



Job Title: Executive Director of Corporate Services

Reports to: Managing Director

Grade: B03

Job Context:

Are you ready to make a meaningful impact on one of the most critical periods of Birmingham City Council's future? In a city facing unprecedented financial challenges, Birmingham City Council is seeking dynamic individuals who demonstrate the expertise, determination, and unwavering resilience required to ensure the delivery of vital services to our citizens.

Our city, like many others, is grappling with complex economic realities. We recognise the daunting hurdles ahead, but we also firmly believe in the potential for transformation and progress. The economic pressures underscore the urgency of our mission – to safeguard and enhance the wellbeing of our residents.

The city council needs to remain agile and transformational to meet the needs of its citizens, local communities and government imperatives. For one of the largest local authorities in Europe, employing some 10,000 people, change is the norm and service delivery is critical.

Our Leadership and Organisational guiding principles:

We are helpful

- **Collaborate across teams:** Build trusted partnerships, working collaboratively with others to meet shared objectives
- **Value Diversity:** Recognises the value that different perspectives and experiences bring to an organisation
- **Resilient:** Rebounds from setbacks and adversity when facing difficult situations.

We are Open Minded

- **Enable others:** Build strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- **Create opportunities:** Developing people to meet both their career goals and the organisational goals.
- **Adaptable:** Adapts approach and demeanour in real time to match the shifting demands of different situations; even when the way forward is not clear.

We Drive Positive Outcomes

- **Create a vision:** Paint a compelling picture of the vision and strategy that motivates others to action.
- **Focused on results:** Consistently achieve positive outcomes, even under tough circumstances.
- **Personally accountable:** Holding yourself and others accountable to meet commitment

Job Purpose:

1. The Chief Officer Corporate Services is a new role for the council with the key focus of leading, transforming and bringing together essential internal professional, enabling departments. E.g.
 - Legal and MO
 - IT and Digital
 - Contact Centre- Customer Services
 - Corporate Portfolio Management Office
 - Digital Mail
 - Business Support
 - Corporate Estates and Facilities Management
2. The Chief Officer Corporate Services oversees and is accountable for the provision of quality, professional and specialist Corporate Services to fulfil the needs of frontline delivery, with the overall objective of supporting a well-managed, in control and safe Council.
3. This role will also direct the delivery of Corporate Services, based on the demand and requirements of externally facing front line delivery departments and teams, working closely with peers who make up the Council Leadership Team.

Strategic Responsibilities:

1. Provide strategic leadership to ensure the development, design and delivery of a radical transformation of the way in which council services are delivered with evolving delivery models.
2. This role sets the direction and delivery model for Corporate Services moving forward, with a strong focus on joining up and holding delivery departments and the wider system to account, by directing organisation governance controls that support the effective running of the business.
3. To provide Strategic leadership and management across the Corporate Services Directorate, ensuring that creative and innovative solutions are deployed to improve long term performance, effectiveness and efficiency of the Council, whilst ensuring that these services meet the highest standards of governance and service delivery.
4. Ensure robust arrangements for the proper administration of the Council's affairs and comply with all relevant legal, professional and regulatory standards.
5. As a Member of the Senior Leadership Team this role takes collective and shared responsibility for the effective leadership and corporate management of the Council's services and delivery of improved outcomes.
6. To positively promote and represent the Council, supporting the Managing Director and other senior leaders to manage the Council – driving performance, effectiveness, and efficiency.

Service Accountabilities:

1. To develop and lead the delivery of the Corporate Services of the Council, working as 'one Council' across the organisation.
2. To lead organisational improvements, reform and change management in line with the Corporate Plan to support delivery of efficient, high-quality services which enable a 'One Council' approach.
3. Provides clear, strong and motivational leadership to create a high-performance culture, both across the Council and within the Directorate that drives continual improvement, efficiency savings and high levels of customer satisfaction.
4. Provide clear leadership and management direction to achieve the efficient and effective operational delivery within services in the Directorate.
5. Develop comprehensive service plans for each area that will underpin and support the achievement of the Corporate Plan, with appropriate governance procedures, clear objectives and performance monitoring.
6. Embed appropriate governance, programme management and strong stewardship for the delivery of services in the Directorate.

These duties are neither exclusive nor exhaustive and you may be expected to undertake duties and responsibilities, as directed by the Managing Director.

This is a politically restricted post in accordance with Section 2(1) (b) of the Local Government and Housing Act 1989.

Person Specification:
Job Title: Executive Director, Corporate Services
Requirements: Evidenced by: **a:** application form **b:** test **c:** interview

| | Criteria tested at: | | |
|---|---------------------|-----------|------|
| | Application | Interview | Test |
| Qualifications and training | | | |
| 1) Degree level or equivalent education. | X | | |
| 2) Hold a recognised professional qualification. | X | | |
| 3) Evidence of continuing professional development. | X | | |
| Experience | | | |
| 4) Experience in programme management and delivery of transformational change. | X | X | |
| 5) Substantial relevant management experience at a senior level in a local authority or other large organisation with experience of successfully delivering high levels of customer service in a multi-service environment. | X | X | |
| 6) A record of achievement in identifying and effectively managing the risk inherent in the delivery of operational services supporting individuals facing challenging life events and situations. | X | X | |
| 7) A successful track record in the management of large staff groups and motivating them to achieve change in new ways of working. | X | X | |
| 8) Experience of service redesign and defining services standards | X | X | |
| 9) Demonstrable experience of ensuring high levels of probity, transparency and governance. | X | X | |
| 10) Demonstrable delivery of a diverse range of activities and developments that have scale, complexity and challenge. | X | X | |