



Job Description & Person Specification

JOB TITLE : Strategic Director – Operations

POST NO: 0000

REPORTING INTO: Chief Executive & Head of Paid Services

SALARY: £96,700

MAIN PURPOSE OF ROLE

To work as a member of the Strategic Management Board in delivering against corporate ambitions and priorities by providing strategic challenge and support to the Operations Directorate teams that optimises their individual and collective contributions.

MAIN DUTIES & RESPONSIBILITIES

As a member of the Council's Strategic Management Board (SMB):

To work in partnership with customers, central government, public and private sector partners and all of national, regional and local partners to drive delivery of the Council's Corporate Plan.

To champion the democratic framework of the council, working closely with the local political leadership to ensure that elected members' role is understood by Council officers, and member priorities are implemented within the constraints of appropriate probity, legality and the agreed financial envelope.

To work closely with the local political leadership to ensure that elected members' will is expressed and understood by Council officers, and is implemented within the constraints of appropriate probity, legality and the agreed financial envelope.

To provide inspirational leadership, management and development of the Council workforce that creates a professional, supportive environment that champions EDI and, in turn, enhances the Council's ambitions to remain an Employer of Choice in the local employment market and beyond.

To co-deliver organisational change by embracing innovative, cross-Directorate and customer-centric collaboration that ensures joined-up and effective use of corporate resources.

To provide leadership and direction in terms of data including principles, policy, standards, quality, prioritisation and usage across the whole of the organisation.

To provide leadership and direction in the Council's approach to gaining, evaluating and using customer insight in the development of both corporate and Directorate based customer service-related policy and approach.

To foster and develop an organisational culture that is open to, and curious of, innovation, continuous improvement and the development of new structures and ways of working in order to ensure the most effective and efficient use of resources in the execution of the Council's responsibilities and duties.

To be exemplars of the Council's Values and Behaviour protocols in order to ensure that the Council's corporate image and reputation are held in the highest esteem by all of the customers and communities the City Council serves, as well as stakeholders and partners it collaborates with.

To lead, promote and challenge an inclusive culture both within the service and across the wider council, with a particular focus on our safeguarding responsibilities and role as a corporate parent.

To represent the Council at, but not limited to, civic and partner functions, and committee meetings and to undertake any other duties as required that are commensurate to the role and Council. These may include representing the Chief Executive if required and/or carrying out a Statutory Officer role if appropriately qualified to do so.

As the Strategic Director for Operations

To provide strong and authentic leadership and management of the Council's Community Services Directorate Teams to create high-achieving, high quality, collegiate strategy development and service delivery performance.

To devise and deliver the Council's Environment, Asset Maintenance, Waste and Public Realm Operations as they relate to the Council's Corporate Plan via the timely provision of appropriate Strategic, Business, Service Delivery and Workforce Plans, accompanying budgets and associated documentation.

To have overarching strategic ownership of our asset maintenance, including social housing, public realm operations service including parks & grounds maintenance, cleansing, fleet, waste management, harbours and waterways and cemeteries alongside a range of environment health services creating an effective and efficient service that is excellent value for money.

To have overarching strategic responsibility and accountability of our asset maintenance, including social housing, public realm operations service including parks & grounds maintenance, cleansing, fleet, waste management, harbours and waterways and cemeteries alongside a range of environment health services ensuring the Council is proactive and seeks out commercial opportunities, while delivering services that are value for money.

To have corporate responsibility for compliance with Environmental Health regulations, Air Quality, Licensing and Public Health, while ensuring the City Council's Emergency Planning and Business Continuity plans are efficient and effective in supporting the organisation to meet its obligations.

To ensure that the Directorate's approach to, and delivery of, data-related issues comply with the Council's overarching data strategy.

To create a culture of continuous improvement and learning that inspires employees to be

innovative in their approach to creating effective and customer centric services.

To provide strong leadership and the creation of partnerships that delivers the Council's ambitious targets of ensuring Exeter is an excellent place to live, work, study, and visit.

To ensure that the Directorate's approach to, and delivery of, customer-related issues comply with the Council's overarching customer insight and digital customer strategy.

To ensure that the Directorate's efforts in the delivery of innovative business improvement activities in search of efficient use of resources complies with the Council's overarching Continuous Improvement approach.

To ensure appropriate business continuity plans and emergency response procedures are in place for the Directorate.

Person Specification for Directors

Criteria - Educational Standards	Assessed by Application Form	Assessed by Interview Panel	Assessed by a Presentation
E - Educated to Degree Level or equivalent in a related field to the portfolio.	X		
E - Evidence of Continuing Personal and Professional Development (CPD)	X		
Criteria – Experience			
E - Successful track record of achievement in leading large teams with diverse but relevant portfolios.	X		
E - Extensive leadership and senior management experience in a complex organisation	X		
E - Evidence of creating and managing substantial budgets	X		
E - Evidence of cultivating a high-performing culture that delivers cost-effective outcomes		X	
Criteria - Attitude, Skills & Knowledge			
E - Is adept at forming productive partnerships at a senior level that delivers improvement across an organisation		X	
D - Is innovative in resolving problems and overcoming challenges facing the local government sector.		X	
E - Has demonstrable knowledge and understanding of legislative framework surrounding Local Government e.g. governance.		X	
E- Possesses inspirational leadership and strategic			

Criteria - Educational Standards	Assessed by Application Form	Assessed by Interview Panel	Assessed by a Presentation
thinking skills and nous			X
D - Can demonstrate a natural ability to engage stakeholders in a political environment.		X	
Criteria - Personal Attributes			
E - Is solution focused and innovative in overcoming challenge.		X	
E- Has excellent communication skills and the ability to inspire colleagues			X
E - Can evidence a resilient, tenacious and courageous outlook		X	
E - Possesses good self-awareness and ability to analyse own performance to identify opportunities to enhance work for others		X	

E – Essential

D – Desirable

Date last updated: September 2024