



**Exeter City Council**

## **APPENDIX B**

### **Job Description & Person Specification**

**JOB TITLE:** Strategic Director - Place

**POST NO:** 0000      **REPORTING INTO:** Chief Executive & Head of Paid Services

#### **MAIN PURPOSE OF ROLE**

To work as a member of the Strategic Management Board in delivering against corporate ambitions and priorities by providing strategic challenge and support to the Place Directorate teams that optimises their individual and collective contributions.

#### **MAIN DUTIES & RESPONSIBILITIES**

**As a member of the Council's Strategic Management Board (SMB):**

To work in partnership with customers, central government, public and private sector partners and all of national, regional and local partners to drive delivery of the Council's Corporate Plan.

To champion the democratic framework of the council, working closely with the local political leadership to ensure that elected members' role is understood by Council officers, and member priorities are implemented within the constraints of appropriate probity, legality and the agreed financial envelope.

To work closely with the local political leadership to ensure that elected members' will is expressed and understood by Council officers, and is implemented within the constraints of appropriate probity, legality and the agreed financial envelope.

To provide inspirational leadership, management and development of the Council workforce that creates a professional, supportive environment that champions EDI and, in turn, enhances the Council's ambitions to remain an Employer of Choice in the local employment market and beyond.

To co-deliver organisational change by embracing innovative, cross-Directorate and customer-centric collaboration that ensures joined-up and effective use of corporate resources.

To provide leadership and direction in terms of data including principles, policy, standards, quality, prioritisation and usage across the whole of the organisation.

To provide leadership and direction in the Council's approach to gaining, evaluating and using customer insight in the development of both corporate and Directorate based customer service-related policy and approach.

To foster and develop an organisational culture that is open to, and curious of, innovation, continuous improvement and the development of new structures and ways of working in

order to ensure the most effective and efficient use of resources in the execution of the Council's responsibilities and duties.

To be exemplars of the Council's Values and Behaviour protocols in order to ensure that the Council's corporate image and reputation are held in the highest esteem by all of the customers and communities the City Council serves, as well as stakeholders and partners it collaborates with.

To lead, promote and challenge an inclusive culture both within the service and across the wider council, with a particular focus on our safeguarding responsibilities and role as a corporate parent.

To represent the Council at, but not limited to, civic and partner functions, and committee meetings and to undertake any other duties as required that are commensurate to the role and Council. These may include representing the Chief Executive if required and/or carrying out a Statutory Officer role if appropriately qualified to do so.

### **As the Strategic Director for Place:**

To provide strong and authentic leadership and management of the Council's Place Directorate Teams to create high-achieving, high quality, collegiate strategy development and service delivery performance.

To devise and deliver the Council's Culture, City Development and City Centre & Net Zero as they relate to the Council's Corporate Plan via the timely provision of appropriate Strategic, Business, Service Delivery and Workforce Plans, accompanying budgets and associated documentation.

To hold strategic responsibility and accountability for the delivery of all statutory planning services including Planning Policy, Development Delivery and Development Management and drive the Council's transformational Liveable Exeter programme and develop options for delivery.

To hold strategic responsibility and accountability for the delivery of the Building Control and Land Charges functions.

To take corporate responsibility for the NetZero ambitions, while working with business improvement districts and other stakeholders to ensure the city centre is thriving.

To take ownership of the Council's strategy for Community Safety and Anti-Social Behaviour while engaging key stakeholders both internally and externally.

To have strategic responsibility and accountability for Culture including the Royal Albert Memorial Museum, Historical Guildhall, Arts and Events, the Corn Exchange and Mayoralty.

To ensure that the Directorate's approach to, and delivery of, data-related issues comply with the Council's overarching data strategy.

To lead the City Council's growth, regeneration, and infrastructure strategies in partnerships across the city, region and country to support the ambitions of the organisation, while representing the Council on various external boards as required.

To ensure that the Directorate's approach to, and delivery of, customer-related issues comply with the Council's overarching customer insight and digital customer strategy.

To ensure that the Directorate's efforts in the delivery of innovative business improvement activities in search of efficient use of resources complies with the Council's overarching Continuous Improvement approach.

To ensure appropriate business continuity plans and emergency response procedures are in place for the Directorate.



## **Job Description & Person Specification**

**JOB TITLE:** Strategic Director – People

**POST NO:** 0000

**REPORTING INTO:** Chief Executive & Head of Paid Services

### **MAIN PURPOSE OF ROLE**

To work as a member of the Strategic Management Board in delivering against corporate ambitions and priorities by providing strategic challenge and support to the People Directorate teams that optimises their individual and collective contributions.

### **MAIN DUTIES & RESPONSIBILITIES**

#### **As a member of the Council's Strategic Management Board (SMB):**

To work in partnership with customers, central government, public and private sector partners and all of national, regional and local partners to drive delivery of the Council's Corporate Plan.

To champion the democratic framework of the council, working closely with the local political leadership to ensure that elected members' role is understood by Council officers, and member priorities are implemented within the constraints of appropriate probity, legality and the agreed financial envelope.

To work closely with the local political leadership to ensure that elected members' will is expressed and understood by Council officers, and is implemented within the constraints of appropriate probity, legality and the agreed financial envelope.

To provide inspirational leadership, management and development of the Council workforce that creates a professional, supportive environment that champions EDI and, in turn, enhances the Council's ambitions to remain an Employer of Choice in the local employment market and beyond.

To co-deliver organisational change by embracing innovative, cross-Directorate and customer-centric collaboration that ensures joined-up and effective use of corporate resources.

To provide leadership and direction in terms of data including principles, policy, standards, quality, prioritisation and usage across the whole of the organisation.

To provide leadership and direction in the Council's approach to gaining, evaluating and using customer insight in the development of both corporate and Directorate based customer service-related policy and approach.

To foster and develop an organisational culture that is open to, and curious of, innovation, continuous improvement and the development of new structures and ways of working in order to ensure the most effective and efficient use of resources in the execution of the Council's responsibilities and duties.

To be exemplars of the Council's Values and Behaviour protocols in order to ensure that the Council's corporate image and reputation are held in the highest esteem by all of the customers and communities the City Council serves, as well as stakeholders and partners it collaborates with.

To lead, promote and challenge an inclusive culture both within the service and across the wider council, with a particular focus on our safeguarding responsibilities and role as a corporate parent.

To represent the Council at, but not limited to, civic and partner functions, and committee meetings and to undertake any other duties as required that are commensurate to the role and Council. These may include representing the Chief Executive if required and/or carrying out a Statutory Officer role if appropriately qualified to do so.

### **As the Strategic Director for People:**

To provide strong and authentic leadership and management of the Council's People Directorate Teams to create high-achieving, high quality, collegiate strategy development and service delivery performance.

To devise and deliver the Council's Digital & Data, Customer & Communities, Housing, and HR, Workforce Planning & OD service priorities as they relate to the Council's Corporate Plan via the timely provision of appropriate Strategic, Business, Service Delivery and Workforce Plans, accompanying budgets and associated documentation.

To have overarching ownership of our Housing service meeting regulatory requirements and strategic oversight to address housing needs & homelessness.

To proactively develop and maintain partnerships with private sector housing organisations, to ensure compliance with regulations and create a customer centric service that supports tenants.

To have overarching ownership of our HR, Workforce Planning and OD strategy and related activities using evidence to create a service that supports, engages, retains, and recruits staff while driving excellence.

To have corporate responsibility for engaging with Strategic Directors and Service Leads to maintain and deliver the council's Corporate Plan.

To have strategic responsibility and accountability for Customers & Communities not limited to using customer insights and complaints to drive positive change in services across the City Council.

To lead the Directorate's Digital & Data service, which embraces the use of technology and data to support in the delivery of our vital services, improve efficiency across the Council and comply with our legal obligations in relation to the Data Protection and Freedom of Information Acts.

To be the Shareholder Director on the Board of Strata

To advise the CX and Members on the development of a Corporate Business Intelligence function

To ensure that the Directorate's approach to, and delivery of, data-related issues comply with the Council's overarching data strategy.

To ensure that the Directorate's approach to, and delivery of, customer-related issues comply with the Council's overarching customer insight and digital customer strategy.

To lead a Directorate that seeks to use technology that contributes to services delivering the Council's ambitious targets.

To ensure that the Directorate's efforts in the delivery of innovative business improvement activities in search of efficient use of resources complies with the Council's overarching Continuous Improvement approach.

To ensure appropriate business continuity plans and emergency response procedures are in place for the Directorate.



## **Job Description & Person Specification**

**JOB TITLE:** Strategic Director – Corporate Resources

**POST NO:** 0000

**REPORTING INTO:** Chief Executive & Head of Paid Services

### **MAIN PURPOSE OF ROLE**

To work as a member of the Strategic Management Board in delivering against corporate ambitions and priorities by providing strategic challenge and support to the Corporate Resources Directorate teams that optimises their individual and collective contributions.

### **MAIN DUTIES & RESPONSIBILITIES**

#### **As a member of the Council's Strategic Management Board (SMB):**

To work in partnership with customers, central government, public and private sector partners and all of national, regional and local partners to drive delivery of the Council's Corporate Plan.

To champion the democratic framework of the council, working closely with the local political leadership to ensure that elected members' role is understood by Council officers, and member priorities are implemented within the constraints of appropriate probity, legality and the agreed financial envelope.

To work closely with the local political leadership to ensure that elected members' will is expressed and understood by Council officers, and is implemented within the constraints of appropriate probity, legality and the agreed financial envelope.

To provide inspirational leadership, management and development of the Council workforce that creates a professional, supportive environment that champions EDI and, in turn, enhances the Council's ambitions to remain an Employer of Choice in the local employment market and beyond.

To co-deliver organisational change by embracing innovative, cross-Directorate and customer-centric collaboration that ensures joined-up and effective use of corporate resources.

To provide leadership and direction in terms of data including principles, policy, standards, quality, prioritisation and usage across the whole of the organisation.

To provide leadership and direction in the Council's approach to gaining, evaluating and using customer insight in the development of both corporate and Directorate based customer service-related policy and approach.

To foster and develop an organisational culture that is open to, and curious of, innovation, continuous improvement and the development of new structures and ways of working in order to ensure the most effective and efficient use of resources in the execution of the Council's responsibilities and duties.

To be exemplars of the Council's Values and Behaviour protocols in order to ensure that the Council's corporate image and reputation are held in the highest esteem by all of the customers and communities the City Council serves, as well as stakeholders and partners it collaborates with.

To lead, promote and challenge an inclusive culture both within the service and across the wider council, with a particular focus on our safeguarding responsibilities and role as a corporate parent.

To represent the Council at, but not limited to, civic and partner functions, and committee meetings and to undertake any other duties as required that are commensurate to the role and Council. These may include representing the Chief Executive if required and/or carrying out a Statutory Officer role if appropriately qualified to do so.

### **As the Strategic Director for Corporate Resources:**

To provide strong and authentic leadership and management of the Council's Corporate Resources Directorate Teams to create high-achieving, high quality, collegiate strategy development and service delivery performance.

