

Role profile: Chief Executive

Role purpose

To provide strategic leadership to the council, ensuring that the policy objectives and priorities of the administration are put into operation by the council as efficiently, effectively and economically as possible. Through leadership and development of strategic partnerships across Herefordshire and beyond, ensure the development of shared commitment and capacity to provide high quality public services to people living and working in, or visiting, Herefordshire.

Accountabilities specific to this role

1. Support Members by providing the highest quality advice and guidance on all relevant matters relating to the council's functions and services. Ensure members are appraised about issues to enable informed decision making in line with the council's vision and ensuring high standards of internal governance so that policies are agreed and implemented.
2. Working with the Leader of the Council develop an effective collaborative working relationship between the organisational and political structures of the Council and provide an appropriate framework to act as a focal point for Member and management input on policy issues
3. Working with the Leader of the Council and elected members, lead the development of strategies to deliver the policies set by elected councillors, ensuring all staff understand and act on the aims of the organisation, in order to improve the health and wellbeing of the people of Herefordshire.
4. Take lead responsibility for the overall corporate and operational management of the council, monitoring performance against plans to ensure effective and efficient delivery of services to the highest standards, including financial, performance, risk, people and change management. This includes performing the statutory role of 'head of paid service'.
5. Provide an inspiring and dynamic approach to enable the opportunities brought about by the continuing process of change to be identified and managed and the new challenges to be met through creative and innovative solutions.
6. Develop and review the organisation of resources, partnership arrangements and practices to ensure effective and efficient delivery of services.
7. Provide strong, visible leadership and direction through compelling communication of the vision and values of the organisation. Effective delegation to the council's senior team enabling them to empower others to achieve results.
8. Create and manage effective partnerships with a broad range of stakeholders, building support among them in order to deliver better public services and improved results for local people.
9. Represent the organisation, its aims and achievements to stakeholders locally, regionally and nationally.
10. Forge a broad network of contacts across the public and private sector to maintain awareness of best practices and initiatives, adapting them for use within the council to create efficiencies and cost savings.
11. Manage relationships with partnerships and providers ensuring that services designed and shaped by commissioners are effectively planned and put into operation.
12. Effectively respond to challenges and identify opportunities for service improvement, redesign and development regarding the alignment of services with community and customer expectations. Seek greater synergies and alignment between county wide (Place) and local initiatives through service delivery models that reflect the composition of Herefordshire's localities and the relative strengths of service providers.
13. Provide first class inspirational leadership to the council by creating the working environment where employees can deliver their best. Pro-actively manage the culture & values of council by being a respected role model and leader. Set and manage ambitious performance expectations for everyone recognising excellence and challenging those who under-perform or seek to threaten new ways of working. Create an environment where learning, innovation and the application of new ideas flourish resulting in significant improvements to service delivery.

Statutory Duties

- The post holder fulfils the statutory functions of Head of Paid Service
- The post holder is the council's designated Proper Officer for all statutory 'proper officer' functions
- The post holder fulfils the functions of Electoral Registration Officer and Returning Officer/Acting Returning Officer (these functions are fulfilled independently of the Council)
- The post holder fulfils the functions of Clerk to the Lieutenancy

Council Values:

Put PEOPLE at the heart of everything we do:

- People – treating people fairly, with compassion, respect and dignity
- Excellence – striving for excellence and the appropriate quality of service, care and life in Herefordshire
- Openness – being open, transparent and accountable
- Partnership – working in partnership, and with all our diverse communities
- Listening – actively listening to, understanding and taking into account people's views and needs
- Environment – protecting and promoting our outstanding natural environment and heritage for the benefit of all.

Council Behaviours:

Demonstrate and embed our values through the council's behaviours:

- **focusing on what we are achieving** not where and when we are working
- developing and implementing **processes that work for our businesses and residents**
- **looking to continuously improve** and making changes as a result
- **working together across the organisation** to deliver the best possible outcomes for residents
- **treating one another with respect** –recognising and valuing differences
- taking **personal responsibility** for our own development and for our personal performance
- **holding one another to account** for what we do and how we do it, **balancing support and challenge**
- ensuring our decision making is seen as **transparent** and shows **clear accountability**

Skills, knowledge and experience

- Substantial record of senior strategic leadership achievement and experience, consistently developing strategies and translating them into effective operational plans.
- The ability to work effectively and impartially with elected members in supporting the democratic decision making process.
- A successful track record of forging and maintaining working partnerships with communities to ensure the development, design and delivery of services that reflects their needs.
- Experience of successful management and implementation of complex policy issues, leading organisational and/or cultural change in order to achieve successful outcomes.
- An unquestionable record of delivering results through others.
- An excellent professional and developmental record that is business management focused.
- A leader who engages and enables others to deliver their best.
- Able to communicate a compelling vision to key stakeholders internally and externally to achieve operational outcomes.
- Business acumen from creating a commercial environment where the management of cost and customer satisfaction are both paramount.
- A collaborator who can develop relationships with senior stakeholders and politicians to generate a return for the organisation and its customers.
- Literate in information and communications and digital technologies.
- Commitment to, and ability to visibly demonstrate the council's behaviours.
- A strong commitment to furthering the interests of the rural county of Herefordshire

Employees and culture

- Employee engagement
- Working climate
- New ideas implemented
- Behaviours embedded

Relationships

- Policy influence
- Partner feedback
- Member feedback
- Reputation

PERFORMANCE MEASURES

Customer Service

- Peer and member feedback
- Customer satisfaction/ service quality
- Quality of life in County

Value for Money

- Cost reduction
- Service delivery and improvement