

**Flintshire County Council - "Leading Delivery of our Key Priorities"**

**(1) Digital Customer & Community Resilience (2 posts)**

- Programme Delivery Manager
- Customer Transformation Officer

**(2) Income Generation (1 post)**

- Income Generation and Marketing Manager

Flintshire County Council is an effective and efficient Council with an impressive record of leading major programmes of change to sustain and improve key services for the benefit of the community e.g. Developing Alternative Delivery Models, Community Asset Transfer. We're forward thinking, positive about potential, have continuously developed our expertise and acted with passion and resilience to achieve our success. We're now harnessing this organisational capability and investing for the future to accelerate the transformation of our services for our digital customers, to inspire our community to become more resilient and to maximise our income generation. We need three talented individuals to lead delivery of these key priorities who can bring their record of delivery, energy and enthusiasm and specialist expertise to be key players in our next chapter of change and achievement. These are important roles reporting to the Chief Officer for Strategic Programmes with a high degree of visibility, providing significant opportunities to make a strategic impact, interacting with all areas of the Council and collaborating with our partners.

**Programme Delivery Manager:  
Digital Customer & Community Resilience (Fixed Term 3 years)**

This role has lead responsibility for programme managing the implementation of three key areas of work – Digital Strategy, Customer Strategy and the Community Resilience Framework. So a special combination of knowledge and skills encompassing digital leadership and technology to enhance customer services as well as working with communities to increase their skills and resilience are what we need. With extensive experience and skill in Programme and Project management, you will have already demonstrated your transformational leadership skills and be experienced in implementing new service models. Your engaging communication and influencing skills will be used to negotiate effectively and develop relationships working across boundaries. Analytical thinking with the capability to break down and solve complex problems are essential for success in this role.

**Income Generation and Marketing Manager (Fixed Term 2 years)**

This role will lead the development and implementation of a 3 year plan that underpins the strategic goals of the Council, recently adopted in its Income Strategy. Maximising income through fees and charges and effective marketing of our income generating services to both the public and private sector will be key. You will have a proven track record of implementing income generation projects and extensive experience in developing creative and integrated marketing campaigns that can capture imagination to increase the Councils own brand awareness. You'll be a determined individual, with a results orientated focus and the perseverance to deliver to income targets. Strategic thinking and experience of creating evidence to enhance bid submissions will be essential and it goes without saying that your skilful communication skills will be evident when you are negotiating and influencing.

**Hours** - Full Time – 37 hours per week  
**Salary** – Grade K £40,858 - £43,757 per annum  
**Location** – Mold, Flintshire

We believe these two roles can give unrivalled opportunity to make a significant contribution to our communities and be part of our transformational journey during which you can continue enhancing and honing your own unique set of skills and experience. We offer flexible ways of working.

**Deadline for Application:** Monday 4th June  
**Selection Assessment Date:** Friday 15<sup>th</sup> June  
For an informal discussion please contact:  
Ian Bancroft - Chief Officer for Strategic Programmes  
Tel: 01352 704180 or email [ian.bancroft@flintshire.gov.uk](mailto:ian.bancroft@flintshire.gov.uk)

### **Customer Transformation Officer (Fixed Term 3 years)**

Working as part of the Customer Services team leading key changes in their work, this post will be the link between the Digital Customer Programme Delivery and changes to customer service practice. In particular you will lead the work in changing the content of our web based information so that it is more accessible and reduces demand for telephone and face to face contact. Working with service teams you will ensure that once digital enquiries are received they have the right processes in place to ensure that from beginning to end the enquiry can be dealt with digitally. This work will require you to be experienced in customer service delivery making use of your confident digital skills as well as leading work with teams to implement changes and improvements to customer service design.

**Hours** – Full Time – 37 hours per week  
**Salary** – Grade H £30,756 - £33,136 per annum  
**Location** – Mold, Flintshire

**Deadline for Application:** Monday 4<sup>th</sup> June  
**Selection Assessment Date:** Monday 18<sup>th</sup> June  
For an informal discussion please contact:  
Rebecca Jones - Customer Service and Registration Manager  
Tel: 01352 702413 or email [rebecca.jones@flintshire.gov.uk](mailto:rebecca.jones@flintshire.gov.uk)

Part time, job share and flexible working arrangements will be considered.

The Council recognises that the ability to communicate in Welsh is an important and valuable skill in the workplace and is committed to increasing the numbers of bilingual employees. We welcome applications for any post from candidates who are able to work in both Welsh and English. We will also support new and existing employees who wish to learn Welsh or improve /develop their Welsh language skills.

Due to the volume of applications received we are not always able to contact each applicant individually, therefore if you have not heard from us within three weeks of the closing date you should assume that your application has not been successful.