



DIRECTOR OF BUSINESS OPERATIONS

Recruitment Pack



About the role of Director of Business Operations

Location: Northumberland (Hybrid)

Salary: £105,946 - £115,387

Contract: Fixed Term (12 months)

Shape the future of Northumberland as a Land of Great Opportunity.

Northumberland County Council is seeking a visionary and strategic leader to shape the future of our Business Operations Centre (BOC). This is a unique opportunity to lead one of the Council's most critical enterprise functions—driving transformation, enhancing service delivery, and enabling exceptional employee and customer experiences across our organisation.



About the role of Director of Business Operations

About the role

As the Director of Business Operations, you will define and deliver the long-term strategic vision that supports thousands of colleagues and underpins the effective running of the Council. You will lead a diverse portfolio of enabling services – People & Culture, Finance, Data, Digital & IT, and Central Administration – ensuring they operate with consistency, efficiency, and innovation at their core.

About the Business Operations Centre

The BOC delivers integrated, high-volume transactional services that support all directorates across the Council. Its core mission is to:

- Standardise and optimise processes for cost-effectiveness and scalability
- Improve service quality and user experience through automation and digital innovation
- Ensure robust governance, compliance, and risk management
- Provide accurate, timely and reliable data and services
- Foster collaboration across enabling functions to deliver seamless, joined-up solutions

This is a leadership role with Council-wide impact.

Why join us?

This is a rare opportunity to lead a major organisational function undergoing transformation, shaping how critical services are delivered across a large and diverse organisation. You will play a key strategic role in modernising and future-proofing the way we work—making a tangible impact on colleagues, communities, and the wider region.

Key Responsibilities

Strategic Leadership

- Define and articulate the BOC's long-term strategic vision and roadmap.
- Ensure full alignment with the Council's wider strategic objectives.
- Shape the organisational design of the BOC to meet evolving needs.
- Lead and develop BOC function leads, fostering a high-performance culture.

Process Optimisation & Service Delivery

- Oversee the design, standardisation, and continuous optimisation of all BOC processes.
- Govern the BOC service delivery model, including SLAs and performance expectations.
- Embed a culture of continuous improvement and proactive problem solving.

Digital Transformation

- Champion the adoption of advanced digital technologies, automation, and AI.
- Support the development of digital tools and analytics to drive decision-making.
- Enhance data integrity, operational efficiency, and user experience.

Performance & Governance

- Establish and monitor strategic KPIs across the BOC.
- Implement robust governance frameworks to ensure security, compliance, and risk management.
- Anticipate regulatory changes and adapt strategies accordingly.

Financial & Resource Leadership

- Contribute to BOC budget planning and management.
- Ensure effective, efficient and compliant use of resources.
- Demonstrate strong financial acumen and return on investment.

Stakeholder Engagement

- Build strong relationships across the Council and with external partners.
- Collaborate with enabling functions to support service delivery to directorates.
- Represent the Council at relevant committees, forums, and strategic discussions.

Our Corporate Plan

Our Corporate Plan sets out what the Council – Members and staff - will do, working with partners and communities to deliver on our Vision and Priorities for all of Northumberland's residents in the coming years. It outlines how we will ensure we are a Best Value Council, delivering value for money services to residents, businesses and visitors to the county.

[You can read the 2026|30 Corporate Plan here.](#)

Our priorities

We are a committed and ambitious council, and our priorities for Northumberland remain unchanged. While challenges may be significant, so are the opportunities.

We are proud of what we have achieved together and we know none of this is possible without the dedication of our staff and partners. Their hard work is making a real difference.

We continue to back local businesses, including free parking in our main towns, and we recognise the vital role of rural areas.

Farming, rural enterprises, and our natural assets are central to Northumberland's success. Our county boasts a stunning coastline, one of the UK's largest farming regions, renewable energy sources, woodlands, and diverse wildlife. We take our responsibilities seriously and will keep investing and protecting these resources for future generations.

Health and wellbeing remains a priority. Through our County Partnership and County Mission, we are working to transform health outcomes over the next 20 years, creating conditions for everyone to thrive.

Underpinning all this is our commitment to protect all our everyday services and our natural environment. From tackling litter and fly tipping to creating green spaces, we will protect and enhance Northumberland's natural and built environment.

As a council, we remain fully committed to serving our communities and building a county that is prosperous, welcoming, and supported by high-quality public services.

Building on our successes and our ambitions for the future

Our people, businesses and communities are our greatest assets and make Northumberland the place it is - a Land of Great Opportunities.

Our vision:

Northumberland: Land of Great Opportunities.

At a time when there are pressures on local government, Northumberland County Council is showing its commitment and ambition to those who live and work here, by investing in the things that matter most to them.

How do we know it matters most to them? Because we are listening, and this Corporate Plan outlines our vision and priorities based on what residents and businesses have told us.


We are investing in the things that matter most - supporting residents, growing the economy, and creating opportunities.

Our ambition remains strong. We've secured Europe's largest data centre deal, bringing £1.0 billion of investment to Northumberland.