To devise and deliver the Council's Finance, Legal, Asset Maintenance and Commercial Assets service priorities as they relate to the Council's Corporate Plan via the timely production of appropriate Strategic, Business, Service Delivery and Workforce Plans, accompanying budgets and associated documentation.

To create and deliver effective governance that equips the council to make decisions using an appropriate legislative framework.

To hold strategic accountability and responsibility for the Finance service including implementing effective systems and processes that support income generation in Revs & Bens, debt collection and risk management.

To take corporate responsibility for the management of the City Council's Commercial Assets including the Matford Centre and Markets and the maintenance of all of the City Council's property assets.

To take corporate responsibility of the Corporate Resources Directorate Business Plan and budget, while leading services that are effective, efficient and fit for the future.

To create a culture of continuous improvement and learning that inspires employees to be innovative in their approach to creating effective and customer centric services.

To take corporate ownership of our Legal Services not limited to Democratic services, Elections and Electoral Registration, Procurement and Corporate Governance ensuring appropriate frameworks are adhered to, and communicated across the City Council.

To ensure that the Directorate's approach to, and delivery of, customer-related issues comply with the Council's overarching customer insight and digital customer strategy.

To ensure that the Directorate's efforts in the delivery of innovative business improvement activities in search of efficient use of resources complies with the Council's overarching Continuous Improvement approach.

To ensure that the Directorate's approach to, and delivery of, data-related issues comply with the Council's overarching data strategy.





## **Job Description & Person Specification**

**JOB TITLE:** Strategic Director – Community Services

**POST NO:** 0000

**REPORTING INTO:** Chief Executive & Head of Paid Services

### **MAIN PURPOSE OF ROLE**

To work as a member of the Strategic Management Board in delivering against corporate ambitions and priorities by providing strategic challenge and support to the Community Services Directorate teams that optimises their individual and collective contributions.

### **MAIN DUTIES & RESPONSIBILITIES**

#### **As a member of the Council's Strategic Management Board (SMB):**

To work in partnership with customers, central government, public and private sector partners and all of national, regional and local partners to drive delivery of the Council's Corporate Plan.

To champion the democratic framework of the council, working closely with the local political leadership to ensure that elected members' role is understood by Council officers, and member priorities are implemented within the constraints of appropriate probity, legality and the agreed financial envelope.

To work closely with the local political leadership to ensure that elected members' will is expressed and understood by Council officers, and is implemented within the constraints of appropriate probity, legality and the agreed financial envelope.

To provide inspirational leadership, management and development of the Council workforce that creates a professional, supportive environment that champions EDI and, in turn, enhances the Council's ambitions to remain an Employer of Choice in the local employment market and beyond.

To co-deliver organisational change by embracing innovative, cross-Directorate and customer-centric collaboration that ensures joined-up and effective use of corporate resources.

To provide leadership and direction in terms of data including principles, policy, standards, quality, prioritisation and usage across the whole of the organisation.

To provide leadership and direction in the Council's approach to gaining, evaluating and using customer insight in the development of both corporate and Directorate based customer service-related policy and approach.

To foster and develop an organisational culture that is open to, and curious of, innovation, continuous improvement and the development of new structures and ways of working in order to ensure the most effective and efficient use of resources in the execution of the Council's responsibilities and duties.

To be exemplars of the Council's Values and Behaviour protocols in order to ensure that the Council's corporate image and reputation are held in the highest esteem by all of the customers and communities the City Council serves, as well as stakeholders and partners it collaborates with.

To lead, promote and challenge an inclusive culture both within the service and across the wider council, with a particular focus on our safeguarding responsibilities and role as a corporate parent.

To represent the Council at, but not limited to, civic and partner functions, and committee meetings and to undertake any other duties as required that are commensurate to the role and Council. These may include representing the Chief Executive if required and/or carrying out a Statutory Officer role if appropriately qualified to do so.

### **As the Strategic Director for Community Services**

To provide strong and authentic leadership and management of the Council's Community Services Directorate Teams to create high-achieving, high quality, collegiate strategy development and service delivery performance.

To devise and deliver the Council's Environment, Leisure & Healthy Living, and Operations services as they relate to the Council's Corporate Plan via the timely provision of appropriate Strategic, Business, Service Delivery and Workforce Plans, accompanying budgets and associated documentation.

To have overarching strategic ownership of our Operations service including parks & grounds maintenance, Cleansing, Fleet, waste management, harbours and waterways and cemeteries creating an effective and efficient service that is excellent value for money.

To have overarching strategic responsibility and accountability for Leisure Services, Healthy & Active Lifestyles, Commercialisation, Sales and Marketing ensuring the Council is proactive and seeks out commercial opportunities, while delivering services that are value for money.

To have corporate responsibility for Environmental Health, Air Quality, Licensing and Public Health, while ensuring the City Council's Emergency Planning and Business Continuity plans are efficient and effective in supporting the organisation to meet its obligations.

To ensure that the Directorate's approach to, and delivery of, data-related issues comply with the Council's overarching data strategy.

To create a culture of continuous improvement and learning that inspires employees to be innovative in their approach to creating effective and customer centric services.

To provide strong leadership and the creation of partnerships that delivers the Council's ambitious targets of ensuring Exeter is an excellent place to live, work, study, and visit.

To ensure that the Directorate's approach to, and delivery of, customer-related issues comply with the Council's overarching customer insight and digital customer strategy.

To ensure that the Directorate's efforts in the delivery of innovative business improvement activities in search of efficient use of resources complies with the Council's overarching Continuous Improvement approach.

To ensure appropriate business continuity plans and emergency response procedures are in place for the Directorate.

### Person Specification for Directors

<b>Criteria - Educational Standards</b>	<b>Assessed by Application Form</b>	<b>Assessed by Interview Panel</b>	<b>Assessed by a Presentation</b>
E - Educated to Degree Level or equivalent in a related field to the portfolio.	X		
E - Evidence of Continuing Personal and Professional Development (CPD)	X		
<b>Criteria – Experience</b>			
E - Successful track record of achievement in leading large teams with diverse but relevant portfolios.	X		
E - Extensive leadership and senior management experience in a complex organisation	X		
E - Evidence of creating and managing substantial budgets	X		
E - Evidence of cultivating a high-performing culture that delivers cost-effective outcomes		X	
<b>Criteria - Attitude, Skills &amp; Knowledge</b>			
E - Is adept at forming productive partnerships at a senior level that delivers improvement across an organisation		X	
D - Is innovative in resolving problems and overcoming challenges facing the local			

government sector.		<b>X</b>	
E - Has demonstrable knowledge and understanding of legislative framework surrounding Local Government e.g. governance.		<b>X</b>	
E- Possesses inspirational leadership and strategic thinking skills and nous			<b>X</b>
D - Can demonstrate a natural ability to engage stakeholders in a political environment.		<b>X</b>	
<b>Criteria - Personal Attributes</b>			
E - Is solution focused and innovative in overcoming challenge.		<b>X</b>	
E- Has excellent communication skills and the ability to inspire colleagues			<b>X</b>
E - Can evidence a resilient, tenacious and courageous outlook		<b>X</b>	
E - Possesses good self-awareness and ability to analyse own performance to identify opportunities to enhance work for others		<b>X</b>	

E – Essential

D – Desirable

Date last updated March 2024



**JOB TITLE: Service Lead – Asset Maintenance**

**POST NO:** 0000

**REPORTING INTO:** Strategic Director – Corporate Resources

**MAIN PURPOSE OF ROLE**

To work as a member of our Operational Management Board, delivering against our corporate ambitions and priorities by offering strategic and operational support to the Asset Maintenance service. To provide excellent management and leadership that ensures Exeter City Council delivers its vital services.

**MAIN DUTIES & RESPONSIBILITIES**

**As a member of the Council’s Operational Management Board (OMB) you will:**

- Work in partnership across the operational management board (OMB), senior management board (SMB), public and private sector partners, customers, and central government to drive the delivery of the Councils services.
- Be an exemplar of the Council’s values and behaviour protocols to ensure that the Council’s corporate image and reputation are held in the highest esteem by all the customers and communities the City Council serves, and stakeholders and partners it collaborates with.
- Provide inspirational leadership, management and development of the Council workforce that creates a professional, supportive environment that champions EDI and, in turn, enhances the Council’s ambitions to remain an Employer of Choice in the local employment market and beyond.
- Be a proactive member of our operational management team ensuring we have a collaborative approach to leadership at operational level.
- Provide leadership and direction in terms of data including principles, policy, standards, quality, prioritisation and usage across the whole of the organisation.
- Work with local political leadership to ensure that elected members’ will is expressed and understood by Council officers, and is implemented within the constraints of appropriate probity, legality and the agreed financial envelope.
- Work to develop an organisational culture that is open to, and curious of, innovation, continuous improvement and the development of new models of service delivery and ways of working to ensure the most effective and efficient use of resources in the execution of the Council’s priorities and responsibilities.
- Lead, promote and challenge an inclusive culture both within the service and across the wider council, with a particular focus on our safeguarding responsibilities and role as a corporate parent.

**As the Service Lead for Asset Maintenance you will:**

- Lead the management, development, performance and continuous improvement of all Asset Maintenance services including HRA Retrofit & Maintenance, General Fund Asset Management, Capital Expenditure, Facilities Management, Engineering, and External Health & Safety.
- Be responsible for and contribute to Asset Maintenance strategic and business plans and effective policies that form a customer centric service.
- Take ownership for creating a culture that prioritises health and safety, which is embedded across the whole council and partner organisations.
- Be responsible for the health and safety framework, policies and procedures for the City Council's external assets, buildings and general responsibilities.
- Be a champion of collaborative working by engaging services across the council and external stakeholders to deliver an outstanding Asset Maintenance service, which contributes to a healthy and safe city for all.
- Be knowledgeable, informed and offer excellent judgement while adhering to relevant laws, national policies and current trends across the sector.
- Be responsible for HRA Retrofit & Maintenance ensuring council owned buildings and houses are in an excellent state of repairs and is cost effective and within financial budgets.
- Lead the Assets Management team by delivering a comprehensive commercial property management function in respect of the Council's diverse property portfolio and to contribute to the delivery and management of those estate management activities.
- Have principal responsibility for the capital expenditure and engineering while establishing and implementing appropriate commercial strategies and improvement programmes for the council's property and other portfolios.
- Lead the professional development of employees within the Asset Maintenance service creating a pathway for future leaders and qualified members of staff, while also addressing barriers to retaining staff.
- Be a champion of collaboration across the City Council, driving innovation and organisational change to deliver customer-centric services.
- Provide accurate, timely and relevant advice to the Directors, Chief Executive, Members and other key stakeholders where appropriate.
- Undertake any other duties as required that are commensurate to the role and Council. These may include representing the Director where required or acting as a Statutory Officer or Deputy Statutory Officer if appropriate and suitably qualified.

