

## CROYDON COUNCIL - Job Description

<b>Job title:</b> Assistant Chief Executive	<b>Service Area:</b> Assistant Chief Executive	
<b>Directorate:</b> Assistant Chief Executive	<b>Post Number</b> From Oracle	<b>Evaluation Number:</b> From JE system
<b>Grade:</b> 4	<b>Date issued:</b> June 2021 FINAL	

### **Croydon Council's priorities**

We will live within our means, balance the books and provide value for money for our residents.

We will focus on tackling ingrained inequality and poverty in the borough. We will follow the evidence to tackle the underlying causes of inequality and hardship, like structural racism, environmental injustice and economic injustice.

We will focus on providing the best quality core service we can afford. First and foremost, providing social care services that keep our most vulnerable residents safe and healthy and keep our streets clean and safe.

To ensure we get full benefit from every pound we spend, other services will only be provided where they can be shown to have a direct benefit in keeping people safe and reducing demand

### **Croydon Council's new ways of working**

We will practise sound financial management, being honest about what we've spent and what we can afford.

We will focus on what we, uniquely, can do as the local authority as the democratically elected leaders of our borough. This means we will focus on our core services, and a small number of evidence-based outcomes that deliver our priorities. But we will also continue to use our democratic mandate to convene our partners around a common purpose and to make a clear case for a better deal for Croydon.

We will aim to become a much more transparent, open and honest council.

We will involve residents in our decision making. But we will also need to be clear with residents about what we can do, and what we can't. When we have to say no, we will do so with compassion and take the time to explain our decisions.

## Overall purpose of role

As a member of the council's corporate management team, the **Assistant Chief Executive** will work collaboratively with other corporate directors and the chief executive to deliver the Croydon Renewal Improvement Plan, the council's priorities and ways of working and a financially sustainable budget by March 2024.

The **Assistant Chief Executive** will directly lead and manage a portfolio of services and promote the corporate competencies and values through day-to-day leadership and managerial behaviours.

The **Assistant Chief Executive** will provide high quality professional advice to the Leader and Cabinet, the Scrutiny and Overview Committee, the Ethics Committee, the General Purposes and Audit Committee and any other council or external bodies on all matters related to the assistant chief executive directorate services.

**Reports to:** chief executive

**Responsible for:** public health, digital and information and communication technology services, resident access, registrar & bereavement services, access to information, (FOI, SAR and GDPR), corporate complaints and local government ombudsman and information commissioner liaison, information team, human resources, elections, support to the Mayor's office, support to the Coroner's service, corporate policy development, business intelligence, performance management, programme and project management, resilience, business continuity and emergency planning, equality, diversity and inclusion, service quality and productivity improvement, internal and external communications and engagement, human resources, organisational development and learning and support to the Leader and Cabinet.

### Job context:

The postholder is required to observe and fulfill the seven principles of public life (also known as the Nolan Principles).

#### 1.1 Selflessness

Holders of public office should act solely in terms of the public interest.

#### 1.2 Integrity

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.

#### 1.3 Objectivity

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

#### **1.4 Accountability**

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

#### **1.5 Openness**

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

#### **1.6 Honesty**

Holders of public office should be truthful.

#### **1.7 Leadership**

Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.

The post holder has line management responsibility for 5 direct reports, overall responsibility for all staff in the directorate and is accountable and responsible for all assistant chief executive directorate services delivered.

The post holder is accountable for the assistant chief executive directorate services £ XXm budget and will deliver services and the associated savings programme and transformation projects within that budget envelope.

The post holder will ensure the financial probity and competence of financial management across assistant chief executive directorate services and that effective arrangements are in place to meet legislative and statutory requirements in relation to financial management and internal control.

The post holder is jointly accountable with the corporate management team for the delivery of the council's equality strategy 2021-2024 and action plan and will personally lead elements of it and champion it overall.

The post holder will ensure the corporate parenting responsibilities for the council's looked after children and care leavers are fulfilled in accordance with the Children and Social Work Act 2017.

The post holder will enable staff in the directorate to lead cross-council projects on issues as defined by Cabinet. A limited number of reviews per year will tackle complex priority issues and also enable new skills and experiences to be developed by staff to aid their future career development.

The post holder will participate in the council's emergency arrangements as an on-call member and will fully participate in gold and silver arrangements as required, which may require chairing the formal council meetings.

