

create a better place



Director of Operations, Midlands

Candidate Information Pack

Please consider the environment and only print this document if you really need to.

<http://www.gov.uk/environment-agency>



Job title: Director of Operations

Job location: Various – but in or close to the geographic areas of responsibility

Date: January 2023

Reference:

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Welcome

Dear Candidate,



John Curtin
Executive Director
Local Operations

The Environment Agency exists to create a better place for people and wildlife. The Local Operations Directorate is at the heart of this work with the task of delivering reductions in the risk of flooding, regulating industry, advising on sustainable development and farming, improving water quality and managing water resources. This role will be key leadership role in the directorate by leading all our delivery in Midlands plus providing national oversight of an integrated delivery portfolio to champion our innovation and efficiency in that activity.

To be the best organisation we can be we need to truly reflect the communities and places that we serve – and that means being a diverse and inclusive place to work. We are a place-based organisation, and it is important that our senior management bring a national presence and local understanding.

This role has responsibility for leading the delivery of key organisational services across the Environment Agency. This includes:

- Influencing our strategic direction to ensure achievement of our corporate strategy and environmental outcomes
- Maintaining and developing key relationships with government and partners at a senior level
- Providing active and visible direction on health, safety and wellbeing
- Building a vibrant culture in which all the Environment Agency's staff feel valued and focused to achieve great things
- Taking a shared lead in managing national incidents and emergencies.

With this in mind, we are looking for someone with exceptional drive, a strong customer focus who can work across a broad and varied portfolio and acute political awareness. You will be an experienced senior leader who can work at pace, encourage innovation and who has a passion to do great things for people and the environment.

Thank you for your interest in joining the Environment Agency. It's a great team, with a great purpose, and I look forward to hearing from you if you'd like to be part of it.

John Curtin
Executive Director of Local Operations



[@johncurtinEA](https://twitter.com/johncurtinEA)



[John Curtin](https://www.linkedin.com/in/johncurtin)



1. Our organisation

We are the Environment Agency. We create better places for people, wildlife and the environment. We put the climate emergency at the heart of everything we do and help society adapt to environmental challenges such as flooding, drought, sea level rise and coastal change.

We improve and protect the quality of our air, land and water by tackling pollution. We work with businesses to help them comply with environmental regulations and believe a healthy and diverse environment enhances people's lives and contributes to sustainable and resilient economic growth.

We know we cannot do this alone. We work together with local, national and global partners. This includes Defra group (the Department for Environment, Food & Rural Affairs), wider government, businesses, local councils, charities, civil society groups, local communities and international bodies. We strive to make the right decisions today, for the people, wildlife and environment of tomorrow.

We are following a Five-Year Plan, EA2025, which translates our vision for the future into action. We will protect and enhance the environment as a whole and contribute to sustainable development. Through this we will contribute to the United Nations Sustainable Development Goals and help protect the nation's security in the face of emergencies.

The plan sets out 3 long term goals:

- A nation resilient to climate change
- Healthy air, land and water
- Green growth and a sustainable future

These goals will drive everything we do today, tomorrow and to 2025. They champion sustainable development, support our work to create better places and challenge us to tackle the climate emergency and deliver a green economic recovery for everyone.

Our culture is our strongest asset. It defines how we behave personally and collectively when at work.

We believe none of us is as good as all of us: "embrace difference, include everyone" is part of our DNA.

www.environment-agency.gov.uk/aboutus

[Website](#) | [Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Instagram](#) | [Flickr](#) | [YouTube](#)

<http://www.gov.uk/environment-agency>



2. Salary and benefits

Join us in this role and you will enjoy the following benefits:

Grade Rate:	£95,000 pa (pro-rata if part-time)
Location:	Various – but in or close to the geographic areas of responsibility
Hours of work:	37 hours, permanent, flexible working patterns will be considered
Leave entitlement:	Your leave allowance in this role will be 27 days or equivalent, depending on working pattern, plus bank holidays. Your allowance will be pro-rata if you work part time or you are on an assignment to a role at a higher grade that attracts an increased entitlement. Your entitlement depends on your grade, your contracted hours, and your length of continuous service.

We offer up to two days paid environmental outcome days each year. These give you the opportunity to take part in community activities with a clear environmental outcome for people and wildlife.

Pension:	We will enrol you into the Environment Agency Pension Fund (EAPF) on commencing employment, if your employment contract is for 3 months or more. The EAPF is part of the Local Government Pension Scheme (LGPS). It is a career average scheme, which means you will build up benefits based on your pay each scheme year rather than your final salary.
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We will base your pension contributions on your actual pay and you will receive tax and national insurance relief on your contributions. The pension contribution rates currently range between 5.5% to 12.5%. Whilst you are in the scheme we will also pay an employer contribution into your pension pot. We currently pay 19%, so this is a very generous scheme.