As part of this, we negotiated a £110 million Growth Fund dedicated to boosting skills, jobs, and businesses across the entire county, from rural villages to market towns and urban centres.

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Mr Glen Sanderson
Leader



Dr Helen Paterson
Chief Executive




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Northumbrian Line opened

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The new Seaton Delaval High School

A Land of Great Opportunities

Choose Northumberland

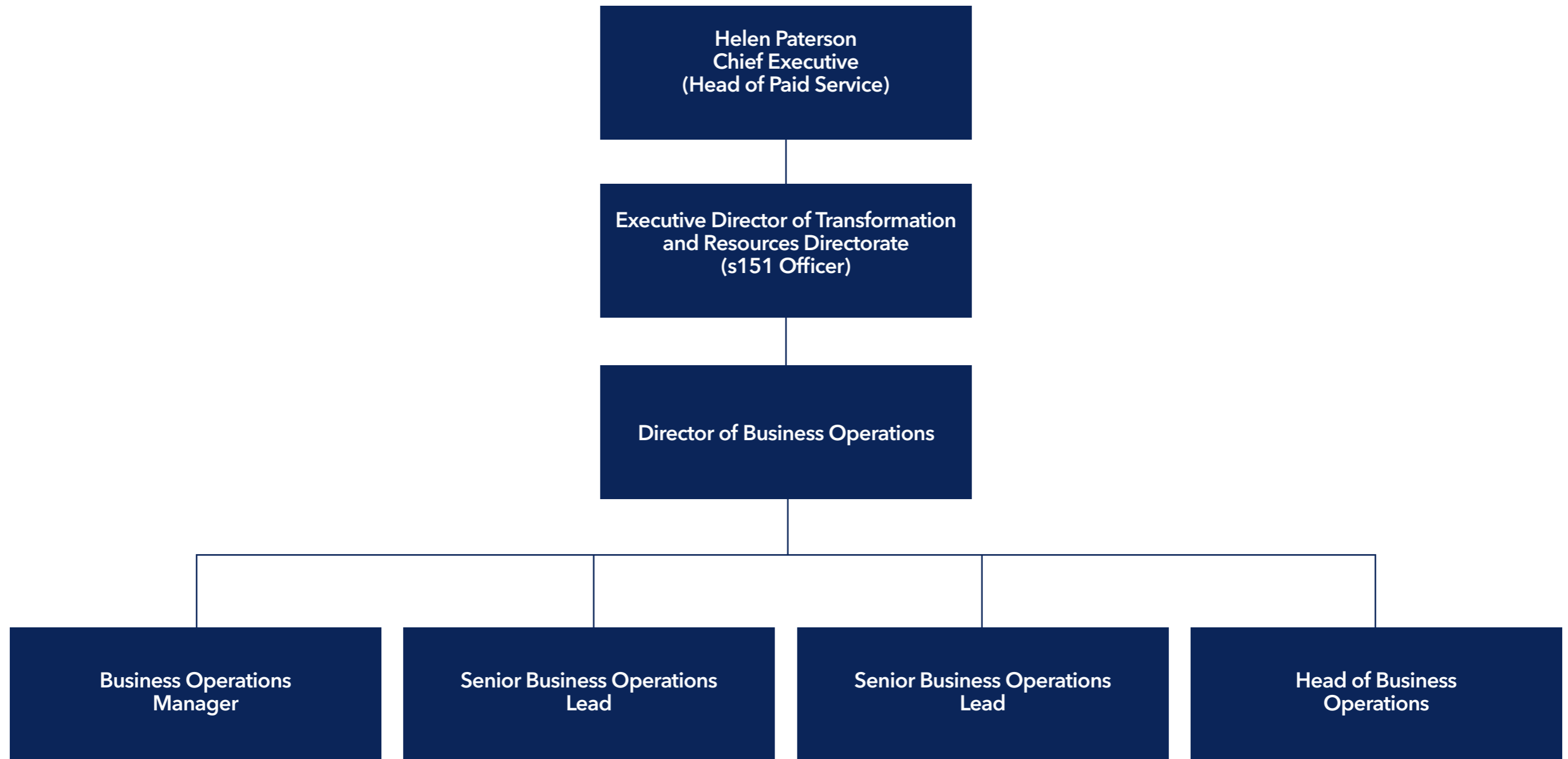
Northumberland is a land of great opportunities. It boasts stunning landscapes, spectacular castles, picturesque market towns and a beautiful coastline.

We are proud to call ourselves the place for prosperity and innovation and we are a county that boasts international leaders in industry, investment-ready locations, welcoming communities, a rich history and proud heritage, and globally significant tourist attractions, culture and landscapes.

Our communities are vibrant and welcoming with distinctive characteristics, culture and heritage, and together we are working towards a cleaner, greener, sustainable environment. Whether you enjoy surfing at the coast, eating at top-rated restaurants or experiencing vibrant nightlife, we believe there's no better place to live and work.



