

# Branch Heads (Grade 7)

## Information Pack

**Closing date: 18 October 2021**



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Download this pack in Welsh on our [website](#), or email [recrwtio@estyn.llyw.cymru](mailto:recrwtio@estyn.llyw.cymru) for a copy.

## Introduction



Thank you for your interest in working for Estyn.

It's an exciting time to join us. We're supporting education reforms in Wales, including development of the new curriculum, and we're making changes to the way we inspect and support schools. We're looking for two people to join our Corporate Services team as Branch Heads to lead and manage our enabling services that play a vital role in supporting delivery of our key objectives. These services span communications, HR, finance, governance, IT, planning, research and more. Join us and you'll find yourself immersed in a progressive and evolving organisation where you'll get the chance to enhance your skills and develop your career in the Civil Service.

This pack contains more details about working with us, information about the roles, and details on how to apply. We've also put together a [Guidance Document](#) with information about the selection process and tips to help you complete your application.

We look forward to receiving your application.

A handwritten signature in black ink that reads "Phil Sweeney". The signature is written in a cursive, slightly slanted style.

Phil Sweeney, Corporate Services Director

## Why work for Estyn?

Estyn is a great place to work and our people are our most valuable resource. Our People Survey results are consistently amongst the best in the Civil Service, and we've been awarded the Gold Standard from Investors in People (IIP).

We value, listen to, and encourage our team members to develop their skills and talents. As one of our team, you'll have access to learning and development opportunities that will help you to develop valuable skills to help further your career. These include individual, team, professional and organisational learning, and continuous development. As a Civil Servant you will have access to a wide range of opportunities across the Civil Service.

When you join Estyn, you'll be supported by a network of colleagues within your team and across the organisation. You'll be given a comprehensive induction about your role and how it fits with the rest of the organisation.

## Equality and Diversity

We're committed to supporting diversity and valuing individual differences. We recognise that everyone brings different skills and experience to our organisation, and that this diversity is what makes a strong organisation. We encourage applications from the widest possible diversity of backgrounds, cultures and experiences. We particularly welcome applications from people with an ethnic minority background, as well as people living with a disability.

## Smart Working

We're changing the way we work to encourage Smart Working. This means using your time effectively and varying where and how you work to meet business needs in the most productive way. Our expectation is that teams will work from home for most of their time for the foreseeable future.

## Who we're looking for

We're recruiting two Branch Heads to lead and manage a range of enabling services. As part of the corporate leadership team you will be responsible for:

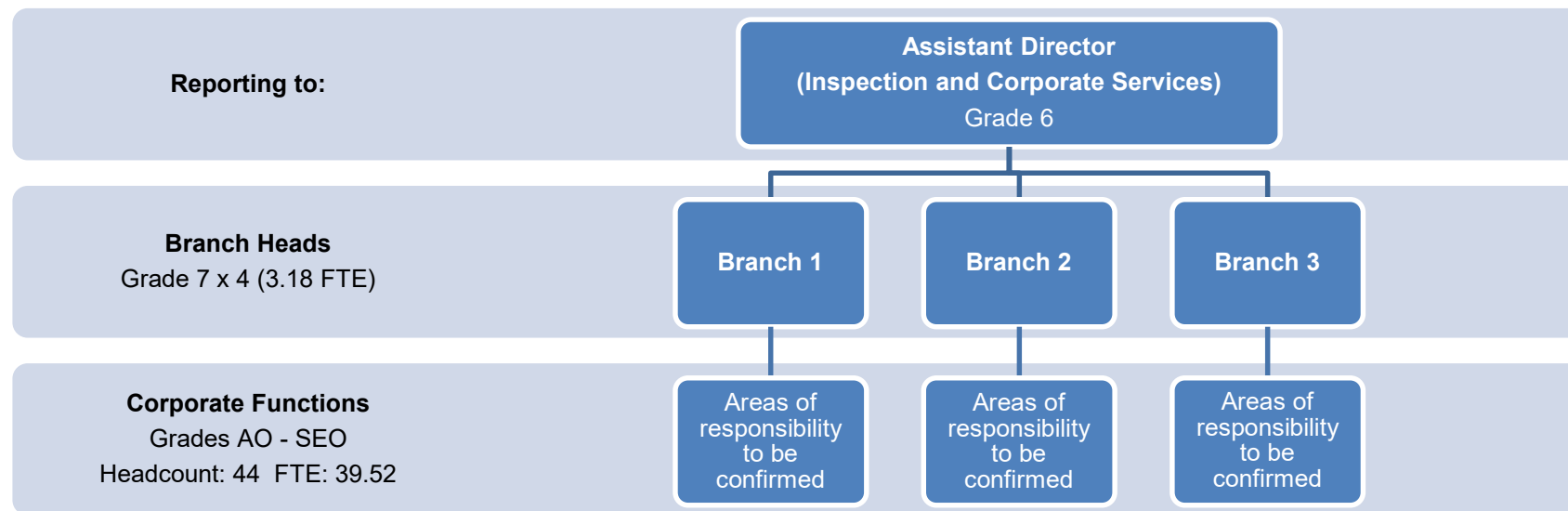
- setting direction
- engaging people
- leading, developing and empowering teams, systems and services that deliver results and support delivery of our strategic objectives

