

# LONDON BOROUGH OF CROYDON

<b>REPORT:</b>	<b>APPOINTMENTS AND DISCIPLINARY COMMITTEE</b>	
<b>DATE OF DECISION</b>	<b>Monday 29<sup>th</sup> January 2024</b>	
<b>REPORT TITLE:</b>	<b>Appointment to the post of Director of Customer Experience &amp; Technology</b>	
<b>CORPORATE DIRECTOR / DIRECTOR:</b>	<b>KATHERINE KERSWELL CHIEF EXECUTIVE AND HEAD OF PAID SERVICE</b>	
<b>LEAD OFFICER:</b>	<b>Katherine Kerswell Chief Executive and Head of Paid Service</b>	
<b>LEAD MEMBER:</b>	<b>All</b>	
<b>AUTHORITY TO TAKE DECISION:</b>	Appointments of staff are a non-executive function of the Council and the Council's established practice is to report all director appointments to Members for decision.	
<b>KEY DECISION?</b>	<b>No</b>	REASON: N/A
<b>CONTAINS EXEMPT INFORMATION?</b>	Yes	Details of the candidate(s) set out in the exempt/Part B appendices under paragraph 1 (information relating to any individual) and paragraph 2 (information which is likely to reveal the identity of an individual) and, in all the circumstances, the public interest in maintaining the exemptions outweighs the public interest in disclosing the information for the reasons set out in this report.
<b>WARDS AFFECTED:</b>	<b>N/A</b>	

## 1 SUMMARY OF REPORT

- 1.1 This report seeks the Committee's approval to agree the salary package and undertake the selection and appointment to the post of Director of Customer Experience & Technology.

## **2 RECOMMENDATIONS**

For the reasons set out in the report Appointments and Disciplinary Committee is recommended to:

- 2.1** Agree the salary package for the post of Director of Customer Experience & Technology, Grade 3 £122,803 to £127,684.
- 2.2** Undertake the selection for and agree an appointment to the post of Director of Customer Experience & Technology from the candidate(s) detailed in the Exempt/Part B appendices.
- 2.3** Note that any appointment will be subject to the appointment notification process set out in section 3.3 of part 4J of the Council's Constitution (Staff Employment Procedure Rules).

## **3. BACKGROUND AND DETAILS**

### **3.1 Job Purpose:**

- Lead senior officer responsible for technology, cyber security, digital and data strategies, portfolios of change and investments/budgets to enable organisational outcomes.
- Lead senior officer responsible for creating, managing and executing customer experience strategy to deliver seamless customer experiences across all stages and touchpoints.
- Ensure core technology and infrastructure is operating optimally, resiliently, and securely.
- Lead on strategic IT sourcing, procurement, and commercial activity.
- Continually re-imagine and promote the vision for technology to enable the organisation to achieve its ambition.
- Act as agitator, disruptor, and collaborator to help drive innovation.
- Provide thought leadership and sector wide impact on the role of technology, digital and data in local government.
- Lead and embody an inclusive culture, actively promoting diversity and equality both in the team and outside it.

**Reports to:** Assistant Chief Executive

### **Direct reports:**

- Heads of Technology
- Head of Change and Oversight

- Head of Customer Experience
- Head of Cyber Security

### Localism Act 2011 and Pay Policy

- 3.2** The Appointments & Disciplinary Committee has delegated responsibility for approving appointments beyond the threshold specified in statutory guidance issued by the Secretary of State under section 40 of the Localism Act 2011. The statutory guidance provides that elected Members should be given an opportunity to vote before salary packages upon appointment at or above a specified threshold are offered. For these purposes, the specified threshold is currently £100,000 as set by Government.
- 3.3** As set out in the Council's Pay Policy Statement agreed by the Council on 1 March 2023 Director roles are placed on a grade and salary within the Croydon Chief Officer Grades 1 and 3 following evaluation of their post using the Hay job evaluation scheme with provision for incremental progression to the top spinal point of the grade. The Policy also provides that the salaries will be reviewed in line with national awards as determined by the JNC for Local Authority Chief Executives. The salary scale for the Director of Customer Experience & Technology is Grade 3 £122,803-£127,684 per annum.
- 3.4** Under these arrangements the Director of Customer Experience & Technology, receives a salary package which would engage the Committee's discretion in accordance with the delegation set out above and, therefore, a decision is required by the Committee to appoint at this pay level. In the event that candidates of insufficient calibre can be attracted to apply for the role, as with some other senior appointments, the Committee may need to consider the application of a labour market pay benchmarked market supplement, in accordance with the Council's market supplement policy.
- 3.5** The Council's Staff Employment Procedure Rules at Part 4.J of the Constitution provide for a notification process to ensure that the Mayor and any other Cabinet Members have no objections to the offer of appointment occurs before an offer of appointment is made to him/her and these requirements will be complied with should members approve the above recommendations

## **4. ALTERNATIVE OPTIONS CONSIDERED**

- 4.1** The role is currently being covered by an interim on a day rate which is not sustainable, there is also the requirement to maintain a stable team. Therefore, the most cost effective and recommended solution is to appoint to the position on a permanent basis.

