

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

Job Accountabilities

Job Title: Managing Director (Head of Paid Service)	Job number:
Directorate:	Service:

JOB PURPOSE

Develop the vision and plans to secure a high performing and well managed council.

Work towards the provision of excellent services by personal example, inspirational leadership and empowerment in partnerships.

Lead and manage the council's staff to ensure a corporate and co-ordinated approach is adopted for the provision of services.

Challenge the status quo and current assumptions to break down barriers for future service provision.

Represent the council professionally as its ambassador, negotiator and advocate.

Be Head of the Paid Service.

SCOPE OF JOB

Budgets: Budget responsibility circa £288m

Management/supervision: Direct line management of 5 FTE and indirect management of up to 530 FTE

Other resources: Operate in a complex multi agency environment with skill and sensitivity, maximising effective partnership working to secure delivery of service and council objectives.

Contacts: Internal and external contacts including Elected Members, all council employees, local, regional and national partners including government departments and stakeholders, residents and service users, and professional associations.

Strategy/policies/procedures: Responsibility for developing, reviewing, maintaining and delivering against all related policies, procedures and guidance for the council, as designated by the Royal Borough, ensuring staff are aware of, and adhere to them.

Decision-making: This is a post with statutory responsibilities. Failure to deliver the service properly could result in residents and service users suffering from deprivation and in the worst scenario, death. The post holder will be expected to make and take decisions routinely which will have significant impact and implications without relying upon reference to Elected Members

Mental demands: Required to manage a wide range of tasks under what will, at times, be stressful, complex and challenging circumstances.

Physical demands: High level of work related pressure in terms of deadlines, conflicting

priorities, problem solving and team management roles.

Emotional demands: Required to deal with difficult and challenging issues relating to employees, residents and service users, which may, at times, present significant emotional pressures.

Location/working environment: This post is based in Town Hall, Maidenhead. The expectation is that the post holder will work in a range of locations throughout the borough adhering to 'Smarter' working practices.

Compliance:

The post will:

- Take direct responsibility for maintaining the standards of the Royal Borough of Windsor and Maidenhead. Standards are assessed via outcomes achieved by residents and service users, and via external inspections. Failure to deliver a high standard of service could result in reputational damage to the council.
- Safeguard and promote the welfare of all children/young people and vulnerable adults, including missing children/young people in line with the relevant Children Acts 1989 and 2004, Children and Families Act 2014, Working Together to Safeguard Children 2015 and the LSCB Child Sexual Exploitation strategy.
- Manage and monitor Health and Safety within the council including compliance with Health and Safety regulations and responding to new Health and Safety guidance as and when required.
- To demonstrate CREATE values; displaying a commitment to them in all aspects of work.
- Ensure personal compliance with the council's data security policies and procedures.
- Maintain awareness of the council's whistleblowing policy and procedures.
- Through personal example and action ensure that staff and team operates within the council's comprehensive equality policy.

JOB ACCOUNTABILITIES

Corporate management

Deliver the council's vision, objectives and annual priorities in line with the constitution, financial regulations, contract rules, and all approved council policies, procedures and guidance.

As the leader of the council management team:

- Lead the council in a manner that builds ownership and commitment, connects strategies to action, provides clear accountability, manages performance and delivers results.
- Provide leadership and management of the council, in collaboration with relevant parties, to ensure the council's vision and annual priorities are realised.
- Actively pursue the engagement of residents and service users in service design, delivery, monitoring and evaluation.
- Use evidence based practice to transform services securing significant and sustained improvements for residents.
- Lead on joint arrangements with external agencies on strategic planning of joint initiatives.

Budget management

Manage financial, human and technology resources to secure cost effective and efficient service delivery. Ensuring a commercial focus and best value with high levels of output and outcomes.

Performance management

Hold responsibility and accountability for the functional aspects of the council, using the corporate performance framework. Role modelling collaborative working practices, a strong customer focus, efficient resource deployment, staff effectiveness, continuous service improvement and improved outcomes for residents.

Political and staff management

Support and advise Elected Members on all aspects relating to the strategic development of the council.

Represent the council, as appropriate, at local, regional and national events to promote, present and protect the council's interests.

Ensure that the council, through its workforce, is a learning organisation, with services evolving in response to lessons learned from local and national activity. Working with employees to enhance their personal and professional development, achieving high retention rates, effective succession planning, high levels of staff motivation and good employee relations. Promote work life balance and flexible working.

Job specific service delivery

Provide strategic leadership and management, securing a strong sense of purpose for the council, ensuring all functions operate within the statutory framework and relevant legislation and are resident focused.

