

Be Bold, Make a Difference, Show you Care

JOB ROLE PROFILE

Post Title: Assistant Chief Executive - Change and Improvement

Present Grade: Executive Director **Department:** CEX

Reports to: Chief Executive

Responsible for:

- Policy, Projects and Improvement
- Technology
- HR and OD
- Governance and Law
- Election Services
- Communications
- Customer Services

Budget: £36 million

Purpose of the Role:

Working with the Chief Executive, Leader of the Council, Cabinet and the Corporate Management Board the Assistant Chief Executive will:

1. Lead the delivery of effective strategic change and transformation across the organisation and support the Chief Executive to shape a council that is fit for the future; delivering for Enfield residents.
2. Lead the overall development and delivery of the Council Plan reflecting Member priorities, resident and partner feedback, engagement with staff, and setting the strategic vision and priorities for Enfield Council.
3. To advocate for the council's interests in policy, resource and planning decisions made at a regional and national level.
4. Ensure delivery of effective and integrated professional support services and related strategies for Human Resources and Organisational Development; Legal Services; Democratic Services; Communications; Technology, are aligned to service and strategic outcomes.

5. Foster a culture of continuous improvement and best value, using technology to transform services, deliver savings and enhance outcomes for residents.
6. Take organisational oversight of wider council performance targets that support delivery of the council's priorities, strategies and plans and provide clear leadership on governance and assurance.
7. Lead the development and implementation of media and communication strategies, delivering a modern effective communications function which raises the profile of Enfield and delivers key messages.
8. Drive the development and delivery of key strategies, including the Digital Strategy, Workforce Strategy, Customer Experience Strategy ensuring long-term stability and sustainability.
9. To ensure councillors are effectively supported to fulfil their democratic role, including their responsibilities for political leadership, community representation, casework, and regulatory and quasi-judicial functions.
10. Drive efficiencies across the organisation, using technology where appropriate to transform services and drive service improvement and deliver savings.
11. Promote and ensure effective community engagement and partnership working to take forward the Council strategy and vision for Enfield.
12. Lead and manage the Council's corporate planning process to deliver improved performance and co-ordinate the Council's response to external policy changes.
13. To promote and lead the council's commitment to being a fully inclusive employer where fairness and equality are actively championed and every colleague can achieve their full potential
14. Inspire a culture of continuous development and act as a role model to inspire all employees to promote the values of the Council and present a positive image to the community.

Dimensions including Structure Chart:

1. Annual budgetary amounts with which the role is either directly or indirectly concerned: £36 million
2. Structure Chart:



3. Number of direct reports: 6

Key Accountabilities:

As a member of the Council's leadership team, the Assistant Chief Executive will:

- Lead the strategic development and delivery of the Council's transformation programme to support cultural and business change across the Council.
- Bring together leadership of key support functions to provide strategic leadership for change and improvement across the Council; strengthening resilience, efficiency and alignment to help progress transformation.
- Drive the performance management framework and culture, promoting continuous improvement, transformation, productivity, innovation and evidence-based decision making to support the Council in delivering its Corporate Plan.
- Lead the Council's drive to improve Customer experience for all service users and delivery a sustainable programme of service improvement across key universal services.
- Undertake strategic, statutory and/or regulatory and enabling responsibilities within own directorate:
 - Policy, Projects and Improvement
 - Technology
 - HR and OD
 - Governance and Law
 - Election Services
 - Communications
 - Customer Services
- Ensure the effective strategic planning, commissioning and delivery of services across the directorate. Ensure clear service standards are developed in compliance with relevant legislation within the remit of the role and they are communicated and monitored internally and with relevant partners/suppliers. Identify, challenge and act on areas of under-performance. Encourage and build on good performance.

