

create a better place



## Director Operations Business 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:** Director, Operations Business Services  
**Job location:** Flexible  
**Date:** January 2019  
**Reference:** 9629

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# 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](http://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:** £68,000 - £89,000 (pro-rata - if part time)

**Location:** Flexible

**Hours of work:** 37 hours per week. Permanent

**Leave entitlement:** Your leave allowance in this role will be 27 days plus bank holidays (pro-rata - if part time or an assignment).

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% - 12.5%. Whilst you are in the scheme we will pay an employer contribution into your pension pot. We currently pay 18.5%, so this is a very generous scheme.

For more information on our benefits package, please see Appendix 1 at the end of this document.



## 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 permanent employees and individuals employed directly by the Environment Agency on a Fixed Term Contract of more than 3 months, to cover 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 and can be paid back over a period of up to 12 months (or by the end of your fixed term contract, if you are employed for less than 12 months), directly from your monthly salary.



## 3. The role

### Role

The Director, Operations Business Services, is responsible for effectively shaping the work of 8,000 operational people who are enhancing and protecting the environment, reducing the impact of climate change, flooding, drought and rising sea levels.

You will be leading the teams that support, assure and enable Operational delivery. These teams include Planning & Performance, Operations Change and Business Improvement, Assurance, Executive Services and programmes of work such as the Operations People Programme. You will work with colleagues to shape the Operations business, ensuring we are working as efficiently and effectively as possible. You will need to influence within Operations, across the business and into Defra.

Your leadership will impact across the breadth of our operational business - leading thinking, delivering exemplary services and planning and delivering change to ensure it is embedded effectively, and our people are actively engaged.

You will support the Operations Leadership Team and all Operational Executives to ensure that through exemplary planning and performance management, Operations deliver the commitments it makes, continually improves and influences the business to change where necessary.

You will lead people and the business through significant change while maintaining effectiveness and motivation.

With strong communication and influencing skills, you will build and maintain relationships easily and be comfortable dealing with a variety of internal stakeholders. This will enhance Operations and the organisation's reputation and ensure we meet our customers' needs and deliver on our wider obligations.

You will be able to build a performance culture to achieve results, providing the focus and energy to drive activities forward at pace.

This is an exciting opportunity to join our Operations Executive team.



