

WREXHAM COUNTY BOROUGH COUNCIL

JOB DESCRIPTION

Job title	Chief Officer Governance & Customer
Department	Chief Executive
Service/Team	Strategic Leadership Team
Reports to (job title and job ID)	Chief Executive
Grade	Chief Officer salary range
Version Control	Final 22/11/2018 Updated 2/8/21

Section 1: Job Purpose

To support the Chief Executive in the overall strategic, corporate management and financial leadership of the Council to ensure the outcomes in the Council Plan are met.

As a member of the Senior Leadership Team, to personally and actively contribute to the collective leadership goals, to ensure the achievement of our corporate aims to deliver long term improvement and sustainable services.

To lead, organise, manage and develop the assigned Chief Officer departmental portfolio, ensuring continuous improvement of the Council's services which align with the corporate priorities and outcomes.

Direct and discharge the Council's statutory duties and responsibilities in portfolio.

This post holder will also act as the statutory officer for the position of Monitoring Officer

Section 2: [Dimensions - see structure chart and technical area](#)

Deputising for the Chief Executive: The post holder will be expected to deputise for the Chief Executive (Head of Paid Service) where necessary and either in the full role or for specific allocated responsibilities. These arrangements will be set out by the Chief Executive to ensure clarity on responsibilities in the event of his/her absence, whether planned or unplanned. The Chief Executive will determine and publicise a first point of contact in his/her absence, but all post holders have this responsibility, therefore may be contacted. The designated point of contact provided will either act and deal with the matter, or allocate the responsibility to one of the Chief Officers, depending on the nature of the contact.

The Council has approximately 5306 employees including those in schools. The Council's net annual budget (excl. HRA) is £232.9m.

The post holder has a number of direct reports for the functional areas which he/she is responsible for.

Section 3: Principal duties and responsibilities

Corporate and Strategic Leadership	
Number	Description of principal duty or responsibility
1	Contribute to the strategic leadership and management of the Council to ensure the achievement of the Council's key objectives and strategies.
2	Ensure the delivery of a one Council approach to develop and achieve the outcomes in the Council plan, including its vision, values and priorities, adhering to governance and financial requirements.
3	To be personally accountable for the successful outcomes of allocated major projects and cross-cutting priorities, including commissioning, operational delivery, leading delivery teams and developing and implementing robust performance management arrangements.
4	Coach, support and guide leadership colleagues to achieve joint understanding of challenges, risks, and opportunities to support a One Council approach.

Management accountabilities and performance management	
Number	Description of principal duty or responsibility
5	To ensure that the Council's statutory services and duties are met and to fulfil the role of the Council's Chief Officer (as above) relevant to post.
6	Lead, coach, develop and motivate dynamic and effective service teams that can deliver diverse, innovative and cost effective services to achieve the organisation's key priorities and improvement aims.
7	To ensure all services recognise the importance of safeguarding, and in the delivery of the services safeguards and promotes the welfare of children and vulnerable adults across the Authority.
8	To challenge the key outcomes for each function using a commissioning approach to establish a coherent, efficient and effective strategy and achieve key objectives.
9	To lead the development of a clear vision and strategy and implement operational plans to ensure the high quality, efficient and effective delivery of the department's functions.
10	To lead the department in adhering to legislation, policies, procedures and processes of the Council for the discharge of its duties e.g. Health and Safety and Fire Policy performance management, HR & OD practices, legal duties and powers, financial management, emergency management, project management, risk management (indicative list only).
11	Undertake any statutory role, relevant to the service, as assigned by the Council.
12	Direct and maintain effective financial management to ensure that each relevant service area operates within budget and meets agreed targets. Operate as a single strategic leadership team to ensure robust financial management across the Council's budget areas.

Management accountabilities and performance management	
Number	Description of principal duty or responsibility
13	Develop and ensure positive partnership working arrangements, providing an executive lead for the Council on designated external groups. Develop working relationships with key stakeholders at local, national and regional level, in particular in other North Wales Authorities, partner organisations and other Public Sector Bodies. Seek opportunities to work with these groups and lead or contribute to regional and national initiatives to reduce costs or improve services in Wrexham.
14	To achieve results against the key areas of responsibility for which you are responsible and demonstrate consistent year on year improvement.
15	To establish and maintain positive working relationships with wider partners/ stakeholders, including Welsh Government, Welsh Audit Office, inspectorates and other relevant professional bodies and delivery partners.
16	Establish and maintain strong and effective working relationships with elected Members through communication and engagement, providing high level advice and support to maintain and improve Council performance. Jointly develop the vision, priorities and community relationships through co-leadership with elected members.
17	To ensure that all services manage Health and Safety effectively addressing areas for improvement, promote a positive and high standard of H&S practice. To also carry out the responsibilities set out in the Safety Management System and adherence to the principles and objectives set out in the Health and Safety Policy to monitor compliance.

