

Job Description:

**Corporate Director – People and Communications**

**Directorate:** Strategic and Corporate Services

---

**Grade:** KR18

**Responsible to:** Head of Paid Service

**Job Purpose:**

Lead, develop and commission Engagement strategies, services and resources for the council to ensure that the customer is at the heart of everything we do.

Lead and develop the Council's Human Resources strategy to support delivery of the Council's objectives and goals and commission any required Human Resources services ensuring cost effectiveness, efficiency and responsiveness.

**Accountabilities**

Corporate Directors will work within the KCC Corporate Responsibilities for Senior Officers. In addition, as members of the Corporate Management Team and working closely with Cabinet Members, Corporate Directors will work together to enable corporate responsiveness to elected members; secure the best approach to resource stewardship for the council's budget and finances; ensure that overall management attention, effort and controls are commensurate to risk and opportunity across the council's functions and activities; and enhance the reputation of Kent as a place as well as Kent County Council as the democratic agent of change in the region.

Lead and direct the external communications function for the council, to ensure the Council has a strong and consistent voice externally at all levels, locally to Kent residents, regionally and nationally.

Ensure effective engagement of Kent residents and external stakeholders and use this to inform organisation development and design processes and activities across the council.

Lead and direct all internal communications for the council, ensuring that all messages are 'fit-for-purpose' and delivered proactively through the most effective channels.

Lead and develop the customer services strategy for the council including overall management and direction for Contact Point, and ensure close alignment between customer experience and organisation and staff development and organisation design.

Lead, commission and direct strategies designed to ensure the public consultation function for the council is relevant, timely and effective and ensure that responses are used to inform county council strategies and policies and that this is a positive experience for residents.

Direct, lead and guide the Human Resources function to ensure the improvement and implementation of human resources standards across the Council and partner organisations.

Lead the development and implementation of the Council's Organisation Development and Change programme, Organisation design framework and Human Resources strategy to support the delivery of transformation.

Provide the means for the proper recruitment, retention and performance appraisal of highly skilled staff able to contribute significantly and deliver good quality and cost effective services for the people of Kent.

Lead the development and implementation of a corporate Health & Safety strategy and framework ensuring a positive, healthy and safe work environment, across the Council, in accordance with all appropriate legislation and regulations.

Act as expert adviser on all Human Resource issues supporting Members and senior officers on complex/high level matters, leadership of corporate consultation and negotiation to maintain an effective employment relations climate and advising the Head of Paid Service to ensure the organisational culture and structure of the Authority meets changes in service requirements, statutory obligations and funding regimes.

Lead and direct council wide learning and development activity to council officers and partner organisations to ensure wider sector workforce development.

Lead the commissioning of HR and Engagement services for the council and act as Client for all commissioned services in these areas.

Act as Deputy for the Corporate Director Strategic and Corporate Services as required.

*This job description sets out the accountabilities specific to the role. These should be read in conjunction with the Corporate Responsibilities that apply to the Corporate Director and Director roles.*