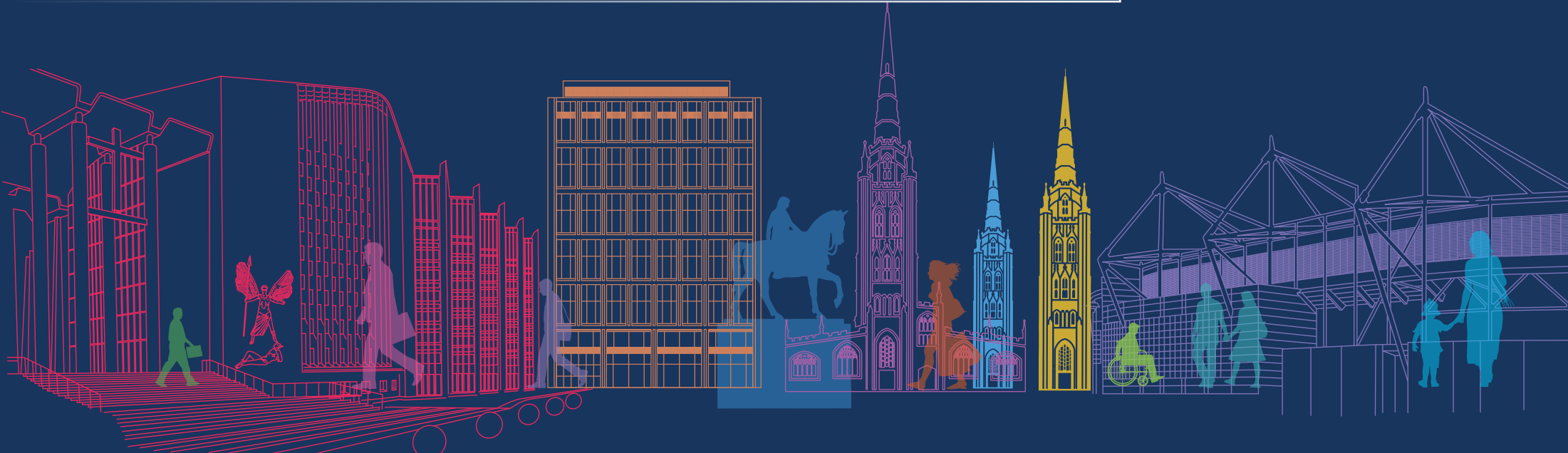


Coventry City Council

Director of Planning and Performance

Application Pack







Introduction to Coventry City Council

Coventry, the City Council and its services are changing and improving in the face of significant challenges.

In recent years we have taken great strides, and we haven't stopped yet.

We have been the UK City of Culture, a host city for the Commonwealth Games, and a venue for major events such as Radio 1's Big Weekend and the MOBOs.

We have transformed our city centre, with more major change on the way, and as the home of the UK's motor industry we are at the forefront of new autonomous, green and electronic technology.

At the same time, the Council has embraced flexible and agile working, we have adopted new technologies to support colleagues and residents, and we are champions of diversity and equality as we build an organisation that truly represents the amazing youthful, multicultural city it serves.

We are working with our many varied communities to create a new vision for Coventry, working with our partners, organisations, charities and residents to develop our One Coventry Plan and find new ways to deliver services when and how people need them.

That partnership working and desire to change and innovate has seen major improvements and successes.

We are proud of what we have already been able to achieve together as a Council, and with our partners and residents across the city, in the face of significant national challenges.

We are leading the way in green technology and transport; we have transformed our city centre; seen massive strides in the way we care for our young people and the vulnerable; and so much more.

Now we must take that work to the next level. Of course, in a city that never stands still, the next steps are already underway.

We recently launched the exciting Greenpower Park. With the West Midlands Gigafactory at its heart, the Park will put Coventry at the epicentre of the green industrial revolution, creating 6,000 highly skilled jobs through £2.5b in investment.





Another city success story will also continue to thrive in the year ahead. Our Job Shop is now at a great new location where it can build on work that has seen the skilled team support almost 15,000 people into employment in just over 10 years.

The Job Shop moved to allow a major and vital regeneration project to start - City Centre South will bring an incredible new look to Coventry, with up to 1,550 homes, thousands of metres of commercial and open space, and a state of the art shopping and leisure destination.

We have come a long way in a short time, and now we want to go even further. We want to be 'outstanding' in all areas of our work and be an innovative, inspiring role model for other authorities.

