

create a better place



Deputy Director of National Delivery Services

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: Deputy Director National Delivery Services
Job location: Flexible
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Reference: 17883

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Welcome



Steve Moore
Director Major
Projects &
Programmes

Thank you for your interest in this role in the Environment Agency

Our strategies to protect our communities and habitats from the climate and nature emergency we face are rightly ambitious. Our future investment programme reflects this ambition.

We are looking for a transformational leader who will inspire our people and partners to deliver our major capital infrastructure programmes. You will be leading the teams that support, assure and enable Operations to fulfil our complex commitments.

How we do things in the Environment Agency is as important as what we do. We seek to be an open, outward looking, positive organisation and working collaboratively and inclusively to be at the forefront of sustainable innovation will be central to your role.

You will be joining an exciting new team of four Deputy Directors who lead Major Projects and Programmes in our Operations Directorate. Your working team will be much wider as you collaborate with our framework partners and senior leaders to ensure a one team approach.

To be successful in this exciting role, you'll be a passionate leader that inspires confidence; confidence in yourself, your teams, partners and the people around you. You will have exemplary interpersonal skills and able to demonstrate your ability to lead people and the business through significant change. Importantly, you will make things happen.

If you want to play a part in building a nation more resilient to climate extremes and leaving our environment in a better state for the next generation, we want to hear from you.

Steve Moore

Director of Operations - Major Projects and Programmes



1. Our organisation

Our organisation

We are the Environment Agency. We protect and improve the environment. Acting to reduce the impacts of a changing climate on people and wildlife is at the heart of everything we do. We reduce the risks to people, properties and businesses from flooding and coastal erosion. We protect and improve the quality of water, making sure there is enough for people, businesses, agriculture and the environment. Our work helps to ensure people can enjoy the water environment through angling and navigation. We look after land quality, promote sustainable land management and help protect and enhance wildlife habitats. And we work closely with businesses to help them comply with environmental regulations. We can't do this alone. We work with government, local councils, businesses, civil society groups and communities to make our environment a better place for people and wildlife.

Of course, none of this will be possible without the professionalism and dedication of our staff. We are committed to promoting equality and diversity in all we do, and to valuing the diversity of our workforce, customers and communities.

We're committed to helping our people to find new ways of working and to maintain our focus on creating a better place for people and wildlife. For more information on the Environment Agency and what we do, please visit:

www.environment-agency.gov.uk/aboutus

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



2. Salary and benefits

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

Grade Rate: £71,000 - £90,119 (pro-rata - if part time)

Location: Flexible; we have moved to a virtual world but travel to our projects and our main office locations in London and Birmingham or other office locations may be required.

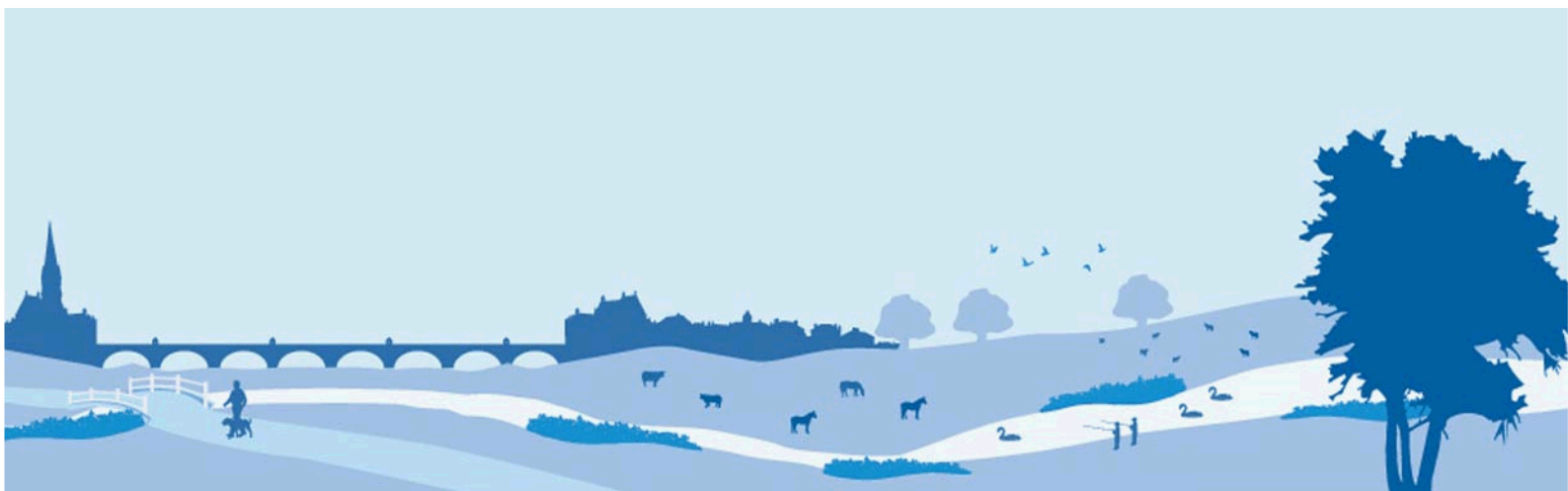
Hours of work: 37 hours, flexible working patterns will be considered