## 3. The role continued

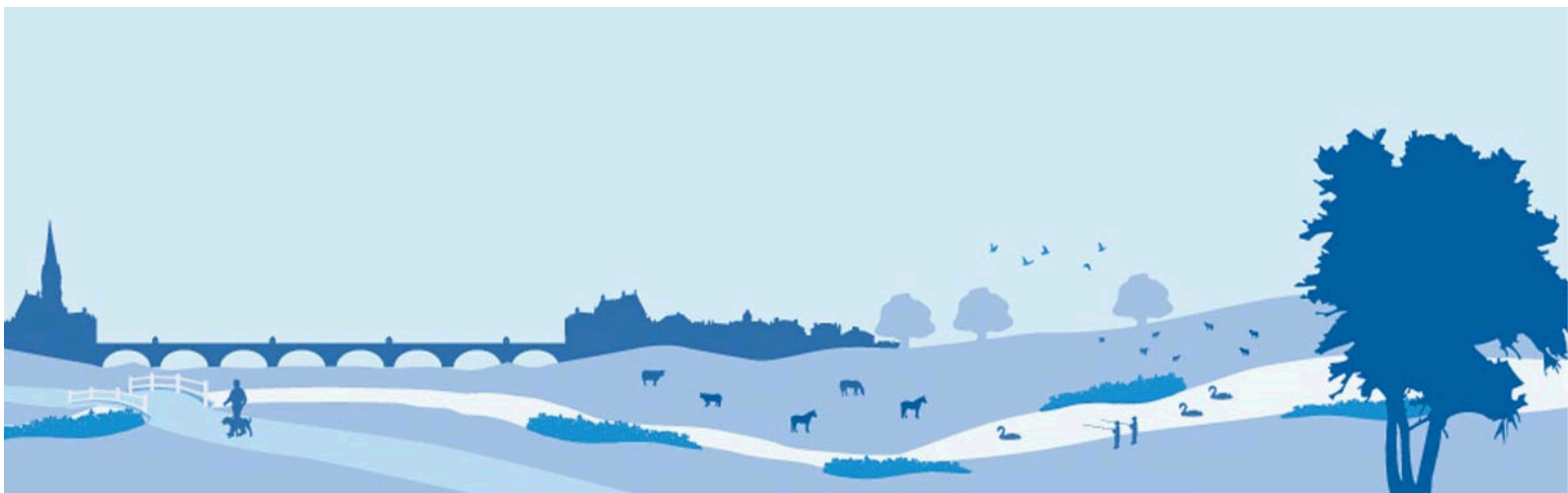
### Principal accountabilities

- Lead, plan and monitor the strategic direction of the function in order to support the delivery of business plans.
- Lead, develop and embed a culture of effective change management, to adapt to, optimise and support the changing needs of customers.
- Design, champion and lead on initiatives for change to deliver efficient systems and support & improve business delivery.
- Identify and manage operational risk to the delivery of the business plan to enable the Environment Agency to operate in a safe, innovative and efficient manner.
- Lead, develop and motivate operational teams to deliver results on time, to required quality standards and cost, to fulfil the business plan and achieve environmental outcomes.
- Plan, monitor, control and realign resources to maximise their efficient and effective use and ensure objectives are completed to required standards.

### Skills/Abilities/Experience

- Proven experience of operational leadership across a diverse range of teams, delegating management through senior direct reports and managing large budgets.
- The ability to understand a range of information to enable decision making.
- The ability to understand, develop and influence high level complex relationships with internal stakeholders and to translate strategy into action for the environment.
- Experience of managing a dispersed team across a complex organisation and matrix management to deliver a technical and professional service.





### 3. The role continued

- Ability to influence senior external and internal customers plus sound political acumen.
- Excellent communications skills and being confident to articulate environmental issues to political and technical groups and individuals.
- Ability to make decisions that can appear unpopular.
- 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.
- Experience of successful management of internal communications to support employee engagement in a complex organisation.
- Experience of effective crisis communications and decision making under pressure and during times of incident response.
- Excellent interpersonal skills with an ability to lead others, especially during periods of change.
- 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.
- Able to demonstrate continuous, thoughtful, and consistent communication with all customers and stakeholders.





## 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.

### **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 has 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.



## 4. Further information continued

### 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.

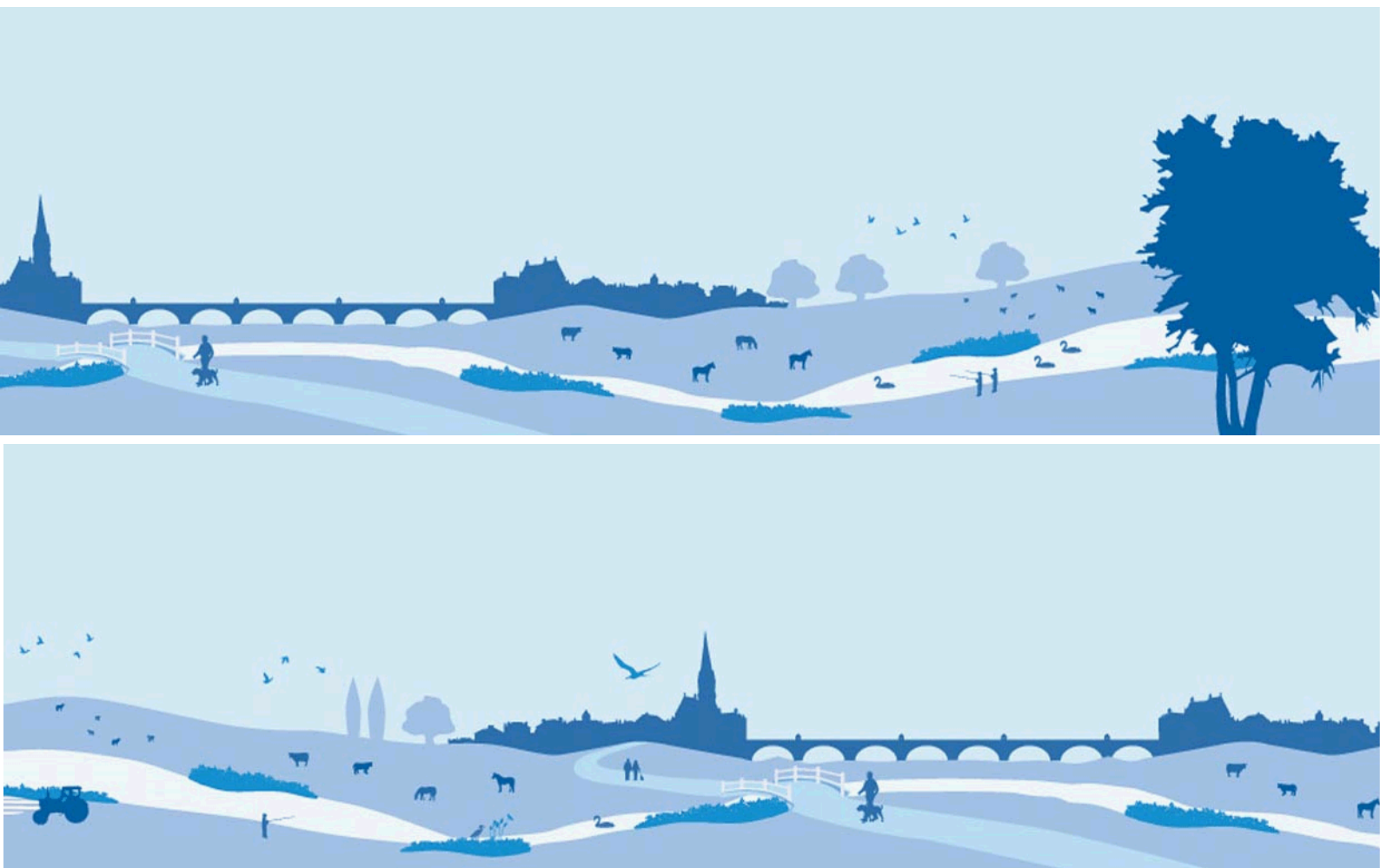
For the great majority of roles in the Environment Agency this will be sufficient and only certain roles will require a higher level of clearance. Should this be necessary, you will be advised of this during the recruitment process.

