**SOUTHEND-ON\_SEA CITY COUNCIL**

**JOB PROFILE**

JOB TITLE: DIRECTOR OF CITY OPERATIONS

REPORTS TO: EXECUTIVE DIRECTOR – ENVIRONMENT & PLACE

LEVEL: SMG 3

**Purpose of the Job**

To provide direction and leadership to a specified group of services within the council and to ensure that these services are designed/delivered/commissioned in line with the council’s delivery plans and agreed budgets.

To support the Corporate Leadership Team (CLT), the Departmental Leadership Team (DLT) and to work collaboratively with councillors and the Extended Corporate Leadership Team (ECLT).

To promote visible and inclusive leadership that demonstrates the behaviours and values of the council and sets out a clear direction and expectation of performance standards.

**Key Responsibilities**

To lead and take responsibility for specific strategic and corporate matters as agreed with the Executive Director.

To lead and manage a team of heads of service. To empower and engage these individuals to continually improve and deliver the best possible outcomes in the context of the Corporate Plan and Southend 2050.

To develop and maintain effective relationships with partners and other external bodies (locally, regionally and nationally) and to use these relationships to improve outcomes and service delivery and to promote the community of Southend and the Southend 2050 Ambition.

To maintain and protect the environment, by limiting the impact of the services on the environment and driving towards a position of net zero carbon by 2030.

Develop and maintain positive relationships with elected members.

Promote and role-model the principles of inclusivity, equality and diversity and ensure that these are upheld and embedded across the organisation.

Ensure compliance with health & safety and other relevant legislation across the organisation.

Represent the council with external bodies (including the media).

Represent and deputise for the Executive Director as required.

**Functional Responsibilities**

Responsible for leadership and direction to the following heads of service:

* Community Safety
* Regulatory Services
* Parks and Open Spaces

**Knowledge and Experience**

* Degree and/or management qualification (or equivalent through work related experience)
* Experience of working in a complex and diverse organisation at a middle or senior management level
* Understanding of Local Government and experience of working in a political environment
* Budget management
* Management experience and proven success in leading and motivating teams to a high level of achievement.
* Significant experience in transformation/change management
* Experience of a customer focused environment

**Behaviours and Values**

Behaviours - Driving positive change

* Demonstrating strong leadership
* Trust & respect
* Acting with integrity & behaving responsibly
* Building relationships to work well together