## Person Specification

Criteria - Educational Standards	Assessed by application form	Assessed by interview panel	Assessed by a presentation
E- Educated to Degree Level or equivalent in a relevant field to the Asset Maintenance portfolio.	<b>X</b>		
E- Evidence of Continuing Personal and Professional Development (CPD) in relation to Asset Maintenance.	<b>X</b>		

<b>Criteria – Experience</b>			
E - Extensive leadership and senior management experience in a complex organisation.	<b>X</b>		
E - Evidence of controlling and managing substantial budgets.	<b>X</b>		
D - Evidence of cultivating a high-performing culture that delivers cost-effective outcomes.		<b>X</b>	
<b>Essential criteria – skills, abilities and knowledge</b>			
E - Extensive knowledge leading services related to Asset Maintenance.		<b>X</b>	
D - Skills and experience in forming productive partnerships at a senior level that delivers improvement across an organisation.		<b>X</b>	
E - Outstanding communication skills and the ability to adapt to all stakeholders needs.		<b>X</b>	
<b>Criteria - Personal Attributes</b>			
E- Excellent ability to collaborate with internal and external stakeholders.		<b>X</b>	
E - Solution focused and innovative in overcoming challenges facing the Council.		<b>X</b>	
E - A resilient, tenacious and courageous outlook.		<b>X</b>	
E- Good self-awareness and ability to analyse own performance to identify opportunities to enhance work.		<b>X</b>	

E – Essential

D – Desirable

**Date last updated March 2024**



**JOB TITLE: Service Lead – City Centre & Net Zero**

**POST NO:** 0000

**REPORTING INTO:** Strategic Director – Place

**MAIN PURPOSE OF ROLE**

To work as a member of our Operational Management Board, delivering against our corporate ambitions and priorities by offering strategic and operational support to the City Centre & Net Zero service. To provide excellent management and leadership that ensures Exeter City Council delivers its vital services.

**MAIN DUTIES & RESPONSIBILITIES**

**As a member of the Council’s Operational Management Board (OMB) you will:**

- Work in partnership across the operational management board (OMB), senior management board (SMB), public and private sector partners, customers, and central government to drive the delivery of the Council’s services.
- Be an exemplar of the Council’s values and behaviour protocols to ensure that the Council’s corporate image and reputation are held in the highest esteem by all the customers and communities the City Council serves, and stakeholders and partners it collaborates with.
- Provide inspirational leadership, management and development of the Council workforce that creates a professional, supportive environment that champions EDI and, in turn, enhances the Council’s ambitions to remain an Employer of Choice in the local employment market and beyond.
- Be a proactive member of our operational management team ensuring we have a collaborative approach to leadership at operational level.
- Provide leadership and direction in terms of data including principles, policy, standards, quality, prioritisation and usage across the whole of the organisation.
- Work with local political leadership to ensure that elected members’ will is expressed and understood by Council officers, and is implemented within the constraints of appropriate probity, legality and the agreed financial envelope.
- Work to develop an organisational culture that is open to, and curious of, innovation, continuous improvement and the development of new models of service delivery and ways of working to ensure the most effective and efficient use of resources in the execution of the Council’s priorities and responsibilities.
- Lead, promote and challenge an inclusive culture both within the service and across the wider council, with a particular focus on our safeguarding responsibilities and role as a corporate parent.

**As the Service Lead for City Centre & Net Zero you will:**

- Lead the management, development, performance and continuous improvement of all City Centre & Net Zero services including, Net Zero (City), Net Zero (Operations), City Centre & Business Engagement, Community Safety & ASB,



Control Room/Homecall.

- Take ownership for strategic and operational plans for the clean growth of the city including Net Zero Capital Projects.
- Work with wider council directorates to achieve its own ambitions to deliver NetZero services and be an example of positive change.
- Be a champion of collaborative working by engaging residents, public and private sector organisations to grow a green city and economy that is accessible for all.
- Demonstrate innovation by resolving challenges that the council may face in achieving its Net Zero ambitions, while maintaining a cost effective and responsible service.
- Work positively and effectively with businesses while creating a city that is mutually beneficial for organisations and residents. To create a city that attracts businesses and skills.
- Be knowledgeable, informed and responsible for Community Safety & Anti-Social Behaviour, while engaging with local, regional and national stakeholders to create an excellent place to live, work, study and visit.
- Be responsible for the management of the Control Room and the provision of the HomeCall Service.
- Lead the development of the city centre, while creating a customer centric service that listens, engages, and makes informed decisions based on evidence.
- Maximise commercial opportunities for the council. while meeting our ambitious NetZero targets.
- Actively seek out and secure government and other external funds to deliver programmes of work and interventions in relation to NetZero and enhancing our city.
- Lead the professional development of employees within the City Centre & Net Zero service creating a pathway for future leaders and qualified members of staff, while also addressing barriers to retaining staff.
- Provide accurate, timely and relevant advice to the Directors, Chief Executive, Members and other key stakeholders where appropriate.
- Undertake any other duties as required that are commensurate to the role and Council. These may include representing the Director where required or acting as a Statutory Officer or Deputy Statutory Officer if appropriate and suitably qualified.

### Personal Specification

<b>Criteria - Educational Standards</b>	<b>Assessed by application form</b>	<b>Assessed by interview panel</b>	<b>Assessed by a presentation</b>
E - Educated to Degree Level or equivalent relevant to City Centre & Net Zero.	<b>X</b>		
E - Evidence of Continuing Personal and Professional Development (CPD) in relation to the City Centre & NetZero portfolio.	<b>X</b>		
<b>Criteria – Experience</b>			
E - Extensive leadership and senior management			

experience in a complex organisation.	<b>X</b>		
E - Evidence of controlling and managing substantial budgets.	<b>X</b>		
D - Evidence of cultivating a high-performing culture that delivers cost-effective outcomes.		<b>X</b>	
<b>Essential criteria – skills, abilities and knowledge</b>			
E - Extensive knowledge and experience of the City Centre & NetZero.		<b>X</b>	
D - Skills and experience in forming productive partnerships at a senior level that delivers improvement across an organisation.		<b>X</b>	
E - Outstanding communication skills and the ability to adapt to all stakeholders needs.		<b>X</b>	
<b>Criteria - Personal Attributes</b>			
D - Excellent ability to collaborate with internal and external stakeholders.		<b>X</b>	
E - Solution focused and innovative in overcoming challenges facing the Council.		<b>X</b>	
E - A resilient, tenacious and courageous outlook.		<b>X</b>	
E - Good self-awareness and ability to analyse own performance to identify opportunities to enhance work.		<b>X</b>	

E – Essential

D – Desirable

**Date last updated March 2024**



**JOB TITLE: Service Lead – City Development**

**POST NO:** 0000

**REPORTING INTO:** Strategic Director – Place

**MAIN PURPOSE OF ROLE**

To work as a member of our Operational Management Board, delivering against our corporate ambitions and priorities by offering strategic and operational support to the City Development service. To provide excellent management and leadership that ensures Exeter City Council delivers its vital services.

**MAIN DUTIES & RESPONSIBILITIES**

**As a member of the Council’s Operational Management Board (OMB) you will:**

- Work in partnership across the operational management board (OMB), senior management board (SMB), public and private sector partners, customers, and central government to drive the delivery of the Councils services.
- Be an exemplar of the Council’s values and behaviour protocols to ensure that the Council’s corporate image and reputation are held in the highest esteem by all the customers and communities the City Council serves, and stakeholders and partners it collaborates with.
- Provide inspirational leadership, management and development of the Council workforce that creates a professional, supportive environment that champions EDI and, in turn, enhances the Council’s ambitions to remain an Employer of Choice in the local employment market and beyond.
- Be a proactive member of our operational management team ensuring we have a collaborative approach to leadership at operational level.
- Provide leadership and direction in terms of data including principles, policy, standards, quality, prioritisation and usage across the whole of the organisation.
- Work with local political leadership to ensure that elected members’ will is expressed and understood by Council officers, and is implemented within the constraints of appropriate probity, legality and the agreed financial envelope.
- Work to develop an organisational culture that is open to, and curious of, innovation, continuous improvement and the development of new models of service delivery and ways of working to ensure the most effective and efficient use of resources in the execution of the Council’s priorities and responsibilities.
- Lead, promote and challenge an inclusive culture both within the service and across the wider council, with a particular focus on our safeguarding responsibilities and role as a corporate parent.

**As the Service Lead for City Development you will:**

- Lead the management, development, performance and continuous improvement of all City Development services including, Planning Policy, Development Management, Development Delivery, Building Control and Land Charges.

- Be responsible for and contribute to City Development strategic and business plans and effective policies that form a customer centric service.
- To be responsible for the overall performance management of City Development to ensure all statutory targets set by Government and any locally set targets are met and to ensure the regular reporting of performance to the Director, Strategic Management Board and Elected Members.
- To be the lead officer in relation to the statutory planning functions of the Council, providing strategic leadership across development management, planning policy, neighbourhood planning, planning enforcement, master-planning and conservation.
- Deliver an effective and efficient building control and land charges services that are proactive and cost effective.
- Be a champion of collaboration through engaging with internal services and external organisations for the benefit of the City Development services and wider council.
- To drive continuous improvement across the service through the sharing of information, best practice and the use of evidence-based practice.
- Take ownership of the delivery of the Exeter Plan and Liveable Exeter while ensuring there is agreed joint working policy and/or infrastructure with neighbouring authorities and agencies.
- Be knowledgeable, informed and offer excellent judgement while adhering to relevant City Development laws, national policies and current trends across the sector.
- Lead the professional development of employees within the City Development service creating a pathway for future leaders and qualified members of staff, while also addressing barriers to retaining staff.
- Be a champion of collaboration across the City Council, driving innovation and organisational change to deliver customer-centric services.
- Provide accurate, timely and relevant advice to the Directors, Chief Executive, Members and other key stakeholders where appropriate.
- Undertake any other duties as required that are commensurate to the role and Council. These may include representing the Director where required or acting as a Statutory Officer or Deputy Statutory Officer if appropriate and suitably qualified.

### Personal Specification

Criteria - Educational Standards	Assessed by application form	Assessed by interview panel	Assessed by a presentation
E - A degree (or equivalent) in either Town and Country Planning, Building Surveying or a relevant related discipline.	<b>X</b>		
E - Evidence of Continuing Personal and Professional Development (CPD) in relation to City Development (Policy).	<b>X</b>		
E - Corporate Member or Fellow RTPI or RICS (Planning) or (Building Control) or similar relevant professional qualification such as RIBA, CIOB, ABE.	<b>X</b>		

<b>Criteria – Experience</b>			
E - Extensive leadership and senior management experience in a complex organisation.	<b>X</b>		
E - Evidence of controlling and managing substantial budgets.	<b>X</b>		
D - Evidence of cultivating a high-performing culture that delivers cost-effective outcomes.		<b>X</b>	
<b>Essential criteria – skills, abilities and knowledge</b>			
E - Extensive knowledge and experience of the City Development (Policy) sector.		<b>X</b>	
D - Skills and experience in forming productive partnerships at a senior level that delivers improvement across an organisation.		<b>X</b>	
E - Outstanding communication skills and the ability to adapt to all stakeholders needs.		<b>X</b>	
<b>Criteria - Personal Attributes</b>			
D - Excellent ability to collaborate with internal and external stakeholders.		<b>X</b>	
E - Solution focused and innovative in overcoming challenges facing the Council.		<b>X</b>	
E - A resilient, tenacious and courageous outlook.		<b>X</b>	
E - Good self-awareness and ability to analyse own performance to identify opportunities to enhance work.		<b>X</b>	

E – Essential

D – Desirable

**Date last updated March 2024**



**JOB TITLE: Service Lead – Commercial Assets**

**POST NO:** 0000

**REPORTING INTO:** Strategic Director – Corporate Resources

To work as a member of our Operational Management Board, delivering against our corporate ambitions and priorities by offering strategic and operational support to the Commercial Assets service. To provide excellent management and leadership that ensures Exeter City Council delivers its vital services.

