

**Director of Financial Services****Grade**

**Location – Newham or Havering. The post holder must be flexible and work across sites in both councils.**

Accountable to:	The Managing Director.
Accountable for:	Finance Internal Audit, Risk, Insurance and Fraud Procurement
Job Purpose:	<ul style="list-style-type: none"> <li>• To work as part of the Senior Management team, reporting to the Managing Director, providing strategic direction and leadership to oneSource ensuring the delivery of policy priorities for partner Councils.</li> <li>• Provide strategic leadership and delivery of effective and professional financial, procurement and audit services</li> <li>• Ensure the Councils statutory obligations and responsibilities are fulfilled under the terms of the Accounts and Audit Regulations, S114 (financial duty) and S151 and to act as the Statutory Officer for either LBN or LBH</li> <li>• Embed a culture of risk management ensuring there is a proficient Audit Function and effective insurance and fraud service</li> <li>• Deliver a clear policy focus on building personal, financial and community resilience across activities and provision, with an emphasis on integration, transformation and innovation</li> </ul>
Specific Responsibilities	<ol style="list-style-type: none"> <li>1. Lead on business and financial strategy planning for the partner Council's and oneSource, providing corporate financial services including Treasury and Pension Fund Management</li> <li>2. To be either LBN or LBH Council's Statutory Officer with responsibility for the administration of the Council's financial affairs under S151 of the Local Government Act 1972 and to carry out duties required by S114 of the Local Government Finance act 1988.</li> <li>3. Ensure functions, activities and provision are driven by quality, value for money and reflect the highest professional standards</li> <li>4. To support the implementation of the partner Council's policy development and delivery through the strategic role of financial services and lead and support corporate projects and initiatives across the Councils.</li> </ol>

	<ol style="list-style-type: none"> <li>5. To identify and develop innovative funding solutions to assist in delivering partner Council and oneSource priorities.</li> <li>6. Develop good working relationships with government departments, GLA, London Councils, other agencies and Councils to ensure collaborative working on cross Borough and regional and sub regional strategies to maximise opportunities for oneSource and partner Councils.</li> <li>7. Responsible for: <ul style="list-style-type: none"> <li>- effective procurement strategy and services, ensuring all statutory obligations are met</li> <li>- risk management and insurance</li> <li>- Internal Audit, ensuring a robust approach to fraud</li> </ul> </li> <li>8. Ensure charging strategies and policies for services across oneSource and partner Council's are fair and consistent, in line with policy and strategy.</li> <li>9. Ensure that effective multi-functional working across oneSource and partner Council's is developed and maintained in order to meet customers' needs and achieve the partner Council's overall objectives.</li> <li>10. Develop and maintain effective systems for performance and quality management, setting performance targets and delivering on those set for the service and oneSource.</li> <li>11. Other duties – the job description indicates the main areas of activity for this post. From time to time other tasks/duties maybe required which are commensurate with the general area of responsibility and grade of the post.</li> </ol>
<p>oneSource Corporate Critical Success Factors</p>	<ul style="list-style-type: none"> <li>• Provision of and delivery of quality services – ensuring a high level of service that is reflective of all customer needs and value for money</li> <li>• Anticipates different customer needs – delivering a customer focused shared service which is a cultural 'fit', is flexible and proactive in approach</li> <li>• Delivers a resilient business, which continuously improves and innovates with healthy revenue streams</li> <li>• Operates an ethos of joint working and operates across the board regardless of location</li> <li>• Delivers capacity and capability to operate business as usual with the capacity and capability to innovate and project manage to support this</li> <li>• Delivers a flexible and scalable platform to innovate, enhance market knowledge and continuously improve</li> <li>• Invests in people and skills to deliver a sustainable business</li> </ul>

	<ul style="list-style-type: none"> <li>Provides a transactional service that is multi-channelled, face to face, local and nationwide</li> </ul>
General	<p>oneSource is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work.</p> <p>Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately</p>

