

**Assurance Director**

Role Type: Assurance

Role Level: 6

**To be the Council's statutory Monitoring Officer with responsibility for ensuring that the Council meets its legal and statutory obligations in relation to issuing appropriate guidance to member and officers in the undertaking of their roles.**

Function: Assurance

**Role Purpose**

**The Assurance Director acts as the custodian of all democratic processes for the Council. It leads the delivery of all assurance functions for the Council including the Corporate Anti-Fraud Team and Internal Audit. It is responsible for ensuring that the Council meets the highest standards of governance, risk management and probity and that sound governance principles are embedded across the organisation and its partners.**

The role will:

- Be the Monitoring Officer with a statutory reporting line to the Chief Executive.
- Provide guidance and challenge to senior stakeholders including senior officers and elected members.
- Provide assurance to senior stakeholders that decisions are being made in line with Council governance arrangements (including Constitution) and Council policy and procedures.
- Provide assurance to senior stakeholders that the Council's operation has adequate governance and is operating effectively.
- Have overall accountability for the legal shared service arrangement with Harrow (NB contract management of the service will take place in the Commissioning Group).
- Develop medium term business plans aligned to the corporate strategy.
- Act as the guardian of the democratic process for the Council.
- Be responsible for the operation of the Council's constitution.
- Be responsible for ensuring that services are operating in compliance with relevant legislation.
- Lead the relationship with the legal joint venture.
- Ensure that corporate anti-fraud and audit activity is undertaken effectively.
- Ensure that assurance/governance services meet the needs of citizens and offer value for money.

## Core Accountabilities

- **Think Customer:** To monitor that specific Council strategies and plans are focussed on the commissioning and delivery of services to achieve the best outcomes for the people of Barnet and the delivery of outstanding customer service across all services
- **Leadership and People Management:** To provide strong, visible leadership, motivating, managing and developing senior service staff to deliver a culture of high quality performance and continuous improvement
- **Democratic Spine:** To work collaboratively with the cabinet and members to develop and agree strategic priorities and approaches for specific service areas, deciding what the council will do and how they will do it and reporting to members on how the strategy is being implemented
- **Financial & Risk Management:** To support the overall Council's financial budget, through liaising with the COO, demonstrating value for money for all service areas and their delivery within agreed financial parameters. Ensure that service areas operate in compliance with relevant legislation, statutory duties and Council policies to manage risk appropriately.
- **Independent Assurance:** To provide independent assurance to senior stakeholders that decisions are being made in line with agreed Council governance arrangements, along with alerting the Strategic Commissioning Board and Members to risks of illegality or maladministration; and inappropriate conduct of councillors or officers.
- **Corporate Performance Management:** To monitor corporate performance and use customer and professional insight to foster development of service and business. Ensure the services provided by the Council are anticipating and meeting customer needs (internal and external).
- **Regulation and Standard Setting:** To provide corporate leadership to ensure that senior stakeholders are fully informed on risk in relation to non-compliance with relevant legislation, statutory duties and council policies implementing changes/improvements where needed, with responsibility for the operation of the council's constitution. Ensure that the Councils Risk Management Strategy is current and appropriate for the evolving needs of the Council and advise on the most cost effective way of managing those risks, to ensure cost control.

**Knowledge, Skills and Experience**

- Educated to degree standard or significant relevant experience and training.
- Extensive knowledge, experience and understanding of the major issues facing the audit service.
- Understanding of current risk management techniques.
- A thorough understanding of the legislation and statutory framework affecting service delivery.
- An understanding of local authorities and the context in which they operate.
- Strong people management skills.
- Strong communication skills, including the ability to coach and performance manage others.
- Highly developed problem solving and analytical skills.
- Able to make decisions at a strategic level.
- Experience of delivering cost savings.
- A confirmed track record of leading teams that have consistently achieved targets and performance standard.

## Behaviours

### Core Leadership Behaviours

#### **Confident and resilient** *Level D*

- Pro-actively takes on challenges
- Remains open, confident and willing to speak even in the face of unpopular or high risk situations
- Will reach out and explore uncharted or new territory even when this may be uncomfortable, unpopular or when others can't see the need to do this

#### **Influences** *Level D*

- Builds coalitions or relationships to gain support over the long term
- Builds behind the scene support
- Develops relationships when there is no particular need to do so for future influence
- Understands the formal and informal politics at the national level and the impact of this on the Barnet political context

#### **Drives innovation** *Level D*

- Establishes systems to ensure that future organisational development needs/ culture are assessed and met on an ongoing basis
- Acts as a role model e.g. when things go wrong they support the organisation to use it as an opportunity to learn rather than 'blame'
- Publicly invests time in learning and development activities