**MAIN DUTIES & RESPONSIBILITIES**

**As a member of the Council’s Operational Management Board (OMB) you will:**

- Work in partnership across the operational management board (OMB), senior management board (SMB), public and private sector partners, customers, and central government to drive the delivery of the Council’s services.
- Be an exemplar of the Council’s values and behaviour protocols to ensure that the Council’s corporate image and reputation are held in the highest esteem by all the customers and communities the City Council serves, and stakeholders and partners it collaborates with.
- Provide inspirational leadership, management and development of the Council workforce that creates a professional, supportive environment that champions EDI and, in turn, enhances the Council’s ambitions to remain an Employer of Choice in the local employment market and beyond.
- Be a proactive member of our operational management team ensuring we have a collaborative approach to leadership at operational level.
- Provide leadership and direction in terms of data including principles, policy, standards, quality, prioritisation and usage across the whole of the organisation.
- Work with local political leadership to ensure that elected members’ will is expressed and understood by Council officers, and is implemented within the constraints of appropriate probity, legality and the agreed financial envelope.
- Work to develop an organisational culture that is open to, and curious of, innovation, continuous improvement and the development of new models of service delivery and ways of working to ensure the most effective and efficient use of resources in the execution of the Council’s priorities and responsibilities.
- Lead, promote and challenge an inclusive culture both within the service and across the wider council, with a particular focus on our safeguarding responsibilities and role as a corporate parent.

**As the Service Lead for Commercial Assets you will:**

- Lead the management, development, performance and continuous improvement of our Commercial Assets service including Surveying, Commercial Property, Car Parking and Matford Centre & Markets.
- Lead in the development of strategic and business asset management plans and

effective policies.

- Optimise property performance, maintenance and refurbishment to increase the council's commercial property use and income generation.
- Be knowledgeable and informed while adhering to relevant laws, local and national policies that relate to the Commercial Assets portfolio.
- Set up, manage, and lead multi-disciplinary and multi-agency project teams for each project where necessary, ensuring projects are delivered on time and within budget.
- Have principal responsibility for the successful running of the Matford Centre & Markets, through working with key stakeholders and engaging with the public.
- Be responsible for scrutinising contracts related to Commercial Assets by ensuring they are compliant and in line with legislation and policies.
- Continuously review and improve the Commercial Asset service and identified opportunities for more efficient and effective working.
- Lead the professional development of employees within the Commercial Assets service creating a pathway for future leaders and qualified members of staff, while also addressing barriers to retaining staff.
- Be a champion of collaboration across the City Council, driving innovation and organisational change to deliver customer-centric services.
- Provide accurate, timely and relevant advice to the Directors, Chief Executive, Members and other key stakeholders where appropriate.
- Undertake any other duties as required that are commensurate to the role and Council. These may include representing the Director where required or acting as a Statutory Officer or Deputy Statutory Officer if appropriate and suitably qualified.

### Personal Specification

<b>Criteria - Educational Standards</b>	<b>Assessed by application form</b>	<b>Assessed by interview panel</b>	<b>Assessed by a presentation</b>
E - Educated to Degree Level or equivalent relevant to Commercial Assets	<b>X</b>		
E - Evidence of Continuing Personal and Professional Development (CPD) related to the Commercial Assets portfolio.	<b>X</b>		
<b>Criteria – Experience</b>			
E - Extensive leadership and senior management experience in a complex organisation.	<b>X</b>		
E - Evidence of controlling and managing substantial budgets.	<b>X</b>		

D - Evidence of cultivating a high-performing culture that delivers cost-effective outcomes.		<b>X</b>	
<b>Essential criteria – skills, abilities and knowledge</b>			
E - Extensive knowledge and experience of Surveying, Commercial Property, Livestock Centre, and Harbour & Waterways.		<b>X</b>	
E - Skills and experience in forming productive partnerships at a senior level that delivers improvement across an organisation.		<b>X</b>	
E - Outstanding communication skills and the ability to adapt to all stakeholders needs.		<b>X</b>	
<b>Criteria - Personal Attributes</b>			
D - Excellent ability to collaborate with internal and external stakeholders.		<b>X</b>	
E - Solution focused and innovative in overcoming challenges facing the Council.		<b>X</b>	
E - A resilient, tenacious and courageous outlook.		<b>X</b>	
E - Good self-awareness and ability to analyse own performance to identify opportunities to enhance work.		<b>X</b>	

E – Essential

D – Desirable

**Date last updated March 2024**





**JOB TITLE: Service Lead – Culture**

**POST NO:** 0000

**REPORTING INTO:** Strategic Director – Place

### **MAIN PURPOSE OF ROLE**

To work as a member of our Operational Management Board, delivering against our corporate ambitions and priorities by offering strategic and operational support to the Culture service. To provide excellent management and leadership that ensures Exeter City Council delivers its vital services.

### **MAIN DUTIES & RESPONSIBILITIES**

**As a member of the Council's Operational Management Board (OMB) you will:**

- Work in partnership across the operational management board (OMB), senior management board (SMB), public and private sector partners, customers, and central government to drive the delivery of the Council's services.
- Be an exemplar of the Council's values and behaviour protocols to ensure that the Council's corporate image and reputation are held in the highest esteem by all the customers and communities the City Council serves, and stakeholders and partners it collaborates with.
- Provide inspirational leadership, management and development of the Council workforce that creates a professional, supportive environment that champions EDI and, in turn, enhances the Council's ambitions to remain an Employer of Choice in the local employment market and beyond.
- Be a proactive member of our operational management team ensuring we have a collaborative approach to leadership at operational level.
- Provide leadership and direction in terms of data including principles, policy, standards, quality, prioritisation and usage across the whole of the organisation.
- Work with local political leadership to ensure that elected members' will is expressed and understood by Council officers, and is implemented within the constraints of appropriate probity, legality and the agreed financial envelope.
- Work to develop an organisational culture that is open to, and curious of, innovation, continuous improvement and the development of new models of service delivery and ways of working to ensure the most effective and efficient use of resources in the execution of the Council's priorities and responsibilities.
- Lead, promote and challenge an inclusive culture both within the service and across the wider council, with a particular focus on our safeguarding responsibilities and role as a corporate parent.

**As the Service Lead for Culture you will:**

- Lead the management, development, performance and continuous improvement of all Culture services including, RAMM, Historical Guildhall, Underground Passages, Custom House, Arts & Events, Corn Exchange, Mayoralty, Red Coats & Visit Exeter.
- Be responsible for and contribute to Culture strategic and business plans and

effective policies that form a customer centric service.

- Be responsible for delivering Exeter City’s Council’s cultural strategy and supporting Exeter’s cultural organisations and partners to deliver a vibrant cultural offering.
- Take ownership of raising awareness and use of the Corn Exchange and Historic Guildhall ensuring they are cost effective and benefit residents.
- Take ownership of raising awareness and use of the Council’s cultural assets such as the Underground Passages and Custom House
- To be responsible for the RAMM’s world-class collections and ambitious programming to ensure that the museum is a place of discovery for everyone. This should include the identification and submission of bids for funding.
- Be innovative in the continued promotion of Exeter City, and be responsible for Visit Exeter and increasing sustainable tourism.
- Lead the planning and delivery of cost-effective programmes and events not limited to Arts & Events that engage residents, increase tourism while attracting a global audience.
- Be innovative in the council’s approach to the commercialisation of Culture services and generating profitable opportunities that benefit the city and residents.
- Be knowledgeable, informed and offer excellent judgement while adhering to relevant laws, national policies and current trends across the sector.
- Lead the professional development of employees within the Culture service creating a pathway for future leaders and qualified members of staff, while also addressing barriers to retaining staff.
- Be a champion of collaboration across the City Council, driving innovation and organisational change to deliver customer-centric services.
- Provide accurate, timely and relevant advice to the Directors, Chief Executive, Members and other key stakeholders where appropriate.
- Undertake any other duties as required that are commensurate to the role and Council. These may include representing the Director where required or acting as a Statutory Officer or Deputy Statutory Officer if appropriate and suitably qualified.

### Personal Specification

<b>Criteria - Educational Standards</b>	<b>Assessed by application form</b>	<b>Assessed by interview panel</b>	<b>Assessed by a presentation</b>
E - Educated to Degree Level or equivalent relevant to Culture	<b>X</b>		
E - Evidence of Continuing Personal and Professional Development (CPD) in relation to the Culture Service portfolio.	<b>X</b>		
<b>Criteria – Experience</b>			
E - Extensive leadership and senior management experience in a complex organisation.	<b>X</b>		

E - Evidence of controlling and managing substantial budgets.	X		
D - Evidence of cultivating a high-performing culture that delivers cost-effective outcomes.		X	
<b>Essential criteria – skills, abilities and knowledge</b>			
E - Extensive knowledge and experience of the Culture service portfolio.		X	
E - Skills and experience in forming productive partnerships at a senior level that delivers improvement across an organisation.		X	
E - Outstanding communication skills and the ability to adapt to all stakeholders needs.		X	
<b>Criteria - Personal Attributes</b>			
D - Excellent ability to collaborate with internal and external stakeholders.		X	
E - Solution focused and innovative in overcoming challenges facing the Council.		X	
E - A resilient, tenacious and courageous outlook.		X	
E - Good self-awareness and ability to analyse own performance to identify opportunities to enhance work.		X	

E – Essential

D – Desirable

**Date last updated March 2024**



## **Job description**

**JOB TITLE: Service Lead – Customers & Communities**

**POST NO:** 0000

**REPORTING INTO:** Strategic Director – People

### **MAIN PURPOSE OF ROLE**

To work as a member of our Operational Management Board, delivering against our corporate ambitions and priorities by offering strategic and operational support to the Customers & Communities service. To provide excellent management and leadership that ensures Exeter City Council delivers its vital services.

### **MAIN DUTIES & RESPONSIBILITIES**

**As a member of the Council's Operational Management Board (OMB) you will:**

- Work in partnership across the operational management board (OMB), senior management board (SMB), public and private sector partners, customers, and central government to drive the delivery of the Council's services.
- Be an exemplar of the Council's values and behaviour protocols to ensure that the Council's corporate image and reputation are held in the highest esteem by all the customers and communities the City Council serves, and stakeholders and partners it collaborates with.
- Provide inspirational leadership, management and development of the Council workforce that creates a professional, supportive environment that champions EDI and, in turn, enhances the Council's ambitions to remain an Employer of Choice in the local employment market and beyond.
- Be a proactive member of our operational management team ensuring we have a collaborative approach to leadership at operational level.
- Provide leadership and direction in terms of data including principles, policy, standards, quality, prioritisation and usage across the whole of the organisation.
- Work with local political leadership to ensure that elected members' will is expressed and understood by Council officers, and is implemented within the constraints of appropriate probity, legality and the agreed financial envelope.
- Work to develop an organisational culture that is open to, and curious of, innovation, continuous improvement and the development of new models of service delivery and ways of working to ensure the most effective and efficient use of resources in the execution of the Council's priorities and responsibilities.

- Lead, promote and challenge an inclusive culture both within the service and across the wider council, with a particular focus on our safeguarding responsibilities and role as a corporate parent.

**As the Service Lead for Customers & Communities, you will:**

- Lead the management, development, performance and continuous improvement of all our Customers & Communities service including Customer Service Centre, Consultation, Community Engagement/Grants, Customer Insight/CRM and Complaints.
- Be responsible and contribute to strategic plans and policies that influence, and shape customer centric council services.
- Own and maximise the use of data, analytics and trends to drive continuous improvement and aid efficiency across the council through Customer Insight/CRM.
- To be responsible for consulting with stakeholders and engaging with our communities to ensure we are providing the services and support that our communities and stakeholders need. This will include the administration and distribution of community grants.
- Champion and be a role model for positive performance management leading initiatives to create a workforce that reflects our diverse community.
- Review and introduce new processes for owning, handling, monitoring and reporting of complaints, while contributing to the timely resolution of these.
- Form excellent partnerships with regional and national stakeholders to learn, influence and embed best practice across the Council.
- Be knowledgeable, informed and offer excellent judgement while adhering to relevant laws, national policies and current trends across the sector.
- Be a champion of collaborative working by engaging services across the council and external stakeholders to deliver an outstanding Customer Experience service, which contributes to a healthy and safe city for all.
- Drive innovation ensuring forward thinking practices are embedded that have a direct impact on Exeter City colleague and customers.
- Lead the delivery and development of the CRM ensuring all employees maximise training and that policies are effective with excellent employee engagement.
- Lead the professional development of employees within the Customer & Communities service creating a pathway for future leaders and qualified members of staff, while also addressing barriers to retaining staff.
- Be a champion of collaboration across the City Council, driving innovation and organisational change to deliver customer-centric services.
- Provide accurate, timely and relevant advice to the Directors, Chief Executive, Members and other key stakeholders where appropriate.
- Undertake any other duties as required that are commensurate to the role and Council. These may include representing the Director where required or acting as a Statutory Officer or Deputy Statutory Officer if appropriate and suitably qualified.

**Person Specification**

Criteria - Educational Standards	Assessed by application form	Assessed by interview panel	Assessed by a presentation
E - Educated to Degree Level or equivalent relevant to Customers &	<b>X</b>		

Communities.			
E - Evidence of Continuing Personal and Professional Development (CPD) in relation to Customers & Communities.	X		
<b>Criteria – Experience</b>			
E - Extensive leadership and senior management experience in a complex organisation.	X		
E - Evidence of controlling and managing substantial budgets.	X		
D - Evidence of cultivating a high-performing culture that delivers cost-effective outcomes.		X	
<b>Essential criteria – skills, abilities and knowledge</b>			
E - Extensive knowledge leading services related to the Customer & Communities Services.		X	
D - Skills and experience in forming productive partnerships at a senior level that delivers improvement across an organisation.		X	
E - Outstanding communication skills and the ability to adapt to all stakeholders needs.		X	
<b>Criteria - Personal Attributes</b>			
D - Excellent ability to collaborate with internal and external stakeholders.		X	
E - Solution focused and innovative in overcoming challenges facing the Council.		X	
E - A resilient, tenacious and courageous outlook.		X	
E - Good self-awareness and ability to analyse own performance to identify opportunities to enhance work.		X	

**Date last updated March 2024**

## **JOB TITLE: Service Lead – Digital & Data**

**POST NO:** 0000

**REPORTING INTO:** Strategic Director – People

### **MAIN PURPOSE OF ROLE**

To work as a member of our Operational Management Board, delivering against our corporate ambitions and priorities by offering strategic and operational support to the Digital & Data service. To provide excellent management and leadership that ensures Exeter City Council delivers its vital services.

### **MAIN DUTIES & RESPONSIBILITIES**

**As a member of the Council's Operational Management Board (OMB) you will:**

- Work in partnership across the operational management board (OMB), senior management board (SMB), public and private sector partners, customers, and central government to drive the delivery of the Council's services.
- Be an exemplar of the Council's values and behaviour protocols to ensure that the Council's corporate image and reputation are held in the highest esteem by all the customers and communities the City Council serves, and stakeholders and partners it collaborates with.
- Provide inspirational leadership, management and development of the Council workforce that creates a professional, supportive environment that champions EDI and, in turn, enhances the Council's ambitions to remain an Employer of Choice in the local employment market and beyond.
- Be a proactive member of our operational management team ensuring we have a collaborative approach to leadership at operational level.
- Provide leadership and direction in terms of data including principles, policy, standards, quality, prioritisation and usage across the whole of the organisation.
- Work with local political leadership to ensure that elected members' will is expressed and understood by Council officers, and is implemented within the constraints of appropriate probity, legality and the agreed financial envelope.
- Work to develop an organisational culture that is open to, and curious of, innovation, continuous improvement and the development of new models of service delivery and ways of working to ensure the most effective and efficient use of resources in the execution of the Council's priorities and responsibilities.
- Lead, promote and challenge an inclusive culture both within the service and across the wider council, with a particular focus on our safeguarding responsibilities and role as a corporate parent.

**As the Service Lead for Digital and Data you will:**

- Lead the management, development, performance and continuous improvement of our Digital & Data service including Data Governance (Protection) & Systems, Performance Framework & Business Intelligence, IT Client, GDPR, FOIs, Corporate Plan.
- Work with our ICT Provider, Strata, as client lead to oversee our ICT budgets, allocate and prioritise ICT resources and to deliver the council's digital customer strategy.
- Lead the design, implementation and ongoing development of the council's digital and data approach, while supporting architecture, programmes and training to staff and members. All while ensuring, we are providing the best value for money.

- Be responsible for working with services to develop a Performance Management Framework that can monitor progress against objectives and help to inform decision making.
- Take ownership of and maximise the use of business intelligence. To engage and work with key stakeholders and Directorates creating a culture that embeds the use of business intelligence to improve programmes and services.
- Have overarching responsibility for the Council's Corporate Plan, including the planning and engaging of key stakeholders across the organisation.
- Provide expert advice on the council's data strategy, including positioning the council as a sector leader in the use of technology.
- Be responsible for GDPR and FOI and to take ownership of information governance and cyber security
- Take ownership for the continuous improvement of digital platforms, not limited to the council website and intranets, while ensuring these are aligned with our Digital Customer approach.
- Lead the professional development of employees within the Digital & Data service creating a pathway for future leaders and qualified members of staff, while also addressing barriers to retaining staff.
- Be a champion of collaboration across the City Council, driving innovation and organisational change to deliver customer-centric services.
- Provide accurate, timely and relevant advice to the Directors, Chief Executive, Members and other key stakeholders where appropriate.
- Undertake any other duties as required that are commensurate to the role and Council. These may include representing the Director where required or acting as a Statutory Officer or Deputy Statutory Officer if appropriate and suitably qualified.

### Personal Specification

<b>Criteria - Educational Standards</b>	<b>Assessed by application form</b>	<b>Assessed by interview panel</b>	<b>Assessed by a presentation</b>
Educated to Degree Level or equivalent relevant to Digital & Data.	<b>X</b>		
Evidence of Continuing Personal and Professional Development (CPD) in relation to Digital and Data.	<b>X</b>		
<b>Criteria – Experience</b>			
Extensive leadership and senior management experience in a complex organisation.	<b>X</b>		
Evidence of controlling and managing substantial budgets.	<b>X</b>		
Evidence of cultivating a high-performing culture that delivers cost-effective		<b>X</b>	



outcomes.			
<b>Essential criteria – skills, abilities and knowledge</b>			
Extensive knowledge and experience of Digital and Data services.		<b>X</b>	
Skills and experience in forming productive partnerships at a senior level that delivers improvement across an organisation.		<b>X</b>	
Outstanding communication skills and the ability to adapt to all stakeholders needs.		<b>X</b>	
<b>Criteria - Personal Attributes</b>			
Excellent ability to collaborate with internal and external stakeholders.		<b>X</b>	
Solution focused and innovative in overcoming challenges facing the Council.		<b>X</b>	
A resilient, tenacious and courageous outlook.		<b>X</b>	
Good self-awareness and ability to analyse own performance to identify opportunities to enhance work.		<b>X</b>	



**JOB TITLE: Service Lead – Environment**

**POST NO:** 0000

**REPORTING INTO:** Strategic Director – Community Services

### **MAIN PURPOSE OF ROLE**

To work as a member of our Operational Management Board, delivering against our corporate ambitions and priorities by offering strategic and operational support to the Environment service. To provide excellent management and leadership that ensures Exeter City Council delivers its vital services.

### **MAIN DUTIES & RESPONSIBILITIES**

**As a member of the Council’s Operational Management Board (OMB) you will:**

- Work in partnership across the operational management board (OMB), senior management board (SMB), public and private sector partners, customers, and central government to drive the delivery of the Councils services.
- Be an exemplar of the Council’s values and behaviour protocols to ensure that the Council’s corporate image and reputation are held in the highest esteem by all the customers and communities the City Council serves, and stakeholders and partners it collaborates with.
- Provide inspirational leadership, management and development of the Council workforce that creates a professional, supportive environment that champions EDI and, in turn, enhances the Council’s ambitions to remain an Employer of Choice in the local employment market and beyond.
- Be a proactive member of our operational management team ensuring we have a collaborative approach to leadership at operational level.
- Provide leadership and direction in terms of data including principles, policy, standards, quality, prioritisation and usage across the whole of the organisation.
- Work with local political leadership to ensure that elected members’ will is expressed and understood by Council officers, and is implemented within the constraints of appropriate probity, legality and the agreed financial envelope.
- Work to develop an organisational culture that is open to, and curious of, innovation, continuous improvement and the development of new models of service delivery and ways of working to ensure the most effective and efficient use of resources in the execution of the Council’s priorities and responsibilities.
- Lead, promote and challenge an inclusive culture both within the service and across the wider council, with a particular focus on our safeguarding responsibilities and role as a corporate parent.