**Work/life balance:**

We support flexible working hours and practices including job share to help you strike a good balance between your work life and your personal life. We will also encourage you to keep developing your skills and professional knowledge throughout your career.

Defra group is exploring future ways of working with flexibility in mind. This means, that subject to business need, successful candidates will be offered the option to combine working at home with working at their contractual Defra group workplace, with occasional travel to other work locations. Further information relevant to this post will be available for candidates invited to interview.

Diversity:

We are committed to diversity and inclusion. We aspire to be the best employer in the country for equality, diversity and inclusion (EDI) and want all our staff to feel valued and respected and to see this as a great place to work. From our EDI executive champions to our EDI employee networks, everyone has a part to play to embed equality, diversity and inclusion in our organisation. Diversity: it's in our nature.

Tenancy deposit loan:

Our Tenancy Deposit Loan scheme assists employees directly employed by the Environment Agency in meeting the costs of a deposit for a privately rented home, which can sometimes act as a barrier to moving.

The scheme gives access to an interest free loan to pay for some or all of a deposit on a privately rented home. The loan can be paid back over a period of up to 12 months, directly from the monthly salary.



3. The role

This is an exciting opportunity to apply for a senior leadership position within the Environment Agency, the largest executive non-departmental public body sponsored by the Department for Environment and Rural Affairs (Defra). Covering a wide remit, including a diverse set of regulatory powers means this is a great place to work if you want to make a real difference to the climate crisis and build a more sustainable future.

The Local Operations Directorate is at the heart of our organisation. The committed, passionate and technically skilled people in our teams are responsible for national and local operational services and activities, including asset management, regulation, incident management, evidence & monitoring and environment, place and infrastructure.

You will see our people working in the heart of communities every day. Whether that is advising on flood risk or effective waste management, responding to emergencies or pollution incidents or working in effective partnerships to protect and enhance the environment.



Through the last few years, including during the coronavirus pandemic we have seen the value that people place on access to green space increase. We have also seen a world tackling the climate change emergency, attempting to reverse the nature crisis and respond to drought and water shortages. It's against this backdrop that our work at the Environment Agency has never been so important and the need for visible leadership, effective management and productive relationships is critical.

Our Local Operations Leadership team covers three geographical areas: Lincolnshire and Northamptonshire, East Midlands and West Midlands and responsibility for approx. 1500 people

Alongside your leadership in Midlands, you will also lead on a national operational portfolio* which include asset management, health, safety and wellbeing, environment place & infrastructure, regulation and organisational business. This post holder will lead on the portfolio of Asset Management and Health, Safety and Wellbeing. In this portfolio role, you will play a pivotal role in providing strategic environmental leadership to ensure technical delivery, securing the resources and setting the priorities for operational staff, influencing government policy and transforming our business.

(*National Operational Portfolios can change at any given point based on organisational delivery needs.)

<http://www.gov.uk/environment-agency>



Principal accountabilities

- Working alongside other directors and the Executive Director to provide clear, inclusive and inspirational leadership through your area directors
- Leading and shaping the strategic direction, vision and culture for Local Operations.
- Influencing, advising and engaging with external national stakeholders at the highest level.
- Identifying and managing risks to delivery of the business plan to enable the Environment Agency to operate in a safe, innovative, and efficient manner
- Responsibility for delivering specific outcomes depending on your portfolio to effectively manage risk, protect people, property and the environment.
- As portfolio lead for local operations, you will be responsible for shaping how we operate as a business in that area, emphasising cooperation and team working across the organisation. Priorities will include:
 - Supporting operational teams and balancing business need
 - Influencing our EA strategy and government policy
 - Responding to changing opportunities and threats
- Responding to incidents is a central part of what we do. You will be required to have a strategic incident role and make yourself available to either lead our response to incidents or provide business continuity leadership during an incident (Full training and flexible working arrangements will be available to support you)

Knowledge/Qualifications

The following qualifications are expected for this role:

- Able to demonstrate comparable technical knowledge and capabilities, in a relevant subject.



Skills/abilities/experience

To be successful in these roles you will have:

- Extensive leadership experience as an executive in a large operations-based organisation
- A proven and demonstrable track record in creating a culture that embraces difference and includes everyone.
- A demonstrable strong track record in providing visible health, safety and wellbeing leadership
- Ability to successfully engage at all levels internally and externally with demonstrable success in developing and delivering corporate strategies
- Proven experience of crisis management, re-prioritising resources, working under pressure and at pace during national situations
- Significant experience of providing strategic guidance to Board and senior leaders within a large and complex organisation
- Proven ability to translate strategy into action and ensure that vision is grounded in an organisational and political context.
- The ability to adapt your leadership style to bring out the best in everyone you work with
- Experience of introducing innovative approaches and ways of working and implementing this to change organisational culture.



