

THE BOROUGH COUNCIL OF KING'S LYNN AND WEST NORFOLK**JOB DESCRIPTION**

JOB TITLE	Chief Operating Officer	(Grade SM02)
SERVICE AREA	Leadership Team	
SECTION	Chief Executive	
POST NUMBER		

MAIN PURPOSE OF JOB

The Chief Operating Officer (COO) is a strategic leadership role responsible for supporting the Chief Executive, the wider management team and members in delivering the Council's corporate objectives. In addition, they will provide strategic direction not only in respect of the services within their remit, but across the wider organisation. Ensuring excellent service delivery across Councils operational functions.

The COO will be the Council's strategic lead on all operational matters. They will provide exceptional operational leadership in respect of the services delivered to our residents and Communities. As such this role will have high visibility across the organisation and across the wider borough. They will act as an ambassador for the Council in respect of dealing with service delivery issues.

They will contribute significant experience of leading multiple frontline services to the executive management team that enables the authority to demonstrate measurable improvements in service delivery and operational efficiency whilst maintaining high performance.

A strategic leadership role with the focus on delivery in line with the authorities' strategic objectives.

In addition they will provide support to the Chief Executive and wider organisation as regards the Local Government Reorganisation (LGR).

KEY AREAS

Key District Wide Service (this list is not inclusive but provides an overview of the areas responsible for the candidate)

1. Parks and Open spaces
2. Waste collection and street cleansing
3. Health and Wellbeing (including Environmental Health)
4. Property and Projects
5. Culture, Arts and Leisure

Corporate responsibilities

1. Leadership to not only the services under their remit, but across the Council.
2. Resourcing management and efficient service delivery
3. Stakeholder management and partnership working
4. Performance and quality management
5. Exhibit the values and behaviours that underpin good service delivery and a one Council approach

MAIN DUTIES

Service

Strategic Leadership and service delivery

1. Provide executive leadership for the Council's core operational services including operational services, property and projects, environmental health, leisure and customer services, with demonstrable experience of managing multiple service portfolios simultaneously
2. Lead the development and implementation of service improvement strategies that deliver measurable outcomes for residents, including meeting statutory performance targets and improving customer satisfaction metrics
3. Oversee the Council's statutory service obligations, ensuring full compliance with regulatory requirements and maintaining excellent relationships with regulatory bodies
4. Direct responsibility for emergency planning and civil contingencies, with proven experience of managing emergency response situations

Resource Management and Efficiency

5. Demonstrate substantial experience in delivering efficiency programmes within a local authority setting, with evidence of achieving significant savings while protecting frontline services.
6. Working closely with the S151 and the wider executive team to ensure a joined up cross boundary approach to efficient service delivery.
7. Lead complex transformation programmes within a political environment, showing clear understanding of member-officer relationships and governance requirements

8. Ability to illustrate to politicians and others that services are being delivered in an effective and efficient way. Enhancing the customer experience.

Stakeholder Management and Partnership Working

9. Strong track record of working effectively and successfully with elected members, demonstrating political acumen and experience in managing member expectations around service delivery

10. Proven experience in representing a local authority at community, regional and national level, particularly in relation to operational service delivery and transformation

11. Evidence of successful partnership development with other councils, including shared service arrangements and joint operational initiatives

Performance and Quality Management

12. Establish and maintain robust performance management frameworks that meet both statutory requirements and local political corporate priorities

13. Demonstrate experience of successfully managing services through external inspection and audit

14. Track record of improving poorly performing services to achieve excellence, enhancing overall service and outcome quality

15. Promote a positive image of the Borough and represent the Council at local and national levels as required.

16. Promote Equality of Opportunity and diversity in both employment and service delivery matters and adhere to the Council's requirements regarding equalities.

17. Ensure that Health and Safety matters are fully complied with throughout the Directorate, taking account of the Council's Health and Safety Policy.

18. Adhere to the Council's Contract Standing Orders and Financial Regulations, ensuring procedures are followed consistently and with the highest standards of integrity. Ensure procurement processes clearly define the Council's requirement and that effective contract management techniques are used to ensure the Council achieves the best possible outcomes from external contracts.

19. Ensure that any information collected, recorded, analysed or reported within the Directorate is reliable, accurate, timely and in accordance with the principles of the Council's data quality strategy

THE BOROUGH COUNCIL OF KING'S LYNN AND WEST NORFOLK

Appendix 2

PERSON SPECIFICATION

JOB TITLE Chief Operating Officer (Grade SM02)

SERVICE AREA Leadership Team

SECTION Chief Executive

POST NUMBER

MAIN PURPOSE OF JOB

To provide exceptional operational leadership of all delivery focussed services.

Contribute significant experience of leading multiple frontline services to the executive management team that enables the authority to demonstrate measurable improvements in service delivery and operational efficiency whilst maintaining high performance.

A strategic leadership role with the focus on delivery in line with the authorities' strategic objectives.