- Advise Cabinet on the allocation of financial and other resources necessary to realise the Council's aspirations and other priorities and requirements.
- Make a significant contribution to the development of the Council's strategic aspirations and corporate and operational priorities, ensuring that these do not compromise the Council's capability to meet all statutory and other regulatory responsibilities.
- In consultation with relevant Cabinet Members be accountable for the effective use of allocated resources to ensure that the Council's agreed aspirations, corporate and operational priorities and statutory and regulatory responsibilities are met.
- Maintain a constructive dialogue with Members to advise on and understand the administration's aspirations for the borough. Provide vision, leadership, drive and direction to the Council's staff and partners in meeting those aspirations.
- Through own behaviours, be a role model for the leadership behavioural competencies, promoting and supporting the embedding of the Council's standards and values and behavioural competencies throughout the organisation culture of the Council.
- Determine corporate budget and resource allocation and priorities to ensure value for money, advising Cabinet on the allocation of financial and other resources necessary to realise the Council's aspirations and other priorities and requirements.
- Work with colleagues to establish and embed an organisation culture that supports and promotes the optimum use of resources and corporate infrastructure to ensure the delivery of value for money outcomes that meet the strategic and operational priorities and objectives.
- Be an ambassador for Enfield promoting the overall interests of the borough with the aim of establishing and nurturing partnerships, generating inward investment that would benefit the borough and the local community and maximising income generation for the Council.
- Provide vision, leadership, and direction in developing and delivering the corporate strategic change programme; Actively seeks out opportunities to improve customer experience and service outcomes whilst reducing costs.
- Develop and embed a culture of performance management and outcome delivery to ensure the Council is able to deliver more with less.
- Collaborate with colleagues and partners to facilitate the development and delivery of seamless outcomes that meet defined needs.

- Ensure services have adequate arrangements in place to assess and address risk management, business continuity and other emergencies (in the event that such incidents were to arise).
- In consultation with members and colleagues, develop and ensure the realisation of commissioning and other strategies to scope and specify services that are required to deliver agreed outcomes.
- Ensure there are effective two-way communication channels between customers, providers, partners and staff and their representatives to ensure the quantity, quality and standards of service outputs are understood and delivered.
- Keep abreast of changes in legislation, policy etc. relevant to the remit of the role and ensure these are evaluated against prevailing services development and delivery strategies, and that any necessary, modifications and/or changes are communicated, made and implemented.
- Promote equality, diversity and respect of customers, clients and all members of staff regardless of gender, age, ethnic origin, disability, sexual orientation, religion or any other protected characteristics.
- Actively promote the development of a culture of self-help/self-support/self-service as an alternative to the Council meeting non statutory and/or regulatory needs.

Equality and Diversity:

Promote and lead the council's commitment to being a fully inclusive employer where fairness and equality are actively championed and every colleague can achieve their full potential. As Executive Director, model the behaviours required of all staff and demonstrate commitment to the council's values.

Health and Safety:

The post holder shall ensure that the duties of the post are undertaken with due regard to the Council's Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health & Safety Policy, Group Safety Policy and employee information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & Safety Responsibilities".

Other duties & responsibilities:

This Job Role Profile is not to be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your post and in addition, as a term of your employment, you may be required to undertake various other duties as may be reasonably required of you. This includes making yourself available to participate in a range of corporate initiatives as determined by your Line Manager. These could include activities such as participation in the Civil Emergencies Planning Rota, supporting the Scrutiny function, actively leading/participating in a range of cross-functioning review and working groups.

Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice:

Enfield Council is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment and the Council will ensure that its recruitment policies and practices are robust and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Council must be competent. All staff working with Children & Vulnerable Adults should be aware of and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at Enfield Council.

Information Security:

In order to protect the confidentiality, integrity and availability of Council information, including information provided by customers, partner organisations, and other third parties, where applicable, employees will comply with the Council's Information Security Policy.

