



ROLE PROFILE CHIEF OPERATING OFFICER (COO)

Role Purpose – Vision and expectations

We have set ourselves the challenge of transforming our services to deliver the organisational vision and priorities, placing our communities at the heart of what we do. We are ambitious and committed to be the best we can and to make a difference. This role is central to transforming how we operate – ensuring our services provide best value while keeping communities at the heart of what we do.

As Chief Operating Officer, they will be the council's strategic lead on all operational matters, providing exceptional leadership in respect of the frontline services delivered to our residents and communities.

This role is crucial in ensuring smooth, effective governance and operational efficiency. The Chief Operating Officer focuses on managing the operational delivery of the organisation's strategy, overseeing key operational functions, and supporting the wider Executive Team in driving organisational performance.

Whilst supporting our operational services this is a strategic leadership role that sits as part of the Council's Executive Team and wider Corporate Leadership Team, giving you the opportunity to contribute to the council's strategic direction and act as an ambassador for the Council and borough.

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

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

Effective collaboration and engagement through role modelling is critical and this means working with and supporting and engaging colleagues on the senior leadership team, elected members and colleagues across the council as well as partners and stakeholders.

Leadership Expectations/responsibilities

Corporate

- Leadership to not only the services under their remit but across the Council
- Resourcing management and efficient service delivery
- Stakeholder management and partnership working
- Performance and quality management
- Exhibit the values and behaviours that underpin good leadership, service delivery and a one council approach

Strategic Leadership and Service Delivery

- 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
- 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
- Oversee the Council's statutory service obligations, ensuring full compliance with regulatory requirements and maintaining excellent relationships with regulatory bodies
- Direct responsibility for emergency planning and civil contingencies, with proven experience of managing emergency response situations

Resource Management and Efficiency

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

- Strong track record of working effectively and successfully with elected members, demonstrating political acumen and experience in managing member expectations around service delivery
- Proven experience in representing a local authority at community, regional and national level, particularly in relation to operational service delivery and transformation
- Evidence of successful partnership development with other councils, including shared service arrangements and joint operational initiatives

Performance and Quality Management

- Establish and maintain robust performance management frameworks that meet both statutory requirements and local political corporate priorities
- Demonstrate experience of successfully managing services through external inspection and audit
- Track record of improving poorly performing services to achieve excellence, enhancing overall service and outcome quality
- Promote a positive image of the Borough and represent the Council at local and national levels as required
- Promote equality of opportunity and diversity in both employment and

service delivery matters and adhere to the Council's requirements regarding equalities

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

Portfolio of services

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

- Parks and Open spaces
- Waste collection and street cleansing
- Health and Wellbeing (including Environmental Health)
- Property
- Culture, Arts and Leisure

From time to time, the areas under the responsibility of this role may vary on a permanent or temporary basis to reflect council priorities or emerging issues. When this occurs, the relative job size will remain within the parameters of the grade for this role as evaluated through the Council's job evaluation scheme.

General role requirements

- This is a politically restricted post under the Local Government Housing Act 1989
- Undertake any other duties as allocated by the Chief Executive
- Work outside of normal working hours when required
- Participate on an on-call emergency response rota
- Attend Cabinet and other member meetings as required

Person specification

Part one

Knowledge, experience and qualifications

- 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

Part two

Skills and abilities

- 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
- 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