



# Gangmasters & Labour Abuse Authority

## Head of Business Change

### Summary of the role

To work in conjunction with the Senior Leadership Team to improve organisational performance through the effective project management of change initiatives ensuring proactive engagement with all stakeholders. Drive the continuous improvement agenda by providing feedback and sharing best practice.

### Responsibilities

- Identify, develop, deliver and coordinate the existing and emerging changes required for GLAA to consolidate its position in labour market enforcement.
- Proactively engage with the SLT to support the delivery of any business change initiative, ensuring programmes are implemented efficiently and in line with timescales.
- Lead organisational review, preparation and structure ahead of any statutory or regulatory inspection ensuring GLAA compliance ahead of any engagement with the relevant bodies.
- Identify methods that redirect or redefine the use of resources, business process, budget allocations, or other modes of operation that will keep pace with national demands.
- Develop and maintain effective working relationships with public and NGO sector stakeholders and industry representatives, working alongside them to ensure compliance and reduce criminality.
- Oversee GLAA input to stakeholder and private sector initiatives in relation to identifying and tackling labour exploitation, industry assurance schemes and due diligence frameworks to ensure the delivery of a consistent message and effective engagement with partners.
- Develop and maintain control of GLAA service level agreements with law enforcement and the private sector ensuring they remain effective and reflect risks to workers, GLAA and business.
- Work with partners to develop and implement effective strategies to develop the strategic aim, priorities and objectives of GLAA

- Alongside the GLAA Executive Team and staff be instrumental in shaping and mapping out the future of the GLAA.
- Ensuring organisational business plans, system, and sector wide plans are coherent with this future and ensuring the necessary change management capability is in place to reach it
- Represent the GLAA at Regional, National and International meetings as necessary in order to promote the GLAA as a lead agency in dealing with labour exploitation.
- Undertake presentations to partner agencies and stakeholders.
- To contribute to the strategic development of GLAA by ensuring any lessons learned can be implemented and any change is identified and delivered.
- To contribute to the development and delivery of key performance metrics and strategic objectives within the areas that develop the overall reporting regime within the GLAA.
- To adopt and adhere to any recommendations emanating from the GLAA Corporate and Business Plans.
- Any other duties as may be required from time to time in the fulfilment of this role the include representing the GLAA at Court and Appeal Hearings as appropriate.

## Knowledge and Skills

Essential	Desirable
<ul style="list-style-type: none"> <li>• Experience of effecting change across an organisation and its workforce.</li> <li>• Experience of redirecting or refining the use of resources, business processes or budgets to meet new demands.</li> <li>• Experience of working within a law enforcement environment at a tactical and strategic level</li> <li>• Ability to engage and communicate effectively with stakeholders, partner agencies and all connected to the regulated sector</li> <li>• The ability to work at both a strategic</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of the indicators of forced labour and the national referral mechanism</li> <li>• An understanding of the assistance for victims available through key stakeholders to include the NRM, Police, Salvation Army/Migrant Helpline and any other relevant Agency</li> <li>• Managerial experience within a regulatory role to include the management of home based employees.</li> <li>• Experience of investigative auditing and/or quality assurance procedures</li> <li>• Experience of developing funding</li> </ul>

and tactical level

- A qualification relating the organisational development, coaching, mentoring, training or other subject related to change management
- Ability to absorb emerging legislation and relevant information and 'self brief' on matters as required.
- Experience and proficiency in IT systems to include Microsoft office packages and IT systems to support an investigative role

bids to secure additional resources for the organisation

- An understanding of social compliance and the requirements of the private sector
- Experience in the development and introduction of voluntary codes of practice.
- Experience of writing policy papers