



JOB DESCRIPTION / ROLE PROFILE

Job Title:	Assistant Chief Executive
Grade:	TBC
Directorate:	Chief Executive's Department
Division / Section:	None
Reports to:	Chief Executive
Date:	March 2008

1 ROLE PURPOSE

To support the Chief Executive in the strategic and general management of the functions of the Chief Executive's Department.

Working as part of the Corporate Strategic Board, to support the Chief Executive by working with other members of the Corporate Strategic Board to take individual and collective responsibility for the Council's Corporate and Strategic Management.

To lead strategic policy development and planning for the Council and the development and management of the Council's change programme in support of delivering improved performance outcomes in line with the Council's Corporate Plan and Vision.

2 DIMENSIONS

Budget - Responsible for the effective management of:

- A total revenue budget in the order of £15m, in 2007/08 (plus being the budget holder for the Local Area Agreement – currently a maximum of £7m)
- A total capital budget in the order of £4m, in 2007/08

Staff - Responsible for:

- Direct Reports - 4
- Overall Staff Numbers – Approx 150

Other relevant dimensions

The post holder is the Council's key manager of external relationships with the Audit Commission, Government Office for London, LGA, IDeA, London Councils, Capital Ambition, WLA and Harrow Strategic Partnership. The postholder also manage relationships with DfES and DoH regarding performance and data quality. The postholder is responsible for key commercial partnerships for the Business Transformation Partnership.

3 CONTEXT

Lead and direct the strategic and general management of the following services / functions on behalf of the Chief Executive:

- Service Performance
- Corporate Performance
- Policy & Partnerships
- Improvement Programme
- Communications
- Scrutiny
- Human Resources
- Learning and Development
- Business Transformation Partnership
- Access Harrow
- Customer Care
- Complaints

Lead and direct the effective development and implementation of the following key strategies on behalf of the Chief Executive: -

- Community Plan and Local Area Agreement
- Corporate Plan and Best Value Performance Plan
- Equality Plans
- Council Improvement Programme
- Scrutiny Work Plan
- Communications Plan
- Service Review Programme
- Value for Money Strategy
- Workforce Strategy
- Human Resources Strategy
- Customer Access Strategy (following inspection)

To directly advise the Chief Executive, Corporate Strategic Board, Chief Officers, council committees and panels including Cabinet and Scrutiny sub committees and council members on other strategic policies and practices relating to the Directorate.

4 MAIN DUTIES / ACCOUNTABILITIES

	Generic Duties/Accountabilities
1	Ensure compliance with your responsibilities as laid out in the council's equal opportunity policy and take an active role in promoting and enabling equality of opportunity, promoting the diverse needs and aspirations of Harrow's community, ensuring equality and diversity is mainstreamed in all service/directorate activities.
2	Ensure compliance with your responsibilities as laid out in the council's health and safety policy and take an active role in promoting a positive health and safety culture.
3	Promote and participate in the council's investors in people (IiP) and individual performance appraisal and development (IPAD) initiatives.
4	Ensure compliance with the council's information security policies and maintain confidentiality.
5	Lead and manage the Divisions so that services provided are responsive to customer requirements, accessible to all areas of the community, and provide value for money.

6	Develop the structures, systems and policies, necessary to support effective service delivery and to enable “continuous improvement”.
7	Ensure services link effectively with related service provision, within or external to the Council, so that coherent and value for money services are provided. Where appropriate, and in conjunction with other service providers, undertake joint planning of service delivery and/or for the closer integration of service provision.
8	Promote, develop and maintain effective contacts and relationships with customers, customer representatives, community groups, Council Members and service/operational partners, to facilitate service delivery, performance review and the continuous development of service provision.
9	Lead, motivate, train, develop and performance manage staff, to maintain an effective workforce capable of meeting service objectives.
10	Resolve the most complex issues within the professional area(s) managed so that they are resolved effectively and precedents are set for the resolution of similar issues.
11	Formulate annual operational plans and budgets for the function so that there are clear priorities and appropriate resources are allocated to their achievement.
12	Develop longer term (2-3 years) plans for the services managed so that they are developed in line with Council and Government priorities and customer requirements.
13	Prepare monitor and control Divisional budgets to ensure that income/expenditure is in line with agreed plans.
14	Ensure that capital expenditure, including all projects funded externally, is completed in accordance with agreed schedules.
15	Manage inter-directorate and inter-agency projects undertaking leadership of multi-disciplinary and multi-agency teams to achieve agreed objectives.
16	Implement, maintain and develop Performance Management Systems to meet Statutory and Corporate reporting requirements.
17	Evaluate the environmental impacts of services and take action to minimise these impacts over time.
18	Support the operation of local and general elections when requested by the Returning Office.
19	Contribute to the overall management and strategy of the Directorate.