### Person Specification

<p><b>Able to demonstrate and evidence a highly developed Competence in:</b></p>	<ul style="list-style-type: none"> <li>People management including, motivation, performance and capability</li> <li>Strategic leadership in the provision of functions within the Shared Service</li> <li>Service improvement, maximising efficiency and new delivery models for the functions within the shared service</li> <li>Running major operations or service provision</li> <li>Leading, managing and delivering transformational change in a complex organisation</li> </ul>
<p><b>Able to demonstrate and evidence Knowledge and experience in:</b></p>	<ul style="list-style-type: none"> <li>Substantial and demonstrable senior experience in accountancy in a multi disciplined organisation.</li> <li>Must hold a full Accountancy Qualification</li> <li>The ability to set the strategic direction of Finance and procurement drawing up the overarching strategy for both Councils and delivering the service plans, with and through partners.</li> <li>Comprehensive understanding of the audit function both internal and external</li> </ul>
<p><b>Behaviours and personal qualities</b></p>	<ul style="list-style-type: none"> <li>A strategic thinker and leader with the ability to balance competing priorities and deliver within tight timescales.</li> <li>A corporate team player, highly motivated and resilient.</li> <li>A decision maker who listens to, and takes cognisance of, the views of others along with a high degree of integrity and probity.</li> <li>Highly skilled communicator with the ability to communicate orally and in writing to a diverse range of audiences.</li> </ul>

	Ability to influence and negotiate effectively along with the ability to lead, motivate, inspire confidence and enthusiasm.
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## Director of Asset Management

### Grade

**Location – Newham or Havering. The post holder must be flexible and work across sites in both councils.**

Accountable to:	The Managing Director.
Accountable for:	Technical Services Health & Safety Corporate Schools Premises Management Facilities Management Transport and Fleet Services (LBH)
Job Purpose:	<ul style="list-style-type: none"><li>• To work as part of the Senior Management team, reporting to the Managing Director, providing strategic direction and leadership to oneSource ensuring the delivery of policy priorities for partner Councils.</li><li>• To provide the strategic leadership for, and management of a range of services relating to the planning, procurement, maintenance, management and disposal of fixed assets to support the delivery of Council's services, ensuring the necessary contribution to council plans and objectives.</li><li>• To manage the Assets of oneSource and partner Councils, including development of strategy, business planning activities, development of the Service Plan, and be responsible for the delivery of asset management services functions across all of oneSource, partner organisations and respective Councils. To be responsible for customer relationships, and engagement management for asset management services.</li><li>• Corporate responsibility for ensuring the health and safety of Council functions, facilities and services, including staff and the broader public, ensuring corporate compliance with statutory responsibilities</li></ul>
Specific Responsibilities	<ol style="list-style-type: none"><li>1. To lead, develop and implement an efficient Asset Management service delivering cost and efficiency savings for customers and collaborative opportunities with partners, in relation to premises management, health and safety, facilities management, developing an approach that is effective, efficient and good value.</li><li>2. Agree and monitor revenue and capital budgets necessary to deliver services, projects and Service Plan objectives, Identifying scope for service economies, income maximisation or other financial benefits.</li><li>3. Identify and progress opportunities for further partnership</li></ol>

	<p>working and shared service arrangements with public, private and voluntary sectors.</p> <ol style="list-style-type: none"> <li>4. Monitor the external environment and respond to legislative, regulatory technological and economic changes affecting the service.</li> <li>5. To provide strategic advise on property/fixed assets and oversee the strategic and operational management of the oneSource and partner Councils non-housing assets (i.e. operational, investment premises including the schools portfolio.</li> <li>6. Ensure that property and facilities management services are delivered effectively to partner Councils via the Corporate Landlord model and investment priorities are identified and addressed.</li> <li>7. Ensure that facilities and related FM services are suitably organised and reviewed to deliver partner Councils priorities in a cost-effective manner.</li> <li>8. Oversee the delivery of the Corporate Health &amp; Safety function for partner Councils.</li> <li>9. Ensure that Transport Services (Passenger Transport, Fleet Management and Maintenance) are delivered effectively any to corporate partner Council's requirements.(?)</li> <li>10. Ensure that external opportunities for traded services are maximised by the provision of quality, cost-effective services, supported by appropriate marketing.</li> <li>11. Ensure that all services provided by this post are actively reviewed as to the 'right source' option for their future delivery - that will cover options of outsourcing, co-sourcing or in sourcing to ensure the most effective and efficient delivery method has been chosen.</li> </ol>
<p>oneSource Corporate Critical Success Factors</p>	<ul style="list-style-type: none"> <li>• Provision of and delivery of quality services – ensuring a high level of service that is reflective of all customer needs and value for money</li> <li>• Anticipates different customer needs – delivering a customer focused shared service which is a cultural 'fit', is flexible and proactive in approach</li> <li>• Delivers a resilient business, which continuously improves and innovates with healthy revenue streams</li> <li>• Operates an ethos of joint working and operates across the board regardless of location</li> <li>• Delivers capacity and capability to operate business as usual with the capacity and capability to innovate and project manage to support this</li> <li>• Delivers a flexible and scalable platform to innovate, enhance market knowledge and continuously improve</li> </ul>

