

# **Operational Director of Civic Pride Job Description and Person Specification**

**August 2019**

## Job Description

<b>Job Title:</b>	Operational Director of Civic Pride
<b>Department:</b>	Place
<b>Function:</b>	Executive
<b>Team:</b>	N/A
<b>Post number:</b>	DS2127
<b>Grade:</b>	COE
<b>Hours/weeks:</b> <i>E.g. 36 hours/52.14 weeks</i>	36 hours*
<b>Base location:</b>	Lynton House, Ilford
<b>Reports to:</b> <i>Job title</i>	Corporate Director TBC
Responsible for: Job titles of direct reports	Tier 4 Manager

<p><b>Role purpose and role dimensions:</b> <i>Overview of the job</i></p>	<p>As a member of the Senior Leadership Team, work with the Corporate Management Team and the Chief Executive to lead a high performance, efficient and outward focussed culture across the whole organisation with an aspiration to position Redbridge as a leading Local Authority in London and the country.</p> <p>To be operationally responsible for the delivery of transport, highways, parking, cleansing, housing enforcement, waste, recycling and a range of other environmental services, ensuring that Redbridge is a top quartile performer against relevant benchmarks.</p> <p>To be responsible for promoting the highest possible quality of the environment across the Borough – ensuring Redbridge is cleaner, greener and safer.</p> <p>To engage with local residents, communities and business to promote a strong sense of Civic Pride across the Borough. To be responsible for promoting the highest possible quality of the environment across the Borough – ensuring Redbridge is clean, safe and sustainable.</p> <p>To ensure high levels of responsiveness and customer service, ensuring that systems, processes and culture are aligned to deliver the best possible experience for residents.</p> <p>To support and advise elected members in the formulation and development of relevant strategies and policies within the Civic Pride portfolio.</p> <p>To be visible to local residents, businesses and communities, actively listening to issues and concerns, promoting a sense of civic pride and taking responsibility for promoting fairness, equality and community cohesion.</p> <p>To take responsibility for supporting the Council’s workforce to perform to their highest potential, ensuring that there is a strong development culture and supporting clear talent management and succession planning strategies across the organisation.</p>
<p><b>Key external contacts:</b> <i>Organisations</i></p>	<p>East London Waste Authority, Metropolitan Police, other London boroughs. Home Office, GLA, TfL, LWARB, LEDNet, North East London Resilience Programme Board, MoL</p>
<p><b>Key internal contacts:</b> <i>Job titles or groups of staff</i></p>	<p>Chief executive, corporate director, leader and cabinet, customer services, public health and IT.</p>
<p><b>Financial dimensions:</b> <i>Budgetary responsibility &amp; amount. Equipment, cash, property etc. for which employee is responsible.</i></p>	<p>To be reasonable for managing a gross budget of circa £140m.</p>
<p><b>Key areas for decision making:</b></p>	

<p><b>Other considerations:</b> <i>E.g. working patterns</i></p>	<p>Requirement to attend evening and weekend meetings and travel regularly around London.</p>
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<p><b>Key accountabilities and result areas:</b></p>	<p><b>Key elements:</b></p>
<p><b>Corporate Strategic Leadership</b></p>	<p><b>This will involve:</b></p> <p>As a member of the Senior Leadership Team, work with the Corporate Management Team and the Chief Executive to lead a high performance, efficient and outward focussed culture across the whole organisation with an aspiration to position Redbridge as a leading Local Authority in London and the country.</p> <p>Deputise for the Corporate Director as required.</p> <p>To support and advise elected members in the development and delivery of all relevant policies and strategies within the Civic Pride portfolio.</p> <p>Sponsor and lead change programmes across the Council, always acting corporately to ensure that their impact is maximised, delivering both improvement and efficiency in a timely way.</p>
<p><b>Strategic Management</b></p>	<p><b>This will involve:</b></p> <p>Working with the Civic Pride management team, colleagues and our communities, to set a clear strategic direction for the service, maximising the opportunities of new technology and community engagement to make the borough cleaner, safer and more sustainable.</p> <p>To be responsible for the council's strategic relationship with the East London Waste Authority, ensuring the borough plays a leading role in minimising waste today and reshaping our long-term arrangements for waste disposal.</p> <p>To ensure that Civic Pride services support the delivery of the borough plan, with strategies aligned to the council's overall priorities.</p> <p>To be aware of emerging national and regional policy directions in respect of Civic Pride services, and ensure that Redbridge is well positioned to respond to this.</p> <p>To represent Redbridge on the London and national stage.</p>
<p><b>Operational Leadership</b></p>	<p><b>This will involve:</b></p> <p>To support and develop Civic Pride staff, enabling them to achieve high levels of day-to-day performance while transforming our services to be fit for the future.</p> <p>To be accountable for compliance against all corporate requirements with the Civic Pride division, including (but not limited to) complaints, freedom of information enquiries, subject access requests and member enquiries and mandatory training.</p>

<p><b>Communication, Partnership working &amp; representation</b></p>	<p><b>This will involve:</b></p> <p>To be responsible for implementing the Council's corporate performance framework within the Civic Pride division – including service planning, performance monitoring, budget management, performance appraisal, workforce planning and equalities regimes.</p> <p>To be responsible and accountable for the operational delivery and performance of the services within the Civic Pride division.</p> <p>To build strong partnerships across the public, private and voluntary sectors and to represent the Council corporately within such partnerships as appropriate.</p> <p>Take personal responsibility for facilitating public and community involvement in service development and delivery, to be visible to local residents, businesses and communities, actively listening to issues and concerns and taking responsibility for promoting fairness, equality and community cohesion.</p> <p>Liaise with government, the Mayor of London, other local authorities and other national and regional partners to help shape and influence national and regional policy in the best long-term interests of the residents, businesses and communities of Redbridge.</p>
<p><b>Customer Service</b></p>	<p><b>This will involve:</b></p> <p>To champion the very highest standards of customer service across the Civic Pride division, ensuring prompt response to enquiries from the public in line with the council's customer standards.</p> <p>To work collaboratively with colleagues in customer services and communications to ensure that the public receives a high quality, seamless service from the council.</p>
<p><b>Resource Management</b></p>	<p><b>This will involve:</b></p> <p>To take an entrepreneurial approach to managing the Civic Pride budget, ensuring that the council can deliver its ambitions within a challenging financial environment.</p>
<p><b>General accountabilities and responsibilities</b></p>	
<p><b>Green Statement</b></p>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</li> </ul>
<p><b>Data Protection/Confidentiality</b></p>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.</li> <li>▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures.</li> <li>▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</li> </ul>

<b>Conduct and Whistleblowing</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.</li> </ul>
<b>Safer Working</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.</li> </ul>
<b>Equalities</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>
<b>Customer Care</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</li> </ul>
<b>Health and Safety</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</li> </ul>
<b>To contribute as an effective and collaborative member of the team</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>▪ Participating in the ongoing development, implementation and monitoring of the service plans.</li> <li>▪ Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul>
<b>Flexibility</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ The above-mentioned duties are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate to the job level and scope of competence.</li> </ul>

## Person Specification

<b>Job Title:</b>			
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		<b>A - I - T</b>	Weighting
<b>Minimum education/ qualifications:</b>	<p>Strong all round educational performance, with a good quality degree or equivalent experience and evidence of strong numeracy and writing skills</p> <p>No mandatory qualifications required</p>	A I	
Operational management	<p>High quality leadership skills and a track record of leading change within a complex department.</p> <p>A successful track record in the leadership of environmental and enforcement services within a complex and diverse community.</p> <p>Strong project management skills.</p> <p>Strong commitment to personal development, including evidence of up to date leadership development.</p>	A I	
Strategic Direction	<p>An in-depth knowledge of policy and legislation that directly impacts on environmental and enforcement services.</p> <p>A strong track record of successfully formulating, developing and delivering strategies leading to demonstrable improvements in outcomes within a relevant discipline.</p> <p>Significant experience of leading one or more relevant services within a local authority or multi-functional organisation of comparable size, scope and complexity.</p>	A I	
Political Awareness	<p>Politically astute with demonstrable experience of having worked at a senior level in either a political environment or a comparable governance regime.</p>	A I	
Driving Change and Improvement	<p>Experience of successfully leading departmental improvement and change. Comfortable operating in an uncertain environment with the end state is not always known.</p>	A I	

<p><b>Performance Improvement</b></p>	<p>A successful track record of establishing a strong performance culture including effective performance measures, the evaluation of service quality and improving service delivery in a way which meets the needs and expectations of customers.</p> <p>Experience of improving levels of customer service and access.</p>	<p>A I</p>	
<p><b>Partnership</b></p>	<p>Experience of working in partnership with and managing internal and external stakeholders, including local community groups, not-for-profit, public and private sector organisations, in complex and changing environments.</p>	<p>A I</p>	
<p><b>Managing Resources &amp; Commercial Acumen</b></p>	<p>A detailed understanding of the principles of budgetary planning and control.</p> <p>Experience of managing large scale, complex budgets (including capital budgets).</p> <p>Experience of commercial approaches to budgeting and service delivery, generating new resources to support the service.</p>	<p>A I</p>	
<p><b>Leadership and Development</b></p>	<p>A visible, inspirational, supportive and approachable people manager – with a demonstrable ability to lead and motivate staff to perform to their maximum potential in pursuit of clear organisation priorities.</p> <p>A commitment to distributed leadership, which empowers and motivates staff throughout the organisation to make their own decisions to drive change.</p> <p>A strong commitment to talent management and succession planning.</p>		
<p><b>Communication skills</b></p>	<p>Highly credible with local residents, business and communities. Skilled and confident at listening to and entering into a dialogue with a diverse range of residents, businesses and communities.</p> <p>High-level presentational skills and interpersonal skills with the ability to communicate effectively with a range of audiences.</p> <p>Well-honed networking skills.</p> <p>Ability to present highly complex information in a clear and concise manner.</p>		

<p>Relationship and Partnership Influence</p>	<p>Strong partnership skills, with a successful track record of collaborative working in pursuit of clear corporate priorities.</p> <p>High quality negotiation skills, with a strong track record of negotiating favourable commercial and/or contractual positions and interests.</p> <p>Credibility to represent the Council to regional and national government.</p>		
<p>Strategic Analysis and Judgement</p>	<p>Strong analytical and problem solving skills – including the ability to be able to draw clear recommendations from complex information.</p> <p>Anticipates stakeholder needs before they are articulated, identifies potential alternative courses of action and makes use of information to map out implications to aid decision making.</p>		
<p><b>Special conditions:</b> Working Pattern and travel</p>	<p>Role will involve irregular working patterns and will require the post holder to be able and willing to work during these periods, including evenings and occasional weekends.</p> <p>The salary scale is inclusive and recognises the volume of work in addition to and outside the Council’s normal office hours required by the post over and about the hours quoted above</p>		
<p>Special factors or constraints</p>	<p>This post falls within the “politically restricted” category under the Local Government and Housing Act 1989. The detail of the restrictions this places upon you are as outlined in the Statement of Main Terms and Conditions of Employment.</p> <p>Maintenance of high standards of personal conduct, honest and integrity that inspires the trust and confidence of Councillors, senior managers, external partners and the public.</p>		

