



Sheffield City Council

Job Description

Chief Operating Officer

Directorate:	Strategic and Enabling Services
Grade:	Executive
Responsible To:	Chief Executive
Responsible For:	Strategic and Enabling Services Leadership Team

Job Purpose

Lead SCC's workforce and cultural transformational change programme, Future Sheffield, supporting the Senior Responsible Officer (CEX) for delivery in line with the council's vision and values

Lead and assure excellence across the internal delivery of professional functions that together enable Portfolios to deliver outstanding services to the people who live in and visit Sheffield. These include:

- Policy, Strategy and Communications
- Finance, Performance and Commercial Services
- People and Organisational Culture
- Legal and Democratic Service and General Counsel
- ICT and Digital Services
- Transformation

Provide outstanding strategic leadership

- As part of the Senior Leadership Team, work with peers toward enterprise leadership with high accountability and standards.
- As part of the Corporate Leadership Team, work towards the achievement of our strategic plans and priorities.
- To deliver against individual performance targets.
- Lead Strategic Corporate Support to effectively shape, delivery and inform cross cutting strategic outcomes. This will require collective responsibility and collaborative working across the City Council, the city, the region, central Government and national bodies.

- Lead, manage and develop support functions in accordance with agreed standards and within allocated resources to ensure that the priorities of Sheffield City Council are delivered, obligations, interests and statutory regulations are protected, and the political and management interfaces operate efficiently.
- Formulate, recommend, and implement SCC policies and strategies for more efficient and effective ways of delivering services to the people who live, work and visit Sheffield.

Responsibilities and Accountabilities

Specific Directorate Accountabilities

Develop and ensure Strategic and Enabling Services comprises modern, creative and enabling teams that always work collaboratively across the layers of the target operating model.

Lead and drive the Council's performance and improvement journey through the professional delivery of corporate services but the development and maintenance of a high performing culture.

Lead, with the wider senior leadership team, on enterprise leadership and be a role model for values-based leadership.

Develop and leverage organisational data when designing, delivering and transforming services to improve outcomes and drive efficiencies within current financial constraints, whilst ensuring it is secure with robust governance and management arrangements in place.

Ensure the Council's corporate statutory roles are robust and operate to support the effective delivery of Council Services:

- s151 Officer
- Monitoring Office (and deputy)
- Senior Information Risk Owner
- Data Protection Officer
- Returning Officer (and deputy)

To directly shape and help allocate the Council's investment (both financial and resource) in activities that support our agreed strategy priorities.

Work with Local Area Committees, to make positive contributions to the wellbeing and sustainability of local communities so that our neighbourhoods are great places to live and thrive.

Develop effective working arrangements with key decision makers at senior levels across the public, third and private sector, including central Government departments, external partners, and stakeholders. Bringing together diverse groups and create outcomes which make Sheffield a city we are all proud of.

To look for opportunities to increase income across our range of assets and activities, to support social inclusion in the city.

Be a proactive and positive leader of projects and responsibilities that cut across and beyond the council.

Be passionate about Sheffield and its people, to build on its strengths and lead on the ambitious plans for the city.

Strategic and Corporate Responsibility

Work to promote positive cultural change and a 'One Council' approach, embodying and promoting the values of the Council.

Participate in and contribute to the Council's leadership boards and key projects on corporate areas of activity involving Council-wide/cross-Portfolio strategies which promote innovation and creativity in the provision of Council Services.

Implement continuous improvement and best practice models of service delivery.

Ensure that all relevant statutory duties within the purview of this post and across the Council (where applicable) are effectively discharged.

Ensure that services are delivered in a customer focused way.

Proactively engage in and receive constructive peer challenge in order to improve and develop services.

Advise the Chief Executive, Executive Directors, and Directors on the strategic effectiveness, opportunities and dependencies of corporate governance and organisational policy and strategy

To promote and develop any locality or ward-based approaches to service delivery. Contribute to the Local Area Communities work across the city.

Ensure robust emergency planning procedures are in place and that staff are fully trained for a peace time emergency. In event of such an occurrence the post holder will be expected to play a lead Director role.

To participate in the duty chief officer rota as both Strategic Commander and Buddy, ensuring that required learning is undertaken where necessary.

The post holder is also responsible for ensuring business continuity systems across Corporate Support functions are in place, functioning and fit for purpose.

As could be reasonably expected with a senior role, you will be required to be flexible and responsive to unexpected demands. You may be required to undertake any other related duties and responsibilities as they arise from time to time, commensurate with the level of the post.

Reputation Management

To understand the ambitions of elected members and to shape our plans and strategies to deliver these outcomes, understanding and advising on the implications of different courses of action.

Promote, protect, enhance and develop the reputation of the Council and the services for which the post holder is responsible by delivering real voice and choice to customers.

Establish, develop and maintain effective and co-operative communication, working relationships and arrangements with all internal and external stakeholders.

Optimise the potential of the service and to ensure that initiatives, strategies and policies are presented positively and ensure fair and equal access for our customers.

Ensure effective and proactive relationships with regional and governmental and professional bodies in the interests of Sheffield.

Resource Management (Financial, Human, Physical)

Be responsible for the production of a plan that ensures effective management of all resources, within a corporate context ensuring that:

- a) Arrangements are put in place to ensure the organisation has a clear framework for ensuring compliance with the Council's financial regulations and financial policies.
- b) That strategic corporate support business is conducted in a manner that meets the highest standards of financial management and supports a system of assurance and financial governance for the wider organisation.
- c) Resources are targeted at priorities and demonstrate value for money.

Ensure compliance with financial regulations and standing orders and maintain spending within approved levels.