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.

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.



2. Salary and benefits continued

Work/life balance:

We support flexible working hours and practices 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.

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

Major Projects and Programmes is a new department established to provide leadership and centres of excellence in project and programme delivery for the Environment Agency's ambitious strategies and plans. We are transforming our ways of working to a corporately aligned programme and project management delivery model involving our framework partners at its heart. Our carbon challenge within Major Projects and Programmes is central to achieving the stretching EA ambition of net zero carbon by 2030.

These are exciting times. This role will provide the vision, direction and leadership to enable development and delivery of Major Projects and Programmes across the Environment Agency.

You will provide programme support services that enable the delivery of the EA's major programmes to help meet the EA's strategic outcomes – including supporting the £5.2bn flood capital programme, environment protection and navigation investments. Through strong business wide leadership this role will lead and steer a cultural change across the business to embed corporate programme management into how we work.

It is essential you build a team and performance culture that reinforces one business working and has collaboration at its heart. Delivering results will be key as will having the vision, energy and focus to drive change forward at an appropriate pace.

You will engage regularly with Partner directors, Area Directors, Operations senior leadership team, Programme delivery Deputy Directors, National Directorates, and local programme teams. These will be key roles and require strong communication and influencing skills. It is expected you will build and maintain relationships easily and be comfortable dealing with a variety of internal and external stakeholders.

You will manage the reputation of the Environment Agency by building, adapting and managing the right relationships with numerous influential partners. This will allow you to achieve productive working relationships and integrated solutions. Key to this will be managing political sensitivities, communications and reputation.

Central to all of this is our people. Finding the best ways to support our people is critical whether they work for the EA or partners. How you make sure their work is motivating, life enhancing and reflective of our wider ways of working will be essential to the success of this role.



3. The role continued

Principal accountabilities

The key accountabilities of the role are:

1. Provide appropriately resourced and skilled services in Resource & skills planning, Commercial management, Cost & Carbon estimation, Relationship management (Stakeholder & engagement) and Performance monitoring to deliver the business service needs across the delivery portfolio of Flood, Environment and Navigation Programmes;
2. Be responsible for the effective operation and integration of the business services and improvements across the geographical hubs operating locally to support operational delivery. Functional roles are managed nationally for consistency but are embedded locally in delivery hubs to support Integrated Delivery Teams (IDTs) and Areas with local operational delivery;
3. Undertake specialist operational services and functions that support operational delivery teams with 'how' we deliver, notably for collaborative behaviours and integrated ways of working with supply partners;
4. Lead up to 150 FTEs of staff with up to 5 senior managers as direct reports;
5. Operate nationally once to provide operational teams consistent advice, guidance, training and functional support to enable effective and efficient delivery;
6. Provide commercial intelligence (market intelligence, risk, assurance, supplier resilience and capacity checks);
7. Work closely with the new Portfolio Management Office to enable full progress reporting and associated performance management of the Portfolio Delivery services;
8. Lead develop and embed a culture of effective change management to adapt to, optimise and support the changing needs of customers.

Knowledge/ Qualifications

The following qualifications are expected for this role:
Degree or equivalent in related subject area.

