Job Description

Job title:	Assistant Director: Corporate & Support Services
Reporting to:	Director of Corporate & Support Services
Directorate:	Corporate & Support Services Directorate
Post Status:	This is a permanent post subject to successful completion of a probationary period of six months.
Location:	The location of this post will be confirmed upon appointment and flexibility to be based across the Borough will be required. The premises are wheelchair accessible and there are accessible toilets.
Salary:	Scale P014 and in the range SCP 64 - 67 (currently £80,613 to £84,849.) The starting salary is normally at the base of the salary scale. A higher starting salary may be awarded in exceptional circumstances where the decision to do so can be justified.
Pension:	Mid and East Antrim Borough Council operates under the NILGOSC pension scheme. For more details on this please visit https://www.nilgosc.org.uk/
Hours of Work:	37 hours week, Monday to Friday. The post holder will be expected to work outside of these hours at weekends, evenings and public holidays to meet the needs of the Council.
Transport/Mobility:	Successful candidates will be required to travel, on official duty, within the Mid & East Antrim Borough Council area and beyond. Appointees must have access to a form of transport which will enable them to meet the requirements of the post in full.
Date:	October 2026

MEA Values

Our core value is R.E.A.L.I.S.E., representing the behaviours that we will demonstrate in all that we do.

Respect - Establishing a culture of openness, trust & value.

Excellence - To be an exemplar – striving to be the best we can be by efficiently and effectively managing and deploying resources in order to maximise outcomes.

A teamwork approach - Working together and supporting each other in true partnership to make the vision of Mid and East Antrim a reality.

Leadership and commitment - Through strong leadership we will give direction, provide support and empower everyone to play their role in delivering the vision and strategic priorities for all our people.

Integrity - To support a spirit which enables honesty, accountability and trust throughout.

Service Innovation - We will empower people to express their ideas and harness their creative skills through supporting them to be transformative.

Equality and fairness - To recognise and value diversity and promote opportunity and equal access to services.

Corporate and Support Services currently includes the following functions:

- Legal & Democratic Services
- ICT
- HR & OD
- Information Governance
- Business Support Hub
- Finance
- Compliance, Procurement & Risk
- Customer Service
- Communications and Marketing
- Programme Management Office
- Policy & Performance

ROLE OVERVIEW:

The Assistant Director reports to the Director, where you will support the Director and the Senior Management Team in the leadership and management of the Council.

The role will work across organisational boundaries, as part of a wider MEA senior team, to transform how the Council delivers the Corporate Plan and associated priorities. Key to the role will be the need to lead, inspire and develop a range of teams to provide high quality, value for money services for residents and effective collaboration to enable the delivery of the Council's ambitious agenda, through interactions with staff, Elected Members and other stakeholders.

As a member of the Council Management Team (Council Assistant Directors) and the CSS Directorate Management Team (CSS Director and Assistant Directors), you will lead the directorate and collaborate with senior officers across the council and with Members and trade unions, to deliver the council's objectives and priorities. You will drive change and improvements both individually and collegiately promoting and demonstrating the values and behaviours of the council, whilst driving innovation and high standards.

Each role provides through a well-led team, strategic direction, leadership and support on a range of functions, and includes a transformation approach to ensuring the delivery of efficient and effective services that promotes improved outcomes for residents through evidenced based practice.

As a senior leader in the Council you will drive continues improvement against our expected values and behaviours, promoting diversity and inclusion whilst driving innovation and high standards to support our aspirations.

MAIN PURPOSE OF THE JOB

1. Lead, manage and develop the delivery of the relevant Service, which reflects the Council's priorities and develop innovative and creative approaches to continuously improve services.
2. Support the Chief Executive and Strategic Leadership Team in building and sustaining a high-performance organisational culture, providing strong, visible leadership and delivering on agreed strategic priorities that enhance council-wide operational excellence.
3. Shape and influence the Council's long-term strategic planning processes, ensuring that the organisation's vision, values and strategic objectives are translated into clear operational direction and measurable outcomes.
4. Provide strategic leadership and direction as part of the Council Management Team.
5. Provide strategic leadership and direction across an allocated portfolio of services, ensuring strong governance, effective cross-departmental collaboration, and the development of robust internal and external partnerships that advance the Council's strategic priorities.