	<ul style="list-style-type: none"> <li>• Invests in people and skills to deliver a sustainable business</li> <li>• Provides a transactional service that is multi-channelled, face to face, local and nationwide</li> </ul>
General	<ul style="list-style-type: none"> <li>• OneSource is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work.</li> <li>• Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately</li> </ul>

### Person Specification

<b>Able to demonstrate and evidence a highly developed Competence in:</b>	<ul style="list-style-type: none"> <li>• People management including, motivation, performance and capability</li> <li>• Strategic leadership in the provision of functions within the Shared Service</li> <li>• Service improvement, maximising efficiency and new delivery models for the functions within the shared service</li> <li>• Running major operations or service provision</li> <li>• Leading, managing and delivering transformational change in a complex organisation.</li> </ul>
<b>Able to demonstrate and evidence Knowledge and experience in:</b>	<ul style="list-style-type: none"> <li>• A significant understanding of the workings of local government and the challenges being set by the new government agenda along with the financial, legal and political context of local government</li> <li>• The ability to set the strategic direction for asset management, drawing up an overarching strategy for the service and the necessary supporting plans for delivery</li> <li>• Enhanced commercial awareness, effective negotiator and experienced in managing/ negotiating contracts.</li> <li>• Suitable knowledge of the external market/private and voluntary sectors and experience in the procurement, engagement and contract management of services Previous experience in the management of traded services and trading accounts</li> </ul>
<b>Behaviours and personal qualities</b>	<ul style="list-style-type: none"> <li>• A strategic thinker and leader with the ability to balance competing priorities and deliver within tight timescales.</li> <li>• A corporate team player, highly motivated and</li> </ul>

resilient.

- A decision maker who listens to, and takes cognisance of, the views of others along with a high degree of integrity and probity.
- Highly skilled communicator with the ability to communicate orally and in writing to a diverse range of audiences.
- Ability to influence and negotiate effectively along with the ability to lead, motivate, inspire confidence and enthusiasm.



## Director of Legal and Governance Services

### Grade

**Location – Newham or Havering. The post holder must be flexible and work across sites in both councils.**

Accountable to:	The Managing Director.
Accountable for:	Legal Democratic Services Member and Electoral Services
Job Purpose:	<ul style="list-style-type: none"><li>• To work as part of the Senior Management team, reporting to the Managing Director, providing strategic direction and leadership to oneSource ensuring the delivery of policy priorities for partner Councils.</li><li>• To be the Monitoring Officer for either London Borough of Havering or London Borough of Newham, ensuring that the Council's statutory obligations and responsibilities are fulfilled under the terms of the Constitution and Legislative Statutory Regulations and relevant codes of conduct.</li><li>• Lead the provision of Legal and Governance Services for partner Councils and oneSource.</li><li>• Provide business focused and strategic leadership to oneSource and develop a marketable shared Legal and Governance Service Model which can be offered to other Boroughs and Public and Private Sector organisations.</li></ul>
Specific Responsibilities	<ol style="list-style-type: none"><li>1. To have strategic responsibility for the delivery of a portfolio of activities and provision within Legal and Democratic functions falling within both Councils as appropriate including: Legal, Committees and Partnerships, Scrutiny and Electoral Services.</li><li>2. To lead the delivery and transformation of Legal and Governance functions, to ensure the provision of professional legal advice and support to partner Councils and customers. Enabling the delivery of policy decisions and priorities of each Council ensuring functions are commercially sound with robust business systems and processes.</li><li>3. Ensure high quality legal and procedural advice is provided at all stages of the partner Council's decision making and ensure that a strong corporate governance culture is achieved with decision making by members meeting the highest standards of ethical and corporate governance.</li><li>4. Ensure the creation of a robust and proactive officer governance culture within partner Council's with sound practice and systems for supporting member decision making. Develop the corporate framework to ensure the</li></ol>

	<p>maintenance of probity, good governance and the enforcement and review of policies within the democratic process.</p> <ol style="list-style-type: none"><li>5. Lead the partner Council's strategic response to ensuring that it meets current and future requirements to publish data on its activities and be proactive in developing systems to achieve the optimisation of transparency in relation to the Council's activities and that the information provided is robust, accurate and resilient.</li><li>6. Ensure that support services to elected Members are delivered to the highest quality and professional standards.</li><li>7. Lead and direct the implementation of each Council's elections in close partnership with District and Borough Councils.</li><li>8. Act as Head of Profession for the provision of legal services to the partner Councils to provide direction, leadership and guidance to staff in the Legal Services function and ensure the improvement and implementation of standards across partner Councils and partner organisations.</li><li>9. Ensure that the partner Councils are provided with the best legal advice, that legal services are effectively managed and that legal advice is appropriate to ensure propriety of decision making.</li><li>10. Ensure that all services provided by this post are actively reviewed as to the 'right source' option for their future delivery - that will cover options of outsourcing, co-sourcing or insourcing to ensure the most effective and efficient delivery method has been chosen.</li><li>11. Other duties – the job description indicates the main areas of activity for this post. From time to time other tasks/duties maybe required which are commensurate with the general area of responsibility and grade of the post.</li></ol>
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<p>One Source Corporate Critical Success Factors</p>	<ul style="list-style-type: none"> <li>• Provision of and delivery of quality services – ensuring a high level of service that is reflective of all customer needs and value for money</li> <li>• Anticipates different customer needs – delivering a customer focused shared service which is a cultural ‘fit’, is flexible and proactive in approach</li> <li>• Delivers a resilient business, which continuously improves and innovates with healthy revenue streams</li> <li>• Operates an ethos of joint working and operates across the board regardless of location</li> <li>• Delivers capacity and capability to operate business as usual with the capacity and capability to innovate and project manage to support this</li> <li>• Delivers a flexible and scalable platform to innovate, enhance market knowledge and continuously improve</li> <li>• Invests in people and skills to deliver a sustainable business</li> <li>• Provides a transactional service that is multi-channelled, face to face, local and nationwide</li> </ul>
<p>General</p>	<ul style="list-style-type: none"> <li>• oneSource is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work.</li> <li>• Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately</li> </ul>

### Person Specification

<p><b>Able to demonstrate and evidence a highly developed Competence in:</b></p>	<ul style="list-style-type: none"> <li>• People management including, motivation, performance and capability</li> <li>• Strategic leadership in the provision of functions within the Shared Service</li> <li>• Service improvement, maximising efficiency and new delivery models for the functions within the shared service</li> <li>• Running major operations or service provision</li> <li>• Leading, managing and delivering transformational change in a complex organisation</li> </ul>
<p><b>Able to demonstrate and evidence Knowledge and experience in:</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• The ability to set the strategic direction of Legal and Governance Services, drawing up the overarching</li> </ul>

	<p>strategy for the service and the necessary supporting plans for delivery, with and through partners.</p> <ul style="list-style-type: none"> <li>• Detailed knowledge of local government powers and duties and at least one of the following areas of law, civil litigation, procurement &amp; contract, planning, development.</li> <li>• A qualified solicitor holding a valid practicing certificate issued by the Solicitors Regulation Authority with at least 3 years PQE</li> </ul>
<p><b>Behaviours and personal qualities</b></p>	<ul style="list-style-type: none"> <li>• A strategic thinker and leader with the ability to balance competing priorities and deliver within tight timescales.</li> <li>• A corporate team player, highly motivated and resilient.</li> <li>• A decision maker who listens to, and takes cognisance of, the views of others along with a high degree of integrity and probity.</li> <li>• Highly skilled communicator with the ability to communicate orally and in writing to a diverse range of audiences.</li> <li>• Ability to influence and negotiate effectively along with the ability to lead, motivate, inspire confidence and enthusiasm.</li> </ul>

## Director of Exchequer and Transactional Services

### Grade

**Location – Newham or Havering. The post holder must be flexible and work across sites in both councils.**

Accountable to:	The Managing Director.
Accountable for:	Transactional HR Payroll and Pensions Transactional Finance Transactional Procurement Benefits Council Tax and Business Rates Corporate Debt Recovery
Job Purpose:	<ul style="list-style-type: none"><li>• To work as part of the Senior Management team, reporting to the Managing Director, providing strategic direction and leadership to oneSource ensuring the delivery of policy priorities for partner Councils.</li><li>• To provide strategic leadership and management accountability for the transformation of internal and external transactional services through better use of technology, standardisation and simplification of processes. The role will be responsible for ensuring proper end user engagement with our customers in the design and delivery of transactional services and will be responsible for embedding manager self service solutions.</li><li>• To manage the internal and external Transactional service functions and activities, including development of strategy, business planning activities, development of the Service Plan, and be responsible for the delivery of internal transactional functions across all of oneSource, partner organisations and respective Councils. To be responsible for customer relationships, and engagement management for internal transactional services.</li><li>• Ensure that the partner Councils have a robust debt collection and benefits strategy, which maximises the collection of revenue income which is due.</li></ul>
Specific Responsibilities	<ol style="list-style-type: none"><li>1. To lead, develop and implement an efficient Internal and external transactional service delivering cost and efficiency savings for customers and collaborative opportunities with partners, in relation to transactional human resources, payroll, pensions, transactional procurement and finance, benefits, council tax and business rates and corporate debt – developing a one system approach that is effective, efficient and good value.</li><li>2. Responsible for ensuring statutory requirements are fully implemented for all areas of Revenues and Benefits and</li></ol>

for the management of an efficient and effective relationship between Revenues & Benefits Services and Customer Services for partner Councils.

