

Role Profile

Job Title:	Head of Chief Executive's Office	Grade: CB6	Spinal column point range: 408, 409, 410 & 411 (subject JE)
Department:	Chief Executive's Office	Post no:	54101
Directorate:	Chief Executive's Office	Location:	Perceval House

Role reports to:	Chief Executive
Direct Reports:	Personal Assistant to the Chief Executive.
Indirect Reports:	Temporary employees, agency workers, interims, consultants, project officers, staff undertaking apprenticeship and trainee roles allocated from time to time.
<p><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></p>	

JOB DESCRIPTION

PURPOSE OF ROLE:

1. To provide strategic support to the Chief Executive and senior leaders. Providing advice and counsel to ensure the effective and efficient discharge of their functions, and the delivery of the Chief Executive's vision.
2. To act as a strategic partner and key interface with the Strategic Leadership Team (SLT), building positive and effective relationships with the members of SLT and across the organisation.
3. To ensure effective communication with the Mayor and Members, Strategic Directors, partners and other stakeholders.
4. To lead the delivery of full executive support to the Chief Executive and Senior Management Team (SLT)
5. To understand the Chief Executive's priorities and agenda, and to ensure the Chief Executive's time and attention are used to maximum effect, making sound judgements, acting, escalating and prioritising in accordance with rapidly changing business needs.
6. To manage the Chief Executive's private office and shared management of an associated budget of up to circa £300k per annum. ensuring the highest level of professionalism and customer service across all functions.
7. To ensure the effective handling of enquiries and complaints received by the Chief Executive via all means of communication, including oversight of office systems.
8. To work with a high degree of autonomy and initiative, independently providing

full executive support, including briefings, research, complex drafting, special projects and the production of internal and external facing presentations.

9. The post holder will be expected to make a significant contribution to the effective governance of the organisation and delivery of key corporate objectives by supporting the Chief Executive, Strategic Leadership Team and the Leadership Forum.
10. The post holder will be expected to make a major contribution to the effective management of the authority in supporting the Chief Executive and Strategic Directors as well as supporting and working with the Head of the Leader's Office.
11. The post holder will be expected to make a major contribution to the effective management of the authority in supporting the Chief Executive in their role.

KEY ACCOUNTABILITIES:

Strategic and corporate responsibilities.

1. To provide effective day to day support to the Chief Executive including:
 - Providing advice and support.
 - Undertaking research and preparing co-ordinate briefings.
 - Providing an effective policy analysis, review and developmental role.
 - Write complex and sensitive briefings, advice papers and reports.
 - Ensure that multi-disciplinary teams develop issue briefs on complex and sensitive matters.
 - To meet with SLT members on behalf of the Chief Executive to review service reports and recommend changes.
 - Have strategic oversight of high-level projects on larger scale organisation initiatives.
 - Reviewing internal and external communications for the Chief Executive, preparing presentations and drafting speeches.
2. To liaise with services across the council to support research and marketing activities.
3. To manage and develop corporate policies relating to the business of the Chief Executive's office.
4. To maintain a detailed, nuanced and current working understanding of the statutory, regulatory and policy environment in which Ealing operates, staying abreast of national, regional and local developments and working with the Council's Communications, Performance and Policy teams to respond.
5. To establish effective communications and working relations with Members, officers, local government associations, Members of Parliament, Government Departments and other external bodies.
6. To manage the Chief Executive's communications proactively, initiating and actioning work independently, bringing urgent matters to their attention, solving problems independently, using initiative in making decisions and referring to the Chief Executive, Strategic Directors and others only when appropriate.
7. To prioritise the Chief Executive's time according to their priorities locally, regionally, nationally and internationally and making sound judgments on priorities, including through the effective management of the Chief Executive's private office function and staff.
8. To prioritise the Chief Executive's work, taking the initiative to deal with issues

on their behalf to ensure their time is focused on key priorities and work programmes, including through the effective management of the Chief Executive's private office function and staff.

9. To demonstrate strong negotiation and influencing skills as well as tact and diplomacy when dealing with people at all levels while maintaining a strong impact.
10. To maintain strategic oversight of a complex schedule and electronic diary, putting in place appropriate mechanisms to ensure informed judgements, appropriate prioritisation and all logistical arrangements are in place around the Chief Executive's diary, implementing and maintaining electronic and other systems and databases to maximise effectiveness.
11. To resolve conflicts proactively and effectively to obtain a satisfactory resolution/outcome.
12. To support the Council in meeting and monitoring high standards of transparency, conduct and probity in the public life of the authority, and to ensure that all actions and records relating to the Chief Executive adhere to all required standards and are exemplary in this regard.
13. To be the lead office for the front face of the Council on behalf of the Chief Executive and minimise any operational and performance issues that may have a reputational impact on the Chief Executive.

Service and resource management.

1. To lead and join up business plans and strategies across the council ensuring effective consultation with customers, partners and other departments.
2. To establish and achieve a performance-driven culture, in line with the corporate vision and values.
3. To develop and embed a customer focused culture.
4. To be responsible for effective budget and resource management, encompassing the optimisation of value for money, robust and transparent monitoring, forecasting, corrective action and reporting.
5. To be accountable on a shared basis for the management of the Chief Executive's Office budget of circa £300k per annum.

