

**EMPLOYMENT COMMITTEE  
18 JUNE 2020**

**\*PART 1 – PUBLIC DOCUMENT**

**TITLE OF REPORT: SERVICE DIRECTOR CUSTOMERS RECRUITMENT**

REPORT OF THE CHIEF EXECUTIVE AND DEPUTY CHIEF EXECUTIVE

EXECUTIVE MEMBER: LEADER OF THE COUNCIL

COUNCIL PRIORITY: BE A MORE WELCOMING AND INCLUSIVE COUNCIL

**1. EXECUTIVE SUMMARY**

- 1.1 This report sets out the background to the recruitment process for a new Service Director Customers.

**2. RECOMMENDATIONS**

- 2.1. That the person named in the Part 2 report be appointed as Service Director Customers with effect from 1 October 2020.

**3. REASONS FOR RECOMMENDATIONS**

- 3.1. The details of the proposed appointment are contained in the part 2 report, this report sets out the background.

**4. ALTERNATIVE OPTIONS CONSIDERED**

- 4.1. Prior to commencing the recruitment exercise to identify a new Service Director Customers different options were considered by the Chief Executive and Deputy Chief Executive as to whether services could be realigned under different Service Directors and a saving taken. However taking into account the frontline services within the directorate, the changes already being made to the Chief Executive and Deputy Chief Executive roles and the capacity of the Leadership Team, it was concluded that the most appropriate approach was to recruit to the existing role.

**5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS**

- 5.1. The Leader and Deputy Leader of the Council and Leadership Team were consulted as part of the considerations in paragraph 4.1 above and the approach taken was supported.
- 5.2. In order to comply with legal and constitutional requirements, Executive Members were notified of the proposed appointment by email on 8 June 2020. A verbal update will be provided to the Committee.

## 6. FORWARD PLAN

- 6.1 This report does not contain a recommendation on a key Executive decision and has therefore not been referred to in the Forward Plan.

## 7. BACKGROUND

- 7.1. The current Service Director Customers has announced he is to retire, effective 30 September 2020. It was decided to conduct a recruitment exercise to identify a new Service Director in advance of this date, in order to ensure a good handover period and a smooth transition. As the role was advertised internally, this also allows time for the new Service Director (and Leadership Team as appropriate) to consider any other changes or recruitment that need to follow as a result of this appointment.

## 8. RELEVANT CONSIDERATIONS

- 8.1. Prior to advertising the role the job description and person specification were reviewed and minor amendments made (for example removing a particular professional qualification) to ensure that the criteria were robust and appropriate but did not unduly disqualify any potential candidate from applying.

- 8.2. The role was advertised internally only, on the basis that there were known to be a good pool of potential candidates who the Council has invested in as part of its succession planning. Early recruitment also meant that if no suitable candidate was identified internally then the exercise could be re-run for external candidates.

- 8.3. The advert was posted on 27 April 2020, with a deadline of 15 May 2020. At the initial stage candidates had to complete an application form, a literacy test, a numeracy test and a personality profile. Shortlisting of applicants was carried out based on the application form and two tests. The personality profile was not scored, but was used as part of the interview and to understand potential development needs.

- 8.4. The next stage was a written test which candidates were given one hour to complete:

*As the new Service Director – Customers, write a briefing note for the Chief Executive/Managing Director outlining what your priorities will be during your first three months in the post. Within the briefing note, consider any strengths, weaknesses, opportunities or threats that may present themselves, both in terms of the service generally and the change of Service Director.*

- 8.5 Finally the candidates attended an interview with a panel of three, during which they had to provide a presentation and answer competency based questions from the panel. The presentation question was:

*The COVID-19 coronavirus pandemic has had a significant impact on the country. Please explain what you think are the key steps the Council will need to consider as part of its recovery plan to return to business as usual for the department, the Council and our communities.*

- 8.6 Due to the pandemic all stages of the recruitment process were conducted online, with the panel interviews conducted via video conferencing. This worked well and could be adopted for other recruitment exercises going forward.

## **9. LEGAL IMPLICATIONS**

- 9.1. The Council's Constitution sets out at paragraph 14.6.5 the delegation of authority to the Chief Executive which includes at section 14.6.5(a)(i) To carry out the duties of Head of Paid Service (section 4 of the Local Government and Housing Act 1989) which includes all necessary powers for (a) co-ordinating the discharge of all functions; (b) exercising all overall management responsibility for staff. This report is presented to the Employment Committee in accordance with paragraph 10.3.4(c) To appoint candidates for the posts of Service Directors.

## **10. FINANCIAL IMPLICATIONS**

- 10.1. Full Council has previously approved the budget which includes the staffing budget. Prior to the creation of the Service Director roles in 2018 the posts were subject to an external job evaluation exercise by Hay to determine the salary level for each post

## **11. RISK IMPLICATIONS**

- 11.1. The proposals contained within this report for future senior management arrangements of the Authority have regard to the adopted risk and opportunities framework in seeking to ensure that the Council manages its risks in an efficient and effective manner.

## **12. EQUALITIES IMPLICATIONS**

- 12.1. In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.
- 12.2. The Council's Recruitment Policies are developed and consulted upon in a way which complies with the Equalities Act 2010.

## **13. SOCIAL VALUE IMPLICATIONS**

- 13.1. The Social Value Act and "go local" requirements do not apply to this report.

## **14. ENVIRONMENTAL IMPLICATIONS**

- 14.1. There are no known Environmental impacts or requirements that apply to this report.

## **15. HUMAN RESOURCE IMPLICATIONS**

- 15.1 The Human Resources Implications are contained within the body of the report. The Human Resources Services Manager played a full role in the recruitment as part of the recruiting panel.

## **16. APPENDICES**

- 16.1 None.

**17. CONTACT OFFICERS**

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**18. BACKGROUND PAPERS**

- 18.1 None.