We want to work with our partners and residents to make Coventry an even better city – a place where every person has the chance to succeed, where nobody gets left behind, and where everybody has a voice, and that voice is heard.

We are proud of our recent achievements, but there is much more work to do.

That is why we're looking for the right person to help lead our teams and to make our city an even better place for all those who live, work and study here.

Cllr George Duggins

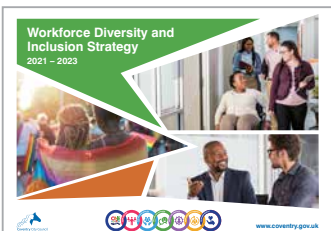
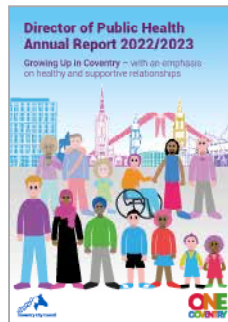
LEADER, COVENTRY CITY COUNCIL

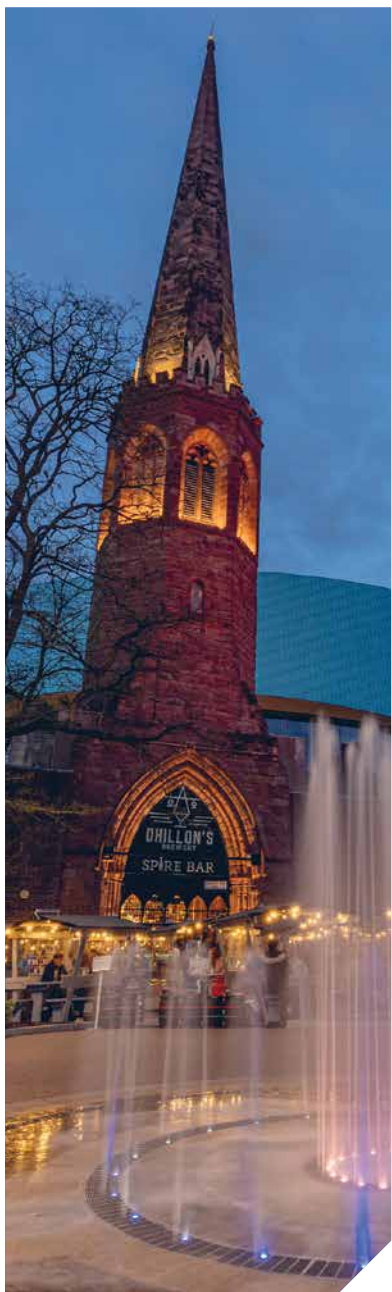
Dr Julie Nugent

CHIEF EXECUTIVE, COVENTRY CITY COUNCIL

Our key strategies and reports:

- [Skills Strategy](#)
- [One Coventry Plan](#)
- [Economic Development Strategy](#)
- [Climate change pathway](#)
- [Adult Social Care annual report](#)
- [Workforce Diversity and Inclusion](#)
- [Director of Public Health's annual report](#)
- [Budget 2024-2025](#)





I Working for Coventry City Council

Coventry has a proud, innovative, and creative spirit that throughout its history has seen communities come together to tackle problems and bring about real social change.

We are cutting-edge, challenging, youthful, vibrant, and diverse.

At Coventry we are committed to excellence in everything we do. With around 5,000 staff from a range of different backgrounds, our aim is to recruit and develop talented people who will focus on our customers, take responsibility, work together and find better ways of doing things.

As a Council we have a wide range of vacancies to offer across a variety of fields. We hope that you will find something that matches what you're looking for and are excited to be part of the team here at Coventry City Council. We believe this isn't just about coming to do a job – it's a chance to bring your own ideas, be listened to and shape the services we provide.

We strongly believe in properly rewarding the hard work and commitment we get from our employees. We offer great benefits to make sure you have every opportunity to enjoy a proper work / life balance. As a council we offer a range of benefits depending on your role.

Based in the heart of the city, we have so much to offer our dedicated staff, with excellent commuting links, generous annual leave, pay progression, flexible working and much more.



Making a difference

We do what we do for the people of Coventry. It's all about making sure that they have access to great services to give them the best possible quality of life. No matter what your job is, you'll have the opportunity to have a direct impact on the lives of Coventry's residents and the city itself.