## **5. CONSULTATION**

- 5.1** The role has been advertised on our internal and external LBC jobsites, Local Government Jobs, Indeed and LinkedIn. Longlisted candidates will undertake first stage conversations with, in the absence of the Assistant Chief Executive, our

Corporate Director, Resources who is deputising. If shortlisted candidates will then meet with a panel made up from members of the Council Management Team, prior to the final interview.

## **6. IMPLICATIONS**

### **6.1 FINANCIAL IMPLICATIONS**

There are no specific direct financial implications arising from this recruitment as salary costs and the associated on-costs will be met from existing budget within the Assistant Chief Executive directorate.

### **6.2 Risks**

The failure to recruit the right candidate is always a risk and may result in further costs to recruit should this happen. There are broader operational and delivery implications, particularly with savings targets and other directorate responsibilities.

**6.3** Comments approved by Allister Bannin, Director of Finance (Deputy s151 Officer) Date: 10/1/2024.

## **7. LEGAL IMPLICATIONS**

- 7.1** Under section 112 of the Local Government Act 1972, the Council may generally appoint such staff as it considers necessary for the proper discharge of its functions on such reasonable terms and conditions, including remuneration, as the Council thinks fit.
- 7.2** Under the Local Authorities (Standing Orders) (England) Regulations 2001 as amended, the function of appointment of a member of staff below deputy chief officer level must be discharged by the Head of Paid Service or by an officer nominated by the Head of Paid Service. Appointment decisions concerning more senior officers can be made by officers or Members subject to statutory requirements, and the Council's constitution.
- 7.3** However, under section 40 of the Localism Act 2011, the Council must have regard to guidance issued by the Secretary of State when preparing and approving its pay policy statement. The Guidance entitled "Openness and accountability in local pay; guidance under section 40 of the Localism Act" provides "full council, or a meeting of members should be offered the opportunity to vote before large salary packages are offered in respect of a new appointment. The Secretary of State considers that £100,000 is the right level for that threshold to be set".
- 7.4** Under section 41 of the Localism Act 2011, the Council must comply with its pay policy statement when making certain determinations relating to remuneration. The Council must also comply with its obligations under regulation 10 of the Accounts and Audit Regulations 2015 and the Local Government Transparency Code.
- 7.4** The Appointments and Disciplinary Committee has delegated responsibility for "the function in respect of voting on salary packages upon appointment" and therefore of approving salary packages in accordance with the Guidance referred to above..

- 7.5** The Council's pay policy statement also makes provision for the salary of Croydon Chief Officer Grades, and for additional remuneration elements.
- 7.6** Staff Employment Procedure Rules at Part 4.J of the Constitution makes provision for a notification process, as required by the 2001 Regulations referred to above, to ensure that the Mayor and any other Cabinet Members have no material or well-founded objections to the offer of appointment and this process must take place before an offer of appointment can be made.
- 7.7** *Approved by:* Sandra Herbert, Head of Litigation and Corporate Law for and on behalf of Stephen Lawrence-Orumwense the Director Legal Services and Monitoring Officer Date: 15/01/2024

## **8. EQUALITIES IMPLICATIONS**

- 8.1** The posts are senior posts within the Council, therefore post holders will have due regard to the Public Sector Equality Duties (PSED) as detailed:
- (i) Eliminate unlawful discrimination, harassment and victimisation
  - (ii) advance equality of opportunity between people who share a protected characteristic and those who don't.
  - (iii) foster or encourage good relations between people who share a protected characteristic and those who don't.
- 8.2** Senior members of staff are also responsible for the deliverables of the Equality Strategy 2020 -2024 within their service area. This includes: ensuring that every strategy, delivery plan and staff appraisal has an equality objective linked to it.
- 8.3** As a member of the management team, the post holder will also have responsibility for the implementation of the Equality Strategy 2020- 2026 which includes the standards of the Chief Executive for London Council's Tackling Racial Injustice programme. This includes ensuring that both equality and race have measurable actions on personal development plans for the post holder.
- 8.4** The post holder will be requested to share equality monitoring data when in post.
- 8.5** Comments approved by: Denise McCausland, Equalities Programme Manager Date: 10/1/2024

## **9. HUMAN RESOURCES IMPLICATIONS**

- 9.1** There are no additional human resources impacts.
- 9.2** Comments approved by Dean Shoesmith, Chief People Officer Date: 10/1/2024

**CONTACT OFFICER:** Katie Wallace, Head of Recruitment

## **10. APPENDICES TO THIS REPORT**

Appendix 1: Recruitment pack including Role Profile

**Exempt/Part B Appendices**

**BACKGROUND DOCUMENTS:** none