The postholder is required to deputise for the chief executive in the role of London local authority gold at a borough level as required.

The post holder will ensure that all relevant health & safety legislation and the council's health & safety requirements are reasonably complied with.

The post holder will be required to operate within the delegations from the chief executive and head of paid service and as detailed in the council's scheme of delegation of the council's constitution.

The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and to ensure appropriate representation of the council with residents, the Leader and Cabinet and all elected Members and external bodies.

This is a politically restricted post under the Local Government and Housing Act 1989 and the Local Government Officers (Political Restrictions) Regulations 1990. The individual holding this post cannot have any active political role.

Politically restricted employees are prohibited from:

- standing for office as local councillors, MPs, MEPs, Members of the Welsh Assembly or Members of the Scottish Parliament,
- canvassing on behalf of a political party or a person who is, or seeks to be, a candidate, and
- speaking to the public at large or publishing any written or artistic work that could give the impression of advocating support for a political party.

### **Accountabilities – Assistant Chief Executive**

To lead and manage the directorate, ensuring the provision of high quality services and in particular support the delivery of the Croydon Renewal Improvement Plan and provide the business intelligence and programme and project management and assurance on the implementation of actions.

To support the chief executive and the rest of the corporate management team in driving the delivery of the Croydon Renewal Improvement Plan and the comprehensive and necessary improvements to the way the council functions.

To be responsible for the delivery of and the performance of statutorily defined local authority functions relating to assistant chief executive directorate services and ensuring that effective systems are in place for discharging these functions as appropriate.

To be the responsible and accountable officer for the development of council policies for digital, resident access, information access, human resources, communications, and other corporate policies and all other policy and strategies from the directorate's services and the provision of professional advice on all those matters; advising the Leader and Cabinet, the Scrutiny and Overview Committee, the General Purposes and Audit Committee, the Ethics Committee, all Members, the chief executive, the corporate management team and others to enable the discharge of functions in an effective and efficient way, and to display the highest standards of ethical governance.

To ensure the effective delivery of the decisions to fund voluntary sector bodies and maintain a positive relationship with the sector, working closely with the commissioning services of the council in terms of the contractual arrangements for the delivery of services by the voluntary sector.

To lead the community engagement function for the Borough, including supporting the work of the Local Strategic Partnership (LSP) and related partnerships. Provide support for the SWL Board and other London Council's, Government and LGA bodies the council is involved with.

To ensure the delivery of an effective business intelligence and performance reporting service that supports the work of the corporate and directorate management teams and provides regular reports to Cabinet and Scrutiny and Overview Committee as appropriate.

Develop and implement a corporate / directorate service planning process that supports the delivery of the Croydon Renewal Improvement Plan.

To ensure an effective emergency plan and business continuity plan / resilience arrangement is in place and maintained to manage emergencies affecting the council and the borough during response and recovery phases

To support the Director of Public Health in fulfilling their statutory duty and ensuring they have impact and reach across all of the council's services.

To ensure an independent annual report on the health of the population of Croydon is delivered and support the statutory Director of Public Health in its production and advising members and partners effectively.

To ensure the design, adoption and delivery of digital services to enhance the resident experience of the council's services and create efficient and effective digital solutions designed, built and delivered around their needs.

To ensure the resilience of the technology infrastructure of the council and its cyber security.

To ensure an effective access service for residents to facilitate a more joined-up response to requests for services, complaints and member and MP casework and seek to continuously improve the resident experience.

To lead the access to information and complaints service ensuring the council becomes more open and transparent.

To be the lead liaison officer for the Local Government Ombudsman and Information Commissioner and ensures the council learns from complaints.

To ensure the provision of an effective registrar, bereavement and mortuary service.

To lead the equality, diversity and inclusion agenda for the council ensuring that the council's public sector equalities duty is fulfilled, the equality strategy is delivered, effective reporting on compliance is undertaken and is part of the council's suite of publically reported performance measures and that equality and inclusion is at the heart of the delivery of the Croydon Renewal Improvement Plan.

To empower the service quality and productivity resources in the directorate, ensuring cross council linkage of the heads of service focussed upon performance improvement and ensure organisational development and engagement activity underpins productivity improvement through effective staff engagement and the building of a truly inclusive organisation.

To ensure the delivery of a high performing external and internal communications and engagement function.

To ensure the provision of an efficient and effective human resources function, including policy, occupational health, employee relations, recruitment, finance service centre, workforce planning and performance metrics.

