



Job Title:	ED, Climate, Environment & Customer Services
Function:	Climate, Environment & Customer Services
Document Date:	August 2021
Grade:	TBC

Job Purpose

This is a newly created senior role at the heart of the council's organisational strategy, leading on 7 out of 20 of ECCs strategic commitments and with an ambitious agenda on climate action and sustainable growth, Essex will need world-class and sustainable transport and waste infrastructure, which meet the needs of our communities.

Partnerships and a mature understanding of how to motivate strategic partners/ suppliers will be a fundamental element of this strategic leadership role, as much of the councils' services in this area are contracted to private sector partners.

The role is accountable for significant supplier contracts for delivery of waste and highways services, as well as our customer function, which provides engagement from a universal services perspective with our residents and includes some of our most customer facing regulated services.

This is a highly visible and demanding role that requires a leader who already has a strong professional reputation. This leader will be influential and resilient in working with residents, stakeholders and politicians and be someone who can balance complex and conflicting demands.

Organisational Accountabilities

This role is part of the Corporate Leadership Team and is accountable for the overall success of the organisation, for demonstrating visible and collegiate leadership across the council. The leader is accountable for:

Using insight and expertise to provide advice at CLT to the Chief Executive, Executive Directors will work together to bring the organisation's vision and strategy to life with Cabinet, partners and employees at all levels.

Provide authentic, systems leadership and direction to the organisation by creating a vision and strategy for their portfolio, through acting as a role model for our leadership behaviours and culture across the organisation.

Accountable for creating and proactively leading change initiatives which support our longer term vision.

Working collaboratively with the Member portfolio holder(s) to agree the strategy and approach to the delivery of services, including reporting on service performance.

Working collaboratively with senior politicians and colleagues to identify sound commercial, digital and innovative outcomes to meet our ambition and support the delivery of best possible outcomes for our customers.

Accountable for development of productive and purposeful networks and partnerships to enable Essex to meet the most complex social and economic challenges. Ensuring equality and diversity is considered as part of all decisions undertaken.

Accountable for effective deployment of agreed finance, people and other resources demonstrating value for money, with statutory and financial obligations.

Service/Functional Accountabilities

Deliver ambitious strategies, to shape Essex as a place, which align to the organisational strategy and to create conditions to manage the major infrastructure and environmental challenges of the future, maximising the opportunities of customer engagement to positively impact the people of Essex.

Accountable for the Climate Action agenda, including behaviour change, modal shift and the transformation of the waste management system to minimise waste, eliminate household waste to landfill and exploit commercial opportunities for waste.

Lead on the delivery of efficient and effective services to residents and stakeholders within this portfolio, listening and responding to their needs where possible whilst ensuring services are configured to reduce demand.

To ensure that all customer services align to the council's key priorities and that our customer engagement influences what we do and how we do it. Encouraging, supporting and facilitating the delivery of new commercial and digital approaches and of service redesign through collaboration or community strengthening.

Responsible for matrix working with Executive Director Economy, Investment and Public Health and Executive Director, Corporate Development aligning with their corporate strategies.

Accountable for setting short, medium and long term functional priorities. These will be informed by the organisational strategy and intelligence using global, national and local insight and investment.

Act as an advocate and ambassador for infrastructure and environment at a national level, working beyond natural boundaries to develop successful networks, ensuring continuous progression for Essex.

Lead on the delivery of efficient and effective services to residents and stakeholders within this portfolio, listening and responding to their needs where possible whilst ensuring services are configured to reduce demand.

Accountable for building strong relationships and partnerships to ensure effective collaboration and innovation in delivery which recognises the socio-economic diversity of Essex.

Budgetary accountability to be finalised.

Delegated functions as detailed in the council's constitution (or as amended from time to time).

Specific individual and shared targets and objectives are defined annually within the performance management framework.

Skills, Knowledge and Experience

Educated to degree level or equivalent by experience.

Evidence of continuing professional development and expert knowledge in relevant professional area.

A proven track record in two or more of the following areas:

- Highways and transportation
- Waste management
- Energy
- Flooding and environment
- Customer

Proven leadership skills and behaviours which have the ability to positively drive culture, focus on results and forge a strong team from diverse backgrounds across organisational boundaries to achieve strategic objectives within a rapidly changing and ambiguous environment.

Proven communication skills with an exceptional ability to develop sustainable networks and partnerships which creates inspiring action that benefits the residents, communities and businesses of Essex.

Authoritative and credible with the ability to influence both strategically and corporately in a complex organisation and with the most senior stakeholders and partners, across local and national government, the private sector and with communities.

A deep understanding, gained through significant experience, in delivering value for money services in a complex and diverse organisation.

Able to shape the organisation level strategy, vision and direction while managing conflicting priorities.

Able to develop and deliver a functional strategy, vision and direction which integrates changes in this key area for the council, taking into account the environment and impact of external forces.

Create a new functional team that is ambitious and sets the highest standards and expectations of performance and delivery

Strong programme management skills and experience of delivering programmes at scale, working with supply chains and partners, with evidence of a clear understanding of the financial responsibilities associated with major programmes.

Experience of creating and proactively leading change initiatives in a complex environment.

Leadership Behaviours/Professional Competence

Acts Strategically

Inspires - Displays a passion for making a difference. Creates and shares an ideal image of what we can become and motivates others to see exciting possibilities for the future.

Innovates - Thinks radically, takes risks and is prepared to make mistakes when looking for new ways to improve services. Sees disappointments as learning opportunities. Seeks opportunities to challenge and change the status quo.

Engages People

Enables - Builds energised teams and recognises contribution. Creates an atmosphere of trust, respect and dignity so others feel able to experiment with new or innovative ways of working.

Collaborates - Creates and develops networks and involves others to first understand their point of view and then join together in a common purpose. Crosses internal and external organisational boundaries to improve and deliver shared solution and services in ways that achieve mutual gain.

Achieves Results

Delivers - Develops a quality service by valuing and modelling professional excellence and expertise to enable the delivery of commercially, financially viable services. Takes into account diverse customer needs and requirements.

This role is politically restricted - please refer to Politically Restricted Posts policy and guide: ECC politically restricted posts for full details.
