

CHIEF EXECUTIVE JOB PROFILE



SURREY

JOB PURPOSE

1. Work with elected Members to develop, deliver and promote the council's purpose, vision and goals and make sure the council has the culture, capacity, and capability to respond to changing needs of communities within available resources.
2. Work leaders of partner organisation, community leaders and elected Members to shape national and local delivery of public services, working as one team with partners and stakeholders delivering outcome-focussed services that are valued by residents.
3. Work in partnership with elected Members to promote the interests of Surrey locally, regionally and nationally and deliver the council's civic and democratic responsibilities to residents.
4. As the council's Head of Paid Service provide proactive, visionary leadership making sure staff demonstrate the council's values and behaviours when delivering corporate priorities and commitments for residents.
5. Provide leadership and direction to council services focussing on performance, efficiency, innovation and improvement to ensure consistent and good standards of public service that meet changing needs.

KEY ACCOUNTABILITES

Strategic development

1. Lead and shape the strategic direction of the council, in partnership with elected Members, stakeholders and senior management, adopting a one team approach to deliver sustainable good quality outcomes that meet residents' needs and provides customer satisfaction.
2. Lead the development of a values-driven culture and shared behaviours which deliver high performance, continuous improvement, customer satisfaction and public value in service delivery.
3. Lead and promote innovation and creativity in developing and delivering services to meet changing needs and seek to improve outcomes within a sustainable resource framework.
4. Provide strong leadership to the council's investment strategy, working with elected Members in development of strategic assets, property and other opportunities to generate income.

Local democracy and civic duties

5. Make sure that elected Members are supported to carry out their roles, working closely with and listening to communities so that resident needs are at the heart of the council's services.
6. Make sure the council is exemplary in delivering its statutory duties, making sure that whole organisation operates in line with political processes and that staff support elected Members in delivering their civic and democratic responsibilities for residents.

Partners and stakeholders

7. Lead development, both nationally and locally, of strategic partnerships, productive networks and strong relationships with partners from all sectors, including local and central government, to ensure effective service delivery and development.

Communications, promotion and engagement

8. Act as an exemplar of the council's values and behaviours and act as an ambassador for the council and the county, promoting and celebrating success in order to build positive engagement at all levels.
9. Make sure the council develops active and effective communications at a local and national level that present a clear strategic narrative and positive image to stakeholders.
10. Promote public understanding of the national and local issues affecting the council, its vision and values to develop community engagement and leadership in delivering strategies and services.

Standards, governance and accountability

11. Make sure there are standards, frameworks and protocols for effective management quality, risk, and performance and there is appropriate recording of council's decisions.
12. Make sure there is effective control, reporting and use of the council's budget, resources and assets, including the overall management structure for the council, to deliver best value and support delivery of the council's vision.
13. Serve as Head of Paid Service, ensuring legal, regulatory and policy compliance, providing rigorous policy advice to elected Members and making sure there is appropriate consultation over policy and practice developments.
14. Be accountable to elected Members for carrying out agreed policies, making sure the council is run effectively and efficiently, in compliance with the law and agreed procedures and protocols.
15. Lead and positively role model commitment to health, safety and wellbeing making sure all managers deliver safe systems of work and service delivery.
16. Provide leadership that promotes equality in all aspects of the council's business and make sure that equality and diversity approaches are enabling, both as an employer and provider of services, as well as a community leader.

Delivery, performance and quality

17. Lead the strategic operational management of services making sure there is robust performance management and measurement that promotes sustainable delivery of services.
18. Work with elected Members, partners and senior management to identify opportunities for improving service delivery, setting a clear strategic direction for achievement and resourcing change and improvement initiatives.
19. Make sure services are properly planned and delivered with effective quality management and rigorous scrutiny and challenge by elected Members.

Resources, capacity and resilience

20. Make sure all the County Council's resources and assets (people, property, information and finance) are used in an effective, efficient and proactive way to provide sustainable services.
21. Build capacity of the council making sure an effective succession plan is in place for senior managers, so that the council is properly provided, both now and for the future, with effective management and capacity to meet changing demands.
22. Make sure staff and managers are engaged and understand the council's strategic aims and are encouraged to realise their potential and play their part in delivering and improving services.
23. Promote a collaborative, networked approach in leadership at senior level to secure high performance in day-to-day delivery, whilst also using the scale of the organisation to secure the most effective new ways of working.
24. Make sure the council has appropriate resilience and emergency response capabilities and in response to a serious incident be available as part of a 24-hour duty rota to attend the council's emergency response committee, working with local authority, health partners and emergency response services as needed.

CHIEF EXECUTIVE PERSON SPECIFICATION

Knowledge, education, training and work qualifications

- Able to demonstrate intellectual ability for strategic analysis, interpret and explain complex, incomplete and imperfect data, thinking deeply and quickly.
- Evidence of continued professional, managerial and personal development.
- Deep knowledge of the major issues facing local government and the wider economy.

Abilities and skills

- Able to provide visible, supportive, strong leadership in uncertain and ambiguous situations, adapting leadership style to suit circumstances, individuals and organisations whilst setting a clear direction of travel.
- Able to inspire trust in others fostering an open and trusting culture and building high performing teams to effect real change.
- Political sensibility, and with an ability to deliver effective results in complex service and policy areas and develop community leadership.
- Authoritative and influential with highly developed relationship management and networking skills, and the ability to foster joint working across service and organisational boundaries.
- Excellent conceptual and analytical thinker, able to apply a significant degree of evaluative judgement and provide innovative solutions with the capacity for developing and implementing strategic solutions.

Personal characteristics

- Strong commitment to public service and local democracy with a clear vision about how they should develop over the next decade.
- High professional and personal standards with probity, integrity and ability to role model these standards and behaviours.
- Enthusiastic, highly motivated and calm under pressure with determination and courage to see difficult issues through to completion.
- Ability to work with others to explore and resolve difficult issues, securing buy in and commitment to action and empowering or standing back allowing others to take forward solutions.
- A commitment to equality of opportunity, respect, openness and fairness and to health, safety and wellbeing in all aspects of service delivery.
- Willingness and ability to travel frequently throughout Surrey and the wider region.

Experience

- Demonstrable personal experience of decision making, policy and strategy formulation in a complex environment leading to successful implementation and positive outcomes.

- Experience of success and high performance as a senior executive in large, multi-functional organisations with comparable size, scope and complexity.
- Evidence of effective engagement with a range of partners, building and sustaining effective partnerships, and productive working relationships across all sectors which foster personal and organisational credibility and trust, including contributing to best practice and policies in public service at a national level.
- Evidence of providing sound professional advice and building effective and productive working relationships; in particular having the self-confidence and perspective to facilitate open and honest relationships with elected Members, the leadership, community, staff and partners.
- A track record of establishing a strong performance culture and an enabling environment which gets the best from staff at all levels and directs their efforts and talents to work towards common aims.
- Successful financial management and budget formulation, together with and effective monitoring and control of physical, human and other resources.
- Able to identify economic, market and customer issues and use these to promote innovative business models, and commercial partnerships to deliver greatest value, and generate revenue; and to embed a culture of value for money to meet strategic priorities.
- Demonstrable personal achievement of successful change management and concrete delivery of organisational aims within a complex and politically sensitive environment leading to improved outcomes
- Proven ability to negotiate successfully in complex situations with a number of conflicting stakeholder views and where outcomes may not directly benefit all parties

BM Reference – BML-2023-017