Service Specific Duties/ Accountabilities	
1.	To support Members, the Chief Executive and Corporate Strategic Board in setting and delivering the vision, strategic direction and corporate priorities of the Council.
2.	Ensure that the community leadership role of the council is underpinned by appropriate policies and performance measures, working in partnership with both council's representatives and those of other agencies and co-ordinating the council's contribution to the Harrow Strategic Partnership.
3.	To lead the development and management of the Council's agenda for change through: <ul style="list-style-type: none"> • Leading the improvement of standards of customer care across the Council • Delivering a performance management framework to enable improved performance • Leading the development of Human Resources and Organisational Development practices to support the Council's change programme • Leading the development of improved Communications (both internal & external)

4.	To oversee the relationship with the Council's partner for Business Transformation as part of the Council's overall change programme.
5.	To promote effective partnership working with a wide range of partners and stakeholders within the public, private and voluntary sectors in support of the Community Plan and the Council's Vision and Corporate Priorities.
6.	To promote a positive image of Harrow externally and represent the Council, where required, at local, regional and national events, meetings and working parties. Develop constructive working relationships with nominated officials from the Audit Commission, Government Office for London, LGA, London Councils, IDeA, Government depts and Council strategic partners.
7.	To develop and co-ordinate the councils' response to external policy changes and new performance frameworks.
8.	To lead and manage the Council's corporate planning process to deliver improved performance.
9.	To ensure that the Chief Executive, Corporate Strategic Board and Members are well briefed on relevant issues relating to the Directorate.
10	To represent the Chief Executive as appropriate.

5. SELECTION CRITERIA - to be further developed

Note for applicants – The selection criteria specifies the knowledge, experience, skills, abilities, qualifications and training required to perform the duties of the post for which you are applying.

In your application you will need to explain how your knowledge, experience, skills, abilities gained in paid or unpaid work, study or training, meets each of the selection criteria marked 'A' below, including your awareness, understanding and commitment to equality and diversity in employment and service delivery. If you fail to do so, you will not be shortlisted.

Shortlisting will be on the basis of assessing the selection criteria marked 'A'

Note for managers - List the selection criteria that are essential for individuals to possess in order to do the job. Equality & diversity criteria must be built into the selection criteria to assess understanding, awareness and commitment to equality and diversity in employment and service delivery and how individuals will apply it when carrying out their duties.

Clearly indicate in the end column which **method of assessment** or combination of methods will be used to assess each criteria i.e. Application (A), Interview (I), Test (T)

Ranking Order – All criteria must be numerically ranked (in the ranking order column) in order of importance with the most important criteria ranked highest relative to other criteria i.e. the most important criteria be given the ranking order of 1, the next most important 2 and so on. Where 2 or more criteria are equally important, they should be ranked the same i.e. both given the same ranking order of 1 for example.

Ranking Order	Knowledge Indicator (Define the knowledge that is essential to the job e.g. particular legislation related to the job)	Method of Assessment
	Extensive policy experience demonstrated by a high level awareness of how national policy context interfaces with local policy context.	
	Detailed understanding of challenges facing the Authority including	

	organisational improvement, personnel services, customer service, community leadership and partnerships	
	Experience (Specify the range, type and depth of experience required rather than being general or just specifying the number of years and consider relevant unpaid work)	Method of Assessment
	Experience of leading major change management programmes in a complex organisation	
	Experience of corporate strategy development in a complex organisation	
	Proven management ability and significant experience at a senior level within a complex organisation	
	Track record of developing and implementing business planning, policies and strategies at a senior level in complex organisations and involving partner agencies	
	Experiencing of working at a high level with Political leaders	
	Education, Qualifications and Training (Specify only essential qualifications that can be justified and equivalent qualifications gained outside the UK, consider work related qualifications e.g. NVQ's. Remember relevant experience can be in addition to or instead of qualifications. If no qualifications are required, this section can be left blank)	Method of Assessment
	Relevant degree or management / professional experience	
	Skills and Abilities (Specify type and level of skills and abilities relevant to the job that can be measured, e.g. accurate recording)	Method of Assessment
	Influencing skills	
	Analytical Skills	
	Other Essential Factors (Specify criteria directly related to the job e.g. ability to work unsocial hours, physical requirements, distinguish between 'need' and 'convenience' so it is justifiable and not discriminatory e.g. to women or disabled applicants. Include Genuine Occupational Qualifications or Requirements (GOQ's or GOR's) here if an essential requirement)	Method of Assessment

6. COMPETENCIES

Improvement and Innovation	3
Focusing on the Customer	4
Initiative	4
Decision Making and Responsibility	4
Building a Successful Team	4

Form Completed by:	
Name:	_____
Designation:	_____
Signature:	_____ Date: _____