6. Drive continuous improvement and service excellence across the Directorate remits, applying rigorous performance management approaches to maximise organisational efficiency, effectiveness, and value for money.
7. Represent the Directorate at Council and Committee meetings, providing authoritative, evidence-based reports, insights and recommendations that support effective decision-making and governance.
8. Support the Director in leading transformational change and organisational innovation, contributing to the design, delivery and embedding of modernisation initiatives that enhance the Council's long-term capability and resilience.
9. Provide high-quality strategic advice and professional guidance to Elected Members and senior stakeholders, ensuring decisions relating to departmental functions are informed, timely and aligned with corporate policy and statutory obligations.
10. Ensure full compliance with statutory, regulatory and governance requirements, embedding a culture of accountability, safety and good practice across all departmental services.

MAIN DUTIES AND RESPONSIBILITIES

1. <u>Service Delivery</u>

1.1 Responsible for the effective development and delivery of a portfolio of services.

1.2 Management and support of teams that sit within the function ensuring compliance with regulatory and external functions that hold the council to account.

1.3 Develop and manage a flexible operational service that meets the need and reflects the Council's priorities and develop innovative and creative approaches to continuously improve services.

1.4 Provide strategic leadership to Line Managers and staff in your service, ensuring the delivery of high-performing, value-for-money services and fostering a culture of continuous improvement and high performance.

1.5 Lead and influence the Council's annual budget-setting and service planning processes, ensuring that departmental and corporate objectives are fully reflected in robust annual and long-term financial and operational plans.

1.6 Oversee and direct service delivery across the Department, ensuring that service plans, objectives and priorities are strategically aligned, effectively implemented, rigorously monitored and continuously reviewed to meet organisational needs and expectations.

1.7 Champion and drive innovative service improvement, designing or commissioning integrated, efficient, cost-effective and high-quality services that fulfil the Council's statutory responsibilities and strategic ambitions while enhancing outcomes for communities.

1.8 Safeguard the organisation by ensuring the effective management of strategic and operational risks, and by embedding comprehensive Risk Management, Emergency Planning and Business Continuity frameworks. Provide assurance that all managers and employees comply with required standards, procedures and governance expectations.

1.9 Responsible for holding the Council's Emergency Co-ordination Officer (1) telephone on a rota basis (additional payments apply).

2. General Duties

2.1. Promote and ensure the principles of equality of opportunity, good relations and diversity are at the core of service delivery and employment through adherence to the Council's Equality, Diversity and Inclusion policy.

2.2. Contribute to Mid and East Antrim Borough Council in fulfilling all of its commitments in relation to anti-discrimination practices, its Equality Scheme under the Northern Ireland Act 1998 and the Human Rights Act 1998.

2.3. Carry out all functions in line with standards set out in Council's Standing Orders, the Code of Conduct for Local Government Employees and the Local Government Employee & Councillor Working Relationship Protocol.

2.4. Ensure compliance with council policy, procedure and legislation including those related to management of employees, health and safety, customer relations, safeguarding, GDPR and those specifically set out in Financial and contract procedure rules.

2.5. In addition to the duties set out the postholder will be required to undertake additional duties which may result in changing circumstances but which may not change the general character or level of responsibility accorded to the post.

Closing caveat:

This job description sets out the main duties of the post as at the date of completion. It is not intended to be rigid and inflexible but should be regarded as providing guidelines within which an Assistant Director is required to work. Other duties of a similar nature and appropriate to the grade may be assigned from time to time by the Director. Duties may vary to meet the changing needs of Mid and East Antrim Borough Council and without changing the general character of the post or the level of responsibility that it entails. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post