Managing Director

- Provide clear, balanced and accurate advice and guidance to Elected Members on the strategic issues facing the council.
- To work with members and provide strong and effective leadership in order to deliver organisational and cultural transition to enable the council to deliver its vision, priorities and aims.
- Ensure the effective deployment of the council's performance management arrangements in order to deliver continuous service improvements in a way seeks to exceed the council's expectations and engages residents, partners, stakeholders and employees.
- To be the head of paid service and ensure that the council is organised efficiently and effectively to deliver excellent customer focused services.
- To lead, develop and inspire without direct line management responsibility, all directorates in order to facilitate and deliver continuous and sustained improvements in services.
- Champion organisational and cultural change throughout the council whilst maintaining quality, level of performance and a customer focused approach.
- Support and advise elected members on all aspects relating to the strategic management and development of the council and its services.
- To have overall responsibility for the management of relationships between elected members, political groups and officers by establishing a clear understanding of roles and by developing and maintaining clearly understood procedures for converting policies into action within the constraints of propriety and legality.
- Inspire, empower and develop by example the council's workforce to secure a real sense of ownership of its vision and priorities.
- Seek continuous improvement, encourage cross-council working and move decision making and responsibilities as close as possible to the point of service delivery.
- Lead and develop the executive directors, deputy directors and heads of service ensuring they establish effective management arrangements, deliver their agreed targets, work in a corporate and collaborative manner, promote a strong customer focus, manage service budgets and develop their staff effectively in order to support corporate and strategic service priorities that will optimise service delivery to the people of Windsor and Maidenhead.
- Lead on and ensure there is effective strategic management of the council, in collaboration

with elected members, external partners and stakeholders, so as to ensure that the council's vision, priorities, aims and objectives are realised.

- To develop and maintain effective systems of consultation, community involvement and partnership working to achieve the council's community strategy.
- To promote the interests and image of the council and enhance its influence in constructive relationships with key stakeholders in the community, in government and other public bodies, the voluntary sector and in the business community.
- Ensure resident focus is maintained whilst delivering the council's vision, policies and priorities ensuring that these are understood and implemented both corporately and at directorate level.
- To coordinate cross working and ensure corporate frameworks are in place and effective.
- Actively promote work life balance and flexible working in order to improve service delivery across the council.

Emergency Planning and Business Continuity

To maintain up to date emergency plans and procedures for the council ensuring staff are fully aware of the content and the role they play.

To operate as Senior Duty Officer when rostered in the event of an emergency, be on call during this time and undertake the responsibilities.

Person specification

Key criteria	Essential	Desirable	How assessed
Qualifications and training	<p>Relevant professional qualification</p> <p>Evidence of CPD</p> <p>Management qualification or equivalent by experience</p>	<p>Degree</p> <p>Evidence of CPD</p> <p>Management qualification</p>	Application/ references
Job Competence summary (knowledge, skills, abilities, experience)	<p>Extensive experience of strategic and senior management and planning with the ability to provide strong strategic leadership and direction in a manner that secures commitment and ownership.</p> <p>Understanding of the economic, social and political complexities of public sector organisations.</p> <p>Strategic understanding and experience of organisations that operate a range of commissioning arrangements.</p> <p>A track record of developing a vision of high quality, effective and improving services.</p> <p>A track record of driving forward enhanced organisational and service performance.</p> <p>Evidence of an innovative approach to performance management that has delivered significant improvements in service delivery.</p> <p>Proven ability to inspire and manage staff at all levels to achieve the future direction of the organisation.</p> <p>Successful record of achieving a high level of staff engagement and empowerment.</p> <p>Extensive experience of successful partnership working.</p> <p>Extensive experience of leading and managing change, resulting in measurable service improvements.</p> <p>A track record of success and achievement adopting a customer focused approach to service provision.</p> <p>A thorough understanding of consultation methods/techniques, customer care principles, systems and methods.</p> <p>Able to communicate clearly, convincingly and sensitively, orally and in writing.</p>	Experience of establishing partnerships	Application / Interview / References

Key criteria	Essential	Desirable	How assessed
	<p>Understanding of how to achieve results in a political environment and an ability to do so.</p> <p>Demonstrable commitment to the principles and practice of equal opportunities in employment and service provision.</p> <p>A track record of collaborative and team working.</p>		
Other requirements (eg unsocial hours working, driving licence, fit to drive Council vehicle etc)	<p>Ability to apply creative and innovative thinking to complex service challenges</p> <p>Personal and professional demeanour which engenders confidence internally and externally</p> <p>A champion of high performance culture</p> <p>Drive and determination to continually raise performance standards</p> <p>Capacity to perform a demanding job under pressure</p> <p>Flexible approach to hours</p> <p>Ability to achieve work life balance</p> <p>IT literate</p> <p>Thorough understanding of budget/resources planning/management processes</p> <p>Enhanced DBS check</p>		

Post holder's signature			
Name		Date	

Manager's signature			
Name		Date	

Effective date: August 2018