

## Role Description and Specification

### Interim Executive Head of Corporate Resources

Service Area	Strategic Management
<b>Role Title</b>	Interim Executive Head of Corporate Resources
<b>Role Family</b>	Corporate Management Team (CMT)
<b>Location</b>	Oxted/Agile
<b>Operational Reporting Line</b>	Chief Executive
<b>Functional Reporting Line</b>	Chief Executive
<b>Grade</b>	SM1 – Salary £72,923
<b>Hours of Work</b>	37 hours per week

### Team Purpose

This role will be part of the Council's senior leadership team charged with transforming the way the organisation operates so that it can deliver great services to residents.

### Job Purpose

This role will provide strategic and operational leadership to develop, implement and evolve the Council's strategic priorities.

Reporting to the Chief Executive this role is responsible for the direction and oversight of the Corporate Resources functions and will be responsible for the delivery of innovative solutions to the challenges facing local government providing improved services for residents.

The role will be integral to the Council achieving the desired step change in both culture and approach to modernising services and responding to efficiency challenges. The role will be the strategic lead for support services and customer service delivery in the organisation.

Working within a complex environment it will drive effective collaboration to deliver the highest standards of customer service across the organisation and prepare services for future challenges.

## Strategic Leadership

To provide strong, visible leadership and engage with staff to facilitate the generation of ideas and delivery of new ways of working to support, using exceptional leadership skills to secure delivery of effective and sustainable services in a challenging financial environment.

To work collaboratively with the leadership team and the political leadership of the Council to deliver the key Council objectives and priorities

To provide inspirational and professional leadership to staff, fostering a strong culture of standards, performance and accountability to deliver public value and efficiency.

To be a role model of the council's behaviours and leadership expectations and ensure that all approaches and outcomes are consistent with organisational and public service values.

To drive effective collaboration across the council, and with members and partners, and lead engagement strategies with residents and other stakeholders to support a strong, vibrant Tandridge

To look beyond the council's boundaries to identify innovative approaches and best practice nationally and internationally that could deliver improved outcomes for the people of Tandridge

To determine the most cost-effective use and deployment of resources to achieve corporate and functional objectives, ensuring compliance with statutory and financial obligations, and that effective systems operate to manage performance and risk.

To work inclusively with a diverse range of stakeholders and provide leadership on equality issues to promote equality of opportunity.

Provide effective change management leadership and support so that the change vision is delivered using innovative solutions.

To deputise for the Chief Executive as required

## Key Accountabilities

To be responsible for the overall leadership of efficient and effective Support Services including:

- Robust planning and management to support the delivery of the Council's objectives
- Ensuring the Council is statutorily compliant on all employment matters
- Provide strategic oversight of people management and development, organisational development and change transition
- Ensuring a modern, professional customer service
- Leadership of service design and the development of business improvement
- Ensuring an effective Wellbeing service
- Providing an excellent internal and external communications service to the council and community

To ensure that the Resources teams work effectively to achieve the Councils objectives and outcomes. Lead and engage the staff, acting as a role model.

To ensure effective communications and consultations internally and externally, so the Council's messages are conveyed in a timely, transparent and coherent manner.

Contribute to and deliver efficiency programmes, reviews and initiatives and lead on the development and delivery of corporate change programmes to continuously improve the management of the Council's resources. Support cultural and organisational change and ensure commitment to continuous improvement and value for money.

To be accountable for the effective delivery of the following services

- Human Resources
- Communications
- Customer Services
- Business Improvement & Service Delivery
- Well Being

To be accountable for the effective deployment of resources

To be responsible for the budgets associated with this post.

Officers who report to this post are as follows:

- Head of Human Resources & Organisational Development
- Head of Business Improvement and Service Delivery
- Head of Customer Services
- Head of Communications
- Wellbeing Manager

## Key Objectives

Effective Strategic Leadership	Provide the Council with clear and effective leadership, direction and management. To work with other members of the Corporate Management Team to deliver and develop services to the District and meet the corporate objectives.
Shaping and delivering the Council's Services	To ensure that the organisation delivers its services in response to the Strategy set, delivering efficient professional and commercial services for the Council's customers.
Working with the Leader, committees and elected members.	Collaborating across Corporate Services to bring together a coherent joined up Strategy determining policy and direction for the Council covering all its activities, supporting the Leader, committees and other elected members to deliver the Council's priorities and commitments.
Making effective strategic governance arrangements	Responsible for creating a culture of risk management which blends a can-do approach with a need to ensure probity and legality.

Community Leadership	Promote the Council's role in community leadership through effective co-ordination, implementation and involvement in major initiatives, programmes and projects. Ensure there is evidence-based strategy that meets the community's needs. To manage the Locality Teams to ensure that the services delivered reflect the differing needs and aspirations of the local communities.
Performance Management	Ensure effective performance management of all aspects of the Council's activities. Promote an organisational culture that empowers and motivates staff and achieves good communication, positive employee relations and effective employee development. Provide staff with positive leadership, guidance, coaching, direction and motivation that harnesses the strengths and talents of individuals, achieves their maximum contribution to the organisation and promotes their personal development.

## Qualifications

MCIPD Qualified

Educated to degree level in a relevant discipline or with a relevant professional or management qualification at post graduate level.

Evidence of continued professional, managerial and personal development in relevant professional area

## Knowledge, Skills and Experience

Demonstrated understanding of the changing role of local authorities, the issues facing local government and the wider economy and how they impact relevant service areas.

Up to date professional knowledge base of the key areas relevant to the role and authoritative insight into the relationship between different fields.

A thorough knowledge and demonstrable understanding of the Efficiency Agenda, Value for Money, Business Improvement Techniques, and Performance Management, with the ability to apply these successfully to deliver continuous improvement and the development of staff systems and service.

Strong audit, research, analytical and problem-solving skills.

Ability to persuade, negotiate and influence at all levels.

Project Management, Leadership and Team Working Skills.

Ability to apply discretion and initiative in dealing with complex issues.

Ability to think strategically with appropriate level of detail analysis to plan and execute  
Ability to work collaboratively across the Council

Proactive—does not wait for things to happen—makes them happen

Authoritative and influential with highly developed relationship management and networking skills, and the ability to foster joint working across service and organisational boundaries.

Political sensitivity with an ability to make progress in complex policy areas and a strong belief in the value of local democracy and accountability.

Commitment to the Council's values and behaviours and equal opportunity policy, with an ability to demonstrate personal leadership on the importance of diversity.

Substantial experience, evidenced by a solid track record of success, leading support services functions in a local authority.

Experience of leading on new ways of working and delivery of culture change in a complex organisation

## Other Requirements

Politically restricted officer post.