

At Tile Hill, we are committed to inclusion and accessibility. We champion and support all individuals to ensure everyone feels valued, listened to and motivated to get the very best out of each recruitment process and that processes are designed to meet the needs of individuals.

If you have any specific requests and would like a confidential discussion with the Tile Hill team, then please email inclusion@tile-hill.co.uk.