

## Job Description

<b>Job Title</b>	Head of Service - Corporate Equality and Improvement
<b>Directorate</b>	Strategy and Change
<b>Service Area</b>	Strategy, Performance and Partnerships
<b>Grade</b>	12
<b>Competency Level</b>	3
<b>Salary</b>	£68,419 - £75,869
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not required
<b>Job Evaluation Ref No</b>	

## Job Purpose

Liverpool City Council is committed to promoting equality of opportunity, celebrating and valuing diversity, eliminating unlawful discrimination, harassment and victimisation, and to promoting good relations through its service provision, as an employer, a commissioner and when working in partnership. In our Council Plan, approved by Full Council in September 2023, we commit to Liverpool being a fairer, more inclusive and equal city and are designing these principles into everything we do.

This new role will be directly responsible for driving organisational improvements and leading the corporate equality, diversity and inclusion agenda at Liverpool City Council. The role has a corporate focus, with direct responsibility for the council's equality policy and objectives, annual performance report, equality impact processes while also working collaboratively with other parts of the organisation who lead on different aspects of delivering against our EDI objectives such as workforce diversity, communications, governance, community engagement.

### **Directly Responsible For:**

The post holder will have direct line management responsibility for two Equality, Diversity and Inclusion Programme Officers, and other officers as required.

The post holder will also work collaboratively to influence and plan EDI activity across the whole council. This will involve matrix managing virtual teams of officers, at leadership and operational level, working across the Council and with partners that will focus on delivering improved equality outcomes and/or other improvement activity.

### **Directly Responsible To:**

Director Strategy, Performance and Partnerships

### **Main Areas of Responsibility:**

- Provide strategic leadership and operational management of the Council's corporate approach to equality, diversity and inclusion, driving forward the Council's commitment to promote equality of opportunity, celebrate and value diversity, eliminate unlawful discrimination, harassment and victimisation, and promote good relations

- Maintain an expert level of knowledge of current and emerging equality, diversity and inclusion legislation, issues and best practice and brief and support senior leaders, including the Leader, Deputy Leader, Cabinet Members, Chief Executive, Corporate Management Team and all elected members, to enable them to set the strategic direction for equalities at the Council
- Deliver high level advice and guidance to the Council on its legal obligations under the Equality Act 2010, Public Sector Equality Duty 2011 and other relevant legislation, both as a service provider, a commissioner of services and as an employer, and make recommendations to ensure compliance, escalating risks and issues to the Council's senior leadership as required
- Lead the improvement and implementation of the Council's equality policies, strategies and processes, including the Council's equality objectives, equality policy and equality impact assessment framework, ensuring that the Council is legally compliant, there is alignment with the City Plan, Council Plan, Our People Plan and other corporate initiatives, and the organisation is supported to move to a more transformative approach that supports good decision-making and drives culture change
- Lead on the development of actions and or action plans to promote the interests of those with protected characteristics
- Use high levels of initiative in interpreting council and government policies and strategies to find and develop solutions with minimum senior management intervention
- Provide strategic advice and practical support to the Council's budget setting process including oversight of the Equality Impact Assessment process to ensure that the Council considers the impacts of its budget decisions on equality outcomes and those for protected characteristics, takes mitigating action where possible and is legally compliant in its decision making

- Work across the Council to support directorates in the development and delivery equality standards and objectives, linking to the Council's business planning process and ensuring regular assessment and reporting to Corporate Management Team
  - Champion equality, diversity and inclusion internally and externally, leading regular engagement with stakeholders and participating in local, regional and national equality networks to build mutually productive relationships that share best practice and learning to improve equality outcomes
  - Be directly responsible for the matrix management of virtual teams, at a leadership and operational level, working across the organisation and with partners and the development and implementation of governance processes in support of the Council's equality agenda
  - Provide strategic advice and advance equality, diversity and inclusion training and development opportunities for the wider senior leadership team, elected members and chairs of Scrutiny Committees and, in conjunction with the Learning and Development Team, contribute to the development of equality, diversity and inclusion training for all staff
  - Provide strategic advice to directorates and key corporate services to ensure that the Council promotes equality, diversity and inclusion in its delivery and commissioning of services and that it has effective and inclusive relationships with Liverpool's diverse communities and representative groups which foster a strong culture of involvement, engagement, participation, listening and learning
- Provide governance, oversight and proactive and effective programme management of the organisational improvement and corporate equality function and provide the strategic basis for these programmes of work
- Responsible for the provision of accurate and up to date information to fulfil management reporting requirements and present information to relevant meetings, either in written form or verbally

- Responsible for the team, defining team members roles and responsibilities, ongoing development and management of team performance
- Manage any additional project teams or work streams in relation to the Council's equality or improvement activities

