


## HAY Job Description

## Senior Manager

 <b>Brent</b>	<b>Job Title</b>	Chief Operating Officer
	<b>Department</b>	Chief Operating Officer
	<b>Section</b>	
	<b>Grade</b>	Hay 2
	<b>Reports to</b>	Chief Executive
	<b>Staffing Responsibility</b>	Direct line management of 2 Operational Directors, HR Director, Chief Legal Officer and 2 Heads of Service.  The day to day management of the Chief Finance Officer.

### Job Purpose:

1. Provide strategic and corporate leadership and management, in collaboration with the Chief Executive, CMT colleagues and Cabinet Members, to ensure the continued development and improvement of the council and the borough.
2. Provide strategic leadership across the borough, maximising opportunities for local people to be informed and engaged to play an active role in shaping services and the future development of the borough
3. Lead and develop strong partnership working with public sector partners, the voluntary and community sector and local businesses to maximise opportunities for innovative, efficient and effective service delivery.

### Dimensions:

Oversight of the budgets for multiple sections and units as detailed in portfolio responsibilities below. Departmental budgets total approx. £150m.

### Principal Accountabilities:

1. As a member of the Corporate Management Team (CMT) working collegiately to formulate clear strategic direction, planning and evaluation, to build a shared and cohesive organisational culture and ethos and ensure robust governance arrangements are in place.
2. Lead and manage a portfolio of services in alignment with Council aims and priorities.
3. Provide leadership and management to achieve high performance and effective operational delivery; which will include managing the effective use of resources and staff.
4. Work closely with Senior Managers to support effective working relationships with relevant portfolio holders.
5. Support and develop partnership working, including acting as an effective ambassador and

advocate with external organisations.

6. Support the Chief Executive and the Council's political leadership in securing the continuous development, improvement, efficiency and success of the Council as a whole.
7. Ensure CMT is briefed and kept up to date on service developments and community issues including highly sensitive matters likely to have a major impact on the Council.
8. Foster a consistent cross Council culture by ensuring that the Council's overall vision, values and ethos are central to service delivery and managing performance, quality and risk.
9. Ensure that benchmarking and target setting supports continuous and sustained performance improvement.
10. Lead organisational development and redesign through a portfolio of responsibilities including support for Council initiatives, projects and programmes such as the one Council programme.
11. Provide clear, balanced and accurate advice and guidance to the Chief Executive and Cabinet members on the strategic service issues and challenges facing the Council.
12. Provide leadership to all staff gaining ownership of and commitment to the Council's overall aims and values.
13. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults.
14. Carry out duties with due regard to the Council's community care; equal opportunities; information governance, data protection and health and safety policies and procedures.
15. Undertake any other duties commensurate with the general level of responsibility of this post.

### **Portfolio Responsibilities**

1. As Chief Operating Officer, lead a portfolio of services in alignment with the Council's aims and priorities, building a high performing, innovative, customer focused culture which embraces change.
2. Take overall responsibility for ensuring that financial, staffing and physical resources are planned, controlled and deployed to best effect to deliver agreed service priorities and that budget and service planning and monitoring are aligned.
3. Maintain and develop effective relationships with key partners, service providers and stakeholders and the wider community to facilitate high quality commissioning of services.
4. Maintain and develop effective relationships with relevant government departments and other national or regional bodies.
5. As the council's lead ensure a strategic, joined-up approach to community services; strategic commissioning; and corporate and business support.
6. Ensure the effective and customer focussed delivery of a range of high profile and front line services as follows:
7. Ensure the effective operation of the Council's day to day business.

### **Community Services -**

Public Realm  
Community Safety and Public Protection  
Brent Customer Services  
Registrars  
Transportation  
Parking  
Culture

### **Strategic Commissioning –**

Policy and Scrutiny  
Performance and Programmes  
Public Health

Procurement  
Partnerships and Transformation  
Digital Services

**Corporate and Business Support –**

Finance, HR and Administration  
Legal  
Communications  
Executive and Member Services

**Job Context:**

- Wide range of internal and external contacts including senior managers, elected members, professional bodies, partner organisations and government functions involving the use of a wide range of interpersonal skills.
- Partner other local authorities, public sector organisations and agencies, local businesses, the voluntary sector and other stakeholders.
- Developing partnership working with key external stakeholders across the public, private and voluntary sectors.
- Management and leadership of high performing teams.
- Lead role in the development of the Council's services in this area.
- Operates within a corporate framework but with considerable freedom to shape services.
- Strategic lead developing services and ensuring implementation of new legislative requirements.
- Overall responsibility for high performance and professional standards across the department.

<b>DBS Status</b>	To be confirmed with Human Resources
<b>Politically Restricted</b>	Yes

## Person Specification

### Knowledge, Experience & Skills

*Specify the knowledge, experience, skills and abilities required.*

#### Knowledge and Qualifications

- High standard of professional achievement and/or relevant professional qualification
- Evidence of significant relevant Continuing Professional Development (CPD).

#### Experience

- A demonstrable senior leadership and track record in a large scale, highly diverse, customer centric, political organisation.
- Evidence of achievements working collaboratively across organisational boundaries to deliver strategic priorities and outcomes.
- Influencing at departmental and corporate management team level and stakeholders within a complex and politically sensitive environment.
- Driving forward major change initiatives, efficiency savings and service improvement developments in line with key strategic objectives.
- Contributing as part of a senior management team through effective business planning, budget management and performance appraisal.
- Partnership working commanding confidence and building positive working relationships in support of key objectives.
- Delivering customer focused services and service improvements managing demands and pressures on the service and tight deadlines
- Effective resource management.
- Planning and evaluation including anticipating priorities, changing landscapes and future service needs.

#### Key Skills

- Strong Leadership and management skills including people, performance and budget management
- Communication, negotiating and influencing skills
- Work collaboratively corporately and departmentally creating a strong team spirit
- Strong role model who demonstrates a personal commitment to high standards of public service, equalities, integrity and professionalism
- Exceptional leadership ability to develop and deliver a clear sense of service direction and purpose.
- Excellent judgement and demonstrable track record of senior management decision making.
- Ability to engender trust and confidence across political groups.
- High level planning and management skills ensuring excellent service delivery.
- Demonstrable ability to think and act strategically, analyse complex evidence and develop practical, innovative and entrepreneurial solutions to the management of strategic issues and complex problems.
- Organisational skills to translate strategy into plans and deliver high performing services, managing risks and overcoming barriers to success.
- Communication and influencing skills to inform, consult and negotiate with a wide range of audiences in a straightforward, articulate and persuasive manner and the interpersonal ability to engender confidence and respect.