Our staff are at the heart of being able to deliver the One Coventry Plan. We need to transform the way we do things and work in new and different ways to achieve this. We don't just want people to fit into a Coventry job - we need people who share our One Coventry Values. We recruit for attitude and develop for skills.

To deliver the best services to our residents, we need the best people working for us to make a difference to our communities. Coventry is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people and expects all staff and volunteers to share this commitment.

Our values:

Our One Coventry Values have been co-created with the support and input of all employees across the Council, so they are reflective of how we want to be represented both as colleagues and to the wider community.

We want to ensure there is clarity of purpose through the Council's vision of our One Coventry Values and Behaviours; putting diversity and inclusion at the heart of everything we do. Moving forward the values will become an integral part of our: Reward Strategy, Appraisals, Recruitment, Attraction and Onboarding, Recognition and Development and Employee Engagement.

Our values define us as an organisation and influence everything we do and how we treat each other. We recognise the crucial role each and every one of us plays in helping to achieve our goals. We want Coventry City Council to be an inclusive workplace where people know they are valued and feel empowered in their roles to achieve excellence for our customers and communities.

To achieve this, we have committed to the following six values:





About Coventry City Council

Who we are:

At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple:

To increase the economic prosperity of the city and region, improve outcomes and tackle inequalities within our communities, and tackle the causes and consequences of climate change.

Our Values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

I Job Description

Purpose of the role

The Director for Planning and Performance will be the Council's senior officer for driving the organisation forward and delivering planning, performance, and transformation across the Council. They will provide the strategic leadership and accountability for delivering performance reporting, service planning, transformation, insight, and design across the Council, putting residents at the heart of our programmes and service delivery. Place Based Integration and Community resilience best utilisation of associated resources and partnerships are a key responsibility for this role.

As a member of the Leadership Board, the Director for Planning and Performance will work collaboratively with other corporate directors and external stakeholders to transform the organisation to deliver the priorities of 'One Coventry' and to meet the financial challenges as set out in the Medium-Term Financial Strategy including delivery of savings.

The Director for Planning and Performance will lead on the Council's future vision and direction for organisational change and transformation across all service areas. They will lead the transformation delivery, service design and insights, performance, business intelligence and corporate PMO functions within the corporate centre with each function bringing its own unique skills, specialisms, and capability to mutually design and deliver insight-driven change and service redesign for Coventry's residents, communities, and staff.

Job Description

Director level job expectations

As a senior leader Directors are accountable for the achievement of corporate priorities and outcomes within agreed resource and timeframes. The role contributes to leading the organisation, including specific accountability for identified services, ensuring a responsive, resident focused approach but working together through our systems and processes.

The role holder will support and advise the council on strategic and significant operational matters.

With colleagues, Directors will ensure that services and activities across the council and with partners are closely integrated to achieve better outcomes and improve our residents' experience of public services, reaching outside of the council to ensure strong partnership working and integrated working. Director will deliver agreed corporate and service objectives and outcomes through effective performance, risk, and financial management, including all legal and statutory duties.

Organisational Responsibilities

All Directors have an explicit responsibility to work as part of a team to deliver, collectively, the agenda of One Coventry. These are fundamental elements of their role not an addition and are summarised as follows.

- Seek to improve the lives of all residents by delivering a One Coventry Approach.
- To be financially responsible and accountable.
- Understand, communicate, and contribute to the delivery of strategic aims of the One Coventry Plan.
- Work across the organisation to show effective and visible leadership to overcome silos, effective use of resources and increase performance.
- Meet statutory obligations and promote and ensure compliance with policies and procedures including the financial regulations and standing orders.
- Development of creative solutions keeping the resident at the centre of our work.
- Being inclusive in approach and activity, living the values.
- Be flexible and adaptable in approach, working to deliver the best possible outcomes.
- Advise elected Members and support the democratic process.

- Proactively and continuously seek to improve service delivery.
- Creating and endorsing a culture that nurtures and develops our people and their talent.
- Act as corporate parent to the Council's Looked After Children, taking an active role in promoting and ensuring safeguarding responsibilities are met.

The post holder is required to observe and fulfil the seven principles of public life (also known as the Nolan Principles).

- **Selflessness:** Holders of public office should act solely in terms of the public interest.
- **Integrity:** Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.
- **Objectivity:** Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

- **Accountability:** Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.
- **Openness:** Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.
- **Honesty:** Holders of public office should be truthful.
- **Leadership:** Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.