Section 4: [Values based behavioural competencies](#)

Section 5: Chief Officer role specific technical brief

The portfolio of the Chief Officer Governance & Customer

The Chief Officer position has a generic job description and person specification with a technical area of responsibility as detailed below;

The Chief Officer post will report to the Chief Executive (Head of Paid Services) and will be responsible for all aspects of the portfolio of services. These may be subject to change, and will be reviewed to reflect changing priorities and the mix of skills and abilities contained in the Senior Leadership Team. These will be subject to agreement in discussion with the Chief Executive.

This may result in some of the functional areas that report directly to the Chief Officer varying over time. Changes to these reports will be in accordance with the constitution.

Portfolio dimensions: Approximate headcount/FTE 100/87, Budget: £3.7m

To ensure that all of the Council's statutory requirements are met and to fulfil the role of the Council's Monitoring Officer.

To develop and continually improve a joined up and innovative customer services function and drive financial, digital and service synergies across legal, democratic and customer services and across the Council.

To develop and deliver an appropriate commissioning model for the departmental services.

To ensure that the Council has access to the appropriate level of advice and support for customer services, communications, democratic and legal and that proper governance arrangements are in place.

To act as a champion for customer services both within and outside the Authority and lead and develop an effective customer interface and deliver the channel management strategy, including digital.

To provide responsive and streamlined services that support the democratic process and members in fulfilling their role, including advising members of the democratic functions, including the scrutiny function of the Council.

Standard Job Description Clauses for all posts:

Job Evaluation: This job description has been compiled to support the HAY evaluation process.

Other Duties: The duties and responsibilities in this job description are not exhaustive. The postholder may be required to undertake other duties that may be assigned or delegated by the Chief Executive which are consistent with the above and within the general scope of the Chief Officer post.

Review: The Council reserves the right to review the scope of this job description, the content of which may be amended from time to time.

Person Specification

Job title	Chief Officer
Job evaluation ID	
Grade	Chief Officer salary range

Qualifications

Requirement	Essential or Desirable	Measured by*
Degree level, or equivalent higher education qualifications (or equivalent experience)	Essential	F C
Evidence of continuing professional development (CPD)	Essential	F C
Professional Management Qualification e.g. MBA	Desirable	F C

Specialist knowledge

Requirement	Essential or Desirable	Measured by*
Recent and extensive experience in a senior corporate role and of operational management within defined portfolio	Essential	F I
Experience of working as part of a wider senior management team	Essential	F I
Public Sector Experience	Desirable	F I
Ability to communicate effectively with a diverse range of audiences using a high standard of written and oral communication skills	Essential	F I
Project Management experience	Desirable	F I
A significant track record of leading and delivering people related change in a complex organisation	Essential	F I
Experience of working with Trade Unions	Desirable	F I
Ability to prioritise deliverables within a complex organisation	Essential	F I
Recent experience of managing multi £million budgets with a diverse range of services	Essential	F I
Comfortable working within a changing environment and dealing with uncertainty	Essential	F I

Practical and intellectual skills

Requirement	Essential or Desirable	Measured by*
Ability to provide motivational leadership through empowering and enabling others	Essential	F I
Able to analyse complex situations, advise on risks and contribute to/make decisions	Essential	F I
Able to use influence and persuasion to shape outcomes and gain support – across functions internally and externally	Essential	F I
Experience in coaching and/or mentoring senior managers	Desirable	F I
Comfortable with Media Management	Desirable	F I
Ability to communicate in Welsh	Desirable	C I

Personal attributes

Requirement	Essential or Desirable	Measured by*
Demonstrating the appropriate behaviours which align to the Council's values (see attached values based behavioural competencies)	Essential	F I
Confidence to work remotely from the wider team without losing corporate perspective	Essential	F I

Personal circumstances

Requirement	Essential or Desirable	Measured by*
Ability to travel across the county borough to carry out work (e.g. attend meetings / visit clients or work sites)	Essential	F I

Equality

Requirement	Essential or Desirable	Measured by*
Knowledge of and commitment to Equality and Diversity	Essential	F I
Understanding of the importance of Welsh language and culture	Essential	F I

* Each of the requirements specified must be measurable. Please indicate the approach that will be taken to assess whether applicants meet the requirements:

- F – Job application form
- I – Interview
- C – Certificate of Qualification
- T – Test

Corporate Values based behavioural competencies – October 2015

TRUST Saying what you are going to do, doing it, letting people know what you've done. Builds confidence and can be relied upon to do or provide what is needed or right.

