

Role Profile

Job Title:	Chief Executive	Grade:	Chief Executive grade
Directorate:	Chief Executive	Post no:	P001717
		Location:	Perceval House

Role reports to:	The Leader, Council and Cabinet
Direct Reports:	Executive Directors Children, Adults & Public Health, Executive Director Place, Director of Strategy and Engagement, Chief Finance Officer, Director of Legal & Democratic Services, Director of ICT (CIO) and Property Services, Director of Human Resources & Organisational Development, Director of West London Alliance, Personal Assistant
Indirect Reports:	Directors, Assistant Directors, Service Heads
<i>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.</i>	

JOB PURPOSE

1. To collectively with members, implement the council decisions and plans ensuring there is effective governance of the council and probity and integrity of decision making.
2. To plan the successful delivery of the council's strategic priorities as set by the Council Leader and Cabinet.
3. To work in partnership, influence and co-ordinate activities with strategic partners and other organisations – locally, regionally and nationally
4. To strengthen the way council services engage and work with local people, communities and partners to improve outcomes and address the inequalities that exist.
5. To drive the Council's ambition for Ealing residents, working internally and externally across functions and organisations to integrate and reform services that are fit for purpose now and in the future.
6. To provide strategic leadership throughout the organisation and be a powerful and persuasive advocate of the council's vision, values and priorities.
7. To take the lead role as the Council's corporate champion to drive forward our Equalities Strategy and tackle racism.
8. To promote equality of opportunity for our staff to ensure we are a positive, inclusive and supportive place to work. Increase the diversity of voices in decision making at all levels.

9. As Head of Paid Service, ensure that appropriate staffing and organisational arrangements are in place to deliver services effectively and efficiently to agreed standards and budgets.

10. To be the electoral registration officer for any constituency in the borough.

Budget: £256.15m net Capital (including HRA) £1119.08m

People: 2,798 non-school employees across the council

Residents: Approx. 352,000

MAIN DUTIES AND RESPONSIBILITIES:

1. To act as the principal policy adviser to the elected leadership of the council on their strategic policy direction and forward planning of objectives, services and resources to deliver the priorities and ambitions for the borough.
2. To head the council's paid service and have overall management accountability for all staff providing a clear sense of ambition, direction and purpose to ensure staff engagement for the successful delivery of the council's priorities.
3. To develop and promote effective relationships across the council and partner organisations providing leadership on strategic and innovative approaches that deliver affordable quality services to Ealing residents.
4. To provide strong leadership and develop and sustain an open, transparent and inclusive leadership culture to support a high calibre, motivated, empowered and creative workforce.
5. To ensure that the leadership engages with services to learn what does and does not work for Ealing's residents and communities.
6. To develop and embed a culture of engaging, co-designing and co-producing solutions with our residents and communities, ensuring services are designed in a whole system approach around resident needs.
7. Alongside the Chief Finance Officer, exercise strong financial management, ensuring the council's financial and other resources are properly planned, managed and controlled.
8. To build Ealing's reputation, promote a positive image of the council and the borough and to develop effective internal and external communication strategies.

9. To develop and promote effective partnerships and relationships with residents, other public sector organisations and agencies, Government Departments, local businesses and the voluntary and community sectors that jointly tackle local issues and reflect the Council's commitment to improving the outcomes for residents.
10. To work pro-actively with Chief Executive colleagues in the West London Alliance, ensuring that the service agrees and delivers the key objectives.
11. To value the diversity of the borough's communities, improving the equality of access and treatment in employment and service delivery.
12. To ensure the effective governance of the council and the legality, probity, integrity, proper public accountability and scrutiny of its decision making processes.
13. To ensure that the council provides "value for money" through its service delivery mechanisms, including shared service and partnership arrangements.
14. To ensure effective risk management, health, safety and wellbeing frameworks are in place so the council is able to meet its statutory and policy requirements.
15. Fulfil the statutory responsibilities of the role of Returning Officer and acting Returning Officer to ensure elections are conducted within the law and to a high standard.
16. To provide strong, clear, decisive and inclusive leadership as required during emergency management situations and participate in the London GOLD rota.

KEY PERFORMANCE INDICATORS:

Organisational effectiveness as measured through:-

- Delivery of the corporate plan, objectives of the JSNA and the Health & Well Being Strategy
- Customer and resident satisfaction (measured by the Residents Survey).
- Employee satisfaction (measured through the staff survey).
- Improvement in corporate performance indicators with special focus on safeguarding, housing, health, employment and skills and community safety.
- Progress in addressing inequality and deprivation in the borough.
- Effective budget management.

KEY RELATIONSHIPS (internal and external):

- Leader, Cabinet, Elected Members, Senior Leadership Team and senior management
- West London Alliance

- Other London Chief Executives
- Local/Regional/National strategic partners
- Key external organisations and funding bodies such as London Councils, other local authorities, Office of London Mayor/GLA, Central Government and the Local Government Association.
- Police Borough Commander
- Health & Well Being Board
- Local business networks
- Voluntary and community organisations
- Public Health England
- Clinical Commissioning Group
- Local/Sub-regional health trusts
- Schools Forum
- Local Children Safeguarding Board

PERSON SPECIFICATION

Background and experience:

1. Experience at a senior management level in an organisation of comparable size and complexity.
2. A proven track record of successful corporate management, leading in the formulation and delivery of corporate objectives and strategies using creative and innovative approaches.
3. A proven track record of effective decision making within a political environment.
4. A demonstrable track record of successfully fostering and leading organisational and cultural change in a manner that inspires and motivates employees to be innovative and creative.
5. A demonstrable record of establishing a strong performance culture, delivering services that are responsive and customer-focused and achieving results.
6. A successful track record of building productive internal and external relationships and working across organisational boundaries.
7. Extensive experience of successful financial and people management within a large complex, multi-functional organisation.
8. Evidence of success in building and enhancing the reputation of an organisation.
9. Evidence of personal leadership in championing diversity and inclusion through employment and service delivery.

Knowledge, skills and abilities:

1. Understanding of local government and the national and political context.
2. A coaching and developmental leadership style that encourages commitment from others.
3. Ability to provide visible and supportive leadership, encouraging collaboration, innovation and creativity.
4. An ability to operate sensitively within a political environment and to develop relationships that command respect, trust and confidence with all members.
5. An ability to maintain a clear overview of issues affecting the Council and manage competing priorities within financial constraints.
6. An ability to make difficult decisions in a challenging environment and to manage conflict and resistance positively and effectively.
7. Excellent communication and negotiation skills and an ability to influence outcomes through effective reasoning and persuasion.
8. An ability to relate to and win the confidence and trust of members, staff, residents and partners.
9. An ability to develop and implement corporate strategies in pursuit of agreed goals.
10. Financial and commercial awareness, with strong analytical skills and a creative approach to problem solving.
11. An ability to provide clear, appropriate, balanced and unambiguous advice.
12. An ability to manage corporate and individual performance in a manner that raises standards and delivers results.
13. An ability to initiate and complement creative and innovative approaches to community leadership and service delivery.

Personal qualities:

1. Ambition, drive and resilience: An ability to deliver under pressure.
2. Energy, creativity and innovation.
3. A strong commitment to service excellence, demand management, continuous improvement and putting residents at the heart of all the council does.

4. Results focussed and performance driven.
5. Leads from the front in a straightforward style demonstrating integrity that builds trust and respect from others.
6. A commitment to local democracy, social justice, equality and accountability to the community.
7. Personal conduct, integrity and credibility that commands the confidence of members, managers, staff, local communities, external partners and stakeholders.

Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards