

# Chief People Officer

JE Code: JE1539



**Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council**

<b>Service</b>	Human Resources
<b>Reports to:</b>	Director Finance & Resources
<b>Job Family</b>	Strategic Leadership
<b>Grade:</b>	N
<b>Political restricted</b>	Y
<b>Date:</b>	October 2023

## Key Deliverables

<b>1.</b>	Coach and lead the HR Advisory and Learning & Development Teams - ensuring performance is managed to deliver a high-quality service within the budget envelope. Operate as part of the management team to provide leadership and positive professional challenge and so develop a flexible and resilient team. Provide strategic advice on escalated, complex cases as appropriate. Establish clear quality and practice standards for work undertaken by the team and ensure these are consistently achieved. Continually review and develop policy and practice to enable the team to be agile and responsive whilst continuously improving performance. Review HR management practice to ensure consistency with policy and advice, conditions of service and relevant legislation.
<b>2.</b>	Strong Customer Focus - Establish and develop a trusted customer-focused relationship with the Chief Executive and the Corporate Leadership Team, supporting the identification and delivery of Council- wide priorities, initiatives and agreed outcomes. Provide expert advice and find creative people management solutions to complex organisational issues, putting the business requirements at the heart of the design and delivery of services.
<b>3.</b>	Lead on organisation wide trade union consultation. Develop and maintain healthy relationships with key parties on both the management and trade union sides to build mutual trust and respect, this includes leading on discussions with Councillors and at Joint Negotiating Body. Lead on the Council's strategy in dealing with employee relation issues, providing high level advice, and identifying solutions where appropriate and reviewing the outcome. Attendance at Council meetings as the HR representative ensuring that the statutory and constitutional frameworks for working in the public sector are met.
<b>4.</b>	Organisational Design and Development –Work with the Corporate Leadership Team to consider high-level and long-term learning needs, skills gaps, and talent management requirements, liaising with specialist colleagues to ensure that the business area receives the support they need to address these and reflected in how the Professional Development Centre delivers capable managers and staff also ensuring we remain legally compliant.
<b>5.</b>	Payroll and HR Transactions service - Manage the Councils relationship and service performance for Payroll and HR Transactions Team in our partner council to ensure that this delivers good consistent performance, whilst keeping under review options for the future delivery of this service.
<b>6.</b>	Coach and lead the HR Advisory Team - Develop the HR People Plan and monitor and evaluate the service provision to ensure service performance standards are met and the team delivers effectively and efficiently.
<b>7.</b>	Contract and budget management ensuring key contracts with external providers are managed well, the quality and service provision is good, and any performance issues are addressed early.

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

## Essential Requirements (key skills & qualifications)

<b>1.</b>	Educated to Degree level or equivalent.
<b>2.</b>	CIPD qualified to current Level 7 and MCIPD.
<b>4.</b>	Proven track record of successful management of a high performing, professional HR function.
<b>5.</b>	Proven track record of reviewing, improving and modernising HR advisory approaches and practices.
<b>6.</b>	Proven ability to partner at senior levels within the business, demonstrating excellent communication and interpersonal skills.
<b>7.</b>	Extensive knowledge and experience of employment legislation and the application of this in complex case work and change management initiatives.
<b>8.</b>	Up to date knowledge of current best practice in HR, people management and learning and development.
<b>9.</b>	Proven track record of finding creative solutions to a wide range of people management challenges.
<b>10.</b>	Proven ability to establish personal credibility as a positive agent for change in the organisation.
<b>11.</b>	Strong influencing ability through consulting, communicating and relationship building skills.
<b>12.</b>	Excellent coaching and facilitation skills and ability to persuade others and gain acceptance of proposals, plans and decisions.

# Job Family

Strategic Leadership  
Grade N



## Colleagues expectations

- Be professional at all times
- Work together for the good of the team, council and local people
- Promote a supportive culture
- Challenge assumptions
- Take ownership
- Be willing to change and do things differently
- Always work in a safe manner

## Managers expectations

- Be a role model by displaying positive behaviours at all times
- Make well-considered decisions
- Support, coach and communicate with my team
- Be accountable for my team's performance

The essential characteristic of Strategic Leadership jobs is that they bear responsibility for the planning and development of the Council's approach to its statutory and elective aims, maximising efficiency, value for money and the quality of service delivery across entire operating functions.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

## Role characteristics

At this level job holders report to a Group Head and are responsible for the development and implementation of strategy relating to several large and/or wide-ranging Services within that Group. Roles carry very significant responsibilities for finance and a range of other non-financial assets.

Job holders will make autonomous decisions and lead the management of change throughout the Group.

## The knowledge and skills required

Job holders require advanced theoretical knowledge to make appropriate judgements and decisions at this level. In addition, job holders will maintain ongoing professional development and have a thorough understanding of external legislative and societal change, as well as a deep understanding of the Council's operational structures which both support and depend upon the job holder's actions and advice. Roles will be professional experts, providing expert leadership across a number of Services.

## Thinking, planning and communication

Job holders will use their professional expertise to deal with highly complex, pressing issues including change initiatives and risk management across a range of services. They will also look well ahead and take a long-term, strategic view of their project and service delivery objectives over several years into the future, shaping their service's composition, approach and operating procedures in accordance with wider goals mandated by Group management.

The information exchanged at this level will be routinely complex, contentious in nature and/or highly significant to the Council's reputation. Job holders will, however, have additional demands placed upon them by the need to persuade others to adopt courses of action they may not otherwise wish to take, based on evidence-based and reasoned argument. This will occur in written interactions but can also be the case in face to face verbal exchanges where job holders will advocate the Council's position in response to opposing opinion in a formal or informal setting.

## **Decision making and innovation**

The limitations to job holders' decision making will be only the broad policy and practice guidelines that exist at both a corporate and even national/professional level. At this level of autonomy, job holders will be the final arbiter of many escalated technical and professional disputes and problems. They will report to a Group Head and will devise and implement strategic plans and policy in relation to several service areas.

## **Areas of responsibility**

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

Roles will focus on the needs of external service users or partners and will be responsible for critical day to day decisions with legal and reputational dimensions and the development of directorate level policy and functional procedures.

In addition, such roles are likely to have very high levels of responsibility for such elements as finance (very substantial budget management), information assets (council-wide systems) or premises (of extremely high value and critical operational importance).

Job holders will have full line management responsibility over several service areas, each with their own full management structure and featuring highly diverse specialties and employee profiles.

## **Impacts and demands**

The combination of both tactical and strategic matters that job holders deal with means that roles are inherently very complex, demanding of particularly lengthy periods of concentrated mental attention. Job holders will also manage very high levels of work-related pressure from deadlines, interruptions or conflicting demands.

At this level, tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

Job holders will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders at this level will find themselves very occasionally exposed to some disagreeable, unpleasant or hazardous working conditions.