

JOB DESCRIPTION

Chief Executive and Head of Paid Service

Job Purpose:

To be the Head of the Paid Service and accountable for duties as set out in the statutory guidance on the role and its responsibilities.

To oversee the strategic and general management of the Authority and the achievement of the Council's priorities, as set out by the Administration.

To be the principal adviser on matters of general policy and be the main link between elected Members and officers - to deliver the vision and priorities of the administration, sustain the democratic process and promote open and positive communication.

To be outward looking and a strong ambassador for the Council – leading and developing strategic partnerships.

To lead the Council's workforce providing inspirational and effective leadership, driving performance at corporate and departmental levels to deliver the Council's vision and key outcomes; including chairing the Council's Executive Leadership Team and having authority over the Council's departmental leadership teams in discharging statutory responsibilities and achieving the Council's priorities.

(Current) Reporting Structure:

The Council's 'Executive Leadership Team' comprises: Chief Executive, Executive Director – Place, Executive Director - People; Assistant Chief Executives (Corporate Resources), Assistant Chief Executive (Customer and Transformation) and Director of Human Resources.

The Council's 'Corporate Leadership Team' the Chief Executive, Executive Directors x2 and Directors x15.



Key Stakeholder Relationships:

Internal: Councillors, Corporate Leadership Team, and Council Directors, Heads of service across the Resources Department and beyond.

External: Government departments and agencies, Greater London Authority and other Regional Assemblies, Local Government Association, London Councils, Local Government Representative Groups, Members of Parliament, relevant NHS institutions (notably Croydon CCG and Croydon University Hospital), other public sector organisations, National Consultation Groups, Strategic Partners and Suppliers, Members of the Public, Community Groups, Trade Unions, Professional Bodies, National and Local press.

Statutory Responsibilities:

Personally responsible for discharging the statutory duties of: Head of Paid Service; the Council's Returning Officer; and the Council's Electoral Registration Officer.

Over-arching responsibility for ensuring that all of the Council's statutory responsibilities are discharged, including overseeing the Statutory Officers which are:

- Section 151 Officer
- Monitoring Officer
- Director of Children's Services
- Director of Adult Social Care
- Director of Public Health

Note: This responsibility is automatically extended/amended should the number of duties of Statutory Officers change subsequent to the date of this Job Description

Political Restrictions:

This post is politically restricted and under the Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 and the post holder may not have any active political role either in or outside the work.

Delegated Authority:

To exercise delegations as detailed in the Council's Scheme of Authorisations (as provided by Part B of the Constitution – Responsibility for Functions)

The post holder is required to participate in the London Local Authority Gold arrangement as part of the pan-London emergency planning provisions.

The post holder is required to be on call as part of the Council's Chief Officer on-call rota

Key Outcomes:

To deliver the Council's ambitions:

Growth:

- To create a place where people and businesses want to be.
- To enable more local people to access a wider range of jobs.
- To grow a thriving and lively cultural offer that engages communities and supports regeneration.
- To enable people of all ages to reach their potential through access to quality schools and learning.
- To provide a decent, safe and affordable home for every local resident who needs one.

Independence:

- To help families be resilient and able to maximise their life chances and independence
- To help people from all communities live longer, healthier lives through positive lifestyle choices
- To protect children and the vulnerable from harm and exploitation
- To help families and individuals be more financially resilient and live affordable lives
- To prevent domestic and sexual violence where possible, support victims and hold perpetrators to account

Liveability:

- To create a place that communities are proud of and want to look after as their neighbourhood
- To make parks and open spaces a cultural resource
- To create a place where people feel safe and are safe
- To build a place that is easy and safe for all to get to and move around in
- To improve wellbeing across all communities through sport and physical activity

Enabling Core:

- To be innovative and enterprising in using available resources to change lives for the better
- To drive fairness for all communities, people and places
- To be digital by design in meeting the needs of local people
- To have the right people with the right skills in the right jobs

- To be open and transparent and put communities at the heart of decision making

Key Deliverables:

