

**Manchester City Council  
Role Profile**

**Director Policy, Performance and Reform  
Reports to: Deputy Chief Executive**

**Grade SS4**

**Role Profile**

**Overall purpose of the role**

A key leadership role in respect of City Policy, including partnerships and the funding of voluntary, faith, community and social enterprise (VCFSE) sector; Performance, Research and Intelligence; and Reform and Innovation. Operating across the Council from within the Corporate Services Directorate, developing effective partnerships to enable the successful delivery of co-ordinated and high-quality services.

The role will support the Deputy Chief Executive, Chief Executive, the Leader and the Executive to deliver the political priorities for Manchester; through demonstrable 'Our Manchester Behaviours and inspiring passionate leadership. Motivating others to collaborate and work in partnership to secure the best possible outcomes for the people and place of Manchester.

The role will support the Chief Executive and Corporate Management Team (CMT) in the development and delivery of the strategic aims of the Our Manchester Strategy.

The role will be partnership focused, working with services in Manchester City Council (MCC) and organisations in the city, across Greater Manchester and nationally with a strong base in policy, partnership, business change, innovation and performance management.

The role will drive forward the pace and scale of Public Service Reform (PSR), within Manchester, working collaboratively across Greater Manchester, contributing to and taking advantage of the opportunities created by the Mayoral Combined Authority.

**Key Responsibilities**

Lead role in supporting the Chief Executive and CMT to shape and deliver Our Manchester Strategy with responsibility for ensuring effective engagement with partners including the VCFCE sector.

Responsible for shaping the strategic ambition of the city's Public Service Reform, working closely with partners and other CMT members to ensure approaches are embedded. The role will represent MCC at partnership boards.

Lead accountability and responsibility for the delivery of a Performance and Planning Management Framework for MCC and integration with partners driving performance improvement and evidence-based decision making.

Supporting the Council to maximise the use and application of its research, data and intelligence to lead future policy and decision making. Embedding both a data and evidence led culture across the Council.

Responsible for driving forward policy and strategic thinking as one Council to proactively address the key economic, social and sustainability challenges facing Manchester and the City Region.

Ensuring the Council, working with partners, has effective processes to develop a culture of ownership and accountability for delivering service performance, business change and associated transformation, efficiency and financial savings.

### **Key Role Descriptors:**

This role is a senior strategic management post within Manchester City Council providing strategic leadership to a service or group of services. The role holder will drive the delivery of organisational priorities through dynamic and effective leadership;

Deliver sustained improvements to the quality and efficiency of services to provide the best outcomes possible for Manchester's residents and partners to ensure that the city plays a full part in national, regional and sub regional activities;

Shows passion for Manchester throughout their work and in their behaviour, championing Manchester in everything they do;

The role holder will drive coordinated working and strategic thinking with partner organisations and on a national level to ensure that Manchester delivers our key political, organisational and strategic priorities;

Provide direct support to the Strategic Management Team, elected Members, Committees, and other stakeholders on matters relating to their service area. Act as deputy to the relevant Director;

Accountable officer for the relevant statutory area ensuring regulations are upheld to safeguard the organisation and the population of Manchester;

Foster commitment, talent and fresh thinking, challenging yourself and others and take responsibility for their own development and promoting continuous learning to enhance the professional development of employees;

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

## **Director Policy, Performance & Reform**

### **Behaviours, skills, and technical requirements**

#### **Our Manchester Behaviours**

- We work together and trust each other
- We're proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and aren't afraid to try new things.
- We show that we value our differences and treat people fairly

#### **Generic Skills**

- **Strategic Thinking:** The ability to translate vision into strategy and strategy into action, while maintaining focus, objectivity and sound judgement under complex conditions and an understanding and ability to interpret national policy. Demonstrates a high level of political awareness and links strategies for continuous improvement with the drive to achieve national, corporate and departmental standards and goals.
- **Analytical:** Demonstrates the ability to apply analytical and logical thinking, often beyond own areas of expertise, to gathering and analysing information, designing and testing solutions to problems, and formulating plans
- **Planning and Organizing:** Sets clearly defined objectives, plans activities and projects well in advance and takes account of changing circumstances; identifies and organizes resources and manages time effectively monitoring performance against milestones and deadlines.
- **Problem Solving and Decision Making:** Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions sometimes under extreme pressure.
- **Project Management:** Demonstrates knowledge and experience of delivering complex initiatives on the ground, through robust project management processes.
- **Commissioning:** An ability to inform, plan and co-ordinate services in the context of competing priorities Ability to advise and develop local partner commissioning capabilities where there will be a direct impact on joint commissioning goals.
- **Communication Skills:** An influential and persuasive communicator at all levels in the public, private and community/voluntary sectors, who is able to define and articulate a strong sense of purpose, which engenders commitment to shared objectives. An inclusive, confident and self-motivated ambassador for the organisation, with a proven ability to foster partnerships to work collaboratively across boundaries, and to achieve results through others.

- **Commercial:** Ability to manage the tender/evaluation process for the commissioning of bespoke work, and the management of internal and external contractors.

#### **Technical requirements (Role Specific)**

- Holds a professional qualification in a relevant management discipline, or has equivalent experience.
- Extensive previous experience of successful management at the highest levels in large, complex, multi-functional organisations.
- A sophisticated understanding of the strategic issues facing the City, the Council and the local government sector and an ability to provide CMT and Members with high quality objective and informed advice.
- A proven track record of successfully leading public service reform, city policy development and leading and managing cultural and organisational change.
- The ability to communicate complex ideas and issues succinctly at all levels to both individuals and groups.
- A proven ability to collaborate and work in partnership to deliver positive outcomes for residents and local people.