#### **Entrepreneurial** *Level D*




- Shapes the context over the long term to create opportunities
- Spots issues or opportunities that are not obvious to others with the long term picture in mind
- Acts as a role model to others in thinking and acting commercially to deliver greater benefit to the Council and customers

### Specific Behaviours against Core Accountabilities

Think Customer	Leadership and People Management	Democratic Spine	Financial and Risk Management
<b>Customer focused</b> <i>Level D</i> <ul style="list-style-type: none"> <li>– Systematically embeds a customer focused culture</li> <li>– Ensures that employees/delivery partners keep customers needs at the forefront of what they do e.g. through the use of performance management processes</li> <li>– Acts as a role model for engaging and empowering the customer/community</li> <li>– Works with partners to create joined up solutions in order to deliver seamless customer service.</li> </ul>	<b>Engages people</b> <i>Level D</i> <ul style="list-style-type: none"> <li>– Builds a compelling sense of purpose across the organization</li> <li>– Builds a shared and compelling sense of purpose across the organisation</li> <li>– Does so even when the context is unclear or ambiguous</li> </ul>	<b>Brings insight</b> <i>Level D</i> <ul style="list-style-type: none"> <li>– Creates new ways of working for the future</li> <li>– Draws new insights from complex, multi-faceted data to fundamentally re-define how things are done</li> <li>– Creates innovative new approaches that illustrate an understanding of the 'system wide picture', anticipate future issues and positively challenge current thinking</li> </ul>	<b>Drives continual improvement</b> <i>Level C</i> <ul style="list-style-type: none"> <li>– Maximises resources to deliver the best outcomes</li> <li>– Understands the key drivers of cost and value in their area</li> <li>– Makes best use of resources and improves results by analysing the outcomes and benefits against costs and risks when planning and making decisions</li> <li>– Manages, rather than avoids risks, and helps others do the same</li> <li>– Drives through with pace to deliver outcomes based on</li> </ul>

			cost-benefit analysis
--	--	--	-----------------------

## Values

<i>All managers should role model the values in everything they do, use the values to set clear expectations of others, recognise and reinforce positive behaviours, and address any behaviours which are undesirable.</i>			
<b>Be Human</b>  <i>People are important and deserve our best</i>	<b>Be Collaborative</b>  <i>By working together we can deliver better services and make the best use of public money</i>	<b>Value Diversity</b>  <i>Our diversity brings strength and adds value</i>	<b>Be Trustworthy</b>  <i>By communicating clearly and honestly about what we can or can't do we inspire trust</i>
<p>We are consistent and sincere in our approach</p> <p>We take ownership of issues</p> <p>We accept that in order to make customers lives easier, we may have to work in a different way</p> <p>We attract, develop and retain the best talent for our organisation</p> <p>We demonstrate a "can-do" attitude</p> <p>Colleagues and customers trust us to give our best</p> <p>We behave in a highly professional manner</p> <p>We approach sensitive situations with a "human touch"</p>	<p>We take time to share knowledge and to support our colleagues</p> <p>We listen and take appropriate action</p> <p>We are forward thinking and deliver services differently where we can to meet customer needs</p> <p>We recognise that the customer is more important than the organisation</p> <p>We work in partnership with others to deliver the most effective solutions</p> <p>We make sure every penny makes a difference</p> <p>We embrace the need for continuous improvement and positive change</p> <p>We are proud of the organisation and our role in achieving the best outcomes for Barnet residents</p>	<p>We value diversity and the unique contributions of others</p> <p>Our approach is inclusive and accessible</p> <p>We believe in equality of opportunity and our behaviours demonstrate this</p> <p>We acknowledge our differences and treat individuals with respect</p> <p>We foster a collaborative and mutually supportive environment</p> <p>We treat others with respect and as we would expect to be treated</p> <p>We value everyone's work and the contribution they make</p> <p>The principles of equality and diversity are embedded into everything we do</p>	<p>Our approach is always customer centred</p> <p>Everything we do we do with integrity</p> <p>We build effective relationships with customers and colleagues</p> <p>We use appropriate ways to communicate with each other and our customers</p> <p>We learn from our mistakes and put things right if they go wrong</p> <p>We relish open and transparent communications with customers and with each other</p> <p>We are creating a trusting, open and inclusive working environment</p> <p>We are honest and inspire trust by saying what we mean, matching our behaviours to our</p>

			words and taking responsibility for our actions.
--	--	--	--