



# Gangmasters & Labour Abuse Authority

## Job Title – Head of Corporate Services

### Summary of the role

The purpose of this role is to reduce worker exploitation in the UK by delivering excellent, strategic and joined up support services to the GLAA.

The role holder reports to the Chief Executive Officer and is responsible for

- **Our Finances.** Leading on strategic financial planning, radically changing the way that we plan and manage our money, manage efficiencies, and improve our organisation wide maturity and accountability in financial management.
- **Our People.** Developing our People Strategy, improving recruitment and retention, progressing the diversity of the organisation. Driving improvements in wellbeing and our overall employee experience, and increasing our effectiveness in people management, L&D, workforce planning and talent management. Overseeing effective organisational health and safety.
- **Our Technology.** Leading the modernisation of systems and Enterprise application management, IT security, Asset Management, IT infrastructure project management and our ability to interact with customers digitally.
- **Our Data.** This involves managing the solutions for how we manage our data.

### Workplace Values

Leaders at the GLAA will demonstrate exceptional leadership behaviours –

- **Organisational alignment** - Demonstrates clear alignment and commitment to the GLAA vision, mission and strategy.
- **Professional excellence** - Holds oneself to high standards, taking pride in how they operate and works effectively with others.
- **Achievement** - Strives to achieve the best possible outcomes for the GLAA, the public and business workers.
- **Team mentality** - People centred in approach and places emphasis on coaching, empowerment and developing team members.
- **Awareness** - Understands the importance of being self-aware, demonstrates a learning mindset and seeks to improve personal performance through ongoing professional development team members.

At the GLAA all employees are expected to abide by the values we have within the organisation, Integrity, Respect, Commitment, Professionalism and Teamwork.

**Integrity**

Being trustworthy with an honest, responsible and reliable approach to achieve our goals.

**Respect**

Helping each other in a friendly, supportive and inclusive working environment to achieve our goals.

**Commitment**

Finding solutions with innovative ideas, sharing knowledge and expertise to achieve our goals.

**Professionalism**

Delivering quality, working productively with passion and pride to achieve our goals.

**Teamwork**

Working together to utilise each other's strengths, skills and experience to achieve our goals.

**Responsibilities**

The role holder is responsible for –

- Establishing the new Corporate Services Division in line with Target Operating Model recommendations, taking ownership for the delivery of benefits.
- Role modelling the right leadership behaviours that drive an exponential step change in the culture of the GLAA. Being passionate about colleague engagement, focused on making the GLAA a great place to work.
- Providing strategic leadership and join up for the GLAA's corporate areas including:
  - Overseeing the implementation of strategic financial planning and ensuring effective financial planning, accounting, payroll, procurement & expense management. Ensure we are an intelligent customer, using commercial processes effectively to support our operations.
  - Overseeing the development and delivery of an ambitious new People Strategy. This will improve the way that we recruit, focusing on boosting the diversity and the skills of the organisation. It will put plans in place to improve retention, with clear career pathways and CPD, Employee Relations Management, People Management, L&D, and Workforce Planning.
  - Leading on the provision and support in relation to IT including system and Enterprise application management, IT security, Asset Management, IT infrastructure project management and our ability to interact with customers digitally.

- Ensuring effective management of our data, making us digital by default.
- Actively participating in Senior Leadership Decision making and cascade and implement those decisions effectively.
- Being a great leader who actively manages and coaches direct reports and team members, supporting and challenging them to undertake their own line management responsibilities in line with the Values.
- Proactively facilitate inclusion and incorporate into all decision making.
- Take an active role in promoting colleagues' development across the GLAA, ensuring that the GLAA fulfils its commitment to CPD.
- Ensuring that there are the right number of resources with the right skills in the function and sign off any recruitment decisions.
- Developing a credible annual corporate business plan which supports the GLAA in achieving the strategy.
- Escalating strategic risks and ensuring they are suitably managed.
- Taking responsibility for the function's performance, driving continuous improvement and ensuring delivery is in line with agreed budgets.
- Acting as budget holder for the Directorate.
- Ensuring that the function has up to date SOPs and policies in place and that activity is performed in line with these.
- Ensuring there is compliance at the Directorate level in line with the Data Protection Act.

Knowledge and Skills	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Demonstrable experience of successfully leading significant organisational and culture change programmes.</li> <li>• Excellent leadership skills, setting a positive example, including the ability to drive culture change and improve equality, diversity and inclusion.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of managing relationships with Whitehall sponsor departments.</li> <li>• Experience of providing strategic leadership to HR and/or DDAT functions.</li> </ul>

<ul style="list-style-type: none"> <li>• Experience of leading corporate services.</li> <li>• Experience of strategic financial planning, able to forecast, set financial targets, and deliver planned efficiencies.</li> <li>• Experience of working with auditors.</li> </ul>	
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