Person Specification

	Essential Criteria	Method of Assessment
Qualifications and Experience	Applicants must hold: • Degree or postgraduate qualification AND Be able to demonstrate, by providing personal and specific examples, that they have 3 years' senior management* experience in an organisation leading service delivery, improvement and change to include: • Experience of leading and managing diverse services within a complex unionised environment, involving multiple stakeholders, competing priorities, and changing demands • Experience of leading and managing diverse services ensuring high-quality, responsive and outcomes-focused delivery that meets the needs of communities and stakeholders. • Experience of shaping and delivering strategic service improvement and transformational change, enhancing effectiveness, efficiency, sustainability and overall community outcomes. • Experience of building high performing teams and providing inspirational leadership that drive a high-performance culture. • A track record of being innovative, results driven and leading others to perform and transform. OR Where applicants do not hold the qualification set out above, they must demonstrate, by providing personal and specific examples, that they have 5 years' senior management* experience in an organisation leading service delivery, improvement and change to include: • Experience of leading and managing diverse services within a complex unionised environment, involving multiple stakeholders, competing priorities, and changing demands • Experience of leading and managing diverse services ensuring high-quality, responsive and outcomes-focused delivery that meets the	Application Form

	Essential Criteria	Method of Assessment
	needs of stakeholders. • Experience of shaping and delivering strategic service improvement and transformational change, enhancing effectiveness, efficiency, sustainability and overall community outcomes. • Experience of building high performing teams and providing inspirational leadership that drive a high-performance culture. • A track record of being innovative, results driven and leading others to perform and transform. *Senior Management is defined as working directly to, including advising, an Assistant Director (Tier 3) or above.	
Knowledge	A proven track record of achievements pertinent to the senior responsibility for the duties and competencies necessary for the post, and relevant experience, including: - • Working effectively in a challenging and demanding environment • Knowledge and understanding of the workings of local government in NI including the current landscape and challenges facing public services. • Initiating and implementing key projects within allocated resources and timeframes	Interview Interview Interview
Behavioural Competencies (Strategic Level)	These competencies are the top 6 competencies the Local Government Competency Framework[i] which have been identified and prioritised for effective performance in this role. 1. **<u>How we Provide Leadership and Direction:</u>** 1.2 **Leadership -** Motivates others to achieve their objectives and organisational goals through involvement and providing feedback and support. 1.3 **Managing Performance** – Sets clear, aligned high standard performance goals and objectives for self, others and the organisation.	Interview

	Essential Criteria	Method of Assessment
	2. How we manage ourselves **2.3 Communicating with impact-** Presents a positive image by communicating effectively, being resilient and treating people fairly. **3 How we work with others** **3.1 Collaborating in a Political Environment** – Develops and manages effective networks by establishing common ground. **3.3 Meeting Customer Needs** – Establishes the needs of customers and strives to ensure that these are met. **4 How we move forward** **4.2 Managing Change** – Promotes change effectively and ensures that changes are delivered in line with organisational goals. **3.4 Respect for Diversity and Equality** underpins the core competencies required for the post.	
Attitude and motivation	• Highly motivated and inspiring senior leader with the ability to motivate others including team members and peers. • Adaptable to meet changes in a complex changing organisation with flexibility to meet to address challenges • Demonstrates personal high standards of honesty, fairness and professionalism and creates a culture of openness and trust • A passionate role model of the values of public services and the Council	Interview
General	A full current driving licence valid in the UK and access to a car or have access to a form of transport that enables you to carry out the duties of the post[i][ii]	Application form

[i] Full details of the Local Government Competency Framework can be found at the following link:
http://www.lgsc.org.uk/fs/doc/Competency%20Framework%20for%20Local%20Government.pdf

[ii] Applies only to applicants who have a disability under the Disability Discrimination Act.

Mid & East Antrim Borough Council

Directorate Overview

Council is undertaking a programme of transformational change to ensure that the organisation has the agility, structures, processes and strategic leadership in place to deliver on our ambitious plans.

Below is Council's structural portfolio listing the services under each directorate – entitled People, Place, Corporate and Support Services and Growth and Major Projects.

Corporate & Support Services
- Business Support
- Finance
- Citizen Focus

People
- Leisure
- Events
- Peace Plus
- Good Relations
- Community Centres
- Community Development
- Sports Development
- Community Inclusion
- Emergency Planning
- Tourism Arts & Culture
- Health & Welfare
- Employment Skills
- Development Schemes

Place
- Climate
- Licensing
- Planning
- Water Quality
- Parks & Open Spaces
- Waste & Recycling
- Harbours & Marinas
- Environmental Services
- Animal Welfare
- Building Control

Growth & Major Projects
- Assets
- Major Projects
- Investment and Capital Projects
- Facilities Management
- Strategic Employment & Growth
- Town Centre Management
- Economic Development



