

## **ROLE DESCRIPTION**

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|----------------------------------|---------------------------------------------------------|
| <b>Job Title</b>                 | Head of the Office for Public Service Innovation (OPSI) |
| <b>Salary Band</b>               | SCP 56 - 60                                             |
| <b>Reporting to</b>              | Director of Public Service Innovation                   |
| <b>Directorate</b>               | Public Service Innovation and Partnerships              |
| <b>Service Area and sub area</b> | Public Service Strategy                                 |
| <b>Team</b>                      | Office for Public Service Innovation                    |
| <b>Political Restriction</b>     | Yes                                                     |

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| <b>1. Primary Purpose of the Post</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <ul style="list-style-type: none"> <li>To lead the establishment of the new Office for Public Service Innovation (OPSI) as a cutting-edge programme testing new approaches and changing how public services deliver for people in the city region using data, AI, community-based change and pooled budgets.</li> <li>Working with constituent Local Authorities, public and private sector and other stakeholders, this post is responsible for managing the establishment of OPSI, delivering test and learn projects, supporting workforce development initiatives, joining up delivery across public services and working with Government to support a shift to prevention and early intervention across public services.</li> <li>As a member of the LCRCA's Senior Team, the postholder will provide effective leadership across the Directorate, maximising the impact of the Service Area.</li> <li>Leading a team of Officers to ensure effective and efficient delivery of strategic priorities through collaborative working, this role is essential in delivering key corporate plan and manifesto commitments.</li> </ul> |
| <b>2. Your responsibilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <ul style="list-style-type: none"> <li>Establish OPSI as a cutting-edge programme using data, AI and insights to test, scale and target new interventions improving the lives of residents</li> <li>Lead systems transformation to re-design public services so they better meet the needs of LCR residents and address disadvantage and inequality</li> <li>Act as a catalyst for change by developing and testing new cross cutting concepts for addressing complex societal challenges, embracing uncertainty, and supporting progress with other stakeholders</li> <li>Develop new joint working arrangements with local authorities to maximise resources and supercharge impact</li> <li>Develop a new funding model for long term support for innovation in public services</li> <li>Connect public service government projects and funding across LCR into a coherent programme, ensuring the City Region is at the forefront of new developments</li> </ul>                                                                                                                                                                   |

- Provide advice to the Metro Mayor and Cabinet portfolio holders on important and sensitive matters, suggesting options and resolving conflicting priorities or approaches
- Provide strategic expertise and guidance to the Executive Leadership Team on significant decisions, informing corporate planning and priorities
- Balance meeting ambitious commitments with ensuring projects are deliverable, economically viable and sustainable.
- Deputise for the Executive Director Public Service Innovation and Partnerships and Director of Public Service Innovation as required
- To identify new and emerging policy areas, recommending organisational policy changes, prioritising resources and workloads in line with corporate priorities and risk
- To lead and manage the OPSI Team, ensuring high performance and efficient delivery of the directorate's priorities in line with the organisations Corporate Plan and People Plan
- To be responsible for significant delegated financial budgets and resources, ensuring they are effectively managed, demonstrating value for money and compliance with relevant policies and guidelines
- To develop and maintain collaborative working to ensure cross-sector linkages are made with other teams in the CA, including Investment and Delivery, Policy and Evidence, Research and Intelligence
- To engage and build mutually beneficial relationships across MCA networks, collectively driving forward the public service innovation agenda, ensuring the priorities of LCR are considered and reflected
- To facilitate the Combined Authority's governance processes, ensuring effective and timely engagement and briefing of LA Chief Executives, Leaders and Mayors to gain consensus and support

### **3. General Corporate Responsibilities**

- To provide leadership to the organisation as an effective member of the Senior Leadership Team, influencing and shaping the culture and performance of the Combined Authority
- To support the Director of Public Service Innovation in leading the Directorate to develop a performance-driven culture through the accountability of the officers allocating resources, managing risks, monitoring and review and providing leadership and inspiration to deliver service excellence
- To support the development of effective city region and cross-portfolio collaboration, working closely with local authorities, other public sector and private sector partners
- To represent and promote the work of the LCRCA and the wider LCR, locally, regionally and nationally
- To represent the LCRCA with the Liverpool City Region public and partner organisations so as to raise the reputation of the LCRCA and promote its interests and its people.
- Working with other members of LCRCA Leadership team to make open, honest and effective corporate management decisions within the LCRCA's formal governance structure
- To provide strong budget management, ensuring resource prioritisation, impact and value for money
- To contribute to the preparation of business plans and take responsibility for the achievement of specific workstreams



- To contribute to the corporate management of strategic risks facing the LCRCA
- To promote understanding of and adherence to the Combined Authority's core values by modelling appropriate behaviours and encouraging others to do likewise
- To participate in training and development and to use all relevant learning opportunities to improve personal skills to improve effectiveness
- To share and communicate a clear understanding of the LCRCA priorities across the Directorate
- Ensure the development, provision and analysis of high-quality management information and documentation that is timely, accurate and meaningful.
- Recruit, select, appraise and develop staff in accordance with the LCRCA's policies and procedures
- Create a positive learning and working environment through delegation, mentoring and coaching of staff and through the identification of training and development needs.
- Develop the LCRCA's commitment to equal opportunities and promote non-discriminatory practices in all aspects of work undertaken
- Maximise the private sector venture, business and other funding to the City Region, relevant to the portfolio
- Support the scrutiny process established by the LCRCA
- Encourage a culture of continuous improvement to develop an outstanding service, where value for money and best value are delivered and innovation and enterprise flourish.
- Support the Combined Authority's commitment to equal opportunities and promote non-discriminatory practices in all aspects of work undertaken.