3. Responsible for the Corporate Debt Management function and for maintaining effective debt management strategy for the partner Council's.
4. Responsible for the efficient collection of local taxation revenues and for ensuring all legal and statutory requirements are in place for services, balancing customer needs with ensuring the Council's achieve their appropriate service standards.
5. Identifying, securing and delivering income opportunities from an Internal Transactional strategy and further positive collaborative relationships with partners and suppliers.
6. To work across functional boundaries with key stakeholders in both the strategy design and in the operational delivery of the partner Council's services. This will require an understanding of the needs of the different stakeholders and how this can be translated into efficient and effective, end-to-end transactional practices.
7. To develop and implement a robust performance improvement programme delivering improved outcomes for customers and the creation of a best in class transactional services offering to existing councils and new customers
8. To lead, direct and develop the day-to-day provision of internal and external transactional services to all customers, internal and external, and to deliver operational excellence through the management, development and motivation of employees to ensure the optimum quality and value provision of services for the organisation and all customers.
9. To provide leadership and direction for the internal and external transaction service by communication of oneSource vision, objectives and values , to delegate responsibility and authority to the team to deliver the agreed service objectives and to promote and maintain a culture of collaborative and consultative working with customers, service users, and partners in order to optimise efficiencies and effectiveness. To identify areas where the team can lead or support strategic goals and improve organisational effectiveness, efficiency and performance.
10. To develop and implement service plans ,policies and guidelines, business re-engineering of process, and process improvement including cultural transformation initiatives that fully meet internal and external customers needs in line with the shared services approach.
11. To continuously research and develop services, ensuring a thorough knowledge and understanding and interpreting of legislation, local government policies and changing work practices in the public sector, in order to anticipate and

	<p>react to the implications for the partner Councils and wider oneSource strategy.</p> <p>12. Contribute to the overall management of governance issues, including risk, ensuring that lines of accountability within the service are clear and well understood and systems are in place for monitoring, evaluating and managing risk to secure the reputation and physical, financial, virtual and intellectual resources of oneSource.</p> <p>13. Other duties – the job description indicates the main areas of activity for this post. From time to time other tasks/duties maybe required which are commensurate with the general area of responsibility and grade of the post.</p>
oneSource Corporate Critical Success Factors	<ul style="list-style-type: none"> <li>• Provision of and delivery of quality services – ensuring a high level of service that is reflective of all customer needs and value for money</li> <li>• Anticipates different customer needs – delivering a customer focused shared service which is a cultural ‘fit’, is flexible and proactive in approach</li> <li>• Delivers a resilient business, which continuously improves and innovates with healthy revenue streams</li> <li>• Operates an ethos of joint working and operates across the board regardless of location</li> <li>• Delivers capacity and capability to operate business as usual with the capacity and capability to innovate and project manage to support this</li> <li>• Delivers a flexible and scalable platform to innovate, enhance market knowledge and continuously improve</li> <li>• Invests in people and skills to deliver a sustainable business</li> <li>• Provides a transactional service that is multi-channelled, face to face, local and nationwide</li> </ul>
General	<ul style="list-style-type: none"> <li>• oneSource is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work.</li> <li>• Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.</li> </ul>

### Person Specification

<b>Able to demonstrate and evidence a highly developed</b>	<ul style="list-style-type: none"> <li>• People management including, motivation, performance and capability</li> <li>• Strategic leadership in the provision of functions within the</li> </ul>
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<b>Competence in:</b>	<p>Shared Service</p> <ul style="list-style-type: none"> <li>• Service improvement, maximising efficiency and new delivery models for the functions within the shared service</li> <li>• Running major operations or service provision</li> <li>• Leading, managing and delivering transformational change in a complex organisation</li> </ul>
<b>Able to demonstrate and evidence Knowledge and experience in:</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• The ability to set the strategic direction of Internal Shared Services, drawing up the overarching strategy for the service and the necessary supporting plans for delivery, with and through partners.</li> <li>• A relevant professional qualification in any one of the specified service areas and substantial management experience of managing a large revenues and benefits service and managing staff at a senior level.</li> </ul>
<b>Behaviours and personal qualities</b>	<ul style="list-style-type: none"> <li>• A strategic thinker and leader with the ability to balance competing priorities and deliver within tight timescales.</li> <li>• A corporate team player, highly motivated and resilient.</li> <li>• A decision maker who listens to, and takes cognisance of, the views of others along with a high degree of integrity and probity.</li> <li>• Highly skilled communicator with the ability to communicate orally and in writing to a diverse range of audiences.</li> <li>• Ability to influence and negotiate effectively along with the ability to lead, motivate, inspire confidence and enthusiasm.</li> </ul>