Structure Chart for Business Operations



Our Senior Management Core Competencies

Working with Partners

Work collaboratively across services and departments to deliver corporate excellence and with external partners to deliver excellent service. Seek opportunities for partnership working at a local, regional, national and European level and contribute effectively to multi-partner projects.

Serving Our Communities

Serving Our Communities: Promote the community plan and seek and act on feedback from the community. Influence service and corporate plans to reflect community needs, and develop, deliver and improve access to services based on an awareness and understanding of the diverse community. Promote equality of opportunity in service delivery.

Working within the Political Arena

Understand and actively support the role of councillors and actively support the democratic process within Northumberland County Council. Recognise the impact of government and legislation on council strategy and services, and consult, support and keep councillors informed.

Delivering Excellence

Understand how corporate performance is measured and monitor and evaluate services in relation to objectives and performance indicators. Establish a culture that embraces the agreed vision and values and be a positive ambassador for the organisation. Contribute to strengthening corporate leadership capacity, whilst identifying opportunities where organisational performance could be improved.

Our Senior Management Core Competencies

Focusing on the Future

Scan the external environment, look ahead, assess strategic options and develop the Council in the medium and long term and challenge what we do and how we do it. Influence relevant national and regional organisations and partners and connect plans, policies, strategies and services to provide consistent service delivery. Consider the implications of decisions across the council and act in the overall interests of Council performance.

Building Shared Visions and Values

Scan the internal environment and engage with employees in compelling visions of the future to create an environment in which a culture embracing our Vision and Values can thrive. Have a clear picture the direction of the organisation is taking and communicate it with insight, energy and vision and translate the Council vision into practical and achievable plans.

Strengthening Corporate Leadership Capacity

Continuously develop the political leadership and managerial interface and operate with others as a cohesive managerial team. Create time with staff and other managers for discussion about their development rather than fire-fighting and coach and mentor staff and other managers. Lead, delegate and empower others at a strategic level to identify and develop potential senior managerial successors.

Promoting and Facilitating Change

Critically evaluate the reasons that prompt change and take appropriate action to proactively steer internal change. Proactively manage the exchange of information between the public and the organisation and consider the resource implications of change. Anticipate and respond to emotional and morale issues brought about by change and monitor and evaluate the change process to ensure aims are met.

Additional information can be found under the corresponding section in the Job Description.

Our Values



People First

We provide services to our people (residents, colleagues, members, partners, visitors and businesses) through lasting, genuine relationships that make a positive difference to their lives and their communities. We listen and understand our people's needs and put them at the heart of our decision-making.



Excellence

We strive for the highest quality delivery of our services. This means being accountable for our actions and delivering on our commitments. We share and celebrate what works, are open and learn from what doesn't and take pride in continually improving.



Resilience

We have robust controls, practices and support in place to protect our residents, our colleagues and our communities and empower them to thrive and live well. We are committed to acting sustainably in order to drive the right impact, over the long term, whilst ensuring best value for money.



Respect

We are committed to building a trusting, caring and supportive environment for all our colleagues and communities. That means we are there for each other, act with empathy, value differences and encourage others to express themselves in order to collectively achieve our common goals. We treat others as they would wish to be treated.

Interview arrangements and provisional timetable

The indicative timetable is as follows:

Advert open: 17 April 2026

Closing date for applications: 29 April 2026

Interviews: 13 May 2026

(including a Lumina Assessment, Stakeholder Panel and Formal Interview with Presentation)

Appointment confirmation will be subject to Staff & Appointments Committee and full Council approval.

Should you require further information or wish to discuss any aspect of the advertised role, please contact Natasha Poole or Dan Edgar for assistance using the following details:

Natasha Poole: natasha.poole@northumberland.gov.uk

Dan Edgar at dan.edgar@northumberland.gov.uk

Relevant Documentation and Information

Working for Northumberland County Council:
nland.cc/WorkingForNCC

Additional Information and Appointment Arrangements

Applications

All candidates should send a CV with covering letter to Natasha Poole at natasha.poole@northumberland.gov.uk or Dan Edgar at dan.edgar@northumberland.gov.uk.

Applications must be received by 29 April 2026.

Employment References

Please include name, address and telephone number of two referees. Candidates should state their relationship with each referee.

Employment references will be taken up for the successful candidate only. If candidates wish to be advised before we contact their referees, this should be indicated clearly beside their names.

Evidence of qualifications

Candidates will be required to bring evidence of their qualifications to the assessment day if shortlisted.

Occupational Health

The successful applicant will need to satisfy the requirements of the role. Any offer of employment will be subject to passing occupational health clearance.

Disclosure and Barring Service Check

Due to the nature of this post, they are exempt from the Rehabilitation of Offenders Act 1974 and convictions, whether spent or unspent, must be declared.

Immigration, Asylum and Nationality Act 2006 - Prevention of illegal working

Candidates must be eligible to work in the UK. The successful candidate will be required to provide original evidence of their eligibility to work in the UK. Further guidance will be made available to shortlisted candidates.



Northumberland
County Council