

## Job description

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| <b>Post number:</b>        |                           |
| <b>Service:</b>            | Corporate Management Team |
| <b>Job title:</b>          | Deputy Managing Director  |
| <b>Grade:</b>              | Deputy Managing Director  |
| <b>Responsible to:</b>     | Managing Director         |
| <b>Responsible for:</b>    | Services                  |
| <b>Date last reviewed:</b> | June 2017                 |

### Job purpose

1. To deputise for the Managing Director and act as Head of Paid Service in his absence
2. To be accountable for the overall performance of allocated services.
3. To line manage the Service Managers.
4. To act as part of the Council's Corporate Management Team to ensure the strategic direction and effective delivery of its policies and objectives.
5. To provide effective leadership across the allocated services to contribute towards the creation of a positive and supportive culture.
6. To act as an advisor to the Executive and the Council in areas of expertise.

### Main duties

The principal role and responsibilities are carried out under the general management of the Managing Director.

1. To line manage the Service Manager(s) for the allocated service for the purpose of day to day management, oversight of direction and performance ( including performance review).
2. To represent the service views of the services they have responsibility for and in turn act corporately in managing or guiding the delivery of the Council's policies and objectives.
3. To ensure that the direction and operation of those services is co-ordinated with each other and meets the expectation of the Executive and the Corporate Management Team without detracting from the ability of the Service Manager to manage their own service or detract from their accountability for its service delivery and performance.
4. To take a management overview of the service units in the portfolio and raise any key issues with the Corporate Management Team. To provide sound professional advice with clear, cohesive well presented arguments to support proposed viewpoints and recommendations.
5. To take a strategic and corporate overview of the whole Council with the other members of the Corporate Management Team, when meeting as a Management Team, to determine priorities and direction.
6. To communicate effectively with the Portfolio Holder(s), the Managing Director, other Directors (within and outside Management Team meetings) and the allocated Service Manager to ensure timely and accurate knowledge and understanding across the Council of its policies, objectives,

direction and current operational and contextual issues and challenges.

7. To report to the Portfolio Holder(s) and work with them in the delivery of the key service areas.
8. To establish and lead a strong performance culture across the allocated Services. To gain an understanding of the frameworks necessary to establish and drive a positive performance culture, effective performance and service quality evaluation driving up standards and performance.
9. To inspire confidence, trust and respect on a range of highly complex and contentious issues across the organisation.
10. To contribute to the financial planning and management of the Council including participation in the formulation of financial objectives, budgets and strategies in relation to service objectives.
11. To initiate and develop strategic partnerships in support of the Council's objectives and engage with others, building positive relationships with a variety of partner organisations, private sector providers, Government, public agencies and statutory authorities.
12. To identify potential savings and efficiencies across the Council.
13. To represent Corporate Management Team on external bodies and networks , and internal meetings, as may be required by the Managing Director, the Council or by Statute.
14. To undertake investigations, disciplinaries and grievance hearings in accordance with the Council's employment policies.
15. To demonstrate leadership in creating a positive and supportive culture to underpin the Council's vision, values and objectives and lead by example.
16. To support the Managing Director as necessary and undertake any such other duties as may be assigned from time to time.

This job description reflects the core activities of the post. As the service and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. We expect that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

The line manager will consult the post-holder if significant changes to the job description become necessary. Any changes will be reflected in a revised job description.

## Person specification

**This person specification reflects the additional requirements of the Executive Head of Service role and should be applied in conjunction with the requirements set out in the person specification attached to the Head of Service role.**

|                                                                                                                                                                                                                            |                                              |                                 |
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| This section describes the knowledge, experience and competence required by the post-holder that is necessary for an acceptable standard of performance in carrying out this role.                                         |                                              |                                 |
|                                                                                                                                                                                                                            | <b>Assessment method<br/>(A, I, T or P)*</b> | <b>Essential/<br/>desirable</b> |
| <b>Qualifications</b>                                                                                                                                                                                                      |                                              |                                 |
| An education to degree level or equivalent or significant experience which demonstrates a similar level of ability and intellect.                                                                                          | A                                            | E                               |
| A relevant management qualification, at a senior level, or significant experience which demonstrates a similar level of management knowledge.                                                                              | A                                            | E                               |
| <b>Knowledge and experience</b>                                                                                                                                                                                            |                                              |                                 |
| A proven track record in the successful leadership and management of the processes of change and the capacity to achieve identifiable and measurable outcomes.                                                             | A                                            | E                               |
| Ability to make effective decisions under pressure and to make a strategic contribution to a large, multi-functional, complex organisation.                                                                                | A,I,T                                        | E                               |
| Demonstrate successful participation in and contribution to the formulation of cross-cutting strategies within a large, multi-service environment to improve service delivery and meet customer need.                      | A,I                                          | E                               |
| A sound understanding of the financial issues related to local government and experience of budget processes with a corporate impact.                                                                                      | A,I                                          | E                               |
| Ability to successfully manage major service delivery and development and translating organisational ambitions into real achievement and success.                                                                          | A,I                                          | E                               |
| Knowledge and understanding of the trends, developments, political and legislative framework of local authorities within the context of a complex multi-service environment.                                               | A,I,T                                        | E                               |
| <b>Skills</b>                                                                                                                                                                                                              |                                              |                                 |
| A broad range of highly developed management skills including a demonstrable ability to lead, motivate and develop individuals and groups of employees in a multi-disciplinary environment.                                | A,I                                          | E                               |
| Excellent networking, advocacy, oral, written (both formal reports and media orientated material) and presentation skills, with the ability to relate to and work with people at all levels and communicate effectively to | A,T                                          | E                               |