## Director of HR/OD

### Grade

**Location – Newham or Havering. The post holder must be flexible and work across sites in both councils.**

Accountable to:	The Managing Director.
Accountable for:	Operational and Strategic HR Organisational Development
Job Purpose:	<ul style="list-style-type: none"><li>• To work as part of the Senior Management team, reporting to the Managing Director, providing strategic direction and leadership to oneSource ensuring the delivery of policy priorities for partner Councils.</li><li>• Responsible for the development of HR strategy, policy and practice and managing the delivery of Human Resource and People Management services for partner Councils and oneSource.</li><li>• Lead and manage the strategic Human Resources function, including business partnering and operational HR functions for partner Councils and oneSource providing a flexible, solution focused HR service that provides expert HR advice and support to different customers with different organisational cultures.</li><li>• To lead, develop and implement the Organisational Development strategy, Performance management processes and talent management strategies for oneSource, partner Councils and customers.</li></ul>
Specific Responsibilities	<ol style="list-style-type: none"><li>12. To provide leadership and strategic direction to deliver HR/OD related activities across the partner Councils, ensuring the highest standards and professional practice to protect the Council's from unnecessary litigation.</li><li>13. To ensure strategic HR advice and support delivers effective employee relations, performance management, learning and development, workforce planning, employment policy and procedures and workforce diversity policy and practice.</li><li>14. To lead the Organisational Development Strategy and Change Management related activities with the senior management team of partner Council's to maximise employee engagement and the potential of the workforce</li><li>15. To ensure that the HR policies and strategy are aligned to deliver organisational priorities and objectives and promote best practice and are fully compliant with employment legislation.</li><li>16. Deliver a customer focussed HR service, engaging with customers and service managers to understand priorities</li></ol>

	<p>and objectives, and allign resources to deliver.</p> <p>17. Recommend and implement HR delivery systems that will enhance efficiency and contribute to oneSource and partner Council's future growth.</p> <p>18. Assess overall current HR practices, identify areas for enhancement, and develop a business plan/course of action to address them.</p> <p>19. Provide learning, training and/or facilitation services as needed to promote People related, individual and group development through a variety of interventions and assessments.</p> <p>20. To provide professional HR advice and support to the HR transactional services functions within the Shared Service as required.</p> <p>21. Act as the Councils single point of contact for all external partners/bodies on HR/OD related issues</p> <p>22. Other duties – the job description indicates the main areas of activity for this post. From time to time other tasks/duties maybe required which are commensurate with the general area of responsibility and grade of the post.</p>
<p>One Source Corporate Critical Success Factors</p>	<ul style="list-style-type: none"> <li>• Provision of and delivery of quality services – ensuring a high level of service that is reflective of all customer needs and value for money</li> <li>• Anticipates different customer needs – delivering a customer focused shared service which is a cultural 'fit', is flexible and proactive in approach</li> <li>• Delivers a resilient business, which continuously improves and innovates with healthy revenue streams</li> <li>• Operates an ethos of joint working and operates across the board regardless of location</li> <li>• Delivers capacity and capability to operate business as usual with the capacity and capability to innovate and project manage to support this</li> <li>• Delivers a flexible and scalable platform to innovate, enhance market knowledge and continuously improve</li> <li>• Invests in people and skills to deliver a sustainable business</li> <li>• Provides a transactional service that is multi-channelled, face to face, local and nationwide</li> </ul>
<p>General</p>	<ul style="list-style-type: none"> <li>• One Source is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work.</li> <li>• Adherence to Health and Safety requirements and proper</li> </ul>

	risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately
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### **Person Specification**