**As the Service Lead for Environment you will:**

- Lead the management, development, performance and continuous improvement of all Environment services including Environmental Health, Emergency Planning, Air Quality, Public Health, Business Continuity, and Licensing.
- Be responsible for and contribute to Environment strategic and business plans and

effective policies that form a customer centric service.

- Ensure the councils' statutory obligations in relation to environmental health are met, which contribute to an excellent place to live, work, visit and study.
- Be responsible for the collation, analysis, interpretation and reporting of statistical data for the Council and regulatory authorities in relation to the Environmental Services.
- Be responsible for ensuring adequate arrangements are in place to deal with incidents as defined under the emergency plan. This includes coordinating with other agencies, liaising with other council departments and ensuring that the service delivers the optimal response possible to the emerging incident.
- Ensure that the Council has robust business continuity arrangements in place
- Champion collaborative working with internal council services and external agencies not limited to Public Health England, Drinking Water Inspectorate and other local authorities.
- Have overarching responsibility for and offer excellent advice and guidance in relation to licensing legislation and policies.
- Be knowledgeable, informed and offer excellent judgement while adhering to relevant Environment laws, national policies and current trends across the sector.
- Lead the professional development of employees within the Environment service creating a pathway for future leaders and qualified members of staff, while also addressing barriers to retaining staff.
- Be a champion of collaboration across the City Council, driving innovation and organisational change to deliver customer-centric services.
- Provide accurate, timely and relevant advice to the Directors, Chief Executive, Members and other key stakeholders where appropriate.
- Undertake any other duties as required that are commensurate to the role and Council. These may include representing the Director where required or acting as a Statutory Officer or Deputy Statutory Officer if appropriate and suitably qualified.

### Personal Specification

<b>Criteria - Educational Standards</b>	<b>Assessed by application form</b>	<b>Assessed by interview panel</b>	<b>Assessed by a presentation</b>
E – Educated to Degree Level or equivalent relevant to Environmental Health.	<b>X</b>		
E - Evidence of Continuing Personal and Professional Development (CPD) in relation to the Environment service portfolio.	<b>X</b>		
E - Environmental Health membership of a relevant professional body or working towards this.	<b>X</b>		
<b>Criteria – Experience</b>			
E - Extensive leadership and senior management experience in a complex organisation.	<b>X</b>		

E - Evidence of controlling and managing substantial budgets.	X		
D - Evidence of cultivating a high-performing culture that delivers cost-effective outcomes.		X	
<b>Essential criteria – skills, abilities and knowledge</b>			
E - Extensive knowledge and experience of the Environmental service portfolio.		X	
D - Skills and experience in forming productive partnerships at a senior level that delivers improvement across an organisation.		X	
E - Outstanding communication skills and the ability to adapt to all stakeholders needs.		X	
<b>Criteria - Personal Attributes</b>			
D - Excellent ability to collaborate with internal and external stakeholders.		X	
E - Solution focused and innovative in overcoming challenges facing the Council.		X	
E - A resilient, tenacious and courageous outlook.		X	
E - Good self-awareness and ability to analyse own performance to identify opportunities to enhance work.		X	

**Date last updated March 2024**

**JOB TITLE: Service Lead – Finance -****POST NO:** 0000**REPORTING INTO:** Strategic Director – Corporate Resources**MAIN PURPOSE OF ROLE**

To work as a member of our Operational Management Board, delivering against our corporate ambitions and priorities by offering strategic and operational support to the Finance service. To provide excellent management and leadership that ensures Exeter City Council delivers its vital services.

**MAIN DUTIES & RESPONSIBILITIES****As a member of the Council's Operational Management Board (OMB) you will:**

- Work in partnership across the operational management board (OMB), senior management board (SMB), public and private sector partners, customers, and central government to drive the delivery of the Council's services.
- Be an exemplar of the Council's values and behaviour protocols to ensure that the Council's corporate image and reputation are held in the highest esteem by all the customers and communities the City Council serves, and stakeholders and partners it collaborates with.
- Provide inspirational leadership, management and development of the Council workforce that creates a professional, supportive environment that champions EDI and, in turn, enhances the Council's ambitions to remain an Employer of Choice in the local employment market and beyond.
- Be a proactive member of our operational management team ensuring we have a collaborative approach to leadership at operational level.-
- Provide leadership and direction in terms of data including principles, policy, standards, quality, prioritisation and usage across the whole of the organisation.
- Work with local political leadership to ensure that elected members' will is expressed and understood by Council officers, and is implemented within the constraints of appropriate probity, legality and the agreed financial envelope.
- Work to develop an organisational culture that is open to, and curious of, innovation, continuous improvement and the development of new models of service delivery and ways of working to ensure the most effective and efficient use of resources in the execution of the Council's priorities and responsibilities.
- Lead, promote and challenge an inclusive culture both within the service and across the wider council, with a particular focus on our safeguarding responsibilities and role as a corporate parent.

**As the Service Lead for Finance you will:**

- Lead the management, development, performance and continuous improvement of all Finance services including, Accountancy, Revenues & Benefits, Exchequer, Internal Audit Client, Sundry Debt Collection & Risk Management.
- Lead the day-to-day responsibilities of the Finance Service including developing, reviewing and monitoring the forward planning and preparation of the Council's Medium-Term Financial Strategy and annual Revenue and Capital Budgets.
- Offer strategic leadership to support the financial transformation and sustainability of services. To provide financial business partnering advice to Directors to support the sustainability of their services and address key financial challenges.
- Be accountable for the deployment of all available resources for the revenues and benefits services for Exeter City.

- Be responsible for ensuring prompt payment for goods and services and for managing the efficient and timely collection of sundry debt.
- Have overall responsibility the Finance service ensuring all methods of working within these areas are compliant with relevant primary and secondary legislation, guidance and caselaw.
- Continue to review and transform operating models related to the Finance portfolio while mitigating risks and influence change across the organisation.
- Lead the council's risk management function and act as the Internal Audit Client Lead and manage day-to-day relationships with external auditors and relevant stakeholders.
- Manage the council's investments appropriately, safeguarding public funds and effectively managing the Exchequer service.
- Lead the professional development of employees within the Finance service creating a pathway for future leaders and qualified members of staff, while also addressing barriers to retaining staff.
- Be a champion of collaboration across the City Council, driving innovation and organisational change to deliver customer-centric services.
- Provide accurate, timely and relevant advice to the Directors, Chief Executive, Members and other key stakeholders where appropriate.
- Undertake any other duties as required that are commensurate to the role and Council. These may include representing the Director where required or acting as a Statutory Officer or Deputy Statutory Officer if appropriate and suitably qualified.

### Personal Specification

<b>Criteria - Educational Standards</b>	<b>Assessed by application form</b>	<b>Assessed by interview panel</b>	<b>Assessed by a presentation</b>
E - Educated to Degree Level or equivalent relevant to Finance.	<b>X</b>		
E - Evidence of Continuing Personal and Professional Development (CPD) in relation to the Finance service portfolio.	<b>X</b>		
E- Qualified accountant with current membership of the relevant professional body.	<b>X</b>		
<b>Criteria – Experience</b>			
E - Extensive leadership and senior management experience in a complex organisation.	<b>X</b>		
E - Evidence of controlling and managing substantial budgets.	<b>X</b>		
D - Evidence of cultivating a high-performing culture that delivers cost-effective outcomes.		<b>X</b>	
<b>Essential criteria – skills, abilities and knowledge</b>			

E - Extensive knowledge and experience of the Finance service portfolio.		<b>X</b>	
D - Skills and experience in forming productive partnerships at a senior level that delivers improvement across an organisation.		<b>X</b>	
E - Outstanding communication skills and the ability to adapt to all stakeholders needs.		<b>X</b>	
<b>Criteria - Personal Attributes</b>			
D - Excellent ability to collaborate with internal and external stakeholders.		<b>X</b>	
E - Solution focused and innovative in overcoming challenges facing the Council.		<b>X</b>	
E - A resilient, tenacious and courageous outlook.		<b>X</b>	
E - Good self-awareness and ability to analyse own performance to identify opportunities to enhance work.		<b>X</b>	

E – Essential

D – Desirable

**Date last updated March 2024**

**JOB TITLE: Service Lead – Housing****POST NO:** 0000**REPORTING INTO:** Strategic Director – People**MAIN PURPOSE OF ROLE**

To work as a member of our Operational Management Board, delivering against our corporate ambitions and priorities by offering strategic and operational support to the Housing service. To provide excellent management and leadership that ensures Exeter City Council delivers its vital services.

**MAIN DUTIES & RESPONSIBILITIES**

**As a member of the Council's Operational Management Board (OMB) you will:**

- Work in partnership across the operational management board (OMB), senior management board (SMB), public and private sector partners, customers, and central government to drive the delivery of the Council's services.
- Be an exemplar of the Council's values and behaviour protocols to ensure that the Council's corporate image and reputation are held in the highest esteem by all the customers and communities the City Council serves, and stakeholders and partners it collaborates with.
- Provide inspirational leadership, management and development of the Council workforce that creates a professional, supportive environment that champions EDI and, in turn, enhances the Council's ambitions to remain an Employer of Choice in the local employment market and beyond.
- Be a proactive member of our operational management team ensuring we have a collaborative approach to leadership at operational level.
- Provide leadership and direction in terms of data including principles, policy, standards, quality, prioritisation and usage across the whole of the organisation.
- Work with local political leadership to ensure that elected members' will is expressed and understood by Council officers, and is implemented within the constraints of appropriate probity, legality and the agreed financial envelope.
- Work to develop an organisational culture that is open to, and curious of, innovation, continuous improvement and the development of new models of service delivery and ways of working to ensure the most effective and efficient use of resources in the execution of the Council's priorities and responsibilities.
- Lead, promote and challenge an inclusive culture both within the service and across the wider council, with a particular focus on our safeguarding responsibilities and role as a corporate parent.

**As the Service Lead for Housing you will:**

- Lead the management, development, performance and continuous improvement of all Housing services including, Housing Needs & Homelessness, Tenancy Services and Rent, and Private Sector Housing.
- Be responsible for and contribute to Housing strategic and business plans and effective policies that form a customer centric service.
- Be innovative in the creation and implementation of strategies that aim to reduce homelessness and rough sleeping across the city.



- Engage and work with the private sector to reduce the number of empty homes and create partnerships to address the council's priorities.
- Own and maximise the use of data, analytics and trends to drive continuous improvement and to use evidence-based practice to make informed decisions.
- Be a champion of collaborative working by engaging services across the council and external stakeholders to deliver an outstanding Housing service, which contributes to a healthy and safe city for all.
- Be knowledgeable, informed and offer excellent judgement while adhering to relevant housing laws, national housing policies and current trends across the sector.
- Identify the needs for affordable housing in the city and encourage the provision of new housing to address these issues. To work with relevant services and organisations across the public and private sector to overcome any obstacles.
- To proactively develop and maintain partnerships with private sector housing organisations and landlords, to ensure compliance with regulations and create a customer centric service that supports tenants.
- To lead Tenants & Residents Forums and other avenues to engage tenants with decisions about their neighbourhoods and place they live.
- To oversee the effective delivery of income ensuring the council maximises income streams, collects the highest levels of rent, while providing an effective value for money.
- To continuously review and improve the quality, security and energy rating of all the council's housing stock so tenants have a safe and energy efficient place to live.
- Lead the professional development of employees within the Housing service creating a pathway for future leaders and qualified members of staff, while also addressing barriers to retaining staff.
- Be a champion of collaboration across the City Council, driving innovation and organisational change to deliver customer-centric services.
- To provide accurate, timely and relevant advice to the Directors, Chief Executive, Members and other key stakeholders where appropriate.
- Undertake any other duties as required that are commensurate to the role and Council. These may include representing the Director where required or acting as a Statutory Officer or Deputy Statutory Officer if appropriate and suitably qualified.