You will:

- provide inspirational leadership in your areas of responsibility
- oversee the management of resources, projects and business improvement processes which meet business needs and provide value for money
- oversee the management of efficient business systems
- research, draft and implement appropriate strategy, policy and ensure regulatory compliance in relation to areas of responsibility
- deliver "enterprise enabling" projects to achieve change and/or lead the delivery of other cross-cutting initiatives, as directed by senior management team
- develop quality assurance systems for processes to ensure we provide effective and efficient services
- work collaboratively and flexibly with other branch heads to deliver business priorities across all branches
- ensure full and effective adherence to the Welsh language standards in your areas of responsibility
- attend and contribute to decision making on senior committees, boards and groups
- from time to time you will provide cover for other branch areas where needed
- undertake any other duties as may reasonably be required

We're currently reviewing all of our Corporate Services roles – and new recruits will have an opportunity to contribute to future structural decisions. Branch Heads will collectively be responsible for the delivery of services across all functions. You will be individually responsible for a team of around 15 staff delivering several of the following service areas:

- Governance, including secretarial support for a range of groups, boards, and our Audit Risk and Assurance Committee
- Planning and scheduling our programme of inspection and other work
- Research and analysis services
- Operational support services for inspection delivery
- Stakeholder engagement – communications and event management
- Publications
- Management of complaints and Freedom of Information
- Finance, including production of our Annual Report and Accounts
- Procurement
- Human Resources and organisational development
- Office facilities and IT support services
- Corporate plans and actions, including our Annual Plan, environmental, corporate health and wellbeing initiatives



You will:

- enjoy the challenge of a varied workload

- have excellent communication skills (verbal and written)
- be comfortable handling sensitive conversations
- make use of your leadership and analytical skills
- be confident in the use of IT and how to use it to improve service delivery
- work collaboratively and flexibly
- be confident working in a changing environment and be flexible to changes in management responsibilities appropriate to the grade

This is an excellent opportunity to gain experience in a range of management areas and enhance your leadership skills within an organisation that is consistently ranked within the top Civil Service organisations taking part in the annual Civil Service People Survey.

Our corporate colleagues come from a wide range of backgrounds. You may have worked in a large or small organisation, in a Welsh or bilingual environment, in the public or the private sector. You'll be used to dealing with a wide range of people, internally and externally, and enjoy working as part of a supportive team.

Although we have vacancies for two specific roles, if more candidates meet the criteria than we need at the moment, we may create a reserve list. We may use any reserve list to fill the same role or similar roles in the future.

**Job Title:** Branch Head (Grade 7)

**Duration:** Permanent

**Salary:** £50,870 - £60,830 (Please note, starting salary will normally be offered at the minimum of the band)

**Welsh Language:** We work in both Welsh and English and many of our stakeholders are bilingual. For these posts' Welsh language skills (verbal and written) are **highly desirable**.

**Location:** The role will be based in Anchor Court, Keen Road, Cardiff, CF24 5JW. We're currently working remotely due to COVID-19 restrictions. As these restrictions ease, we're exploring informal hybrid working arrangements subject to business needs and agreement with your manager. This role can only be worked in the UK and not overseas.

**Work hours:** 37 hours over a five day week (Monday to Friday), excluding breaks. We'll consider requests for job sharing or reduced hours in line with our [Flexible Working Policy](#).

**Nationality:** To be eligible for these roles you must meet the nationality requirements set out in our [Guidance for Applicants](#)

# Person Specification

## Job specific criteria

It's essential that you:

- have experience of managing teams, and a clear understanding of team management principles including change management
- can develop and maintain productive working relationships, motivate and inspire colleagues
- can set direction through making effective decisions
- have excellent prioritising and time management skills to manage multiple activities
- have ability to re-engineer business processes and ensure the appropriate processes are in place and applied to deliver effective services
- have good communication and interpersonal skills that enable you to develop and maintain productive working relationships, and constructively challenge, influence and persuade senior managers and other stakeholders
- can maintain personal effectiveness in the face of pressure, setbacks or when dealing with challenging situations
- experience of delivering high-quality services and customer care
- finance experience e.g. understanding of the core principles of finance and accounting and demonstrable financial skills and analytical skills to provide insights to support decision making at a senior level are essential for one of these posts

It is desirable that you are able to work through the medium of Welsh (written and spoken)

## Key behaviours

- Seeing the big picture
- Changing and Improving
- Leadership
- Communicating and influencing
- Managing a quality service
- Making effective decisions

You can find more information and examples of these behaviours in [Success Profiles - Civil Service Behaviours](#) at Level 4 - Grade 7 and 6 or the equivalent Grade.



