AD - People, Planning & Change

Chief Officer Job Description and Person Specification

Job Details	
Grade	AD2
Service	AD - People Planning & Change
Location	City Wide
Job Evaluation Code	W0282W

About Coventry City Council

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:
Open and fair: We are open, fair and transparent.
Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.
Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.
Create and innovate: We embrace new ways of working to continuously improve the services we offer.
Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.
Value and respect: We put diversity and inclusion at the heart of all we do.

Chief Officer Responsibilities

All Chief Officers have an explicit responsibility to work as part of a team, in accordance with the Nolan Principles (see Person Specification) to collectively deliver the agenda of One Coventry. These are fundamental elements of the role, not an addition, and are summarised as follows;

- Seeking to improve the lives of all residents by delivering a One Coventry Approach.
- Being financially responsible and accountable.
- Understanding, communicating and contributing to the delivery of strategic aims of the One Coventry Plan.
- Working across the organisation to show a) effective and visible leadership to overcome silos, b) effective use of resources and c) an increase in performance.

- Meeting statutory obligations to promote and ensure compliance with policies and procedures including the financial regulations and standing orders.
- Developing creative solutions whilst keeping the resident at the centre of our work.
- Being inclusive in approach and activity, living the values.
- Being flexible and adaptable in approach, working to deliver the best possible outcomes.
- Advising elected Members and supporting the democratic process.
- Proactively and continuously seeking to improve service delivery.
- Creating and endorsing a culture that nurtures and develops our people and their talent.
- Acting as corporate parent to the Council's Looked After Children, taking an active role in promoting and ensuring safeguarding responsibilities are met.

About the Service your team will provide
Offer strategic and operational direction for workforce change , ensuring People Plan goals translate into tangible results. This position plays a crucial role in workforce transformation—delivering meaningful outcomes, guiding organisational design, supporting leadership transitions, and prioritising employee wellbeing. The role connects strategic HR objectives with effective execution, ensuring the People Services team acts as a proactive, performance-focused partner within the organisation.

Main Duties & Key Accountabilities
Overseeing the planning and implementation of significant workforce change initiatives, ensuring designs comply with legal standards and align with organisational values and objectives.
Ensuring clear delivery plans are established for People Services projects and initiatives, with robust management to track progress and manage interdependencies effectively.
Ensuring organisational change proposals and workforce plans are managed using a risk-based approach, addressing early performance, conduct, or cultural concerns and facilitating resolution.
Ensuring workforce changes comply with employment law, council policies, and best practice to safeguard the organisation's reputation and legal standing.
Championing a shift in approach ensuring People Services guides and empowers leaders to address and resolve people matters proactively, avoiding reactive case handling.
Promoting workforce analytics and feedback to uncover issues or hot spots, guiding interventions like training, policy updates, or wellbeing initiatives for improvement.
Collaborating with the Head of People and Culture and other senior stakeholders to ensure People Services operates as a cohesive, high-impact function.
Aligning Change & Projects activities with broader HR and OD programmes, such as talent development,

inclusion efforts, leadership growth, and wellbeing initiatives.
Fostering a culture of continuous improvement across service areas, identifying ways to streamline processes, reduce duplication, and the enhance employees.
Influencing decision-making by highlighting people implications and solutions that enable safe, effective change and sustained performance.
Contributing to broader strategy development, planning, and decision-making as part of the senior People Services leadership team.
Promoting inclusive and ethical leadership while embodying organisational values and fostering accountability for outcomes through constructive and positive engagement.
Representing the People Services function or deputising for the Director of People Services at corporate meetings, external partnerships, and governance forums as needed.

Key Relationships	
External:	Regional and National Trade Union Representatives, West Midlands Employers, West Midlands Combined Authority, Integrated Care Board, Other Midlands based authorities, Local Employers -Severn Trent, Coventry and Warwick Hospital, local MP's, External contractors.
Internal:	Senior Colleagues, Members, Employees, Trades Unions, Staff Networks, Headteachers, Schools, Cross Functional Teams

Standard Information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Training
The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Chief Officer Expectations
As a senior leader you are accountable for the achievement of corporate priorities and outcomes within agreed resource and timeframes.

Your role contributes to leading the organisation, including specific accountability for identified services,

ensuring a responsive, resident-focused approach but working together through our systems and processes.

You will support and advise the Council on strategic and significant operational matters.

Responsible for
Occupational Health and Well-Being, Health and Safety, Employee Relations Lead - Advisory Hub, People Partners, Change Lead

Person Specification

Requirement Type	Int	App	Ass	Requirement
Experience				Demonstrated history of successfully managing large-scale workforce change, encompassing restructures, workforce redesign, or significant service transformations.
Experience				Evidence of translating workforce or people strategy into delivered, measurable outcomes
Experience				Experience of operating in a high-risk, politically sensitive environment, balancing pace, fairness and organisational reputation
Experience				Experience of advising senior leaders on legal, employee relations and reputational risk in change scenarios
Experience				Experience of managing and leading services and teams that are effective
Experience				Experience of influencing senior leaders and elected members (or equivalent governance stakeholders)
Qualification				A degree-level education or equivalent extensive professional experience in HR, organisational development, organisational change, or a similar field.
Qualification				Senior-level HR/People/Change professional

	accreditation or clear evidence of equivalent strategic practice and CPD
Skills And Ability	Proven dedication to inclusive and ethical leadership, with evidence of addressing and improving unacceptable practices or behaviours.
Skills And Ability	Exceptional communication skills, including the ability to present complex information clearly and effectively to various audiences.
Skills And Ability	Ability to inspire confidence, accountability and delivery across professional and non-professional audiences
Knowledge	Sound working knowledge of UK employment law and able to translate into practice
Knowledge	Proven people-management skills, including coaching, developing and empowering others to exercise sound judgement rather than escalating unnecessarily.
Skills And Ability	Ability to manage budgets, resources, and risks effectively to deliver projects within agreed parameters.

Chief Officer Principles	
Selflessness:	Holders of public office should act solely in terms of the public interest.
Integrity:	Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.
Objectivity:	Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.
Accountability:	Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.
Openness:	Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public

	unless there are clear and lawful reasons for so doing.
Honesty:	Holders of public office should be truthful.
Leadership:	Setting an example and promoting these principles.