### Personal Specification

<b>Criteria - Educational Standards</b>	<b>Assessed by application form</b>	<b>Assessed by interview panel</b>	<b>Assessed by a presentation</b>
E - Educated to Degree Level or equivalent relevant to Housing.	<b>X</b>		
E - Evidence of Continuing Personal and Professional Development (CPD) in relation to Housing Management Services.	<b>X</b>		
E - Chartered membership of the Chartered Institute of Housing (CIH) or other relevant profession body.	<b>X</b>		

E - A minimum of foundation degree/Level 5 qualification in housing management.	X		
<b>Criteria – Experience</b>			
E - Extensive leadership and senior management experience in a complex organisation.	X		
E - Evidence of controlling and managing substantial budgets.	X		
D - Evidence of cultivating a high-performing culture that delivers cost-effective outcomes.		X	
<b>Essential criteria – skills, abilities and knowledge</b>			
E - Extensive knowledge and experience of the Housing Management Services sector.		X	
D - Skills and experience in forming productive partnerships at a senior level that delivers improvement across an organisation.		X	
E - Outstanding communication skills and the ability to adapt to all stakeholders needs.		X	
<b>Criteria - Personal Attributes</b>			
D - Excellent ability to collaborate with internal and external stakeholders.		X	
E - Solution focused and innovative in overcoming challenges facing the Council.		X	
E - A resilient, tenacious and courageous outlook.		X	
E - Good self-awareness and ability to analyse own performance to identify opportunities to enhance work.		X	

**Date last updated March 2024**



## **Job description**

**JOB TITLE: Service Lead – HR, Workforce Planning & OD**

**POST NO:** 0000

**REPORTING INTO:** Strategic Director – People

### **MAIN PURPOSE OF ROLE**

To work as a member of our Operational Management Board, delivering against our corporate ambitions and priorities by offering strategic and operational support to the HR, Workforce Planning & OD service. To provide excellent management and leadership that ensures Exeter City Council delivers its vital services.

### **MAIN DUTIES & RESPONSIBILITIES**

**As a member of the Council's Operational Management Board (OMB) you will:**

- Work in partnership across the operational management board (OMB), senior management board (SMB), public and private sector partners, customers, and central government to drive the delivery of the Council's services.
- Be an exemplar of the Council's values and behaviour protocols to ensure that the Council's corporate image and reputation are held in the highest esteem by all the customers and communities the City Council serves, and stakeholders and partners it collaborates with.
- Provide inspirational leadership, management and development of the Council workforce that creates a professional, supportive environment that champions EDI and, in turn, enhances the Council's ambitions to remain an Employer of Choice in the local employment market and beyond.
- Be a proactive member of our operational management team ensuring we have a collaborative approach to leadership at operational level.
- Provide leadership and direction in terms of data including principles, policy, standards, quality, prioritisation and usage across the whole of the organisation.
- Work with local political leadership to ensure that elected members' will is expressed and understood by Council officers, and is implemented within the constraints of appropriate probity, legality and the agreed financial envelope.
- Work to develop an organisational culture that is open to, and curious of, innovation, continuous improvement and the development of new models of service delivery and ways of working to ensure the most effective and efficient use of resources in the execution of the Council's priorities and responsibilities.
- Lead, promote and challenge an inclusive culture both within the service and across the wider council, with a particular focus on our safeguarding responsibilities and role as a corporate parent.

## As the Service Lead for People & Organisational Development you will:

- Lead the management, development, performance and continuous improvement of our HR & OD, EDI & Safeguarding, Internal Health and Safety, Wellbeing, HRIS & Payroll.
- Lead our People function across the whole council while offering expert advice and guidance ensuring that the service contributes to our strategic aims.
- Be responsible and contribute to HR & OD strategic plans and effective HR policies that influence, and shape council services not limited to the People & Culture Plan.
- Own and maximise the use of data, analytics and trends to drive continuous improvement and to aid efficiency across the council to drive a proactive recruitment and retention strategy across the council.
- Champion and be a role model for positive performance management leading initiatives to create a workforce that reflects our diverse community.
- Ensure that workforce arrangements are safe and compliant with H&S requirements
- Form excellent partnerships with regional and national stakeholders to learn, influence and embed best workforce practice across the council.
- Drive innovation while delivering forward thinking wellbeing practices that have a direct impact on Exeter City colleagues.
- Lead the delivery of EDI and Safeguarding, ensuring training and policies are effective with excellent employee engagement.
- Take ownership of organisational development while leading initiatives that create efficient and cost-effective directorates.
- Lead on the values and behaviours for the council which shape the culture of the council and empower employees to do their best work.
- Advise the cabinet, committees, members and other key stakeholders on people and employment related matters.
- Be a champion of collaboration across the City Council, driving innovation and organisational change to deliver customer-centric services.
- Engage, inform and continue to develop strong and positive relationships with recognised Unions/ staff associations.
- Undertake any other duties as required that are commensurate to the role and Council. These may include representing the Director where required or acting as a Statutory Officer or Deputy Statutory Officer if appropriate and suitably qualified.

## Person Specification

Criteria - Educational Standards	Assessed by application form	Assessed by interview panel	Assessed by a presentation
E - Educated to Degree Level or equivalent relevant to the role.	<b>X</b>		
E - Evidence of Continuing Personal and Professional	<b>X</b>		

Development (CPD)			
E - CIPD Chartered Member or Fellow Status	X		
<b>Criteria – Experience</b>			
E - Extensive leadership and senior management experience in a complex organisation.	X		
E - Evidence of controlling and managing substantial budgets.	X		
D - Evidence of cultivating a high-performing culture that delivers cost-effective outcomes.		X	
<b>Essential criteria – skills, abilities and knowledge</b>			
E - Extensive knowledge leading services related to People, HR and OD.		X	
D - Skills and experience in forming productive partnerships at a senior level that delivers improvement across an organisation.		X	
E - Outstanding communication skills and the ability to adapt to all stakeholders needs.		X	
<b>Criteria - Personal Attributes</b>			
D - Excellent ability to collaborate with internal and external stakeholders.		X	
E - Solution focused and innovative in overcoming challenges facing the Council.		X	
E - A resilient, tenacious and courageous outlook.		X	
E - Good self-awareness and ability to analyse own performance to identify opportunities to enhance work.		X	

**JOB TITLE: Service Lead – Legal****POST NO:** 0000**REPORTING INTO:** Strategic Director – Corporate Resources**MAIN PURPOSE OF ROLE**

To work as a member of our Operational Management Board, delivering against our corporate ambitions and priorities by offering strategic and operational support to the Legal service. To provide excellent management and leadership that ensures Exeter City Council delivers its vital services.

**MAIN DUTIES & RESPONSIBILITIES****As a member of the Council's Operational Management Board (OMB) you will:**

- Work in partnership across the operational management board (OMB), senior management board (SMB), public and private sector partners, customers, and central government to drive the delivery of the Council's services.
- Be an exemplar of the Council's values and behaviour protocols to ensure that the Council's corporate image and reputation are held in the highest esteem by all the customers and communities the City Council serves, and stakeholders and partners it collaborates with.
- Provide inspirational leadership, management and development of the Council workforce that creates a professional, supportive environment that champions EDI and, in turn, enhances the Council's ambitions to remain an Employer of Choice in the local employment market and beyond.
- Be a proactive member of our operational management team ensuring we have a collaborative approach to leadership at operational level.-
- Provide leadership and direction in terms of data including principles, policy, standards, quality, prioritisation and usage across the whole of the organisation.
- Work with local political leadership to ensure that elected members' will is expressed and understood by Council officers, and is implemented within the constraints of appropriate probity, legality and the agreed financial envelope.
- Work to develop an organisational culture that is open to, and curious of, innovation, continuous improvement and the development of new models of service delivery and ways of working to ensure the most effective and efficient use of resources in the execution of the Council's priorities and responsibilities.
- Lead, promote and challenge an inclusive culture both within the service and across the wider council, with a particular focus on our safeguarding responsibilities and role as a corporate parent.

**As the Service Lead for Legal you will:**

- Lead the management, development, performance and continuous improvement of all Legal services including: legal services, democratic services, corporate governance, procurement, elections/electoral registration.
- Provide the interface between the Legal Services portfolio and all levels of

management and directorates including the delivery of timely and effective legal advice.

- Champion the maintenance of legal and ethical standards to ensure the lawful behaviour and decision making of Members and Officers.
- Be responsible for ensuring that the council has effective Corporate Governance arrangements in place that are compliant with regulatory requirements.
- Provide litigation and represent the council before court, inquiries and tribunals.
- Be responsible for and contribute to Legal strategic and business plans, corporate governance and effective policies that contribute to forming a customer centric organisation.
- Manage activities related to elected members, including member development and other responsibilities that enable members to fulfil the duty of their roles.
- Lead the continuous transformation of our procurement and supply chain management systems and processes, while providing advice and support to both internal and external stakeholders.
- Manage and control the efficient and effective planning and delivery of the elections and electoral registrations.
- Lead the professional development of employees within the Legal service creating a pathway for future leaders and qualified members of staff, while also addressing barriers to retaining staff.
- Be a champion of collaboration across the City Council, driving innovation and organisational change to deliver customer-centric services.
- Provide accurate, timely and relevant advice to the Directors, Chief Executive, Members and other key stakeholders where appropriate.
- Undertake any other duties as required that are commensurate to the role and Council. These may include representing the Director where required or acting as a Statutory Officer or Deputy Statutory Officer if appropriate and suitably qualified.

