



Job Title:	Managing Director – Encompass Local Authority Trading Company	Responsible to: Board of Directors Sutton Shareholdings Board	
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Role Profile

The Managing Director of Encompass Local Authority Trading Company position will lead the delivery of Housing, Homelessness, Brokerage and Financial Processing, Support Planning and Shared Lives, within a growing, sustainable, profit making local authority trading company.

Alongside the delivery of statutory and regulated service the Managing Director will lead in developing the company’s Digital Transformation Consultancy service in which it trades.

The Managing Director will lead this exciting new business to achieve essential growth objectives, while improving current levels of efficiency. With full financial responsibility, reporting to the Encompass LATC Board and, through the Board, to the Council Shareholder Committee, the Managing Director will be accountable for all activities of the LATC. The Managing Director will develop and execute a business plan, including detailed budgets, monitoring and reporting on the delivery of the business plan against objectives and market developments, whilst ensuring that the organisation meets all applicable legal and regulatory requirements.

Brief Description of job role and department

- Responsible for the effective leadership and performance of the service and its development as a local authority trading company to deliver a range of services and functions delegated to it by the Council (currently housing needs, homelessness and homelessness prevention, brokerage and processing, support planning and Shared Lives). The postholder will provide the overall vision, strategic goals and targets as agreed by the Council Shareholder Committee and in line with the agreements between the Council and the Company.
- Accountable for the outcomes achieved, the quality of the provision, budget and other resources, statutory compliance, setting strategy, managing local, regional and national relationships, setting up and managing business operations and driving the business forward.

Representative accountabilities

- Be accountable to the Encompass LATC Board and Council Shareholder Committee for all aspects of the operation of the service and the outcomes achieved, including the development of the new company.
- Ensure the provision of high quality services to deliver the functions delegated to the LATC for households in need and vulnerable adults.
- Provide strategic and operational leadership to build a successful service and management team, with a strong performance culture.
- Provide motivational and empowering leadership to develop the organisation's capability, ensuring that it is aligned with the Council's values and priorities, and that customer care, value for money and service user satisfaction are embedded across the LATC.
- Ensure statutory and regulatory requirements are fully complied with and that the organisation continues to succeed against standards set by the Care Quality Commission and other relevant external organisations.
- Ensure the service delivers the objectives of the annual business plan and meets key performance indicators, reporting progress and outcomes to the Council Shareholder Committee as required.
- Lead the future development of the short, medium and long term business development strategies of the organisation.
- Be accountable to the Encompass Board for managing financial and other resources. Produce financial, performance, risk, funding and other management reports as required by the Council Shareholder Committee
- Establish, build and maintain a range of partnerships and commercial relationships to ensure that business resources are able to satisfy customer demands and expectations, and legislative, market and funding changes.
- Lead and manage all aspects of organisational transformation, to re-position the LATC as a successful trading company.
- Demonstrate that Encompass LATC is a first class employer that values customer excellence and equality and diversity in all aspects of governance, leadership, management and service delivery.
- Be responsible for ensuring that the LATC complies with Health and Safety legislation and case law, and that effective arrangements are in place to secure the health and safety of all employees and people delivering services on behalf of the LATC.
- Demonstrate strong commitment to a culture of safeguarding children, young people and vulnerable adults.

Budgetary accountabilities

- Ensure effective management and control of finances, assets and risks in compliance with financial, accounting and audit best practice.
- Ensure that income collection by the LATC as agent of the Council is maximised and that staff are effectively trained to use the LBS customer relationship management, financial systems and invoicing systems.
- Ensure that regular budget monitoring reports are provided to the Council in line with its requirements.
- Ensure that year end responsibilities as agent of the Council are met in line with the Council's Budget Managers Closing Guidance.
- Oversee the management of all contractual supplier relationships.

Person specification (knowledge, skills, experience and behaviours required in the role)

Experience

- A senior leadership role in a substantial and complex business providing customer-focused services in the public, voluntary or private sectors.
- A practical understanding of the challenges facing local government at a whole-council, borough wide and regional level.
- Developing the strategic vision and implementation plans for business development.
- Running a commercially successful business, department, body or company.
- A track record of delivery against targets and of achieving continuous service improvement.
- Successfully controlling internal costs.
- Leading a substantial, multi-disciplinary diverse staff group and inspiring them to deliver excellence in customer service.

Skills

- Ability to create and communicate a compelling vision.
- Proven leadership and motivational skills especially in the context of a transformation of services.
- The commercial and entrepreneurial approach to transform local authority services into a focussed commercial trading company.
- Be politically and tactically astute with an understanding of how to influence key stakeholders including elected Members.
- High quality management skills.
- Ability to deliver new business opportunities.
- Ability to drive down costs whilst maintaining quality outcomes.
- Be highly organised, excellent at time management, able to delegate, and have sharp commercial and strategic acumen.
- An effective and balanced decision maker who leads by example, maximising benefit and minimising risk.
- Excellent strategic marketing ability.
- Being open to challenge and committed to continuous learning and development for self and others.