

Role Title	Director of Climate Emergency & Behavioural Change
Job Family	Resident Services
Competency Level	Chief Officer
Pay Scale	Divisional Director
Purpose	
<p>The Director of Climate Emergency & Behavioural Change will be at the forefront of Waltham Forest’s ambitious, transformative agenda to tackle the global Climate Emergency. The successful candidate will take the leading role to deliver an outstanding programme of activity that sets our borough apart by placing behavioural change at the heart of our response. We are looking for inspiring and credible candidates who deliver this transformation in a way that is visible across the borough and build lasting and sustained change.</p> <p>As the lead officer for the Council’s Climate Emergency, it will be your role to provide leadership and strategic direction to the organisation; including advising Management Board and Cabinet on the most innovative approaches to meet the target of net zero Carbon Emissions within the Borough boundary by 2030.</p> <p>This role is the first of kind in London and is different from traditional climate emergency posts by focusing on harnessing behavioural change to meet our objectives. You will lead the delivery of significant, large-scale and complex Climate Emergency & Behaviour Change programmes within the Borough, securing substantial carbon emission reduction outcomes both from Council operations and within the Borough boundary by changing how residents, businesses and partners think and act. You will have the mandate from the Chief Executive to ensure that every director, partner and resident in the borough buys into this agenda.</p> <p>Your personal presence, persuasiveness, assertiveness, and negotiation skills are essential to work with diverse audiences successfully and galvanise momentum. We need you to be able to deal with people from all works of life confidently and diplomatically as we seek to significantly change behaviours on a previously unseen scale.</p> <p>It is expected that working in partnership across organisational boundaries will be your default way of doing things, and that you can apply your knowledge and experience to define best practice at London Borough of Waltham Forest.</p> <p>We are also looking for someone who will maximise external grant income and investment opportunities, including revenue creation if possible, to drive the attainment of key objectives and goals and deliver a sustainable programme of change.</p>	
Generic Accountabilities	End Results/ Outcomes

<p>Direct, develop and control the service. Responsible for all operational decision making and management of the service.</p>	<p>Activities within the service are directed and controlled to ensure the required outcomes and standards are delivered either directly; through commissioned or funded services; or via community empowerment.</p> <p>Councillor input, community consultation and customer feedback inform the design, development, delivery and performance management of the service.</p> <p>Service quality, customer satisfaction, efficiency and continuity are maximised.</p>
<p>Service strategy and policy formulation and implementation are aligned to the Councils overall corporate strategy and objectives.</p> <p>Actively contribute to the corporate management and strategic direction of the council as part of the Directorate Management Team.</p>	<p>Service strategy is developed, agreed and implemented.</p> <p>Service priorities are established.</p> <p>Changing priorities and external requirements are anticipated and assessed.</p> <p>Innovative approaches and responses are developed and delivered.</p>
<p>Ensure the development and implementation of policy, systems, processes, performance criteria governance frameworks, and procedures within area of responsibility meet strategic / operational requirements, internal and external reporting requirements and ensure compliance with external legislation and regulations.</p>	<p>Policies and controls ensure that the area of responsibility is compliant with all relevant legislation, codes, regulations, guidelines, standards and best practice.</p> <p>Governance frameworks have clear accountabilities and effectiveness is measurable.</p> <p>Compliance is monitored and ensured.</p> <p>Action is taken to resolve any issues identified.</p>
<p>Accountable for the strategic and operational planning and delivery of the service targets and objectives. Ensure the service's plan and performance (either directly or through commissioned / managed services) results in the implementation of agreed Council strategies, policies and outcomes.</p> <p>Input to the strategic planning of the wider organisation.</p>	<p>Policy direction is translated into service outcomes.</p> <p>Service and business plans and targets are developed, communicated, cascaded and monitored.</p> <p>Robust performance and quality management systems and procedures are in place and meet all requirements.</p> <p>Performance, quality and contractual compliance are managed effectively.</p>