### Personal Specification

<b>Criteria - Educational Standards</b>	<b>Assessed by application form</b>	<b>Assessed by interview panel</b>	<b>Assessed by a presentation</b>
E - Educated to Degree Level or equivalent relevant to Legal.	<b>X</b>		
E - Evidence of Continuing Personal and Professional Development (CPD) in relation to the Legal Services portfolio.	<b>X</b>		
E - Extensive experience as a practising Solicitor or Barrister (or equivalent qualification and experience).	<b>X</b>		
<b>Criteria – Experience</b>			
E - Extensive leadership and senior management			

experience in a complex organisation.	<b>X</b>		
E - Evidence of controlling and managing substantial budgets.	<b>X</b>		
D - Evidence of cultivating a high-performing culture that delivers cost-effective outcomes.		<b>X</b>	
<b>Essential criteria – skills, abilities and knowledge</b>			
E - Extensive knowledge and experience of the Legal services.		<b>X</b>	
D - Skills and experience in forming productive partnerships at a senior level that delivers improvement across an organisation.		<b>X</b>	
E - Outstanding communication skills and the ability to adapt to all stakeholders needs.		<b>X</b>	
<b>Criteria - Personal Attributes</b>			
D - Excellent ability to collaborate with internal and external stakeholders.		<b>X</b>	
E - Solution focused and innovative in overcoming challenges facing the Council.		<b>X</b>	
E - A resilient, tenacious and courageous outlook.		<b>X</b>	
E - Good self-awareness and ability to analyse own performance to identify opportunities to enhance work.		<b>X</b>	

E – Essential

D – Desirable

**Date last updated March 2024**



## **JOB TITLE: Service Lead – Leisure & Healthy Living**

**POST NO:** 0000

**REPORTING INTO:** Strategic Director – Community Services

### **MAIN PURPOSE OF ROLE**

To work as a member of our Operational Management Board, delivering against our corporate ambitions and priorities by offering strategic and operational support to the Leisure & Healthy Living service. To provide excellent management and leadership that ensures Exeter City Council delivers its vital services.

### **MAIN DUTIES & RESPONSIBILITIES**

**As a member of the Council's Operational Management Board (OMB) you will:**

- Work in partnership across the operational management board (OMB), senior management board (SMB), public and private sector partners, customers, and central government to drive the delivery of the Council's services.
- Be an exemplar of the Council's values and behaviour protocols to ensure that the Council's corporate image and reputation are held in the highest esteem by all the customers and communities the City Council serves, and stakeholders and partners it collaborates with.
- Provide inspirational leadership, management and development of the Council workforce that creates a professional, supportive environment that champions EDI and, in turn, enhances the Council's ambitions to remain an Employer of Choice in the local employment market and beyond.
- Be a proactive member of our operational management team ensuring we have a collaborative approach to leadership at operational level.
- Provide leadership and direction in terms of data including principles, policy, standards, quality, prioritisation and usage across the whole of the organisation.
- Work with local political leadership to ensure that elected members' will is expressed and understood by Council officers, and is implemented within the constraints of appropriate probity, legality and the agreed financial envelope.
- Work to develop an organisational culture that is open to, and curious of, innovation, continuous improvement and the development of new models of service delivery and ways of working to ensure the most effective and efficient use of resources in the execution of the Council's priorities and responsibilities.
- Lead, promote and challenge an inclusive culture both within the service and across the wider council, with a particular focus on our safeguarding responsibilities and role as a corporate parent.

**As the Service Lead for Leisure & Healthy Living you will:**

- Lead the management, development, performance and continuous improvement of all Leisure & Healthy Living services including Leisure Services, Healthy & Active Lifestyles, Commercialisation, and Sales & Marketing.
- Ensure that the council's leisure and healthy living programmes and contracts are delivered to the highest standards and generate the required income streams, along with monitoring other relevant contracted services and service level agreements.
- Take ownership for delivering the council's aspirations to address health

inequalities, improve access to community leisure opportunities and tackle deprivation for an inclusive quality of life for all.

- Develop and implement the creation of a Corporate Sales and Marketing Team to maximise opportunities in increase income generation.
- Provide strategic and operational oversight of leisure and healthy living policies, strategies and programmes to deliver the council's priorities.
- To represent the Council on internal and external strategic and policy groups as required. To be the Council lead contact with Sport England and other relevant national bodies.
- Actively seek out and secure government and other externally funded programmes of work and interventions in relation to Leisure and Healthy Living.
- Be knowledgeable and informed while adhering to relevant local and national policies, programmes and trends related to Leisure & Healthy Living portfolio.
- Provide strategic advice and leadership for the Wellbeing Exeter Programme ensuring that Council and partners strategies and policies are implemented by delivery partners and that additional programmes from the Sport England programme are fully embedded into the Wellbeing Exeter platform.
- Lead the professional development of employees within the Leisure & Healthy Living service creating a pathway for future leaders and qualified members of staff, while also addressing barriers to retaining staff.
- Be a champion of collaboration across the City Council, driving innovation and organisational change to deliver customer-centric services.
- Provide accurate, timely and relevant advice to the Directors, Chief Executive, Members and other key stakeholders where appropriate.
- Undertake any other duties as required that are commensurate to the role and Council. These may include representing the Director where required or acting as a Statutory Officer or Deputy Statutory Officer if appropriate and suitably qualified.

### Personal Specification

<b>Criteria - Educational Standards</b>	<b>Assessed by application form</b>	<b>Assessed by interview panel</b>	<b>Assessed by a presentation</b>
E - Educated to Degree Level or equivalent relevant to Leisure & Healthy Living.	<b>X</b>		
E - Evidence of Continuing Personal and Professional Development (CPD) in relation to the Leisure and Healthy Living portfolio.	<b>X</b>		
<b>Criteria – Experience</b>			
E - Extensive leadership and senior management experience in a complex organisation.	<b>X</b>		
E - Evidence of controlling and managing substantial budgets.	<b>X</b>		

D - Evidence of cultivating a high-performing culture that delivers cost-effective outcomes.		X	
<b>Essential criteria – skills, abilities and knowledge</b>			
E - Extensive knowledge and experience of the Leisure & Healthy Living portfolio.		X	
D - Skills and experience in forming productive partnerships at a senior level that delivers improvement across an organisation.		X	
E - Outstanding communication skills and the ability to adapt to all stakeholders needs.		X	
<b>Criteria - Personal Attributes</b>			
D - Excellent ability to collaborate with internal and external stakeholders.		X	
E - Solution focused and innovative in overcoming challenges facing the Council.		X	
E - A resilient, tenacious and courageous outlook.		X	
E - Good self-awareness and ability to analyse own performance to identify opportunities to enhance work.		X	

E – Essential

D – Desirable

**Date last updated March 2024**

## **JOB TITLE: Service Lead – Operations**

**POST NO:** 0000

**REPORTING INTO:** Strategic Director – Community Services

### **MAIN PURPOSE OF ROLE**

To work as a member of our Operational Management Board, delivering against our corporate ambitions and priorities by offering strategic and operational support to the Operations service. To provide excellent management and leadership that ensures Exeter City Council delivers its vital services.

### **MAIN DUTIES & RESPONSIBILITIES**

**As a member of the Council's Operational Management Board (OMB) you will:**

- Work in partnership across the operational management board (OMB), senior management board (SMB), public and private sector partners, customers, and central government to drive the delivery of the Council's services.
- Be an exemplar of the Council's values and behaviour protocols to ensure that the Council's corporate image and reputation are held in the highest esteem by all the customers and communities the City Council serves, and stakeholders and partners it collaborates with.
- Provide inspirational leadership, management and development of the Council workforce that creates a professional, supportive environment that champions EDI and, in turn, enhances the Council's ambitions to remain an Employer of Choice in the local employment market and beyond.
- Be a proactive member of our operational management team ensuring we have a collaborative approach to leadership at operational level.
- Provide leadership and direction in terms of data including principles, policy, standards, quality, prioritisation and usage across the whole of the organisation.
- Work with local political leadership to ensure that elected members' will is expressed and understood by Council officers, and is implemented within the constraints of appropriate probity, legality and the agreed financial envelope.
- Work to develop an organisational culture that is open to, and curious of, innovation, continuous improvement and the development of new models of service delivery and ways of working to ensure the most effective and efficient use of resources in the execution of the Council's priorities and responsibilities.
- Lead, promote and challenge an inclusive culture both within the service and across the wider council, with a particular focus on our safeguarding responsibilities and role as a corporate parent.

**As the Service Lead for Operations you will:**

- Lead the management, development, performance and continuous improvement of our Parks & Grounds Maintenance, Waste Management, Cleansing, Harbour & Waterways, Cemeteries and Fleet services.
- Take ownership of Public and Greenspace development programmes, investment, maintenance and repair, while creating an excellent environment for the local community.
- Lead the strategic and operational aspects of the council's Waste Management, fleet and cleansing service, creating a value for money, efficient and customer centric service.
- Have in depth understanding of operational techniques and practices including recycling centre operations, waste transfer operations, waste treatment and disposal methods and experience managing complex waste related contracts.

- Act as the Council’s lead advisor on relevant legislation, codes of practice, national policies, best practice and to ensure that all the Operations portfolio meets with these requirements.
- Lead and be responsible for the maintenance and upkeep of the City Council’s cemeteries.
- Embed a culture where working methods are in accordance with policies, procedures and safety standards, and that regular inspections are carried out, recorded and rectified or improved as necessary to ensure a safe working environment across the service.
- Ensure effective financial management & planning of large revenue and capital budgets, maximise income generating opportunities across a range of services and instil a culture of commercial awareness.
- Have responsibility for complex confidential and sensitive situations and lead the development of our Harbour & Waterways strategy.
- Lead the professional development of employees within the Operations service creating a pathway for future leaders and qualified members of staff, while also addressing barriers to retention.
- Be a champion of collaboration across the City Council, driving innovation and organisational change to deliver customer-centric services.
- Provide accurate, timely and relevant advice to the Directors, Chief Executive, Members and other key stakeholders where appropriate.
- Undertake any other duties as required that are commensurate to the role and Council. These may include representing the Director where required or acting as a Statutory Officer or Deputy Statutory Officer if appropriate and suitably qualified.

### Personal Specification

Criteria - Educational Standards	Assessed by application form	Assessed by interview panel	Assessed by a presentation
E - Educated to Degree Level or equivalent relevant to Operations.	<b>X</b>		
E - Evidence of Continuing Personal and Professional Development (CPD) in relation to the Operations service portfolio.	<b>X</b>		
E - Chartered Waste Manager qualification (MCIWM) with Extensive and demonstrable experience of senior waste service leadership	<b>X</b>		
<b>Criteria – Experience</b>			
E - Extensive leadership and senior management experience in a complex organisation.	<b>X</b>		
E - Evidence of controlling and managing substantial budgets.	<b>X</b>		

D - Evidence of cultivating a high-performing culture that delivers cost-effective outcomes.		<b>X</b>	
<b>Essential criteria – skills, abilities and knowledge</b>			
E - Extensive knowledge and experience of the Operations service portfolio.		<b>X</b>	
D - Skills and experience in forming productive partnerships at a senior level that delivers improvement across an organisation.		<b>X</b>	
E - Outstanding communication skills and the ability to adapt to all stakeholders needs.		<b>X</b>	
<b>Criteria - Personal Attributes</b>			
D - Excellent ability to collaborate with internal and external stakeholders.		<b>X</b>	
E - Solution focused and innovative in overcoming challenges facing the Council.		<b>X</b>	
E - A resilient, tenacious and courageous outlook.		<b>X</b>	
E - Good self-awareness and ability to analyse own performance to identify opportunities to enhance work.		<b>X</b>	

## PERSON SPECIFICATION