



LONDON BOROUGH OF MERTON

EXECUTIVE DIRECTOR OF INNOVATION AND CHANGE

JOB DESCRIPTION

POST TITLE: EXECUTIVE DIRECTOR OF INNOVATION AND CHANGE

Grade: Executive Director

Department: Innovation and Change

Location: Merton Civic Centre, Morden

Responsible to: Chief Executive

Responsible for: high quality and modern services that enable the Council to delivery outstanding services to residents including, but not limited to policy, strategy, communications, public affairs, Human Resources, OD, Customer Service, Legal and Governance including Democratic and Electoral Services. To hold statutory responsibility as the Council's Monitoring Officer.

Date: 21 August 2022

MAIN PURPOSE

1. To be professionally responsible and accountable for the strategic, direction and effective delivery of the Council services and functions listed above.
2. To ensure these services are high quality and responsive to organisational, political and residents' needs and reflect corporate priorities, government direction and legislative change.
3. To jointly lead in the corporate management of the Authority as a member of the corporate leadership team.
4. To provide outstanding leadership to the workforce of the innovation and change department.
5. Ensure strong financial management of the departmental budget.
6. When required, to act as 'Gold' in order to lead and support the Council's response to maintain critical services.



7. To carry out such other duties and responsibilities as required by the Chief Executive.

MAIN DUTIES AND RESPONSIBILITIES

Generic

1. To jointly lead in the corporate management of the Authority and to contribute to the preparation of both short, medium and long-term plans for the Authority.
2. To evaluate the performance of the Department against stated objectives, developing performance measures and ensuring feedback to staff on the department's performance in meeting targets and objectives.
3. Ensure the organisational structure of the directorate meets changing service needs. To promote sound departmental management practices and to be responsible for the effective recruitment and retention, motivation and development of staff within an effective industrial relations climate.
4. To promote and ensure collaborative working relationships between the department and others across the Council.

Specific

5. To drive the council's cultural change programme to achieve social and economic improvements, address inequalities and achieve positive outcomes for the community
6. To bring the council's full range of enabling and support services together to create a resilient, enabling environment which supports front line operational services to deliver excellent services for Merton residents.
7. To be accountable for the Council's Corporate and Business, ensuring high quality performance across the Council and challenging traditional and long-established working methods and systems.
8. To develop a high-quality customer and engagement strategy and ensure that all council staff are committed to delivering an outstanding, inclusive customer experience to all residents.
9. To be responsible for leading corporate partnerships and community relations and delivering strong and positive collaborative partnerships with Merton's public services.
10. Professional oversight of the Council's Human Resources and OD function.



11. Lead the Council's communications, public affairs and policy teams.
12. Provide leadership to the legal and governance functions including elections, committee services and act as the Council's Monitoring Officer.
13. To ensure that services are developed in close consultation with communities, consultative groups, local action groups and external agencies.
14. To support the Chief Executive and Members in their leadership and community roles.
15. As an inclusive leader, demonstrate a relentless focus on equality and diversity, both in terms of achieving outstanding outcomes for Merton's communities, and in the context of your role as an executive director of a major employer.