



# Gangmasters & Labour Abuse Authority

## Job Title – Head of Operational Delivery

### Summary of the role

The purpose of this role is to reduce worker exploitation in the UK ensuring that we are a robust and effective regulator, and an essential enforcement partner.

The Head of Operational Delivery will lead the Operational Delivery and will:

- Establish the GLAA as an intelligence led organisation through the leadership of dedicated resource, managing all queries from the Public, Principal Authorities and Partners.
- Deliver effective regulation, through a joined up team which focuses on the application process.
- Build a national, multifunctional team to deliver worker exploitation and compliance investigations, removing the current regional model.
- Ensure that Prevention runs through every aspect of our work.
- Create a great place to work, with a positive and inclusive culture

### 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 Operational Delivery 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.
- Actively participating in Senior Leadership Decision making and being accountable for implementing those decisions effectively.
- Being a great leader who actively manages and coaches direct reports and team members. Support and challenge managers in your area to undertake their own line management responsibilities in line with our Values.
- Delivering a highly effective regulatory service, underpinned by effective enforcement practices, building relationships with key stakeholders and international relationships (including relevant MoUs) that help GLAA to be on the front foot delivering our services in a complex and changing environment.
- Proactively facilitate inclusion and incorporate into all decision making.

Take an active role in promoting colleagues' development, ensuring the professionalisation of investigators and developing career routes.

- Introducing new processes and embedding the new governance framework and continuous improvement plans to achieve the goals set out in strategic key performance indicators.
- 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, leading on effective tasking and coordination, 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 / MoPI.
- Acting as SRO for IOPC/IPCO.

Providing leadership to three operational areas –

#### **Contact operations**

- The Contact and Operations team, which will respond to, assess, triage and where possible resolve all queries from the Public, Principal Authorities and Partners. Having a focus on both the improvement of the customer experience and freeing up the capacity of Intelligence, supporting the GLAA in becoming truly intelligence led.
- The Application Management team will own of the application process, which will drive better decision making, as well as significant service and customer experience improvements.

#### **National Investigations Team**

- The National Investigations Team will conduct both civil and criminal investigations, effectively prioritising and flexing resources to respond to intelligence.

#### **Intelligence**

- The intelligence team will ensure that the organisation and operations are intelligence led and resources directed according to demand and threat picture.

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Knowledge and Skills	
Essential	Desirable
<p>Demonstrable experience of successfully leading significant organisational and culture change programmes.</p> <p>Excellent leadership skills, setting a positive example, including the ability to drive culture change and improve equality, diversity and inclusion.</p> <p>Sound understanding of intelligence models to inform operational priorities and activities.</p> <p>Experience of leading in a regulatory environment, with a good understanding of effective regulation.</p> <p>Experience of using intelligence tactically, driving Tasking and Coordination processes and assuring investigative activity.</p> <p>Experience of establishing quality assurance measures and implementing continuous improvement and audit recommendations.</p> <p>Detailed knowledge of the legal frameworks governing lawful investigations and experience of developing and implementing procedures for dealing with intelligence, handling of evidence and disclosure.</p> <p>Excellent customer service skills.</p>	<p>Expertise in UK law enforcement, the criminal justice system and national regulatory principles and environment.</p> <p>Experience of working at a senior level within a Regulator or regulatory environment, and up to date knowledge of regulatory principles and practice in the UK.</p> <p>A track record of establishing and working in robust partnerships with other enforcement bodies and agencies to deliver criminal and civil interventions.</p> <p>Knowledge of how the GLAA should work with IOPC/IPCO.</p> <p>Experience of managing budgets.</p>