|                                                                                                                                                                                                                                                                                                    |       |              |
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| audiences at all levels.                                                                                                                                                                                                                                                                           |       |              |
| An ability to develop effective relations with councillors and senior managers to promote corporate working.                                                                                                                                                                                       | A,I   | E            |
| An ability to demonstrate innovation and creativity in response to service and financial constraints and conflicting demands.                                                                                                                                                                      | A,I,T | E            |
| Excellent project management skills in a multi-agency and multi-disciplinary environment                                                                                                                                                                                                           | A,I   | E            |
| Demonstrate a highly developed political awareness and ability to represent the service(s) confidently and tactfully with sensitivity in a political environment.                                                                                                                                  | A,I   | E            |
| Capability to promote diversity, tackle discrimination and the barriers that prevent equal access and pursue an organisational commitment to equalities, in service improvement and staff management.                                                                                              | A,I   | E            |
| <b>Special Requirements</b>                                                                                                                                                                                                                                                                        |       |              |
| Flexibility on working hours – evening meetings and some weekend events                                                                                                                                                                                                                            | I     | E            |
| <b>Behavioural competencies</b><br>This section details the level of competency required to carry out this role (please see below for an overview of the framework and refer to the full <a href="#">Organisational Culture Framework</a> for clarification where needed).                         |       | <b>Level</b> |
| Embraces change                                                                                                                                                                                                                                                                                    |       | 4            |
| Innovation and creative thinking                                                                                                                                                                                                                                                                   |       | 4            |
| Effective communication                                                                                                                                                                                                                                                                            |       | 4            |
| Customer focus                                                                                                                                                                                                                                                                                     |       | 4            |
| Problem solving and decision making                                                                                                                                                                                                                                                                |       | 4            |
| Focus on efficiency                                                                                                                                                                                                                                                                                |       | 4            |
| Performance and learning                                                                                                                                                                                                                                                                           |       | 4            |
| Team working                                                                                                                                                                                                                                                                                       |       | 4            |
| Builds relationships                                                                                                                                                                                                                                                                               |       | 4            |
| Commitment to the organisation                                                                                                                                                                                                                                                                     |       | 4            |
| Please note that the criteria specified on this form will be used as guidance when short-listing all applications and again at interview. Please ensure you provide evidence within your application giving examples, where appropriate, as to how you meet the specified requirement for the job. |       |              |
| *Assessment criteria A = Application form; I = Interview; T = Skills based test; P = Presentation                                                                                                                                                                                                  |       |              |

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| Missio                   | <b>A forward looking, efficiently run Council, working in partnership with others and providing first class services that give the community value for money</b>                      |                                                                                                                                                                                                            |                                                                                                                                                                                                                                              |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                   |
| Cluster                  | <b>Transformation</b><br>Forward looking. The focus on our ability to respond to ever changing needs of our customers and bring about new ideas to ensure value for money.            |                                                                                                                                                                                                            | <b>Delivering excellence</b><br>Efficiently run. The focus on the values and behaviours (in addition to internal systems) that ensures efficiency and effectiveness at every level across the Council.                                       |                                                                                                                                                                                                                            | <b>Our people</b><br>To ensure that individuals at all levels of the organisation are supported, committed and engaged in the pursuit of our mission and work in a collaborative manner to fulfil our objectives.                   |                                                                                                                                                                                                                                   |
| Values                   | <b>Challenge ourselves</b><br>We strive to improve what we do by seeking out new ways of working, encouraging innovation and enabling change.                                         |                                                                                                                                                                                                            | <b>Customer care</b><br>We put the customer at the heart of what we do by engaging in clear, honest, and meaningful communications to deliver professional services shaped around their needs.                                               | <b>Quality focus</b><br>With customer insight, we provide high-quality services and find ways to improve. We aim to get things right first time, drive out waste and exceed expectations whenever possible.                | <b>Organisational learning</b><br>We strive to create a work environment where everyone is valued, trusted, and supported. We encourage and facilitate growth and learning at individual, team, and organisational levels.          | <b>One Council</b><br>We work together collaboratively, recognising that we are one organisation, working to achieve a common mission.                                                                                            |
| Behavioural competencies | <b>Embraces change</b><br>Has a positive attitude to change, adapts to meet new challenges, and introduces changes to improve organisational performance.                             | <b>Innovation and creative thinking</b><br>Proactively generates and develops innovative ideas, opportunities or improvements in order to meet organisational objectives more efficiently and effectively. | <b>Customer focus</b><br>Puts the customer first, builds effective relationships and seeks feedback to address their needs.                                                                                                                  | <b>Problem solving and decision making</b><br>Understands and analyses issues in order to identify the most appropriate solutions. Makes effective decisions based on thorough analysis and the needs of the organisation. | <b>Performance and learning</b><br>Demonstrates personal commitment to meet agreed performance standards and objectives. Learns from experience and takes responsibility for identifying and addressing personal development needs. | <b>Team working</b><br>Proactively cooperates and interacts with colleagues, internal and external partners across the Council. Encourages others to develop a collaborative approach to share information, knowledge, and ideas. |
|                          | <b>Effective communication</b><br>Communicates effectively. Uses communication methods and standards, together with well-reasoned arguments to convince and persuade where necessary. |                                                                                                                                                                                                            | <b>Focus on efficiency</b><br>Meets or exceeds the Council's standards by monitoring the quality of own work, team or service delivery. Continually looks for areas of improvement to ensure efficiency, effectiveness, and value for money. |                                                                                                                                                                                                                            | <b>Builds relationships</b><br>Presents a professional image; uses interpersonal skills to form positive and productive working relationships within and beyond the organisation.                                                   | <b>Commitment to the organisation</b><br>Consistently supports and demonstrates an understanding of and commitment to the Council's vision and values. Acts with integrity and accountability.                                    |