## About us – Our work and our values

We are Her Majesty's Inspectorate for Education and Training in Wales. We inspect quality and standards in education providers around the country. Because of COVID-19 we've adapted the focus and delivery of all our work, but our mission, vision, strategic objectives and values have stayed the same.

### Vision and Mission

Our **vision** is to improve the quality of education and training, and outcomes for all learners in Wales

Our **mission** is to support education and training providers to develop a self-improving and learning culture through our advice, inspection and capacity building

### Strategic objectives

**Providing public accountability** to service users on the quality and standards of education and training provision in Wales

**Informing the development of national policy** by the Welsh Government

**Building capacity** for improvement of the education and training system in Wales

### Values

- Place learners at the heart of our work
- Listen, learn and work with others
- Act openly, fairly and with integrity
- Show effective leadership and teamwork
- Promote health, wellbeing and equality in all we do
- Value and respect people and their work
- Encourage responsibility, initiative and innovation

Each year we publish an [Annual Plan](#) that sets out our key activities for the year. Further information about our work can be found on our website: [www.estyn.gov.wales/about-us](http://www.estyn.gov.wales/about-us).

As Civil Servants, we model the values, behaviours and standards set out in the [Civil Service Leadership Statement](#) and the [Civil Service Code](#).

## Benefits of joining Estyn



**Competitive salary** - The salary range is £50,870 - £60,830. Starting salary will normally be the first scale point above your current salary (within this range). You can find the full Grade 7 pay scale [here](#). With incremental progression you will normally reach the maximum of the pay scale within three years of joining us



**Generous holiday entitlement** – 31 days of annual leave, plus 10 public/privilege holidays each year. Annual leave is pro-rated for those who work part-time. Further paid / unpaid leave options available for those to help combine work with other life commitments and responsibilities (e.g. career break, compassionate leave, fostering to adopt etc) subject to business needs



**Flexible working** - Our normal work hours are 37 hours over a five day week (Monday to Friday), excluding breaks. In addition to your right to request flexible working, you'll benefit from our flexible working hours scheme to help manage your work/life balance.



**Excellent pension** – Choose from a defined benefit pension scheme with Estyn contributing up to 27.9% of your salary or a defined contribution arrangement. We're part of the *Civil Service Pension scheme*. If you're already in a Pension Scheme, you can freeze this or transfer it into the *Civil Service Pension Scheme*



**Support for your wellbeing** – We provide a 24/7 employee assistance programme including access to emotional support counselling and specialist advisors, free annual health check, trained mental health first aiders, a free eye care scheme and subsidised flu jabs. We've achieved the Silver Award for the Corporate Health Standard for our health and wellbeing support. We also provide access to Health Insurance Plans through *Civil Service Healthcare*



**Diversity and inclusion** – We want to maximise the potential of everyone who works for us, regardless of their background. We've created a working environment that is welcoming, respectful, and engaging for everyone, with opportunities for personal and professional development



**Support for your family life** – generous maternity, paternity, adoption, shared parental and parental leave, and flexible working



**Tax-free savings** – Access to a cycle to work scheme and a green car scheme



**Additional financial support** – including an interest-free salary advance for travel season tickets



**Special offers and discounts** – Access to a range of discounts and exclusive offers for many high street shops, cinemas, supermarkets, holidays, restaurants, gyms and family attractions through the *Civil Service Social Club – Sports and Leisure*. Access to further benefits and services including the *Civil Service Motoring Association*, the *Civil Service Insurance Society* and the *Charity for Civil Servants*

For more information, visit our website: [www.estyn.gov.wales/WorkingforEstyn](http://www.estyn.gov.wales/WorkingforEstyn)

## Apply now!

Download the application form: [www.estyn.gov.wales/working-us/current-vacancies](http://www.estyn.gov.wales/working-us/current-vacancies)

Download the application guidance: [www.estyn.gov.wales/working-us/current-vacancies](http://www.estyn.gov.wales/working-us/current-vacancies)

**Closing date: Monday 18 October at 10am**

We won't consider any applications we receive after this time and date, or any incomplete applications.

Send your application to: [recruitment@estyn.gov.wales](mailto:recruitment@estyn.gov.wales)

We recommend emailing your application. As our office is closed at the moment, there are delays in receiving post that may mean your application is late. If you're not able to use email, please contact Shuna Lovering on 029 2044 6307.

### **Alternative or accessible documents**

If you'd like to apply or access this document in an alternative format, please contact Shuna Lovering to discuss your requirements.

## Further Enquiries

If you have any questions about this recruitment exercise that we haven't answered in this pack, please contact Shuna Lovering on 029 2044 6307, or [recruitment@estyn.gov.wales](mailto:recruitment@estyn.gov.wales)

We welcome correspondence in Welsh; we'll respond to you in Welsh, and there won't be a delay in our response.

## Selection schedule



\*Dates may be subject to change