PERSON SPECIFICATION

Job Title: Assistant Chief Executive for Change and Improvement

Grade: Executive Director

Department: CEX

Job Specifics – Skills, Experience and Behaviours	HOW TESTED Application – A Test – T Interview - I
Essential: 1. Educated to degree level, equivalent qualification or experience, with evidence of continuing professional development. 2. Experience of ambition and innovation to tackle the status quo with evidence and intelligence, and successfully devising, leading and delivering transformational change programmes. 3. Experience of leading significant change at a senior level within a complex organisation, clarifying and supporting the cultural transformation which is integral to change. 4. Sound political and organisational awareness with a good understanding of the Local Government context. Able to demonstrate political sensitivity and secure the confidence of members.	A/I/T

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| <ol style="list-style-type: none">5. Evidence of successful leadership of corporate functions and of re-shaping/improving customer-facing services.6. Strong collaborator and confident system leader, with experience of working with colleagues and partners to make a strategic contribution.7. Provide strong, visible and long-term strategic leadership and direction to a Directorate. Role holders will work with the Chief Executive, Members, residents and other stakeholders to set the strategic priorities of the borough, balancing resource constraints against effective methods of meeting needs. They will be accountable for holding oversight of the needs of residents.8. Motivate, lead and develop senior staff to support a culture of high-quality performance, continuous improvement and excellent customer services to achieve excellent outcomes that meet the needs of citizens within a fixed level of resources.9. Responsible for maximising opportunities for the organisation to be the local democratic leader of public services. They will establish and maintain strong relationships to better manage public sector resources and ensure the delivery of high quality, value for money services to citizens which fully meet their needs.10. Form strong strategic relationships with a broad range of external service providers to create opportunities that will help position the organisation as the market leading enabler of effective public services in the region.11. Maintain a strong overall oversight of the needs of residents, establishing strong relationships internally and externally to develop a full understanding of the current and future needs of residents. | |
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Skills, Knowledge & Experience:

1. Ability to scan long term horizon and understand implications of broader national, regional and public sector trends for the Council.
2. Experience of working effectively within a political environment providing balanced advice and guidance on strategic and operational issues.
3. Proven ability to demonstrate successful achievement in context of leadership at an executive level in a large, diverse organisation and in particular the ability to create a performance driven team that delivers outstanding outcomes.
4. Evidence of successfully managing the development and delivery of large-scale business plans that fully deliver on time and within planned resources.
5. Evidence of planning, influencing, and delivering sustained improvements in customer experience through a range of different strategies.
6. Evidence of leading sophisticated transformational change successfully in order to improve outcomes for residents.
7. Evidence of successful strategic and operational resource management including evidence of the resolution of conflicting priorities within tight financial constraints whilst continuously improving service responsiveness.

A/I/T

8. Able to demonstrate success in forging partnerships with a wide range of internal and external bodies such as government, voluntary and community sector, other public sector bodies, businesses, inspectorates and other stakeholders.	
Behaviours: Appropriate behaviours are key to the delivery of our vision for Enfield. We want staff who will work collaboratively, flexibly and constructively, and exhibit this ethos in all their dealings with residents, colleagues and partners. Our leaders will be exemplars of the following behaviours and encourage them in staff at all levels; Take Responsibility We want staff who are willing to make decisions and be accountable for them. Staff should have a positive can-do attitude where they see problems as challenges which can be overcome. They should accept responsibility for service delivery, be clear about their service offer and deliver what they promise. Open, Honest and Respectful We want staff who are comfortable and confident to acknowledge the difficulties and the barriers they face. They should also be able to constructively challenge the way things are done where there is evidence that it impedes service delivery. Challenge should be conducted in a professional, courteous manner with the aim of reaching a mutually agreeable resolution.	A/I/T

Listen and Learn We want staff who are prepared to actively listen and reflect on customer concerns with a view to understanding the customer's point of view. Staff should be able to receive constructive criticism and be prepared to adapt the way they operate and deliver services where appropriate. Work Together to find solutions We want staff who can work collaboratively with other departments and partners, freely sharing their knowledge and skills to identify solutions to address customer concerns.	
Qualification(s) Candidates: Please ensure you address these qualifications in your responses to the essential (and desirable if applicable) criteria, you will be expected to meet these requirements of the role and they will be explored with you at interview. 1. Educated to degree level or professional qualification and at significant relevant professional experience in a senior leadership capacity in a comparable setting.	A/I/T