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>

To discuss the role in more detail please contact Lucy Hunt, Director of Operations National Services at  
[lucy.hunt@environment-agency.gov.uk](mailto:lucy.hunt@environment-agency.gov.uk)



## 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.

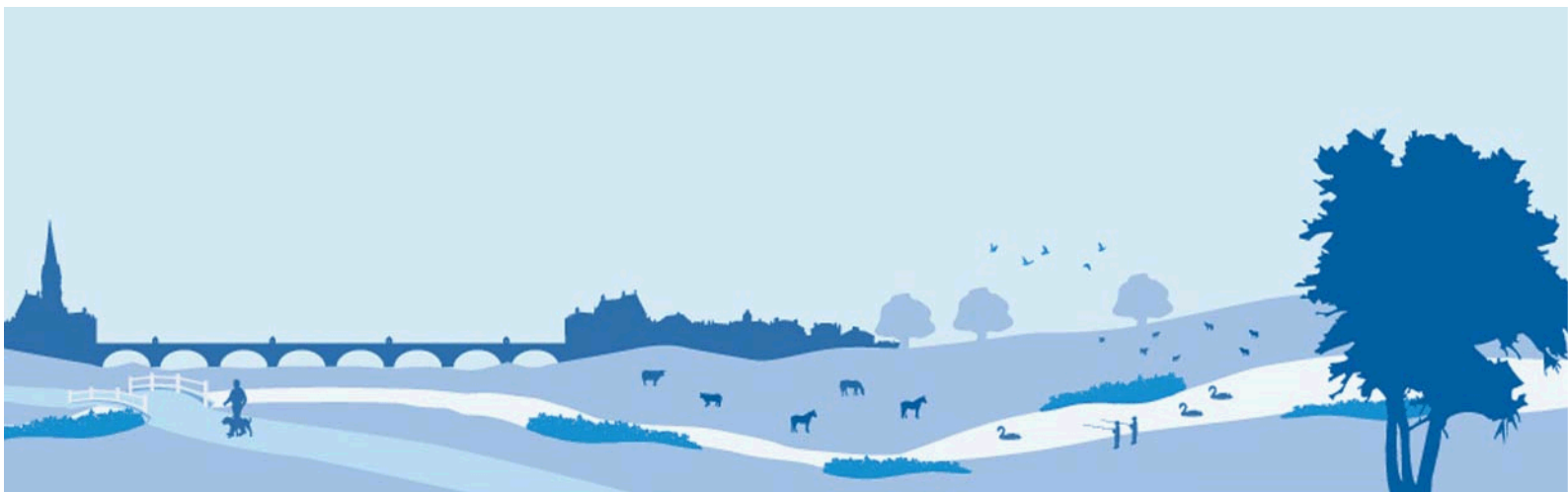
The first thing you need to do is sign up to our recruitment system. You will need a valid e-mail address to log in and apply for opportunities, as all communication from us will be via e-mail. You can do this via the vacancy you are interested in by selecting '**Apply**' at the bottom of the advert.

