

Job Description

Job title	Director of Operations (G7)
Section:	Directorate
Term:	Permanent
Reporting to:	Chief Executive
Responsible for:	Corporate Services, Consumer Support and Consumer Education teams (Education responsibility subject to review)
Date:	May 2013

Main Purpose of Job

The Director of Operations will assist the Chief Executive in ensuring the highest levels of corporate governance, financial control, staff development and knowledge management development, reflecting the Consumer Council's commitment to being an exemplar consumer body and employer. The post holder will also oversee the Corporate Services section (Finance, Human Resources and Information Technology), Consumer Support and Consumer Education sections.

Key duties and responsibilities

Key duties and responsibilities will include:

Corporate Governance, Strategy and Performance

- Lead and support the Chief Executive on corporate strategy and policy;
- Support the Chief Executive in the development of the Consumer Council's core corporate policy, operational and corporate planning. Lead in the development and preparation of the corporate plan for adoption by the Council and approval by the Department of Enterprise Trade and Investment (DETI) and Ministers;
- Prepare and co-ordinate the annual business plan, in line with the Corporate Plan; ensure it is appropriately resourced and delivered to schedule; provide assurance to the Chief Executive in their role as Accounting Officer and Board of the Council's performance against the tasks and targets set;

- Develop, implement and monitor the Council's risk management strategy and register, ensuring it accurately reflects the Consumer Council's statutory responsibilities and risks;
- Maintain effective accountability to the Department of Enterprise, Trade and Investment (DETI); lead and support the Chief Executive in ensuring compliance with requirements of the Management Statement and Financial Memorandum; develop and prepare formal annual report on performance for approval by Council and submission to DETI;
- Lead, on behalf of the Chief Executive in their role as Accounting Officer, the Consumer Council's work to ensure an effective Audit and Risk Committee, liaising with the Chair of that Committee to ensure they are able to fulfil the duties of the post;
- Ensure the provision of a value added internal audit service;
- Lead the Consumer Council's work in fulfilling all its commitments in relation to its Equality Scheme, and under the Northern Ireland Act 1998 and the Human Rights Act 1998;

Financial Management

- Provide advice and guidance on strategic financial planning and contribute to securing income generation by assessing trends and reviewing prospects for growth of Consumer Council activities;
- Oversee the finance function, ensuring proper administration of the Consumer Council's financial affairs; advising and assisting the Chief Executive and Senior Management Team (SMT) on budget and financial planning strategies; monitoring and revising the budget in line with changing demands;
- Support the Chief Executive in their Accounting Officer role to ensure effective control and management of the Consumer Council's income and expenditure;
- Ensure the provision of meaningful, accurate and timely management accounting and performance measurement information to the Chief Executive, Council and DETI;
- Ensure all tendering and procurement activity is in accordance with relevant government guidelines and Consumer Council policies;

Human Resource (HR) Management

- Oversee the HR function, ensuring the provision of advice on HR matters to the Chief Executive and SMT, including the development and review of relevant HR strategies, policies and procedures;

- Oversee the planning of efficient organisational development processes within the Consumer Council to ensure that staff have equal access to training and development opportunities within a finite budget;
- Oversee the design, development and implementation of value added strategic HR interventions including models of best practice, guidance and support;

Information and Communications Technologies (ICT)

- Manage the ICT function, ensuring the ongoing development and implementation of the Consumer Council's ICT services;
- Develop, implement and review a knowledge management strategy for the Consumer Council, ensuring effective use of IT and human resources so that the highest consumer benefit is derived from the knowledge the Consumer Council has at its disposal;

Facilities Management

- Oversee the effective management of Consumer Council premises and ensure that they are appropriate for staff; provide internal services as will ensure the smooth, efficient and effective running of the Consumer Council as an organisation;

Consumer Support

- Oversee and give direction to the Consumer Support Team ensuring knowledge and best practice is shared with other teams within the Consumer Council;
- Provide direction on the Consumer Council's consumer support strategy, ensuring effective complaint handling processes and systems are in place to guarantee highest quality standards in advising and assisting complainants to obtain resolution;
- Oversee effective working relationships between the Consumer Council and the companies we have associated statutory complaints handling roles for, ensuring consumers gain from robust but harmonious working;

Consumer Education (subject to review)

- Manage and direct the work the education functions within CCNI, ensuring that business objectives are achieved and the education resource is used to best effort across the organisation;
- Ensure that effective stakeholder relationships are maintained and developed across the education, voluntary and community sectors to support the delivery of the Consumer Council's education and outreach work programmes and to maximise positive consumer impacts;

Staff Management

- Full day to day management responsibility, as appropriate to grade, of the Corporate Services, Consumer Support and Education teams, including performance appraisal, goal and target setting, staff development, attendance management and disciplinary activities etc;

General

- Deputise for the Chief Executive in their absence on any matter as delegated by the Chief Executive, or in the absence of the Chief Executive, as delegated by the Chair;
- Promote a positive image of the Consumer Council, represent the Consumer Council and its interests, and act as its spokesperson as required;
- Carry out other appropriate duties appropriate to grade which contribute to the function of the post, as determined by the Chief Executive.

Successful candidates will be required to travel on official duty throughout Northern Ireland and beyond. Appointees must have access to a form of transport which will enable them to meet the requirements of the post in full.