4. Further information

The Environment Agency values a diverse workforce and welcomes applications from all sections of the community who wish to join a workforce which embraces difference and welcomes everyone.

We aim to create and maintain a diverse workforce (including our Board and Executives) that better reflects the UK's economically active population. Therefore, we particularly welcome applications from Black, Asian and Minority Ethnic (BAME), disabled, female and LGBT+ candidates who are under-represented across our workforce.

Regular travel (several times per month), to London, Birmingham or other principal Environment Agency office locations may be required.

To discuss the role in more detail, please contact **John Curtin** at John.Curtin@environment-agency.gov.uk

Assessments will take place virtually using MS Teams on **Monday 20th February** and **Tuesday 21st February**.

Further details will be provided to shortlisted candidates. An alternative date may be possible for candidates who cannot make this date, please indicate if you will need this on your application.

We will be running a virtual briefing session for those interested in applying for the role on **Monday 23rd January at 09:30**. Invitations can be acquired by emailing: rebecca.allen@environment-agency.gov.uk.

Want to find out more?

To find out more about what it's like to work at the Environment Agency, please visit:

<https://www.gov.uk/government/organisations/environment-agency/about/recruitment>
[Protect our world - Environment Agency \(environmentagencycareers.co.uk\)](https://environmentagencycareers.co.uk)

You can also visit our careers site at <https://environmentagencycareers.co.uk>



Eligibility to apply and continuity of employment

Employment agency workers and contractors are considered to be external candidates and should therefore only apply for positions that are being advertised externally. They are also not eligible to claim continuity of employment should they be successful in securing a position with the Environment Agency.

If you have been a member of a Regional Flood and Coastal Committee in the last 12 months, we will not be able to continue with your application based on agreed appointment rules related to employing ex-RFCC members. We would welcome an application from you once the 12-month period have passed.

For applicants who currently work in local government or other bodies listed in the Redundancy Payments (Continuity of Employment in Local Government etc.) (Modification) Order 1999, you may be eligible for continuous service for the purpose of calculating any future redundancy payment.

In addition, if you can demonstrate that you have worked at the Environment Agency immediately before joining the Civil Service and are now being re-employed by the Environment Agency within a period of three years of leaving, you may also count your Civil Service employment for the purpose of calculating your service-related entitlements as outlined above. If you are unsure of your status, then you should contact your own HR Team.

Pre-employment Checks

We apply the Baseline Personnel Security Standard (BPSS) check when recruiting staff to our posts. This includes a basic criminal records check.

For the great majority of roles in the Environment Agency this will be sufficient and only certain roles will require a higher level of clearance.

This position will require SC (security check) level security clearance. This will be confirmed to you during the recruitment process.





5. How to apply

We use an online recruitment system. To make the application process simple and straightforward, and so that you know how it works and what we need from you, we've put together a few hints and tips. Make sure you have all the information you need about the vacancy. For some jobs, you'll be asked to download a candidate pack, like this one, where you'll find specific application instructions.

The first thing you need to do is sign up to our recruitment system. You will need a valid e-mail address to log in and apply for opportunities, as all communication from us will be via e-mail. You can do this via the vacancy you are interested in by selecting '**Apply**' at the bottom of the advert.

Once you've clicked this link you'll then be asked:

- Do you have the right to live and work in the UK?
- Do you have the required qualifications or equivalent experience, which were stated in the job advert?
- Are you currently an employee of this organisation?

Simply answer yes or no and you can carry on with your application. You'll then see the '**Register**' page. Simply complete the details and select '**Submit Registration**' and register to the system. You only need to sign up to the system once; you'll just be able to login next time.

When it comes to the actual application, you need to fill out each section, please be aware that the system will automatically time out if you are inactive for more than 60 minutes. This will result in any unsaved information being lost so make sure you save what you are doing regularly. Once you've finished, your details and information will be saved on the system for any future applications – of course, you can edit your details at any point.

When you apply to the Environment Agency for a job we will ask you to provide your personal data on our application form. We need this information so that we can establish your identity and your right to work in the UK.



You can read our Data Protection Statement on the application process page of our recruitment system. It is also available for reference on each page of the actual application.

In order to apply, please submit your CV and a covering letter.

Please note – you must upload your CV and covering letter as one document/file on the recruitment system (do not submit them as separate documents).