CRITERIA FOR SUCCESSFUL PERFORMANCE IN THE JOB

Knowledge

Essential

- Relevant degree or full professional qualification and member of a professional body appropriate to the role
 - Demonstrable experience of senior management of a variety of frontline service delivery within local government setting
 - Direct experience of directly managing multiple frontline service areas within a local government setting
 - Proven track record of successful operational transformation within a local government environment
 - Experience of working directly with elected members and managing services within a political environment
 - Detailed understanding of local government legislation affecting operational council services, governance and financial frameworks
 - Strong grasp of performance management frameworks in local government
 - Sound understanding of procurement and contract management in local government context
 - Experience of managing outsourced contracts

Desirable

- Post graduate qualification in public administration or relevant area
- Understanding of the legislation that underpins key services; such as leisure, waste etc
- Experience of leading operational service delivery in a district council
- Track record of successful shared service implementation
- Experience of managing outsourced contracts

Skills

Essential

- Outstanding leadership skills with evidence of developing high performing teams to deliver excellence
- Excellent communication skills with experience of managing complex stakeholder relationships across multiple sectors
- Strong commercial acumen with public sector values
- Evidence of the ability to initiate and manage change effectively to meet the varying demands of new policies and legislation
- Evidence of successful influencing and negotiation experience at a senior level
- Results focussed; able to drive forward change to ensure resident and members expectations are met.
- Resilient and calm under pressure

Attitude

Essential

- Proven ability to operate effectively and sensitively in a political environment
- Always demonstrates leadership behaviours to set the example to colleagues and team members.
- Personal integrity and a positive role model.
- Happy to share and be transparent in all that they do.
- Commitment to equality, diversity and inclusion
- Demonstrates a flexible approach to working arrangements and duties

THE BOROUGH COUNCIL OF KING'S LYNN AND WEST NORFOLK

JOB DESCRIPTION**JOB TITLE** Deputy Chief Executive**SERVICE AREA** Leadership Team**SECTION** Chief Executives**POST NUMBER**

MAIN PURPOSE OF JOB

The Deputy Chief Executive Officer (Deputy CEO) is a strategic leadership role responsible for supporting the Chief Executive, the wider management team and members in delivering the Council's corporate objectives. In addition, they will provide strategic direction, ensuring excellent service delivery across Council functions. This role acts as the CEO's deputy, assuming full CEO responsibilities when required, and holds direct responsibility for the key corporate functions that underpin the successful delivery of the Council's strategic aspirations including Finance, HR, IT, Communications, the Programme Management Office and a number of other internal services. These services are delivered by a number of Assistant Director direct reports.

In addition they will provide support to the Chief Executive and wider organisation as the Local Government Reorganisation (LGR) progresses.

KEY AREAS OF RESPONSIBILITY

1. Strategic Leadership
2. Financial Management
3. ICT
4. Human Resources & Organisational Development
5. Communications
6. Project and Programme Management
7. Democratic Services
8. Customer Information Centre

MAIN DUTIES

Below are the key areas which the DCX will either directly delivery or facilitate the wider organisation in achieving. As such the list, provides some clarity in respect of the requirements of the role. However, due to the senior nature of the role and the need to be flexible and adaptive to the changing organisational need, these may change over time.

1. Strategic Leadership

- Work in partnership with the Chief Executive, elected members, and senior leadership team to develop and implement the Council's strategic vision, corporate plan, and key priorities
- Lead transformational change programmes across the organisation to improve service delivery and achieve efficiency savings
- Provide strategic advice to elected members and chair key strategic boards and partnerships when required
- Foster innovation and promote digital transformation across Council services
- Develop and maintain effective relationships with key stakeholders, including central government, regional bodies, and partner organisations

2. Financial Management & Governance

- Provide direct support and direction to the Section 151 Officer
- Work with the S151 in the development and implementation of the Council's medium-term financial strategy and annual budget setting process. Ensuring we have a robust monitoring and performance framework in respect of the Council's finances.
- Ensure robust financial controls and compliance with all relevant regulations and appropriate legislation.
- Oversee treasury management, investment strategies, and commercial activities
- Directly responsible for internal and external audit relationships
- Ensure robust performance management frameworks are in place across all service areas
- Provide financial leadership across the organisation, in consultation with the S151. Ensuring we continually monitor the efficient and effective use of Council's resources in respect of service delivery.

3. Human Resources & Organisational Development

- Provide strategic direction for HR and organisational development functions. Working towards a transformed HR service that supports staff in carrying out their duties. Creating an HR service that is perceived to be best in class and cherished by the organisation in the way it supports delivery.
- Lead the organisations core recruitment and retention drive through a modern and innovate approach to workforce planning, talent management, and succession planning initiatives
- Enhance our employee relations, ensuring HR is perceived as a key enabler within the Council, including trade union negotiations and consultation
- Directly responsibility for corporate health and safety compliance. Ensuring our systems, processes and procedures are best in class and provide the necessary compliance across the Council.
- Champion staff engagement and inclusivity through appropriate leadership development and staff engagement programme. Making the Council a place people want to work.
- Lead on pay and reward strategies and performance management frameworks.