I Main Duties and Key Accountabilities

Core Knowledge

- 1** This is a key member of the leadership team, helping to develop and implement strategy and to resource and deliver the authority's strategic objectives sustainably and in the interest of the people of Coventry.
- 2** Member of the Senior Leadership Team who support the Chief Executive oversee the performance of the organisation through the effective management of risk including financial, governance, workforce, and external partnerships.
- 3** Translate the Council's strategic vision, values, and priorities into clear practical objectives to secure good financial management across the City Council.
- 4** To be actively involved in and able to bring influence to bear on all material business decisions to ensure immediate and longer-term implications, opportunities and risks are fully considered.
- 5** Develop and continuously improve the services to all stakeholders. Ensure effective and wide- ranging consultation in shaping improvement plans and enable internal customers and the people of Coventry to receive quality services in a co-ordinated way.
- 6** Extend and develop partnership working with other organisations, agencies, and customers to ensure the development, continuous improvement, and review of services.
- 7** Ensure that robust performance management systems are developed and maintained to drive measurable and sustainable improvements in service delivery.
- 8** To lead a culture of inclusivity that promotes equality within teams, the delivery of non-discriminatory services and the inclusion of disadvantaged groups.
- 9** Develop and encourage innovation and creativity in the design and delivery of the service. Identify and exploit potential for improvements in the services by rigorous challenge of existing services and robust analysis of alternatives.
- 10** Responsible for the efficient and effective use of financial resources, demonstrating sound financial management and financial strategic long-term planning to ensure cost effectiveness and value for money in the delivery of services.

Specialist Knowledge

- 1** To work directly to the Chief Executive, providing responsibility and accountability for all aspects of transformation, continuous improvement and change, planning, performance, and Place Based Integration portfolios within the council.
- 2** To work in collaboration with the Leadership Board and closely with the Director of Finance and Resources, Director of HR&OD, Director of Digital Services and Director of Policy and Communications to deliver a joined-up, corporate approach to change and delivering Council priorities.
- 3** To provide thought leadership on the transformation agenda for Coventry Council, with corporate oversight of all programmes and projects, including service led and change projects ensuring these are well managed and controlled in an effective manner in order to achieve their intended benefits and goals.
- 4** To lead and deliver high quality service design and insight and business intelligence services that will meet current needs and future needs of Coventry as the Council moves through a period of change.
- 5** To support the Chief Executive with programme governance and business analysis on the delivery of the MTFs, the savings and growth targets for the in-year budget and the capital programme.
- 6** To ensure a portfolio management structure is in place and manage it to deliver robust reporting and improved outcomes for residents monitoring to Leadership Board, the Transformation Programme Board, the Leader, Members, and relevant Council committees.
- 7** To co-ordinate, guide and cohere the differing corporate change programmes to ensure policy alignment is maintained across the whole council as the programmes are implemented.
- 8** To support the delivery of corporate priorities, seeking out natural synergies and economies of flow, scale and scope that can enhance the benefits of change working across the council and with external stakeholders and Coventry residents.
- 9** To actively seek out opportunities for change that may impact on one service area but also benefit the whole council and prevent silo approaches to change from developing.
- 10** To build support for the take-up of innovative, technology and data led approaches to service delivery transformation and user/ resident engagement.

- 11** Lead the development, iteration and agreement of the Council's strategy and approach to project and programme management, business and corporate performance management and business intelligence including the development of common approaches, standards, processes, and governance across the organisation.
- 12** Ensure that members, officers, partners, and stakeholders have access to high-quality intelligence and insight that can inform the development of:
 - a. Future council strategies.
 - b. Awareness and addressing of service performance and service quality issues.
 - c. Future transformation of the Council at a portfolio, programme, and project level.
- 13** Ensure that the Council's corporate performance framework is consistently and accurately applied across all services across the Council, and that the Chief Executive, Members and Leadership Board are appraised and advised on strategic, statutory, and service level performance issues.
- 14** Support the development of and embedding of outcomes focussed reporting within the context of the Coventry's Performance Framework in partnership with colleagues across the Council.
- 15** Participate and contribute to the development of innovative data and analytical capabilities in the organisation and within the service, including the use of predictive analytics, data visualisation, use of statistical analytical techniques and approaches, data integration and open data.
- 16** Ensure that our approach to performance management and intelligence enables the organisation and services to deliver their future transformation plans and ambitions in line with any expected and planned Medium Term Financial Strategy (MTFS) savings
- 17** Ensure that the service complies with all statutory and regulatory requirements, including data protection, data governance, open data and transparency, health and safety, equalities, legal, financial, audit and assurance and any other core statutory regulatory and legal requirements.