Applicants should attach documents in one of the following formats:

- '.doc'
- '.docx'
- '.pdf'

A '.dotx' file it is not a recognised format and therefore will not be visible for sifting.

Curriculum Vitae

Your CV should be of no more than three A4 pages in length. It should be tailored to the requirements of the post and include details on your current and most recent role, skills, experience, notice period and salary.

Covering Letter

Your covering letter should be of no more than two A4 pages (Arial, 11pt) and should outline your experience and suitability for the role, covering:

- Why you are excited and inspired to apply for the role
- How you set business direction for a technical function, see the bigger picture and make decisions that lead to changes and improvements in effectiveness and efficiency
- How you engage and communicate with people through your leadership, resulting in better partnerships and effective collaboration
- How you lead and support diversity of your people across an ambiguous landscape
- Your experience in leading a culture of improving Health & Safety in an organisation
- Examples of when you have delivered results through large and dispersed teams at pace whilst achieving value for money.



Anonymity

Important! Please complete your application ensuring your name or any other details that easily identify you are omitted, unless specifically asked to input them – this will be captured through the online portal, whilst ensuring applications can be considered anonymously

Application questions

For some roles, we'll ask you some specific questions, like if you have a preferred work location. If you're disabled and you'd like to be part of our Guaranteed Interview Scheme, you can add this information in here.

Equality and Diversity

We're committed to reflecting the communities we serve and we'd like you to tell us about yourself and your background.

Submitting your application

Once you've filled out and completed everything, you'll be prompted to submit your application. Simply click the button and you're done.

Please be aware that once you've submitted your application, with the exception of the 'Personal Details' section you will not be able to edit your application further. If you decide to withdraw your application, you will not be able to submit another application for the same vacancy.

If, at any stage, you have questions or problems, please contact the recruitment team on 0845 241 5350 or email ea_recruitment@gov.sscl.com

Setting up 'job alerts'

If you have been unsuccessful with your application you can set up email alerts for future vacancies. You will automatically receive an email when a job that matches your criteria becomes available. To do this simply click on '**create a new job alert**', enter your job criteria and save.

Environment Agency Benefits

The Environment Agency offers an attractive and competitive benefits package, including:

Core Benefits

Basic Salary

Based on grade, skills and experience, in which salary ranges and individual salaries are subject to review each year.

Pension Scheme

A career average revalued earnings (CARE) pension scheme. Contributions are based on your full time equivalent pay and range between 5.5% and 12.5%. The Environment Agency contribution is currently 19% of your pay.

Holidays

Attractive annual holiday entitlement starting at 25 days plus statutory bank holidays (pro-rata for flexible workers, i.e. part time, job share employees). We also offer up to two days paid environmental outcome days each year

Enhanced statutory policies

Enhanced maternity, adoption and paternity leave, and sickness absence provisions.

Training & Development

Performance Management

Individual performance plans, learning and development matched to your agreed career objectives and progression plans.

Learning & Development

A range of training courses, apprenticeships, leadership development initiatives and access to L&D materials are available, covering technical, managerial and personal skills.

Examination Leave

Paid leave for exams and revision for approved studies.

Professional subscriptions

We will pay the membership fees for one relevant professional association.

Work/life Balance

Flexible Working

Flexible working patterns including job share.

Travel & Transport Benefits

A range of travel and transport benefits. Access to the cycle to work salary sacrifice scheme that enables you to buy a bike up to the value of £4k.

Shopping & Leisure Benefits

A variety of discounts at online stores and leisure experiences available

Finance

Interest Free Loans

For season tickets and/or bicycles and safety equipment as well as tenancy deposit scheme

Financial Education Hub

Providing guidance on how to manage your finances including information on credit scores, pensions, buying your first house and getting debt-free.

Health & Wellbeing

Cycle to Work Scheme

We offer access to a salary sacrifice Cycle to Work Scheme. This means we loan you a bike for your commute as a tax-free benefit

Occupational Health

Access to Duradiamond Healthcare advisory service.

Medical

Three yearly medical checks provided by Nuffield Health

Eye Care

Free eye tests.

Employee Assistance Service

Access to Workplace Wellness available to you and your family

Sports & Social Club

Opportunity to benefit from a wide range of subsidised events and discounts.

Health Discounts

Optional discounts provided by a number of external providers and health clubs.

Special Leave

Additional paid leave is available for employees taking part in public duties, trade union activities, special/trained forces and for health & safety representatives.

Charity for Civil Servants

Provide support and advice for thousands of people, both past and present, when they need it.

Headspace

Free access to Headspace which is a mindfulness, meditation and sleep app

Local Benefits

These vary from region to region.

The following benefits only apply to eligible roles:

Relocation Assistance Free Car Parking