



RUGBY BOROUGH COUNCIL

JOB PROFILE

Post No.

Post Title: Chief Officer for Operations and Traded Services

Unit/Team: Senior Management Team

Grade: Chief Officer

Service: Operations and Traded Services

Reports to: Executive Director/Deputy Executive Director

Issue Date: January 2022

PURPOSE OF THE JOB

As a member of the council's Senior Management Team, the post plays a key role in the overall corporate management of the council and the delivery of the council's Corporate Strategy.

The post seeks to ensure that traded and operational services meet customer need, represent value for money and are legislatively compliant. Furthermore, the post seeks to identify and implement new models of delivery, which maximise traded / commercial opportunities and deliver financial efficiency. This requires strong leadership to challenge the status quo, bring about innovation and support teams, often through times of change, whilst retaining a sharp customer focus.

To provide positive and dynamic leadership in managing the staff and teams within:

- Waste Services, Recycling and Transport
- Grounds Maintenance
- Street Scene
- Property Repairs

The teams managed by this post may be changed from time to time.

1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 Provide strategic leadership and challenge to the services managed, continually seeking out best practice and innovation to ensure that the services are high quality, sector leading and financially efficient.
- 1.2 Ensure that new models of operation / delivery are investigated, researched and where appropriate implemented. This will include arm's length companies, joint venture and social enterprise.
- 1.3 To significantly contribute to the development of the Council's transformation programme which will support the delivery of the medium-term financial plan.

- 1.4 Provide first class performance information and advice to the Council's Senior Management Team, Council and democratic bodies, officers, and councillors.
- 1.5 Ensure that relevant strategies are fit for purpose and contribute to the delivery of the Corporate Strategy, considering the views of stakeholders.
- 1.6 Work with partners on common objectives, maximising opportunities and delivering localised interventions which meet identified need.
- 1.7 Ensure a cross-cutting approach for all relevant services areas, thus significantly contributing to wider priorities such as economic prosperity and climate change and lead on developing and delivering associated actions.
- 1.8 Ensure that team structures remain efficient, lean and delivery focussed, with opportunities for working across services being maximised.
- 1.9 Lead and inspire staff within the services to be the best they can and to live by the Council's corporate values.
- 1.10 Manage client functions and (where appropriate) contract management including those relating to recycling, markets, property repairs, transport, and grounds maintenance;
- 1.11 Lead business planning across the services, including the preparation and submission of tenders and quotations and the acquisition and deployment of resources;
- 1.12 Represent the Council at Member meetings, and Officer/Member working groups.
- 1.13 To ensure that effective corporate governance controls are implemented whilst seeking ongoing areas for improvement.
- 1.14 Ensure that services comply with statutory legislation (e.g. asbestos, COTC, O-licence) and relevant requirements and regulations and continually strive for health and safety excellence.
- 1.15 Accountable for financial performance, budgets, assets and data of managed services.

2. OTHER DUTIES AND RESPONSIBILITIES

To actively support the Executive Director and Deputy Executive Director in:

- 2.1 Ensuring that the corporate objectives of the Council are delivered as planned, including demonstrating value for money and consistently driving efficiencies as appropriate.
- 2.2 Identifying corporate and other cross service issues affecting the Council's activities and/or objectives and taking a lead responsibility for authority-wide initiatives as required.
- 2.3 Promoting and effectively participating in multi- disciplinary working involving a range of internal and/or external contacts to address or develop specific corporate issues.

- 2.4 To work with members to assist in their understanding and engagement of services and to provide them with appropriate support and advice in their roles as community leaders.
- 2.5 Formulating, reviewing, and developing corporate strategies and policies that reflect the objectives of the Council.
- 2.6 Ensuring health and safety is prioritised within the services managed and contributing to the Council's overall aim of delivering health and safety excellence.

To demonstrate commitment, vision, and leadership at a corporate level by:

- 2.7 Contributing significantly to transformational change across the Council and encouraging and supporting innovation in line with the Corporate Strategy.
- 2.8 Role modelling through own behaviours and actions a coaching and empowering approach to leadership to ensure the council is driven by a truly customer-focussed culture.
- 2.9 Supporting the ongoing development and promotion of a positive corporate culture and “one-council” approach which reflects our values.
- 2.10 Contributing to the development and implementation of a workforce development strategy aligned to the 21st century public servant.
- 2.11 Managing and developing employees and ensuring that they are consulted, empowered, valued and motivated.
- 2.12 Acting as an ambassador of the Council through promoting its vision for the Borough, acting in line with its values and building a positive corporate reputation in a range of external environments.
- 2.13 Ensuring that the principles of equality of opportunity are fully integrated and actively pursued within all areas of the Council's service provision and employment policies, practices, and procedures.
- 2.14 Initiating and developing links and partnerships with other local authorities, regional and national bodies, and other private/public/voluntary sector organisations as appropriate to achieve the Council's objectives.
- 2.15 All members of the Senior Management Team are expected to take a share of statutory, legal, and corporate responsibilities. They may be required to undertake roles such as: Emergency Planning, Asbestos Duty Holder, Responsible Person for Legionella, and provide cover out of hours as required.
- 2.16 Any other reasonable duties as requested by your manager, consistent with the general level of responsibility of the post.

3. CORPORATE RESPONSIBILITIES

All staff must act within the Council's rules and follow all reasonable management requirements. These are contained within: The Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting
Equality and Diversity
Health and Safety
Risk Management
Anti- Fraud
Data Quality and Data Protection
Business Continuity
Major Emergency Plan
Procurement and Contract Management
Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

4. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:

Postholder

Date

PERSON SPECIFICATION



Post: Chief Officer – Operations and Traded Services

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'. In your supporting statement you need to address how you meet the criteria highlighted below.

| Criteria | Essential/ Desirable | Method of Assessment |
|---|-------------------------|-------------------------|
| Significant understanding and a successful track record of achievement in leading front line and complex services. Ideally with experience of one of the service areas managed. | E | A/I |
| A qualification, ideally to degree level or equivalent, in a subject area relevant to this role | E | D |
| Skills to effectively manage change and improve customer experience. | E | A/I/T |
| First class people management skills including a track record of developing and nurturing talent. | E | A/I |
| Proven commercial acumen and able to learn from best practice to implement new service delivery models and generate income. | E | A/I |
| Able to communicate effectively and appropriately to meet the needs of different audiences. | E | A/I/T |
| Able to forge effective, professional working relationships with internal contacts and external partners. | E | A/I |
| Demonstrable understanding of equality of opportunity in both service delivery and employment. | E | A/I |
| A commitment to delivering health and safety excellence, with a proven track record of embedding rigorous health and safety practice within complex services. | E | A/I |
| A commitment to work within our CAN DO values and embed these in the culture of the workforce. | E | A, I |
| Budget management skills and ability to write business cases | E | A/I/T |
| Relevant technical qualifications, such as: COTC level 4, CPC / Transport Manager Qualification or asbestos management | D | D |
| Knowledge of the particular challenges facing Rugby in relation to the relevant service areas | D | I |
| A proven record of working effectively within a political environment, providing clear, balanced advice and guidance | D | I |
| Application | A | |
| Interview | I | |
| Test (written, presentation, practical – eg word processing) | T | |
| References | R | |
| Documentary – eg certificates | D | |