Key relationships

External:	Internal:
Community Groups, Business Partners, and Services Third Sector WMCA Local Authority Networks LGA Central Government	CEO Leader of the Council Leadership Board and other governance groups and boards Unions and Forum groups Members Managers and Colleagues

Standard information

- Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.
- Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke-Free

The City Council is Smoke-free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

I Responsible for:

Staff managed by postholder:

Five Heads of which are:

Head of Performance, Data and Continuous Improvement

Strategic Lead Transformation and Change

Strategic Lead EDI

Strategic Planning Manager

Head of Place Based Integration

I Person specification

Knowledge

- Knowledge of the political environment and relevant stakeholders/ partnerships and relationships required to support improvements.
- Strong awareness of the current issues facing local government and the wider public sector.
- Evidence of promoting diversity and creating equality in service delivery and employment.

Skills and abilities

- A collaborator who can develop productive relationships with a varied and broad range of stakeholders and communities to ensure the development, design and delivery of services that reflects their needs.
- Strong critical thinking and strategic problem solving; effective use of evidence/research, the ability to contribute to strategic objectives and undertake problem resolution and action.
- Sophisticated leadership and influencing skills; building compassionate cultures where individuals and teams thrive within the Council.

- A demonstrable record of establishing and maintaining a strong and effective performance culture, inspiring, motivating, and empowering people to meet corporate objectives and deliver services that are responsive, customer-focussed and achieve results.
- Authority and credibility to work effectively in a political environment and establish positive relationships with Members.
- Excellent interpersonal and communication and presentation skills, with proven ability to communicate effectively to a wide range of audiences both horizontally and vertically throughout the organisation.
- Proven success of managing complex transformation change programmes and tackling difficult issues head on.
- Evidence of success in building, enhancing, and maintaining the reputation of an organisation.
- Developing and ensuring effective service provision within a fast changing financial and political environment.

Experience

- Experience of delivering significant change, transformation and improvement portfolios and programmes within complex organisations.
- Significant effective partnership working at a senior level both internally and externally.
- Significant experience of leading and developing insight, performance, and business intelligence functions to develop strategies, Continuous improvement and drive forward organisations.
- Experience of creating and executing organisational wide transformation vision, strategies and performance frameworks focused on end-to-end redesign.
- Providing strategic leadership to a range of functions, maximising efficiency, building organisational capability, redesigning services, and leading change across large service areas.
- Significant effective partnership working at a senior level both internally and externally.
- Demonstrable experience of working in collaboration with peers at a senior level to deliver joined-up approaches to delivering organisational priorities.
- Significant experience of managing high value multimillion budgets, driving efficiency and value for money.