4. Project & Programme Management

- Establish and chair the Corporate Programme Management Office (PMO). Creating a PMO that becomes a central of excellence to the organisation in respect of all project/programme related matters.
- Create the project pipeline, which will assist in the delivery of wider Council aspirations. Ensuring that these are appropriately captured and able to inform the Council's future capital plan. For clarity, other areas of the organization will develop proposals, the PMO will administer the wider Corporate pipeline.
- Oversee the co-ordination of major capital projects, transformation programmes and other associated areas of work.
- Ensure robust project governance and risk management frameworks. Creating a portfolio of standard documents to support the delivery of the Council's objectives.
- Lead on benefits realisation and post-implementation reviews. Ensuring lessons learnt are captured and implemented across the organisation. In addition that benefit realisation is appropriately monitored and individuals help to account for non delivery.

- Directly responsible for project prioritisation and resource allocation. Ensuring the organisation does not over commit, when compared to its capacity to delivery.

5. ICT

- Strategic leadership in developing the current IT service, enabling it to deliver the appropriate tools to support staff in carrying out their duties effectively/efficiently. In addition, supporting residents to access services in a way that is more appropriate to their individual circumstances. Including digital transformation initiatives
- Develop a strategy to move the organisation from its current, predominately, paper based ways of working to a more modern way of service delivery.
- Enhance the digitisation of existing service delivery to residents of the borough. Utilising new technologies, such as AI, to streamline service provision across the Council.
- Consider and advise on alternative service delivery models that could enhance service delivery for the benefit of residents.
- Working with partners and other LA's, drive forward the development and implementation of a modern IT service that can maximise the use of new technologies.
- Work closely with the Chief Operating Officer to enhance channel shift, where appropriate, from paper based to e-enabled service delivery.
- Oversee business support services including:
 - Corporate communications - to establish communications, engagement and marketing as a strategic service at the heart of the organisation
 - Business intelligence and performance management

6. Corporate Leadership

- Champion the Council's values and promote a positive organisational culture that supports both staff, members and residents
- Lead by example in promoting equality, diversity, and inclusion across the organisation
- Ensure effective communication channels exist between senior management, staff, and elected members
- Drive organisational development and workforce planning initiatives

- Maintain oversight of emergency planning and business continuity arrangements

The above is not intended to be inclusive but provides the potential post holder with the key areas of responsibility. Since this is a new post within a restructured Executive Team, the successful candidate will have the ability to potentially flex this role in consultation with the Chief Executive.

THE BOROUGH COUNCIL OF KING'S LYNN AND WEST NORFOLK

PERSONAL SPECIFICATION

JOB TITLE Deputy Chief Executive Officer
SERVICE AREA Leadership
SECTION Chief Executives
POST NUMBER

MAIN PURPOSE OF JOB

The Deputy Chief Executive Officer (Deputy CEO) is a strategic leadership role responsible for supporting the Chief Executive, the wider management team and members in delivering the Council's corporate objectives. In addition, they will provide strategic direction, ensuring excellent service delivery across all Council functions. This role acts as the CEO's deputy, assuming full CEO responsibilities when required, and holds direct responsibility for the key corporate functions that underpin the successful delivery of the Council's strategic aspirations including Finance, HR, IT, Communications and a number of other internal services.

CRITERIA FOR SUCCESSFUL PERFORMANCE IN THE JOB

Knowledge

Essential

- Relevant degree or full professional qualification and membership of a professional body appropriate to the role
- Evidence of continuous professional development in a field relevant to the role
- Substantial senior executive leadership experience across local government or similar public sector organisations
- Proven track record of successfully leading and delivering strategic change across both organisational and service boundaries
- Experience of working effectively with elected members and political leadership
- Demonstrable success in building partnerships and stakeholder relationships at all levels

- Strong background in financial management, resource allocation and performance management methodologies

Skills

Essential

- Ability to both think strategically and turn strategy to tangible outcomes for the benefit of residents.
- Exceptional strategic thinking and problem-solving abilities in complex organisational structures.
- To achieve quick tangible results while maintaining stakeholders motivation and engaged throughout the process.
- Strong financial acumen and business planning capabilities. Clear and comprehensive understanding of how local government finance operates
- Able to ensure that financial outcomes in respect of service interventions are achieved.
- Outstanding leadership and team management skills. Motivating staff and the wider organisation in delivering its corporate objectives.
- Excellent political awareness and ability to work across political boundaries
- Strong analytical and problem-solving abilities
- Exceptional communication, interpersonal and stakeholder management skills.
- Ability to work under pressure and make difficult decisions
- Commercial acumen and innovative thinking

Attitude

- Positive attitude to problem solving and meeting the challenges currently facing the Council and wider local government
- Demonstrates visionary leadership with strong execution focus; drive to deliver is a key element of this role.

- Always demonstrates leadership behaviours to set the example to colleagues and team members. Able to challenge and be challenged in an open and non-confrontational way.
- Clearly shows exceptional personal integrity and acts as an exemplar role model.
- It is a given that the role will expect commitment to equality, diversity and inclusion
- Demonstrates a flexible approach to working arrangements and duties
- Results orientated with high levels of both accountability and responsibility.
- Self-confident with high levels of resilience in a demanding, complex and
- politically sensitive environment

This is a politically restricted post under the Local Democracy, Economic Development and Construction Act 2009.