<p>Advise Management Board and Members on issues relevant to the service. Provide challenge and advice to colleagues, managers and partner organisations.</p>	<p>Act as lead professional adviser in area of responsibility.</p> <p>Strategic advice, critical challenge and moderation are provided in relation to all aspects of the service and wider council / partner activities as appropriate.</p>
<p>Develop and manage stakeholder relationships. Ensure the service has good relationships with Council Members, other service areas, customers, the public and the media.</p>	<p>Good working relationships with associated and affected interest groups / key stakeholders are established, promoted, fostered and sustained.</p> <p>Customer comments and complaints are used to improve service performance.</p> <p>The Council is represented on local, regional and national forums.</p>
<p>Develop opportunities for partnership working both within and outside the council. Lead on relevant partnerships between the Council and other public, private, voluntary and community sector bodies.</p>	<p>Where appropriate, delivery of the service is achieved / supported through partnerships.</p> <p>Partnership working is led effectively.</p> <p>Best practice is identified, shared and promoted.</p>
<p>Provide leadership and direction for the service, to ensure the delivery of timely and appropriate services to customers.</p>	<p>The service is led by a professional, motivated and effective management team.</p> <p>Recruitment, induction development, performance review, employee relations and all HR processes and planning is completed to the required standards and timescales.</p> <p>Deficiencies and underperformance are actively resolved.</p> <p>Effective team meetings take place.</p>
<p>Identify, secure, deploy and manage the resources necessary for the service to meet/ exceed its objectives.</p>	<p>Appropriate organisation structures and processes are developed and implemented to meet changing organisational requirements.</p> <p>Resources are effectively and efficiently deployed to achieve service objectives.</p>
<p>Direct and control the financial expenditure and integrity of the service.</p>	<p>Budgets and financial risk are monitored and managed in compliance with organisational requirements.</p> <p>The service is delivered within agreed budget.</p> <p>Funding from external sources is identified and secured where appropriate.</p>

	Value for money is maximised
Direct and implement a comprehensive risk management programme for the service.	Operational, financial, regulatory and political risk are identified and managed in accordance with Local Government and national working practices.
Ensure that the capacity to respond positively to change is enhanced, “traditional thinking” is challenged and innovative solutions are pursued throughout the area of responsibility.	<p>Necessary changes to culture and practice are implemented and sustained.</p> <p>Conditions for others to perform and to innovate are created.</p> <p>Improvement of the service is focussed and driven to meet strategic objectives and improve service user outcomes.</p>
Plan and direct / sponsor significant strategic programmes, projects and initiatives, both within the service area and across the council / partnerships.	<p>Major change /complex multi-disciplinary programmes are monitored and directional control provided.</p> <p>Resources required to deliver the project / programme are secured.</p> <p>Projects / programmes have clear and assigned accountabilities and achieve their objectives.</p>
Job-Specific Accountabilities	
Lead and drive direction in the development of the Council’s borough wide response to the Climate Emergency.	<p>Set the vision, purpose and priorities of the Climate Emergency response, articulated and communicated to ensure staff, Councillors, senior management, community, resident and business engagement and alignment of activity to meet Climate Emergency response and priorities.</p> <p>Effective production and robust implementation of a Borough wide cross sector Climate Emergency Strategy that uses behavioural change techniques to deliver effective carbon reduction.</p> <p>Provide oversight and capacity development, relating to the Climate Emergency programme, along with high quality advice to the Corporate and Senior Management Teams and Councillors on the development of a Climate Emergency Programme to ensure the Council achieves its net zero carbon ambitions within the borough boundary by 2030.</p>

	Best practice identified, shared and promoted.
Lead the implementation of the Climate Emergency response programme by providing advice and oversight and liaising with relevant services	<p>Climate Emergency response strategy implemented and effectively delivered to meet the 2030 net zero carbon target.</p> <p>Priorities changed, anticipated and assessed, including adjustments made due to external requirements.</p> <p>Innovative approaches and responses developed and delivered, working as necessary with external and sub-regional partners.</p>
Lead a highly effective approach to negotiating and establishing Climate Emergency partnerships, joint vehicles and other delivery models that will deliver complex, large-scale Climate Emergency programmes and projects	<p>Return on Investment and Value for Money maximised and partners held to account for delivery.</p> <p>Investment, capital funding and commercial income secured to maximise income and support from external sources, including grants, to deliver an effective Climate Emergency response programme by 2030.</p>
Lead and embed necessary changes in Council services, by changing practices to move towards net zero-carbon by 2030	Necessary changes made to Council culture, behaviour and practice ensuring sustainable outcomes implemented, delivered and sustained.
Ensure effective resources, communications and engagement strategies are in place and drive the delivery of Climate Emergency programmes	<p>Climate Emergency schemes, projects and programmes delivered within the Borough ensuring that carbon reduction and behaviour change outcomes achieved working with a range of partners and stakeholders.</p> <p>Return on Investment, financial and social benefits, optimised for the Council, residents, businesses and communities.</p> <p>Councillors, Management Board, residents, businesses and key stakeholders express high levels of satisfaction with the Climate Emergency response service.</p>
Build on the existing Council's reputation and promote the Council's profile in relation to climate emergency initiatives	Waltham Forest Council is recognised as a local and national leader for its climate emergency initiatives.