## Supervision and Management Responsibility:

- Provide equality leadership and oversight to individual directorates and the Council corporately, ensuring the Council meets its legal obligations and delivers its Council Plan ambitions
- Operational management of supervision and support for all direct reports
- Develop and maintain a staffing structure with appropriate levels of staff and skills mix required to meet the requirements of the government intervention and the Council's equality commitments, in line with the People Plan and the directorate business plan
- Ensure activities are planned with line managed staff to include meaningful one-to-ones, supervision, quality annual appraisals and regular workforce planning and development
- Develop and maintain an open, inclusive and learning culture within the team and provide authentic, honest and respectful leadership to inspire individuals and teams
- Maintain a positive commitment to continuous professional development and ensure that staff have access to appropriate training and support to maintain and enhance their skills and knowledge base
- Ensure that the Council's HR policy and procedures are applied consistently, including in recruitment and absence management
- Use empathy, mentoring and coaching to motivate and engage, developing talent and making people feel respected, bringing out the best in them
- Use emotional intelligence to consider the impact of own actions

- Challenge poor performance constructively and hold difficult conversations to bring about change in behaviour
- Communicate with credibility and conviction to convey key messages and influence people

## **Budget and Financial Responsibility:**

- Oversight and assurance of the Council's budget setting process, ensuring adherence to equality legislation and best practice including responsibility for a robust equality impact assessment
- Manage the budget for staffing, the delivery of the Council's corporate commitments to equality and any additional budgets under the Council's delegated authority scheme
- Lead on the commissioning of services if appropriate to ensure the efficient delivery of the Council's equality commitments and improvement programme
- Be fully accountable for managing the Council's resources well and complying with statutory requirements. This includes managing your own functional cost centre budget, time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance and deliver within budget
- Identify different options for funding and income generation

## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities  
Provide strategic advice on equality of access to Council services including direct delivery and services that are commissioned
- Maintain positive public relationships across the city to develop trust in the Council and improve its reputation

## Physical Demands of the Job:

- This role will require using a computer and sitting at a desk for prolonged periods of time

## Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Deliver and promote excellent customer service, externally and internally
- Demonstrate strong commitment to customer service and excellence by embracing customer feedback, dealing with complaints in a timely manner, and ensure teams and staff learn from feedback in the drive for continuous improvement
- Make the Council a great place to work, leading by example and living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Business continuity, emergency planning and risk management
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan
- Maintain effective governance and accountability processes across all functions
- Commitment to managing people well and in line with the Council's People Plan
- Participation in the tactical/out of hours rota

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **3**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.



# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Educated to degree level or equivalent (A)
- Professional programme management qualification or equivalent (A)
- Evidence of continuous professional / managerial development (A)

### Desirable

- Educated to Masters level or equivalent

## Experience

### Essential

- Significant experience of working at a senior level within complex policy or corporate governance settings focused on improvement programmes and equality, diversity and inclusion (I,A)
- Track record of delivering complex, high risk and high value programmes (I,A)
- Experience of briefing and supporting senior officers and leaders to enable them to set the strategic direction for the organisation to deliver practical EDI improvements (I,A)
- Proven experience of developing and implementing high level equality policies, strategies and processes in a complex organisation (I,A)

- Experience of developing leadership programmes which lead to positive equality outcomes amongst senior leaders (I,A)
- An excellent understanding of the legal framework for equality and its application to local authorities (I,A)
- Extensive experience of stakeholder engagement and management and an ability to work effectively across different disciplines in order to facilitate successful programme delivery and drive positive outcomes (I,A)
- Experience of setting objectives, planning and managing the use of time and resources and deliver complex projects within tight deadlines and budgets (I,A)
- Understanding and experience of using EDI quantitative and qualitative data and intelligence to inform policy development (I,A)
- Experience of using management information for both performance management and reporting to improve performance (I,A)
- Experience of using financial information, managing budgets effectively and ensuring financial propriety (I,A)

## Desirable

- Experience of managing relationships in a political environment
- Knowledge of the current operational landscape and its potential impact on the successful delivery of equality outcomes

## Skills/Abilities

### Essential

Excellent communication skills demonstrated in a complex political environment, including the ability to clearly summarise or synthesise complex or lengthy documentation and work closely with senior managers to prepare

reports and briefings for committees, boards and other key strategic groups (I,A)

- Strong interpersonal skills and the ability to establish and maintain partnership working and professional relationships with senior leaders, colleagues at all levels, partners, voluntary organisations, businesses, Elected Members and the community (I,A)
- Strategic project management, planning and analytical skills, including the use of data and information intelligently (I,A)
- Excellent negotiation, influencing and conflict resolution skills demonstrated in a demanding environment (I,A)
- Ability to prioritise workloads to meet deadlines including the ability to react quickly and decisively to changing work priorities or deadlines (I,A)
- Good IT literacy and skills covering all standard desktop products (email, word processing, spread sheets, databases, virtual meetings/file management and presentational software) (I,A)

## Desirable

- Sound judgement, the ability to plan and to advise, challenge and problem solve
- Approachable, resilient and politically aware

## Commitment

### Essential

- Strong commitment to equality and diversity, staff development and continuous improvement (I,A)

- Highest personal integrity and loyalty with a drive to deliver corporately the Council's vision and values (I,A)

## **Desirable**

- An excellent understanding of and a personal commitment to the Vision and Values of Liverpool City Council