Head of Paid Service

- Discharge the statutory duties of Head of Paid Service.
- Lead the staff of the Council ensuring (i) its organisation is fit for purpose (ii) that standards and objectives are set and (iii) that appropriate performance management arrangements are in place; the Chief Executive reviews the performance of Directors in consultation with appropriate Cabinet Members(s);
- Responsible for the Council's organisational structure, and the proper management of the workforce in accordance with delegations from Council, including the appointment, pay, grades, terms and conditions and dismissal.
- Promote and demonstrate high standards of professional conduct and integrity.
- Lead and champion diversity, inclusion, and equality of opportunity within the organisation, partners and pathways to employment.
- Promote the health and safety of the Council's workforce and contractors.

Leadership

- In collaboration with Elected Members to establish and implement the Council's vision, strategies and corporate priorities to achieve political and organisational outcomes and priorities; and support Elected Members to determine the most effective democratic process and means of communication with the people they represent
- Support, advise and guide the Council's Cabinet and elected Members in effective decision making, overseeing the implementation and operation of the scheme of delegated decisions and effective scrutiny of services and decisions
- To ensure the Council is represented at local, regional and national level and to promote opportunities for regeneration and investment
- Foster ambition and innovation in the borough and being a positive ambassador for the Council and Croydon
- Maximise the Council's influence and promote Croydon in a positive light, including celebrating achievement and at national and regional levels
- To promote the image, reputation and standing of the Council and the borough of Croydon
- Act as the Council's principle adviser on strategy and policy ensuring the Council is advised appropriately about relevant issues and

developments and ensure that appropriate strategies, plans and programmes are in place and strategic projects delivered

- Take lead responsibility for and ensure plans are in place to respond to emergencies and to safeguard the Council's capacity to maintain business continuity, to lead the Council's response and to contribute to London-wide security by acting as LA Gold.
- To lead and champion diversity, inclusion, and equality of opportunity across the borough
- To embrace the borough's vision and community strategy and develop and promote relationships and frameworks that will generate and sustain partnerships and networks that facilitate: growth, liveability, and independence within the Borough
- To promote partnership working with organisations, within and outside the borough, including the effective working relationships between the Council, its staff and contractors
- To lead, champion and promote Council engagement with residents, and the voluntary and community sector; and participate in the civic life of the borough
- To chair partnership boards entered into by the Council as it is appropriate to do so (e.g. the Council's Local Strategic Partnership)
- Provide inspiring, effective and visible executive and corporate leadership, shaping the Council's values and culture; and leading and developing a successful and effective tier 1 leadership team to fulfil the Council's objectives.
- To ensure that structures and processes inform, and are informed by, sound decision making and service delivery.
- To develop and maintain collective responsibility and collaborative working amongst Tier 1 and Tier 2 leaders/managers in relation to the provision on a 'one team' ethos of service delivery.
- Optimise the Council's resources demonstrating sound financial management, value for money and high standards of financial stewardship.
- Demonstrate good governance including regularity, probity and control in the discharge of all functions and responsibilities.
- To champion and provide commitment and leadership to ensure the Council's transformation agenda - particularly in the development of new approaches to service delivery - achieves its intended outcomes for citizens and consumers.
- Commitment to customer satisfaction and continuous improvement across all services to provide value for money for Council Tax payers.

Departmental

- Lead the Resources Department ensuring clear strategic direction with coherence between its various functions and responsibilities, and that appropriate strategies, plans and programmes are in place to achieve key outcomes.

- Take responsibility for the overall performance of the Resources Department in delivering against agreed objectives and key outcomes.
- Ensure clear Departmental focus on improving customer satisfaction with services, and effective customer engagement.