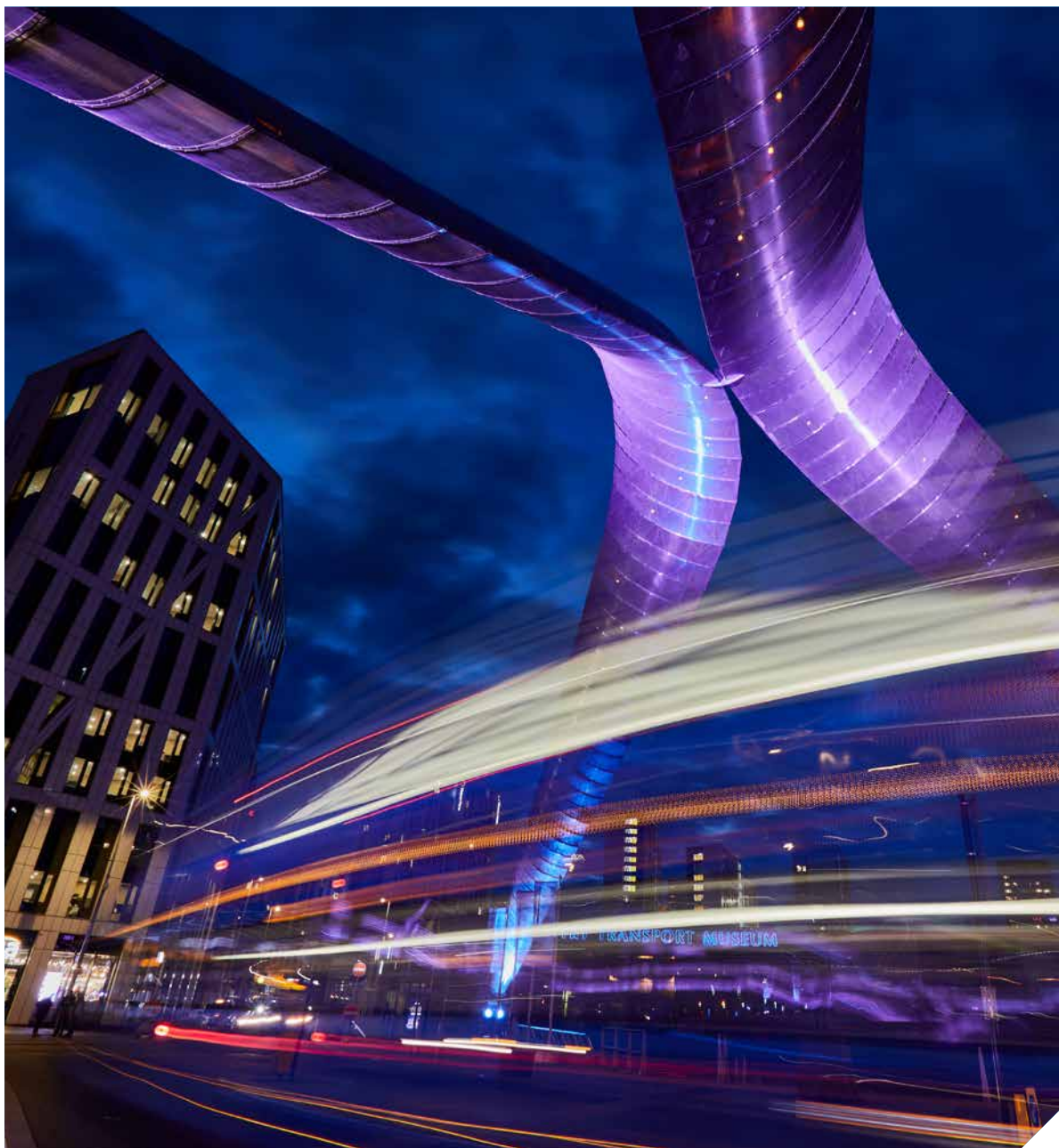
- Experience of managing a broad range of commissioned services, contractors, and third-party suppliers; and driving improvements to both in-house and commissioned services
- People management at an organisational level including motivation, performance, and capability.

Qualifications

- Educated to degree level.
- MBA qualification or similar broad and strategic experience that would be across and organisation in its impact and outcomes.
- Significant Change and Programme Management experience and know how relating to programme and change methodology.

Special Requirements

- Politically restricted post legislation will apply to this post.
- Flexible to work additional hours and weekends as needed.



Living in Coventry

Coventry is a lively, multicultural city, which embraces old and new.

Around the modern city centre there are traces of history everywhere – in the old city walls, the timber-framed buildings and the reconstructed medieval Spon Street. But Coventry has always had an eye on the future and is now firmly focused on regenerating and re-inventing itself to meet the challenges of the 21st Century. With major developments and new projects taking place right across the city, Coventry is the place to be!

A former UK City of Culture and a host city of the Commonwealth Games, Coventry is currently ranked third for liveability in England, with a score of 94 out of 100 (livingcost.org) and statistically is the safest city in the West Midlands. The city is ranked as the second best connected city in the UK regarding internet connectivity to properties.

All of this offers a unique, once-in-a-lifetime opportunity to those joining us to play their part in it.

- Coventry is one of the fastest growing cities in the country with a population of 345,300 according to the 2021 census.
- Its population has grown by 8.9% in the last 10 years, compared to 6.2% for the West Midlands and the national average of 6.6%.