Skills/Abilities/Experience

The following skills, abilities and experience are expected:

- Proven experience of large scale business management, business process design and Business Service delivery;



3. The role continued

- Supply chain management experience of complex commercial arrangements in an enterprise approach;
- Proven experience of operational leadership across a diverse range of teams, with direct or indirect management of large groups of people and large budgets;
- Working as one team across the EA and with our delivery frameworks will be fundamental. Experience of this type of relationship building will be essential as will examples of collaboration and partnership working. Credibility across flood, environment and navigation will be key;
- Demonstrate the confidence and experience to communicate at all levels with all relevant staff and stakeholders. Ability to influence senior external and internal partners plus sound political acumen;
- The ability to understand a range of information to enable decision making and a proven track record of providing clear, balanced advice and professional leadership at Board and senior management level on a wide range of strategic, operational and sensitive issues;
- An individual with a crucial capacity for judgement, and the ability to decide what to do, how to do it, and how best to communicate to all involved;
- The self-awareness to have identified personal strengths and development plans and the energy and passion to keep 'self-development' a priority.



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.

We will consider flexible working patterns for all our vacancies, including job share, so please include clearly any information regarding your preferred working arrangements on your application.

We have moved to a virtual world but you would be expected to travel to meetings and main office locations periodically.



4. Further information continued

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. Should this be necessary, you will be advised of this during the recruitment process.

Positions based at our London office or roles that require frequent travel to London require CTC level security clearance. This will be confirmed to you during the recruitment process.

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>



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.

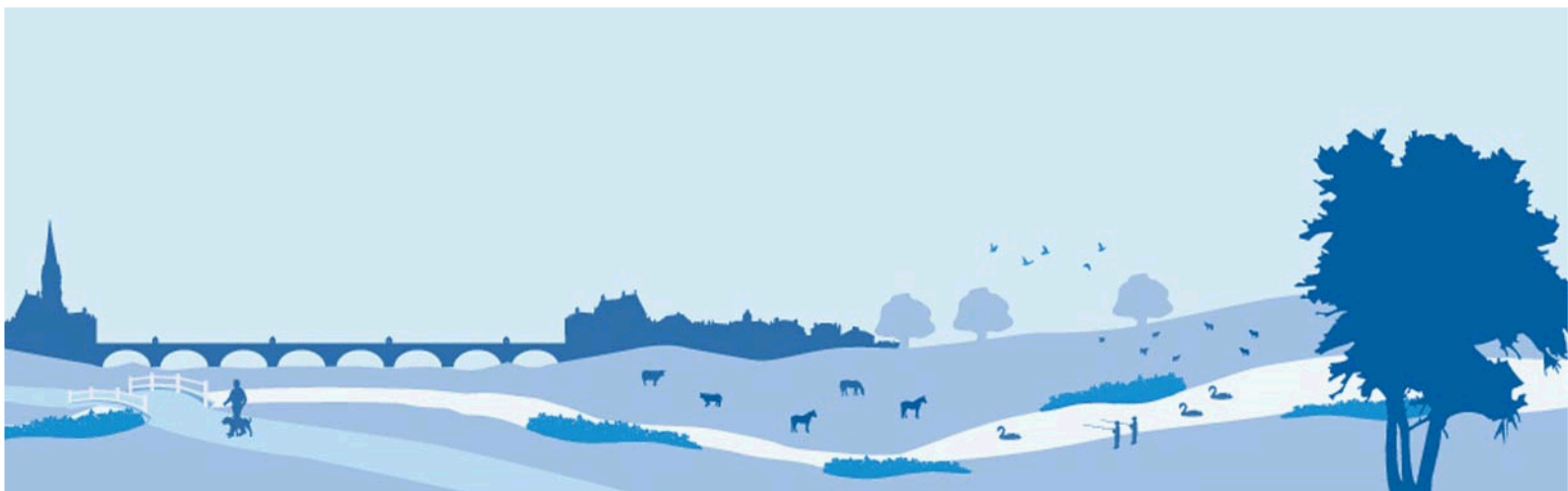
The first thing you need to do is sign up to our recruitment system. You will need a valid e-mail address to log in and apply for opportunities, as all communication from us will be via e-mail. You can do this via the vacancy you are interested in by selecting '**Apply**' at the bottom of the advert.

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.



5. How to apply continued

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 around the following capabilities, which are:

- Focuses on customer & Partners
- Shapes organisational approach and delivery
- Focuses on efficiency, innovation and quality
- Leads people



5. How to apply continued

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 via Mylifestyle.

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:

**Lease Car Scheme
Relocation Assistance
Free Car Parking**