<b>Able to demonstrate and evidence a highly developed Competence in:</b>	<ul style="list-style-type: none"> <li>• People management including, motivation, performance and capability</li> <li>• Strategic leadership in the provision of functions within the Shared Service</li> <li>• Service improvement, maximising efficiency and new delivery models for the functions within the shared service</li> <li>• Running major operations or service provision</li> <li>• Leading, managing and delivering transformational change in a complex organisation</li> </ul>
<b>Able to demonstrate and evidence Knowledge and experience in:</b>	<ul style="list-style-type: none"> <li>• In depth knowledge of HR/OD practice</li> <li>• 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</li> <li>• The ability to set the strategic people management direction for both Councils, drawing up the overarching strategy for OneSource and the necessary supporting plans for delivery, with and through partners</li> <li>• CIPD qualified or equivalent and have significant management experience of delivering HR/OD services in a diverse, unionised, organisation</li> </ul>
<b>Behaviours and personal qualities</b>	<ul style="list-style-type: none"> <li>• A strategic thinker and leader with the ability to balance competing priorities and deliver within tight timescales.</li> <li>• A corporate team player, highly motivated and resilient.</li> <li>• A decision maker who listens to, and takes cognisance of, the views of others along with a high degree of integrity and probity.</li> <li>• Highly skilled communicator with the ability to communicate orally and in writing to a diverse range of audiences.</li> <li>• Ability to influence and negotiate effectively along with the ability to lead, motivate, inspire confidence and enthusiasm.</li> </ul>

## Director of ICT

### Grade

**Location – Newham or Havering. The post holder must be flexible and work across sites in both councils.**

Accountable to:	The Managing Director.
Accountable for:	ICT ICT Strategy and Operations Information Governance
Job Purpose:	<ul style="list-style-type: none"><li>• To work as part of the Senior Management team, reporting to the Managing Director, providing strategic direction and leadership to oneSource ensuring the delivery of policy priorities for partner Councils.</li><li>• Lead, direct and commission the resources required to provide an efficient and cost-effective corporate Information &amp; Communication Technology (ICT) service which is responsive to changing business requirements, maximises ICT market opportunities and achieves resilient, sustainable and cost effective solutions.</li><li>• Develop and implement a corporate approach to the design and delivery of ICT solutions for services, minimising duplication of software systems and maximising the use of both council's infrastructures. Ensure the development of manager self support fully utilising the capacity of One Oracle and other corporate systems.</li><li>• Develop service strategies and design ICT solutions to provide responsive and flexible ICT services, leading and innovating on transformation through technology initiatives.</li></ul>
Specific Responsibilities	<ol style="list-style-type: none"><li>14. Effective strategic direction, leadership and governance of all aspects of ICT to the partner Council's corporate management team and members, enabling the effective delivery of the corporate plan objectives and business plans.</li><li>15. The development and delivery of the Council's ICT strategies and governance arrangements to ensure resources invested in ICT provide improvements to services and value for money.</li><li>16. To be accountable for the delivery, continuity, information security, risk management and effective support of the partner Council's ICT infrastructure and systems.</li><li>17. To procure external partnership and supplier arrangements to support the delivery of the partner</li></ol>

	<p>Council's ICT strategy and to effectively manage third party relationships to ensure that service quality, standards and targets are achieved.</p> <p>18. To promote awareness and best practice in all aspects of information governance and management, developing and implementing corporate policies and procedures to provide a framework for the efficient management and use of information and knowledge assets, in line with legal requirements.</p> <p>19. To oversee the organisation's Data Protection, Freedom of Information and access to Environmental Information activity, in line with legislative requirements, implementing clear and robust information and data handling standards and procedures, monitoring and enforcing compliance across the organisation.</p> <p>20. Ensure that all services provided by this post are actively reviewed as to the 'right source' option for their future delivery - that will cover options of outsourcing, co-sourcing or insourcing to ensure the most effective and efficient delivery method has been chosen.</p> <p>21. Other duties – the job description indicates the main areas of activity for this post. From time to time other tasks/duties maybe required which are commensurate with the general area of responsibility and grade of the post.</p>
<p>oneSource Corporate Critical Success Factors</p>	<ul style="list-style-type: none"> <li>• Provision of and delivery of quality services – ensuring a high level of service that is reflective of all customer needs and value for money</li> <li>• Anticipates different customer needs – delivering a customer focused shared service which is a cultural 'fit', is flexible and proactive in approach</li> <li>• Delivers a resilient business, which continuously improves and innovates with healthy revenue streams</li> <li>• Operates an ethos of joint working and operates across the board regardless of location</li> <li>• Delivers capacity and capability to operate business as usual with the capacity and capability to innovate and project manage to support this</li> <li>• Delivers a flexible and scalable platform to innovate, enhance market knowledge and continuously improve</li> <li>• Invests in people and skills to deliver a sustainable business</li> <li>• Provides a transactional service that is multi-channelled, face to face, local and nationwide</li> </ul>
<p>General</p>	<p>oneSource is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work.</p>

	<p>Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately</p>
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## Assistant Director of Business Services