- Coventry's increase is the 4th highest out of the 36 England metropolitan areas.
- It is the 9th largest metropolitan district in England, up from 11th in 2011.
- Coventry is a diverse and cohesive city with a median age of 35 years compared to the UK average of 40 years.
- In 2021, 26% of the city's population are children and young people aged under 20, 60% are aged 20-64, and the remaining 14% are aged 65 and over.
- The significant student population in Coventry has contributed to 9.15% of population being aged 20-24 – the 4th highest in England Metropolitan areas and higher than the national average of 6.04%.
- Over the past decade, the city has become increasingly ethnically diverse, with just under half of its school-aged population from an ethnic minority background.
- The percentage of Coventry neighbourhoods that are amongst the 10% most deprived in England reduced from 18.5% to 14.4% between 2015 and 2019.
- The latest available data suggests that 23% of Coventry children aged 0-15 live in relative low-income families compared to 19% nationally.

For more information, visit the **Facts about Coventry website**





Your reward package

No one knows what's right for you, better than you, and therefore we offer a number of benefits that you can opt into so that you can have benefits that are important to you.

We strongly believe in valuing and rewarding the hard work, commitment and brilliant job you do which goes beyond more than just the salary you receive for a job well done. Therefore, we are pleased to offer you a range of employee benefits from our health and wellbeing partner Vivup, which are designed to improve your physical, financial and mental health wellbeing.



MY CASH

- Competitive salary
- Pay progression through multiple increments
- Additional role related allowances
- Salary match opportunity
- Employee Welfare Support Loan

MY DISCOUNTS

- Local and partner discounts
- Lifestyle savings
- Company discounts

MY WAY

- Cycle to work
- Bike shop
- Car scheme
- Workplace parking scheme
- Business car park passes
- Travel cards
- Payroll giving scheme
- Home and electronics scheme



MY TIME

- Generous annual leave allowance (28 days+)
- Annual leave purchase scheme
- Flexible working
- Parental leave

MY VOICE

- Recognised Trade Unions and active membership
- Employee Networks – EMBRACE Network, PRIDE Network, Disabled Employee Network (DEN), Generation CCC and Women's Employee Network

MY HEALTH AND WELLBEING

- Award-winning occupational health team
- Counselling service
- Employee Assistance Programme
- Advantage Voluntary Health Plan



MY AWARDS

- Cheers for Peers
- Spire Awards: Above & Beyond; Best of the Best
- Long Service Award

MY OPPORTUNITIES

- Corporate Learning and Development offer
- Improve your Maths

MY SAVINGS

- Generous local government pension scheme
- Clockwise Credit Union

#myReWards



The selection process:

How to apply

All applications will be received via our Applicant Tracking System TribePad, when you click 'apply' you will be rerouted to the system whereby you will need to create a short profile to begin your application.

All applicants will be required to create a profile outlining their experience and a supporting statement outlining their suitability for the post based on the Person Specification.

All applications are reviewed on an anonymous basis and will be scored based on the suitability to the person specification using the same points scoring system. If you would like to learn more about this opportunity or confidentially discuss any aspect of the role, please feel free to contact:

Dawn Faulkner

E-mail: dfaulkner@faerfield.co.uk

Phone: 0121 312 3755

Closing date

The post will close at midnight on **Thursday 7 November 2024.**

No further applications will be accepted after this time.



Guaranteed Interview Scheme

Coventry City Council is committed to the employment and career development of disabled people and will guarantee to interview anyone with a disability, a veteran or 'care experienced' person whose application meets the minimum criteria for the post.

Selection process

If you are successfully shortlisted for this position, you will be invited to an interview process starting the week commencing 11 November with final interviews taking place on 19 December. Interviews are scheduled to be conducted face-to-face.

Diversity and inclusion

Coventry City Council is committed to a policy of inclusivity for all staff. We will not discriminate on grounds of gender, gender identity, race, disability, sexual orientation, religion or belief, age, those with caring responsibilities, part time workers or any other factor irrelevant to a person's work.

We encourage a diverse workforce and aim to provide a working environment where all staff at all levels are valued and respected, and where discrimination, bullying, promotion of negative stereotyping and harassment are not tolerated.

Assessment for recruitment, selection, appraisal, training and career progression purposes is based both on the individual's ability and suitability for the work. We are committed to providing all staff with opportunities to maximise their skills and achieve their potential, offering flexible working arrangements wherever possible.

As Local Authorities have statutory duties placed on them that require them to promote equality of opportunity and eliminate unlawful discrimination. We expect all staff to assist the department in meeting these obligations. All staff should have due regard for the need to promote good relations between individuals from different groups and work towards achieving equality of opportunity for all.