#### **4. Recruitment Plan**

Competency Based Interview  
Assessment



## PERSON SPECIFICATION

**Job Title:** Head of the Office for Public Service  
Innovation (OPSI)

| Criteria                                                                       |                                |               |
|--------------------------------------------------------------------------------|--------------------------------|---------------|
| Qualifications and Training                                                    | E = Essential<br>D = Desirable | Identified By |
| 1. Evidence and commitment to continuous personal and professional development | E                              | A             |
| 2. Degree or equivalent professional experience                                | D                              | A             |

| Experience and knowledge                                                                                                                                                                              | E = Essential<br>D = Desirable | Identified By |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|---------------|
| 1. Record of achievement in a similar role, of operating in a complex policy and delivery environment, preferably in local and/or central government or relevant policy body/agency                   | E                              | A, I          |
| 2. Experience of leading teams, providing direction and managing performance                                                                                                                          | E                              | A, I          |
| 3. Significant, direct experience of successfully developing and delivering a new programme in a complex environment                                                                                  | E                              | A, I          |
| 4. Experience of adopting new approaches and scaling successful projects                                                                                                                              | E                              | A, I          |
| 5. Experience of operating effectively and collaboratively as part of a senior leadership team                                                                                                        | E                              | A, I          |
| 6. Experience of overseeing the operation of multi-disciplinary teams                                                                                                                                 | E                              | A, I          |
| 7. Experience of building effective strategic working relationships with a wide range of stakeholders                                                                                                 | E                              | A, I          |
| 8. Evidence of negotiating, influencing and giving advice to politicians, senior managers and partner organisations                                                                                   | E                              | A, I          |
| 9. Evidence of creative, innovative thinking, encouraging ideas from across teams, creatively working around new constraints and challenges and capable of translating ideas into new delivery models | E                              | A, I          |
| 10. Detailed understanding of relevant key government policies, priorities and policy making processes                                                                                                | D                              | A, I          |
| 11. An understanding of the LCR devolution agreement, local government, central government and their respective roles and relationships                                                               | D                              | A, I          |
| 12. Understanding of an agile approach to managing new programmes                                                                                                                                     | D                              | A, I          |



| <b>Skills and abilities</b>                                                                                                                                                         | <b>E = Essential<br/>D = Desirable</b> | <b>Identified By</b> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|----------------------|
| 1. Ability to lead, inspire and motivate others within a culture of proactive delivery and continuous improvement                                                                   | <b>E</b>                               | <b>A, I</b>          |
| 2. Ability to develop and maintain effective work relationships with integrity, credibility and influence with national and local politicians, officers, and other key stakeholders | <b>E</b>                               | <b>A, I</b>          |
| 3. Highly developed written and oral presentation skills with ability to present complex ideas in a clear and comprehensible way                                                    | <b>E</b>                               | <b>A, I</b>          |
| 4. Ability to build and develop teams, with the skills to listen, negotiate and encourage good working relationships and collaboration within and across teams;                     | <b>E</b>                               | <b>A, I</b>          |
| 5. Ability to deliver and lead others under pressure, prioritising work against competing demands to meet challenging deadlines.                                                    | <b>E</b>                               | <b>A, I</b>          |
| 6. High level of skill in strategic and analytical thinking with an ability to make effective, critical decisions                                                                   | <b>E</b>                               | <b>A, I</b>          |
| 7. Ability to anticipate and understand the needs of the LCRCA and the city region and translate them into solutions and outcomes                                                   | <b>D</b>                               | <b>A, I</b>          |

| <b>Personal Attributes</b>                                                                                          | <b>E = Essential<br/>D = Desirable</b> | <b>Identified By</b> |
|---------------------------------------------------------------------------------------------------------------------|----------------------------------------|----------------------|
| 1. An understanding of and a personal commitment to the Vision and Aims of Liverpool City Region Combined Authority | <b>E</b>                               | <b>I</b>             |
| 2. Ability to adapt to new priorities and respond positively to new opportunities                                   | <b>E</b>                               | <b>A, I</b>          |
| 3. Knowledge of the key challenges facing the city region                                                           | <b>D</b>                               | <b>I</b>             |

| <b>Core Behavioural Competencies</b>                                                        | <b>E = Essential<br/>D = Desirable</b> | <b>Identified By</b> |
|---------------------------------------------------------------------------------------------|----------------------------------------|----------------------|
| 1. Commitment to and understanding of equal opportunities                                   | <b>E</b>                               | <b>A, I</b>          |
| 2. Evidence of quality, time management and organisational skills                           | <b>E</b>                               | <b>A, I</b>          |
| 3. Flexible approach to working hours and willingness to work flexibly as and when required | <b>E</b>                               | <b>I</b>             |



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|------------------------------------------------------------------|----------|-------------|
| 4. Ability to attend meetings inside and outside the city region | <b>E</b> | <b>A, I</b> |
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**Key to Assessment Methods:**

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|-----------------|
| A - Application |
| I – Interview   |