

## Role Purpose

Executive Directors will work together with the Chief Executive in the Corporate Leadership Team to transform the way the organisation operates, so that it can deliver great services to residents.

This vital public-facing role is a pivotal role in our most senior team, and is responsible for delivery and oversight of the majority of the public services the Council provides. The post holder will provide strategic leadership to the largest staff group within the Council, and will constantly ensure services are delivered to the public in ways which reflect a modern approach, providing real value for money and enabling continuous improvement through digitalisation, efficiency and commercialisation.

## Key Elements of the Role

- Leadership and strategic management of all services within the Communities and Environment Directorate , including:
  - Private Sector & Council Housing
  - Environmental Health
  - Waste & Recycling
  - Public Realm
  - Repairs and Maintenance for Council Properties and Assets, including Council-occupied buildings
  - Parking
  - Markets
  - Customer Services
- Championing participation from the Community
- Oversight of the Council's Sport and Leisure Centre and playing an active role in turning this into a more commercial venture
- Taking the lead in promoting and delivering cross-public sector working
- Providing expert professional advice to the Chief Executive and Members, engaging with Cabinet, partners and colleagues to deliver the strategic vision
- Works with Members to inject appropriate challenge, innovation and ideas into the work of the Council
- Strengthen the Council's commercial investment strategy to support the organisation's long term funding needs, and add value to the communities we serve
- Acting as client officer in relation to contracted out functions and services within the broad range of responsibilities of the post
- Undertake the 'Senior Emergency Officer' role on a rota basis throughout the year, acting on behalf of the Chief Executive in emergency situations.

## **Skills, Qualities and Attributes**

### **Role Specific Requirements**

- Has experience of delivering large scale and complex services to a vast client base
- Understands the Local Government environment, and possesses the ability to deliver services in a way which supports an agenda for change
- Is outcome-focused, and actively takes steps to improve service delivery
- Understands the benefits of delivering services through partnerships with other public sector agencies and organisations
- Understands, supports and makes best use of modern technology in the delivery of services
- Aligns services with the needs of clients and in support of a commercial approach
- Is able to implement cross-functional working to better support clients
- Has demonstrable experience of delivering transformational service improvement

### **Leadership**

- Understands own leadership style and puts in place strategies to use it for the organisation's benefit
- Leads, inspires, supports and motivates others to deliver excellent services
- Positively encourages change to stakeholders at all levels
- Positively impacts on organisational culture through personal interaction

### **Communication**

- Is a confident communicator, able to discuss broad and complex topics with a wide range of stakeholders at all levels
- Understands the communication needs of stakeholders, and devises and puts in place strategies to meet those needs
- Devises techniques to positively engage audiences in organisational developments
- Commands respect within the organisation and wider business community
- Is able to persuade and influence others, regardless of their stature
- Builds and maintains a wide range of contacts in relevant and influential areas
- Works inclusively to develop positive relationships with stakeholders to help achieve positive outcomes for the organisation

### **Performance Delivery**

- Focuses on the goals of the organisation
- Identifies and takes opportunities to improve the organisations sustainability
- Sets challenging but achievable goals and standards of performance for self and others
- Is willing to challenge the status quo in order to explore improvement opportunities
- Tackles performance issues quickly to achieve a speedy resolution
- Encourages a culture of learning and improvement

### **Strategic Thinking**

- Offers a broad view beyond the immediate problem and own area of expertise, including short, medium and long-term perspectives
- Sets a clear vision and strategy, which adds value to the organisation

- Proposes alternative options when appropriate, and offers creative solutions and innovations
- Identifies the organisational impact of decisions, offering contingencies and alternative strategies
- Ensures practice and process are in place to understand, assess and manage risk

### **Commercial Awareness**

- Looks for opportunities to improve sustainability and an organisation's financial security
- Instils a commercial focus in the minds of all staff in the Service
- Ensures practice and process are in place to understand, assess and manage risk
- Strategically collaborates and partners with other organisations to enable the achievement of strategic aims
- Can present a clear and rational business case for implementing a commercial operation
- Has the ability to understand, interpret and deliver within a regulatory framework
- Demonstrates a realistic, supportive and creative attitude when presented with opportunities for strategic growth