Manage the Council's budget and deliver value for money by diligent monitoring and efficient working practices.

Develop, implement and maintain a robust and sustainable management and staffing structure and cost-effective use of any physical or ICT resources allocated to the service.

Ensure the service's activities, duties and responsibilities are delivered in accordance with agreed Council policies and procedures, in particular equality of opportunity and health and safety.

Data is an organisational asset – lead the effective leverage of all data to support decisions, evaluation and performance cycles

Performance Management

Understand the expectations of the Senior Leadership Performance Framework and Annual Governance Statement.

Produce business and service development plans and ensure that the plans are developed and implemented via a framework of customer and staff involvement.

Prepare service, business and development plans ensuring coordination and compliance with Council and portfolio targets, building in strategies and measures for continuous improvement of service.

Establish and maintain standards and performance indicators for the professional functions to ensure they are high performing and contributing to portfolio service delivery performance.

Develop and promote positive employee management to harness skills and abilities, develop potential, and increase motivation through effective performance management, including annual performance reviews in accordance with Council policy

Maintain effective liaison with all Council portfolios in relation to the functions of the service via the PLTs and business partners in each portfolio.

Ensure the voice of internal and external customers is both sought and valued and explicitly influences and shapes the design of services.

General Conditions

Terms and Conditions of Service

This post is on Chief Officers' Terms and Conditions

Equalities, diversity, and inclusion

We are committed to fairness and social justice and welcome applications from everyone. We value our diverse workforce and aim to work together to make the most of our differences. At the point of advertising this role we will identify the groups that are underrepresented and will actively seek to attract applicants from those groups.

The Council is committed to becoming an anti-racist organisation, the postholder will be expected to deliver on organisational outcomes to support this goal.

Under the Disability Confident Scheme, disabled applicants, who meet the essential criteria of this job, are guaranteed an interview.

Council Policies and Procedures

To deputise for the Chief Executive as required.

Lead on areas business continuity planning and ensure that your leadership team know this plan and can direct staff to follow the Business Continuity Plan as required.

To undertake all duties and responsibilities in line with current Council policies and procedures, including those relating to health and safety; equalities, diversity and inclusion; safeguarding procedures; financial instructions; procurement and commissioning.

To undertake any other duties in agreement with the post holder and manager. Significant changes that may affect the role and responsibilities of the post or the job description would be managed through an agreed process in consultation with the Trade Unions.

This is a politically restricted post.

Issue date: November 2025

Person Specification

Minimum Essential Requirements	Assessment Method
Essential Qualifications	
Educated to at least degree level or demonstration of significant experience and/or a relevant qualification	Application, Interview
Knowledge, Experience, Skills	
A highly successful track record and proven achievement as a very senior manager with extensive experience in a related field in a large, complex, comparable organisation.	Application, Assessment Centre, Interview
Experience of successful involvement in and management of large-scale projects and programmes and of leading and managing change whilst effectively motivating, empowering and generating commitment of employees	Application, Assessment Centre, Interview
Professional standing in one or more of the professional functional areas stated in Job Purpose.	Application, Assessment Centre, Interview
Knowledge and experience of leading and managing services which may be large and diverse in type. Ensuring professional standards are maintained and in compliance with procedures and statutory requirements.	Application, Assessment Centre, Interview
Inspiring others – creating the right cultures and providing a powerful sense of purpose that energises others to deliver a changing agenda.	Application, Assessment Centre, Interview
Customer focus – using feedback and insight to understand customers changing needs; working collaboratively by breaking down barriers with partners and internally between departments.	Application, Assessment Centre, Interview
Internal focus – understanding of how a good organisation needs to operate to meet the different needs of our communities a focus that is attuned to the local, regional and national agenda.	Application, Assessment Centre, Interview
Extensive experience delivering professional support / enabling services in a political environment.	Application, Assessment Centre, Interview
Experience of working effectively in a political environment, working with elected politicians and in cooperation with the public sector, third sector and private sector partners and stakeholders.	Application, Assessment Centre, Interview
Managing organisational resources (financial, human and infrastructure) – running the business responsibly and assuring quality of service delivery.	Application, Assessment Centre, Interview
Evidence of success in establishing effective performance measures and a performance culture that has achieved significant outcomes for citizens.	Application, Assessment Centre, Interview
Prepared to challenge constructively the current “as is” position and articulate the potential future opportunities.	Assessment Centre, Interview
Effective communication skills, including the ability to promote understanding to a variety of audiences using a variety of communication channels and media.	Assessment Centre, Interview
Ability to develop and maintain constructive and ethical relationships.	Assessment Centre, Interview

Minimum Essential Requirements	Assessment Method
Ability to understand financial and legal/contractual information and to develop innovative strategies to maximise service provision within tight financial limits and to maximise funding available.	Assessment Centre, Interview
Ability to develop and implement perceptive and innovative approaches to positive action, cohesion and develop policies and practices to combat all forms of discrimination.	Assessment Centre, Interview
Values Based Leadership People are at the Heart of what we do Openness and honesty are important to us Together we get things done	How we do things is important – you should expect to show how you demonstrate our values throughout the recruitment process

Health Risks Specification

Please see the tasks, where there are some potential, residual health risks for the job

ICT/Computer user	Yes
Moving and handling of clients	No
Regular manual handling objects/ furniture/equipment	No
Working at heights	No
Noise/Vibration exposure	No
Confined Spaces	No
LGV/PCV driving	No
Minibus driving	No
Fork Lift Truck driving	No
School Crossing Warden Work	No
Night Work	No
Substances covered by COSHH	No
Respiratory and Skin Sensitisers	No

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