<p>Influence and lobby strategic partners such as other boroughs, GLA and / or central government to support Waltham Forest's Climate Emergency response</p>	<p>Necessary support is obtained from strategic partners, sub-regional bodies and government to implement the Climate Emergency response programme</p> <p>The Council is successful in delivering its Climate Emergency agenda through work with the public and private sectors.</p> <p>External relationships managed, formally representing the Council in negotiation, partnership working and liaison with London wide and sub-regional agencies, private and public sector organisations to deliver the local Climate Emergency programme.</p>
<p>Robust commissioning, procurement and contract management to maximise the delivery of the Climate Emergency response including Value for Money.</p>	<p>Resources are secured and contracts managed effectively to realise the Council's ambitions on the Climate Emergency and improved outcomes and net zero carbon targets met by 2030.</p>
<p>Nature of Contacts</p> <p>Councillors, the Chief Executive, Strategic Directors, Heads of Service and equivalent levels in external bodies, private sector and partner organisations to advise, discuss, challenge and influence. Establish and lead partnership working with internal / external services / organisations and liaise with national bodies.</p> <p>Manage complex political relationships. Manage relationships with key stakeholders and delivery partners including negotiation of complex political / strategic / commercial issues.</p> <p>Manage confidential, challenging and highly sensitive issues / situations, which involve significant negotiation, persuasion and influencing skills. Interaction with others and the ability to successfully influence and motivate are fundamental to the role.</p> <p>Direct line management of a Senior Management Team.</p>	
<p>Procedural Context</p> <p>Reports to the Strategic Director – Resident Services</p> <p>Lead and control a council service. Member of the corporate Leadership Group. Accountable for operational and strategic implementation of decisions and direction for the service and for project / programme management for cross cutting corporate and partnership initiatives. Accountable for the integration of a range of professional /operational areas which are critical</p>	

to the success of the organisation and for performance and service delivery across the service.

Breadth of vision and strategic and innovative problem solving involves thinking within a general framework of strategic direction in situations where there are often aspects which are ambiguous, intangible or unstructured. A significant degree of evaluative judgement is required in relation to risks and issues, with the ability to identify the potential impact of a wide range of changing and potentially conflicting internal and external factors. Conclusions and decisions seize opportunities and mitigate risks.

Direction setting, planning and prioritisation over a number of years to ensure the service achieves its strategic goals, reviewing and adjusting to take account of the risks and opportunities presented by a changing political and regulatory environment.

Key Facts and Figures

Monitor and control the budget of a council service.

Decisions will impact across own service, the wider Council and its partnerships.

Employees directly managed will be senior management teams, each responsible for significant resources and operational service delivery.

Resourcing

Budget Responsibilities: **£1.5m**

Supervisory Responsibilities:

Direct Reports: 2

Competency Level: Chief Officer

Knowledge, Skills and Experience

EXPERIENCE

ESSENTIAL

- Experience of Climate Emergency work and leading on large scale programmes of work or major projects to deliver effective carbon reduction and behaviour change
- Experience of working with Behaviour Change tools and approaches to deliver change programmes
- Demonstrable experience of strategy formulation including the ability to put the Climate Emergency strategy into action including securing funding for projects
- Proven experience of leading major organisational change management
- Demonstrable experience of developing and implementing strategies with evidence of successful results achieved in the climate change or climate emergency field
- Experience of leading a programme board / teams involved in delivering key change projects / programmes in the climate change field
- Programme management experience at a senior level

- Substantial leadership experience demonstrating culture and change management experience. Ability to understand, analyse and act upon management information

DESIRABLE

- Significant experience of leading or delivering sustainability, economic, social and environmental wellbeing at a strategic/senior management level and in advising at Committee / Cabinet / Board level
- Proven experience of developing and delivering sustainability, economic, social and environmental wellbeing strategies and policy that support organisational ambitions and policies
- Senior local government experience

SKILLS

ESSENTIAL

- Ability to manage conflicting and competing priorities effectively, with resilience to keep management performance on track during periods of uncertainty and change
- Excellent wide-ranging communication, consultation and negotiating skills including advising and influencing decision-makers and other stakeholders
- Ability to develop shared approaches with colleagues and enable joined-up planning and shared values and objectives
- Ability to broker solutions to complex problems, creativity and imagination in seeing new approaches
- Political awareness and good political judgement, with an ability to gain the confidence of Members, senior managers, partner organisations, colleagues and employees

DESIRABLE

- Ability to translate national policy direction and strategic objectives into practical local plans and action
- Ability to encourage knowledge sharing between projects

KNOWLEDGE

ESSENTIAL

- Excellent understanding and knowledge of relevant sustainability, economic, social and environmental wellbeing legislation, regulations and policies in the Climate Change and Climate Emergency field
- Knowledge and understanding of large and complex public service organisations
- Educated to degree level and able to demonstrate requisite knowledge, skills and aptitude

DESIRABLE

- Relevant professional qualification and professional membership of a relevant professional body

- Professional qualifications in recognised project management i.e Prince 2 or MSP Programme

Indicative Qualifications

Educated to degree level or equivalent standard.

Post graduate qualification.

Relevant Professional qualification desirable.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.