Line Management

- Line management of: Executive Director - Place, Executive Director – People.
- Line management of the Resources Department Directors (x5) and provide inspirational leadership to staff across the department, and chairing the Resources Departmental Leadership Team

Specific Abilities, Knowledge, Expertise and Minimum Qualifications

Values, Credibility and Local Government knowledge

- Commitment to the Council's vision, and an ability to model the behaviours explicit in the Council's core values and leadership framework
- Understanding of the framework of democratic accountability and political processes of local and central government and their operation; and of the current and future issues to be faced, including specifically by Croydon Council, and the financial, legal and political context of public sector management
- Able to work well with Elected Members of all parties, in particular providing sound, focused and impartial and proactive advice; and with the ability to manage different agendas effectively
- High standards of professional probity and integrity
- Commitment to diversity, inclusion, equal opportunities in employment and service delivery
- The Council's ambitions demand: an individual with presence and gravitas; a personal and professional demeanour and credibility that commands the confidence of customers, Members, other chief officers, staff, external partners and other stakeholders; a commercial mind and a persuasive public reputation

Strategic Vision and Partnership Working

- A person who combines excellent strategic vision with the proven ability to manage the performance of colleagues and partners
- Evidence of leading, developing and sustaining successful partnerships with a range of stakeholders and service users to meet varying objectives and diverse needs

- Able to think laterally and develop creative and innovative solutions; with a bias for action and an ability to persuade, work collaboratively and exploit new opportunities
- Effective networker; able to build sustainable, influential and constructive relationships

Leadership

- Significant experience of working in a senior corporate management role in a large complex service sector organisation, evidencing a record of achievement
- Strategic thinker; who provides clear direction, works corporately and to manage inappropriate contra interests
- Extensive experience of leading and managing people, financial and other resources within robust performance management frameworks
- Able to evaluate competing budgetary and service priorities and ensure that services are co-ordinated in a way that achieved maximum effectiveness and value for money
- Visible leader, able to engage constructively with people at all levels; highly motivating and enabling;
- Sets an ambitious pace; enthusiastic and energetic
- Demonstrable experience of leading effective change within a large complex organisation
- Self-disciplined; works calmly under pressure; able to manage ambiguity and uncertainty
- Strong communication skills – both spoken and written

Leadership Framework

Our leadership framework follows the principles of a competency framework and all of our leaders are expected to demonstrate these through their application process.

Developing Oneself – You demonstrate the values every day, you are passionate about the services you lead and deliver the vision and outcomes of Croydon Council. You are inspirational and engage others through personal leadership making the vision understandable to everyone.

Inspiring and Developing People – You identify talent and develop their capability to ensure a committed and motivated workforce, you create a culture based on the corporate values and ensure staff and stakeholders deliver a desired outcome.

Collaborating and Influencing for Results – You are challenging and innovative in your approach to driving high standards and value for money, you trust and respect staff and partners and empower them to be courageous

to try new approaches.

Enabling and Facilitating the Community – You create effective collaboration between stakeholders, establish relationships and understand others perspectives. You are open and honest with others. You build a shared sense of purpose across Croydon, ensuring delivery and a collective use of resources

Corporate Values

Our values are the base of every job role within Croydon – our values are fundamental in everything we do as a Local Authority. You are required to demonstrate a commitment to our corporate values and this will be assessed using the criteria below:



One Team: To cross boundaries to work together towards shared goals with colleagues, partners and communities

- You are strategically innovative in your approach to building and maintaining partnerships and you and your teams act in a joint enterprise with them. You use your contacts and colleagues to bring teams together.

Proud to Serve: We strive to always do our best for the community, getting the most from limited resources and using taxpayers' money wisely

- You are proud to be part of the wider Croydon and the contribution you and your teams make to it. You make a difference to people's lives through engagement and you strive to get the best possible value for money for customers.

Honest and Open: We work hard to build trust by treating everyone with honesty and integrity

- You think through who needs to understand what during communication; and take care to communicate detail clearly. You take people's views into account continuously. You trust people, colleagues and staff, to do their best and deal with any issues positively.

Taking Responsibility: We encourage and support each other to take responsibility and show what we can do, learning together and recognising each other's contributions

- You are clear where formal accountability lies and where we can all take responsibility for results. You praise your colleagues for their efforts and ideas and thank them for their contributions.

Valuing Diversity: We make the most of the many perspectives that make Croydon distinctive

- You treat all staff and customers with equal value and respect. In everything you do, you make good use of the wide variety of background, skills and perspective your teams, the Council and the community demonstrate.

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9

9 |