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. You should be aware that we outsource our long listing support from Government Recruitment Services who will conduct a blind sift of the applications.

### **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. It should also include your current postal and email address and contact telephone number(s). In line with our commitment to equal opportunities, please note that your application does not need to include your date of birth.

Please note that the shortlisting panel do not have access to the personal details or identity of applicants at this stage of the process. Your application will be shortlisted based only on the content of your covering letter and the skills, experience and qualifications laid out in your CV.

## 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:

- Influencing and contributing to strategic direction and innovation
- Effectively collaborating/ influencing with a wide range of stakeholders and developing relationships
- Your experience of managing significant budgets under conditions of conflicting demands
- Your experience of major programme delivery in comparatively complex work environments delegating through senior reports and managing change.



## 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.

This post maybe located in one of our permitting hubs in Birmingham, Bristol, Nottingham, Sheffield or Warrington, please identify your preferred location in your covering letter.

### 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@sscl.gse.gov.uk](mailto:ea_recruitment@sscl.gse.gov.uk)

### **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.

# Appendix 1 - Environment Agency Benefits for Executive Managers

The Environment Agency offers an attractive and competitive benefits package and a great place to work.

“We want the Environment Agency to be a life-enhancing place to work - a place where you feel able to bring your whole self to work and where difference is truly valued. Being a diverse and inclusive organisation is essential for everyone’s wellbeing, engagement and productivity. It also means we will better reflect the communities we serve, helping us to do even better for people and wildlife.” **James Bevan, Chief Executive**

<p><b>Core Benefits</b></p> <p><b>Basic Salary</b> Competitive salary, which is reviewed annually as part of pay award, in line with Senior Civil Service pay guidance.</p> <p><b>Pension Scheme</b> We offer a multi-award winning career average scheme. The contribution rate you pay will depend on your full-time equivalent pay. Whatever the rate of your contributions we will pay a percentage of your pensionable pay into the pension fund.</p> <p>For 2018/2019 we will pay 18.5% of your pensionable pay.</p> <p><b>Holidays</b> Annual holiday entitlement starting at 27 days plus statutory bank holidays pro-rated if you work part time</p> <p><b>Enhanced statutory policies</b> Enhanced maternity, adoption and paternity leave, and sickness absence provisions.</p>	<p><b>Your Development</b></p> <p><b>Performance Management</b> Individual performance plans, learning and development matched to your agreed career objectives.</p> <p><b>Learning &amp; Development</b> A range of training courses, leadership development initiatives and access to L&amp;D materials are available, covering technical, managerial and personal skills.</p> <p><b>Examination Leave</b> Paid leave for exams and revision for approved studies.</p> <p><b>Professional subscriptions</b> We will pay the membership fees for one relevant professional association.</p>	<p><b>Your Work/life Balance</b></p> <p><b>Flexible Working</b> Flexible working patterns including flexitime and job share.</p> <p><b>Family Friendly Benefits</b> We offer a number of discounts and offers on family friendly products and services via our Benefits provider.</p> <p><b>Travel &amp; Transport Benefits</b> Cycle to work scheme, which enables you to get a tax free bike to use as part of your commute, plus a range of travel and transport benefits.</p> <p><b>Shopping &amp; Leisure Benefits</b> A variety of discounts at online stores and leisure experiences.</p>	<p><b>Your Health &amp; Wellbeing</b></p> <p><b>Employee Assistance Programme and Occupational Health</b> Access to a free independent, confidential service available 24/7 plus occupational health services and free eye tests.</p> <p><b>Sports &amp; Social Club</b> Opportunity to benefit from a wide range of subsidised events and discounts organised locally. As well as to join the Civil Service Sports Council (CSSC) that provides sports and leisure opportunities and special offers for public sector workers, including free family membership of English Heritage.</p> <p><b>Health Discounts</b> Optional discounts provided by a number of external providers and health clubs.</p> <p><b>EM Medical</b> Bi-annual medicals with Nuffield Health.</p>	<p><b>Additional Benefits</b></p> <p><b>Performance Related Pay (PRP)</b> Participation in the Performance Related Pay (PRP) scheme which operates at the Environment Agency’s discretion, subject to eligibility criteria and within government pay policy.</p> <p><b>Interest Free Loans</b> For season tickets.</p> <p><b>Special Leave</b> Additional paid leave is available for employees taking part in public duties, trade union activities, special/trained forces and for health &amp; safety representatives.</p> <p><i>The following benefits only apply to eligible roles:</i></p> <p><b>Lease Car Scheme</b> <b>Relocation Assistance</b></p>
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