To be responsible for meeting the needs of the organisation in terms of the quality and sufficiency of HR support services provided by the directorate, measuring and monitoring user satisfaction with services and benchmarking against similar organisations.

To ensure the Council supports the South London Coroner's service consortium and HM Coroner effectively.

To ensure effective support to the Mayor of the London Borough of Croydon enabling them to fully conduct their duties as the first citizen of the borough.

To ensure the election service works closely with the chief executive as returning officer, and ensure effective planning and regulation compliance by the service including ensuring the electoral register for Croydon is maintained effectively, the organisation and conduct of local and parliamentary, elections

and by-elections in Croydon and other polls are delivered as required and continuously develop and improve the delivery of electoral functions.

### **Accountabilities (all corporate directors and service directors)**

Tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

### **Strategy**

To take a “one Council” approach to deliver more effective outcomes and at all times avoid a silo-ed, single directorate or service area approach.

To actively seek out and learn from external good practice and bring those new ideas and ways of working into service development and delivery.

To ensure the council listens to and engages residents in the development of ideas, strategies and policies and that co-design and co-production approaches are implemented throughout the directorate.

To contribute fully to the development and implementation of all corporate strategies, the Croydon Renewal Improvement Plan and the council’s priorities and ways of working and to act as a project or programme senior responsible owner to lead and ensure the implementation of specific corporate projects as required.

To actively promote the council’s priorities and ways of working and the council’s leadership framework and values to ensure they are delivered throughout the organisation.

### **Service quality**

To fulfil the best value duty requirements as established by the Local Government Act 1999 to make arrangements to secure continuous improvement in the way in which the directorate’s functions are exercised, having regard to a combination of economy, efficiency and effectiveness.

Through personal example, commitment and clear action, valuing and celebrating the diversity of Croydon’s communities, ensuring an inclusive approach and equality of access and treatment in employment and service delivery.

To develop appropriate service quality measures, targets and outcomes for accountable assessment. To seek out more transparent accountability mechanisms for delivery in the directorate.

To maintain an up to date knowledge of relevant legislation as applicable to the directorate and to the overall council.

To build effective partnerships to harness public, private, voluntary sector and community resources that can help deliver the Croydon Renewal Improvement Plan and the council's priorities and ways of working.

To be the council's (officer level) lead representative in a number of partnerships.

To work collaboratively with the trade unions to improve services and solve problems in a coherent and integrated manner.

### **Performance**

To lead and direct the services within the directorate in order to ensure that they deliver effective and efficient services, that they set and achieve high standards of performance, that they provide best value and that the overall budgets are managed and controlled within the funding envelope agreed.

To lead, direct and uphold the internal control system that safeguards the residents' interest in the appropriate use of council resources and ensure the system is respected and complied with by all staff in the directorate.

To comply with the requirements of the Council's constitution and the relevant officer and other codes of conduct and ensure through personal leadership that staff in the directorate are familiar with, understand and comply with the requirements also.

To ensure the effective management of data and security of information received and used within the directorate, to comply with the relevant legislation such as GDPR and the Freedom of Information Act, recognising that the council wishes to operate in the most open and transparent way.

### **Resource management**

To lead and direct an effective directorate management team.

To ensure that staff are informed, organised, performance managed, held to account and motivated to deliver high quality and cost effective services.

To uphold the mandatory financial regulations of the council and ensure that they are understood and complied with by the directorate's staff .

To plan and keep under review the services within the directorate to control the budgets within it, manage risk effectively and ensure accountability.

### **Leadership and Culture**

To lead within the directorate and across the council, the change that is needed in order to ensure that adult social care services play their full part in achieving the Croydon Renewal Improvement Plan and the council's priorities and ways of working.

To act at all times in ways that create a fully inclusive workplace and operating culture, proactively seeking ways to ensure staff feel valued and that they all belong.

To seek ways to harness and fully develop the potential of staff working in the directorate and develop their talent.

To demonstrate through personal behaviour, active listening to staff and residents in ways that will help rebuild the relationship with the residents of Croydon and seeking out the resident voice to guide and advise the council in its' actions and decision making.

To model the behaviours required of all staff in terms of equality, ethical behaviour, empathy, effective governance, effective internal control, transparency, and openness.

### **Leadership Framework**

The council's leadership framework follows the principles of a competency framework and all staff are expected to demonstrate these.

**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:



**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 others' 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.