



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Organisation Resilience Transformation Lead	Role Profile Number:
Grade: U Salary: Up to £72k (FTC to November 2022)	Date: September 2021
Directorate/Group: Resources	Reporting to: Director of People & Culture

Role Context

The Council has significant challenges ahead, including delivering service improvement in an environment where the demand for public services is increasing, against a backdrop of reduced resources. The way in which public services are delivered will continue to evolve and change, and the Council wants to be at the forefront of enabling safe, strong and prosperous communities.

It is therefore critical that the Council has the culture, processes and systems within which we can facilitate the right outcomes for end users. The aim is to proactively respond to an ever changing landscape by implementing strategies, systems & processes that transforms our organisational resilience capability & ensures regulatory compliance.

Reporting to the Director of People, Culture and Organisational Resilience, this role will lead a portfolio comprising of Business Continuity, Health & Safety & Operational Security, Incident response & Facilities. You will utilise resources to strategically lead & transform the Councils' response to resilience by defining, developing & executing Operational Resilience programmes.

Job Purpose

You will drive and take ownership of our organisational resilience strategy, spanning across your portfolio, providing leadership and recognised best practice industry knowledge & insights to transform our organisational resilience capability, including our response to critical incidents.

Championing a high engagement culture alongside the wider People & Culture team, whereby our employees anticipate, adapt, protect & plan for organisational continuity and resilience, whilst maintaining operations, upholding compliance and minimising risk, and safeguarding our people, assets and customers.

Key Accountabilities

Working with a wide range of demanding and challenging stakeholders, both internally and externally, key

deliverables will include:

- To be the professional Organisational Resilience lead- driving and taking ownership of the Council's organisational resilience strategy, including roadmaps and plans spanning crisis management, business continuity, support & facilities management, health & safety and disaster recovery in accordance with regulatory requirements and compliance
- Shape, deliver and measure all organisational resilience related projects working collaboratively with key stakeholders to ensure a cohesive approach
- Proactively promote a culture of resilience to embed in our operating model
- Lead and embed change initiatives
- Transformational change and change management
- Horizon scan and link with partners, national and regional networks, and others to identify and apply emerging new and evidenced research good practice in organisational resilience and continuity and wider People & Culture strategies
- Leadership and management of teams within your portfolio
- Drive efficiencies and continuous improvement in our approach towards organisational resilience

Person Requirements

- Extensive experience of leading and providing strategic professional input to major organisational resilience and business continuity transformational change programmes in a large and complex organisation operating in a fast changing and ambiguous business context
- Ability to work with, be credible to and challenge (with alternative solutions) for the Corporate Management Team, Elected Members, partners and management
- Ability to plan implement & monitor work programmes / projects / business plans in accordance with service/team priorities
- Making proactive changes to work practices for continuous improvement
- An ability to see beyond current issues and requirements and identify the needs of the future, in an ever changing landscape
- Experience of coaching and using coaching to develop and engage individuals

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Proven significant experience of leading organisational resilience and continuity programmes across a wide portfolio
- Extensive knowledge of operational resilience and the latest regulatory requirements
- Evidence of collaboration across a complex organisation
- Proven experience of successful partnership working
- Strong project management skills and experience
- Strong diagnostic skills leading to sound judgement and decision making
- Experience of leading and influencing others at all levels
- Strong influencing skills across a range of stakeholders

- Budget Management
- Experience of delivering in an often ambiguous environment to develop solutions to complex issues
- Experience of bringing in modern working practices & best practice insights to a sometimes traditional and resistant organisation

Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Working closely together, improving communication and connectivity in order to make better use of the resources, facilities, relationships and partnerships. Working in a collaborative manner with external and internal customers, community members and other bodies that interact with this role.

Swindon Borough Council Our Manager Competencies

- Managing Self – Managing your time, priorities and resources to achieve goals and meet personal learning and development needs
- Managing People – Learning, engaging, developing and motivating employees to perform their best
- Managing Change – Helping others to approach changes at work in a way that seeks to ensure their commitment and enthusiasm for achieving council objectives
- Managing information – Working in a informed way, making good decisions based on relevant information and data
- Managing Partnerships and Relationships – Building effective working relationships and ensuring partnerships are effective and focused on outcomes
- Managing Resources – Achieving objectives through effective planning and allocation of resources
- Managing Activities – Managing the activities of teams to achieve business priorities within agreed time scales and budgets
- Managing Risk – Actively seeking to identify, evaluate and mitigate risks and threats to business continuity and the achievement of council objectives

Contacts and Relationships

- People & Culture team members
- Leadership teams within the business
- Elected members
- External partners