### Grade

**Location – Newham or Havering. The post holder must be flexible and work across sites in both councils.**

Accountable to:	The Managing Director.
Accountable for:	Business Improvement and Transformation Quality Assurance and Improvement Business Development
Job Purpose:	<ul style="list-style-type: none"> <li>• To work as part of the Senior Management team, reporting to the Managing Director, providing strategic direction and leadership to oneSource ensuring the delivery of policy priorities for partner Councils.</li> <li>• Lead the provision of business services, development of service level agreements, performance management and improvement for partner Councils and oneSource.</li> <li>• To attract other Councils, Public and Third Sector organisations as customers to the new shared service, to generate additional income streams and creating expertise and specialism within the new service, leading to a marketable business.</li> </ul>
Specific Responsibilities	<p>23. Responsible for developing Service Plans, reviewing performance of Shared Services functions against Service Level Agreements for partner Councils and oneSource.</p> <p>24. Develop a creative, innovative and flexible business model to allow for future business growth, business transformation and improvement.</p> <p>25. Ensure a continued improvement to the Customer experience, utilising best business practice and the latest technology wherever appropriate.</p> <p>26. To support the delivery of partner Council's policy through business strategy, delivery of corporate projects and initiatives, including the identification of funding solutions to assist in delivering partner Council and oneSource priorities..</p> <p>27. Develop good working relationships with government departments, GLA, London Councils, other agencies and Councils to ensure collaborative working on cross Borough and regional and sub regional strategies to maximise opportunities for oneSource and partner Councils.</p> <p>28. Provide opportunities to assist other public sector organisations to be more efficient, either as a customer, partner or by sharing what oneSource has achieved.</p>

	<p>29. Ensure that effective multi-functional working across the oneSource and the partner Council's is developed and maintained in order to meet customers' needs and achieve the partner Council's overall objectives.</p> <p>30. Develop and maintain effective systems for performance and quality management, setting performance targets and delivering on those set for the service and oneSource.</p> <p>31. Other duties – the job description indicates the main areas of activity for this post. From time to time other tasks/duties maybe required which are commensurate with the general area of responsibility and grade of the post.</p>
oneSource Corporate Critical Success Factors	<ul style="list-style-type: none"> <li>• Provision of and delivery of quality services – ensuring a high level of service that is reflective of all customer needs and value for money</li> <li>• Anticipates different customer needs – delivering a customer focused shared service which is a cultural 'fit', is flexible and proactive in approach</li> <li>• Delivers a resilient business, which continuously improves and innovates with healthy revenue streams</li> <li>• Operates an ethos of joint working and operates across the board regardless of location</li> <li>• Delivers capacity and capability to operate business as usual with the capacity and capability to innovate and project manage to support this</li> <li>• Delivers a flexible and scalable platform to innovate, enhance market knowledge and continuously improve</li> <li>• Invests in people and skills to deliver a sustainable business</li> <li>• Provides a transactional service that is multi-channelled, face to face, local and nationwide</li> </ul>
General	<ul style="list-style-type: none"> <li>• oneSource is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work.</li> <li>• Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately</li> </ul>

### Person Specification

<b>Able to demonstrate and evidence a</b>	<ul style="list-style-type: none"> <li>• People management including, motivation, performance and capability</li> </ul>
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<p><b>highly developed Competence in:</b></p>	<ul style="list-style-type: none"> <li>• Strategic leadership in the provision of functions within the Shared Service</li> <li>• Service improvement, maximising efficiency and new delivery models for the functions within the shared service</li> <li>• Running major operations or service provision</li> <li>• Leading, managing and delivering transformational change in a complex organisation</li> </ul>
<p><b>Able to demonstrate and evidence Knowledge and experience in:</b></p>	<ul style="list-style-type: none"> <li>• Improving services, reviewing systems and processes and delivering high quality performance management.</li> <li>• A proven track record in growing accounts and winning new business.</li> <li>• Excellent sector knowledge of Councils, Public and Third Sector Organisations.</li> <li>• 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.</li> <li>• The ability to set the strategic direction of Business Services, drawing up the overarching strategy for the service and the necessary supporting plans for delivery, with and through partners.</li> </ul>
<p><b>Behaviours and personal qualities</b></p>	<ul style="list-style-type: none"> <li>• A strategic thinker and leader with the ability to balance competing priorities and deliver within tight timescales.</li> <li>• A corporate team player, highly motivated and resilient.</li> <li>• A decision maker who listens to, and takes cognisance of, the views of others along with a high degree of integrity and probity.</li> <li>• Highly skilled communicator with the ability to communicate orally and in writing to a diverse range of audiences.</li> <li>• Ability to influence and negotiate effectively along with the ability to lead, motivate, inspire confidence and enthusiasm.</li> </ul>