Managing self.

1. To manage personal workload, changing priorities and personal objectives.
2. To maintain relevant and proportionate understanding of the trends and issues relating to areas of specific responsibility and local government and public services as whole.

Leading and managing people.

1. To create and maintain a positive organisational culture that promotes the council's values and inspires guides and develops staff.
2. To develop effective working relationships with councillors.
3. To lead two way and proactive communication to, from and within services including team briefings, meetings, staff development days etc., using a variety of media and approaches.
4. To provide direction and leadership to staff within allocated services and outside of it, including for direct reports, all aspects of staff management (recruitment,

<p>induction, production of personal objectives, monitoring of staff performance data, performance management etc; performance appraisals and management of poor performance).</p> <ol style="list-style-type: none"> 5. To develop and promote a performance culture. 6. To lead and support the learning and development of staff, including creation of personal development plans and supporting the release of staff for corporate learning and development initiatives. 7. To ensure that all management processes comply with the Council's procedures including but not limited to Health and Safety, Equality, Diversity and Inclusion (EDI) and practice, financial regulations including contract procedure rules (CPR) and Codes of Conduct.
<p>KEY PERFORMANCE INDICATORS:</p> <ol style="list-style-type: none"> 1. Organisational effectiveness as measured through: <ul style="list-style-type: none"> • Progress in delivering the objectives of the Council. • Progress in meeting statutory/key indicators in allocated services. • Progress in delivering the objectives of the Council Plan. • Delivery of Council Plan commitments. • Customer and resident satisfaction (as measured by the Residents Survey and other surveys). • Employee satisfaction (as measured by the staff survey and other surveys). • Improvement in key corporate performance indicators. • Effective budget management.
<p>KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):</p> <ol style="list-style-type: none"> 1. Chief Executive, Strategic Leadership Team, Leader, Cabinet, Elected Members. 2. Local/Sub-regional health trusts, Partnership Boards, West London Alliance. 3. Peers across the Council, Local strategic partners. 4. External organisations and funding bodies such as London Councils, other local authorities, Government and the Greater London Authority (GLA).
<p>AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):</p> <ol style="list-style-type: none"> 1. For all aspects of people management, including effective recruitment, probation, induction, employee relations, performance management, disciplinary and grievance matters etc. 2. For policy development and implementation subject to Chief Executive, Strategic Leadership Team and Member approval as appropriate. 3. For providing professional advice to Chief Executive, Senior Leadership Team (SLT) and Cabinet with relevant legal, financial and other key implications. 4. For delivery of goals, objectives and targets with the Council Plan. 5. For shared management of an annual budget of £300k per annum.

Person Specification

(NB: if you have more than 12 points in your person specification, please highlight those you wish applicants to address in their application with a **. We recommend a maximum of 10 if possible)

ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

1. Ability to use initiative and influence in all spheres of work; be a confident self-starter, capable of responding effectively and flexibly to all aspects of the role. (**)
2. Ability to work as part of a team supporting Ealing's Strategic Leadership Team, contributing to the delivery of key corporate objectives. (**)
3. Ability to contribute to the development of an effective organisational culture through a forward thinking, results oriented and customer focused approach to all aspects of the role. (**)
4. Proven ability to work across functional, professional and organisational boundaries including the management and leadership of multi-disciplinary teams. (**)
5. A solid understanding of the principles and practice of corporate management, strategic planning and business performance improvement. (**)
6. Credible and visible leadership skills capable of establishing high levels of trust, shared purpose and motivation among a wide range of internal and external constituencies. (**)
7. Ability to influence and persuade, to foster collaboration and achieve results through others. (**)
8. Highly developed analytical skills. (**)
9. Ability to exercise and apply critical judgement to complex and sensitive issues. (**)
10. Excellent communication skills, with the proven ability to present to a diverse range of internal and external audiences using a variety of media and approaches. (**)
11. Ability to co-ordinate effective and robust budgetary management including forecasting, corrective action, delivering efficiencies, assessment of value for money, and the production of business cases.
12. Personal integrity, determination, energy and resilience to meet the requirements of the role.
13. Ability to create, contribute to and maintain a highly supportive and motivational corporate organisational culture of high performance and customer service excellence.

ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION (e.g., HCPC)

1. Experience and knowledge of resource management techniques.
2. Experience of collaborative, partnership working with a wide range of stakeholders and multi-agency services at all levels including very senior

- managers and customers across Health, Police and community sector.
3. Experience of working in a political environment, of developing effective and productive working relationships coupled with sound political acumen.
 4. Significant experience in leading successful programmes of substantial beneficial change
 5. Experience of managing team(s) at a senior level, appropriate to the role
 6. Proven experience of leading and managing staff including recruitment induction, objective setting, coaching, performance reviews and timely intervention of poor performance
 7. A track record of delivering significant service improvements within a large organisation
 8. Experience of resource management and business analysis skills, including budget management.
 9. A proven track record of success in championing equality, diversity and inclusion and furthering equalities objectives.
 10. Evidence of continual professional development.
 11. **Please note that this post is Politically Restricted.**

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