

Chief Executive and Head of Paid Service



Job Purpose

The Chief Executive is the Councils' principal senior officer who leads and directs the work of the two Councils on a day to day basis. This individual operates on a local, regional and national level on behalf of the Councils' Leaders, horizon-scanning for opportunities to extend partnerships, commercial opportunities and collaboration with other agencies and organisations. As the cornerstone of the organisations' performance monitoring, public face and strategic direction, the person in this position takes the lead for organisational development.

Role Profile

The role of the Chief Executive is to work closely with the two sets of Elected Members to deliver:

- ◆ **Leadership:** working with elected members to ensure visible leadership and direction, encouraging and enabling managers to motivate and inspire their teams
- ◆ **Strategic Direction:** ensuring all staff understand and adhere to the strategic aims of the organisations and follow the direction set by the elected members
- ◆ **Policy Advice:** acting as the principal policy adviser to the elected members of the Councils to lead the development of strategies which will deliver the political objectives set by the councillors
- ◆ **Partnerships:** leading and developing strong partnerships across the local communities, regionally and nationally to achieve improved outcomes and better public services for local people
- ◆ **Operational Management:** overseeing the financial and performance management of the Councils, the management of risk, the strong and effective management of people and the management of change to improve services for local people

Key Responsibilities

1. Deliver the strategic vision for South Hams District and West Devon Borough Councils, providing strategic direction and development of the organisations' services and people.
2. Act as the Councils' Head of Paid Service, setting strategic outcomes, policy priorities, and performance requirements to affect positive outcomes for our communities and contribute to the regional and national agenda for Local Government.
3. Forge new and enhance existing strategic partnerships with other public sector, third sector and private sector organisations to build options for alternative models of service delivery, to increase cohesion in public services and to exploit the opportunities for efficiency wherever possible.
4. Manage the public profile of both Councils through innovative media and stakeholder engagement strategies and proactive handling of changes and developments impacting the Councils, the workforce or service delivery.
5. Develop and support relationships with government and professional bodies to represent and promote the Councils' interests and influence in regional and national policy.
6. Drive customer service excellence and value in all Council services through policy, strategy and commissioning to generate modern, sustainable, relevant and accessible services for the residents of South Hams and West Devon.

7. Lead, manage and develop the Councils' services to instil a strong performance culture that holds responsible officers accountable for the delivery of continually improving services to our residents, communities and partners.
8. Build and strengthen the Councils' performance, leading on commercial management of contracts, opportunities to create additional income, strategic resourcing and organisational development so that South Hams and West Devon remain both effective and at the forefront of modern local government.
9. Take overall responsibility for resource management and financial sustainability.
10. Instil, exemplify and embed a risk management culture, which encourages innovation and involves Members in determining key risks and responses in relation to strategy, policy and performance.
11. Lead the Senior Leadership Team to develop its role as anchor for the transformed Councils, using the legal and compliance framework to promote the organisations' best interests and optimising opportunities for shared resourcing, commercial thinking and dynamic organisational development.
12. Establish and maintain effective working relationships with elected Members, support strong Member governance arrangements that are built around delivery of the services.

Person Specification

Experience/Skills

Candidates must be able to demonstrate

1. Significant achievements at Senior Executive/Director level or equivalent, demonstrating sustained leadership and management experience in an environment of similar or greater complexity.
2. Successful contribution to the advancement and development of organisations through the formulation of key policies, corporate objectives and strategies, service innovation and delivery and outstanding contract management.
3. Excellent track record in delivering successful, productive partnerships between organisations, across geographical, political or commercial boundaries. This would include evidence of working at Board level, with services providers, Government agencies and/or statutory authorities.
4. Experience of devising, developing and implementing successful, complex innovations in financial and resource management.
5. Experience of delivering high quality, customer focused services through a corporate, joined-up, approach to service delivery.
6. A track record of establishing and maintaining a strong, effective performance culture, inspiring, motivating and empowering people to meet organisational objectives and delivering excellence.
7. Successful track record as an organisational ambassador, able to promote and sustain corporate reputation both internally within an organisation and externally to stakeholders/shareholders and the public/customers.

Knowledge/Abilities

1. Solid appreciation and understanding of the context of local government and the wider, national and political environment within which it operates, its current challenges and opportunities.
2. The ability to drive and motivate for change through effective leadership

Behaviours

Candidates are expected to demonstrate behaviours at Band A within South Hams District and West Devon Borough Councils' IMPACT framework.