

North of Tyne Combined Authority Job Description



Post Title: Head of Communications, Engagement & OD

Grade: Head of Service

Responsible to: Director of Policy & Performance

Responsible for: Staff of the service

Job Dimension

To have strategic and leadership responsibility for a significant service area with a large scale budget accountability in order to achieve key outcomes for the Combined Authority and its residents.

Job Purpose:

- To support the Director in providing leadership, vision and direction to those engaged in the provision of the service in line with the Elected Mayor & Cabinet's political vision and priorities and to ensure these are translated into delivery and its values are embedded at all levels of the organisation.
- To be accountable for the service performance and operational standards through establishment of clear business goals, ensuring it is delivering value for money services in response to the Combined Authority's priorities and desired outcomes.
- To lead, develop, coordinate and provide expert advice on all communication & engagement activity across the Combined Authority and on behalf of the Combined Authority to ensure that all communication & engagement needs are met in line with the Combined Authority's vision and core values.

Principal Accountabilities

1. To define and implement corporate communication, organisational development and learning and development strategies, plans and policies which are aligned with and facilitate the delivery of the ambitions of the NTCA. To develop a range of communication channels, the operational culture and engagement methods we need to achieve them.
2. To contribute to meeting political and financial objectives by leading and encouraging the innovation of service delivery methods and improvements through active engagement with Elected Mayor, Cabinet, staff, trade unions, service users, communities, partners, providers and businesses to improve outcomes.

3. To promote the Combined Authority brand, initiatives and activities to a wide range of stakeholders, residents and staff, in particular, to lead on and provide communication support to the Elected Mayor, Cabinet, Senior Officers, partners and stakeholders across the full range of communication activity to help them achieve their strategic and operational activities.
4. To lead on the production of communication & engagement materials and platforms for a variety of target audiences.
5. To lead, develop and empower staff to support their personal achievement and contribution to the delivery of the Combined Authority's and service objectives.
6. To be responsible for developing managers and staff and clearly demonstrating that cooperative values, innovation, evidence based practice and learning from others is how the service does business.
7. To design and facilitate the implementation of an information, consultation, engagement, co-design and coproduction approach to support cultural & organisational alignment with our three local authorities.
8. To contribute to the development of effective partnerships locally, regionally, nationally and internationally to ensure the delivery of Combined Authority priorities. Enable effective crisis response and risk management.
9. To be the lead officer in the service area appointed to as well as the nominated technical specialist and/or statutory officer.
10. To build and maintain strong relationships with the NoT Mayor and his Cabinet, ensuring an excellent communication 'offer' that supports the Mayors manifesto, the Deal from government and local and sub-regional priorities.
11. To represent the Combined Authority as may be required both regionally and nationally.
12. To facilitate the delivery of coaching or mentoring across the organisation.
13. To carry out specific corporate roles and assignments and such other duties as appropriate.
14. To promote and implement the Combined Authority's Equality Policy in all aspects of employment and service delivery.