Positive Behaviours

- ✓ Follows through on actions and commitments
- ✓ Publically takes responsibility for actions and gives credit to others where due
- ✓ Communicates in an open and transparent way, provides accurate and straightforward explanations, avoids jargon/technical terms
- ✓ Supports a workplace environment where everyone can talk and act without fear of blame or repercussions

Leadership behaviours

- ✓ Builds partnerships (internal and external) to the benefit of Council and service users
- ✓ Communicates a clear vision of the desired outcomes, presents the vision with confidence and enthusiasm

Negative behaviours

Communication can be inconsistent, does not share knowledge, breaks promises, avoids responsibility/passes action to others inappropriately, does not show empathy or compassion for others, inappropriately advances own position on an issue.

RESPECT Valuing and having consideration for the people and communities we work with, promotes the benefits of having a diversity of viewpoints, skills and experiences.

Positive Behaviours

- ✓ Puts others at ease, even in difficult situations, treats others fairly, showing regard for their opinions, promotes inclusion and diversity
- ✓ Treats sensitive or confidential information appropriately
- ✓ Communicates in a timely and accurate way, understands who will be affected by an issue/change and ensures they are kept informed and communicated with appropriately
- ✓ Manages their emotions, addresses issues constructively in a calm professional manner

Leadership behaviours

- ✓ Is a role model for effective team working behaviours such as consultation, constructive feedback and supportive challenge
- ✓ Actively engages and consults with stakeholders from all communities

Negative behaviours

Speaks critically of others or the Council, is rude or impatient with others, displays discriminatory behaviour or language, acts in a threatened way when faced by those with greater knowledge/experience, is unaware of others feelings and is unsupportive of colleagues.

INNOVATION The ambition and enthusiasm to be creative and make Wrexham the best, applies new thinking and ways of working to achieve continuous improvement and overcome workplace challenges

Positive Behaviours

- ✓ Gets involved with opportunities to shape change, contributes ideas and suggestions
- ✓ Collaborates with others, is open to new ideas and encourages new but workable solutions to problems
- ✓ Challenges established practices to pursue continuous improvement
- ✓ Responds to changing situations as they arise with minimal supervision

Leadership behaviours

- ✓ Creates, nurtures and sustains a climate of continuous improvement and enthusiasm for strategic, organisational and developmental opportunities

Negative behaviours

Unwilling to adopt new ideas or ways of working, constantly firefighting whilst avoiding dealing with root causes, operates within 'comfort zone', does not respond well to challenge/feedback from others.

FLEXIBILITY The ability to adapt to changes and to create new climates to achieve results, embrace new practices

Positive Behaviours

- ✓ Modifies plans, objectives and behaviours readily according to changing conditions, work responsibilities
- ✓ Demonstrates a 'give it a go' or 'can do' attitude
- ✓ Encourages and supports others to adapt to change, explains the reasons for change
- ✓ Recovers quickly from unexpected obstacles and setbacks, finds alternative ways to achieve objectives

Leadership behaviours

- ✓ Demonstrates a clear sense of purpose
- ✓ Considers the political impact of actions and works positively within the political process

Negative behaviours

Reluctant to change, has a narrow view of work/responsibilities, unwilling to take on new or slightly different aspects of work, ignores feedback, unable to respond to the unanticipated.

INTEGRITY Confidence in people to deliver, accountability at the right level

Positive Behaviours

- ✓ Takes responsibility for quality of work, keeps promises and commitments made to colleagues, supervisors/managers, customers
- ✓ Behaves in a way that encourages learning – recognises mistakes, learns from the experience
- ✓ Recognises conflicts of interest but upholds decisions that are in the Council's interests even if they are unpopular
- ✓ Ensures that their actions, including when in conflict, are done in a manner that demonstrates understanding of others viewpoints and maintains high standards of professionalism

Leadership behaviours

- ✓ Understands risk implications, prioritises long term strategic goals over short term tactical opportunities

Negative behaviours

Says one thing and does another, blames others for mistakes or unpopular decisions, covers up mistakes, fails to recognise good work, pays little regard to health & safety/safeguarding or other rules, is disrespectful about colleagues and/or customers, ignores the bad behaviour of others.

COMMITMENT Actively contributes to the Council's achievements, is dedicated to deliver on our priorities and become a strong community.

Positive Behaviours

- ✓ Is dedicated to the task, does not give up, sees work through to the end and does what it takes to get completion
- ✓ Maintains attendance, encourages, coaches and supports others to stay productive and proactive, takes steps to develop self
- ✓ Recognises, rewards and appreciates the contributions of individuals and the team
- ✓ Builds an understanding of customer needs in order to anticipate and manage demand, service options and opportunities

Leadership behaviours

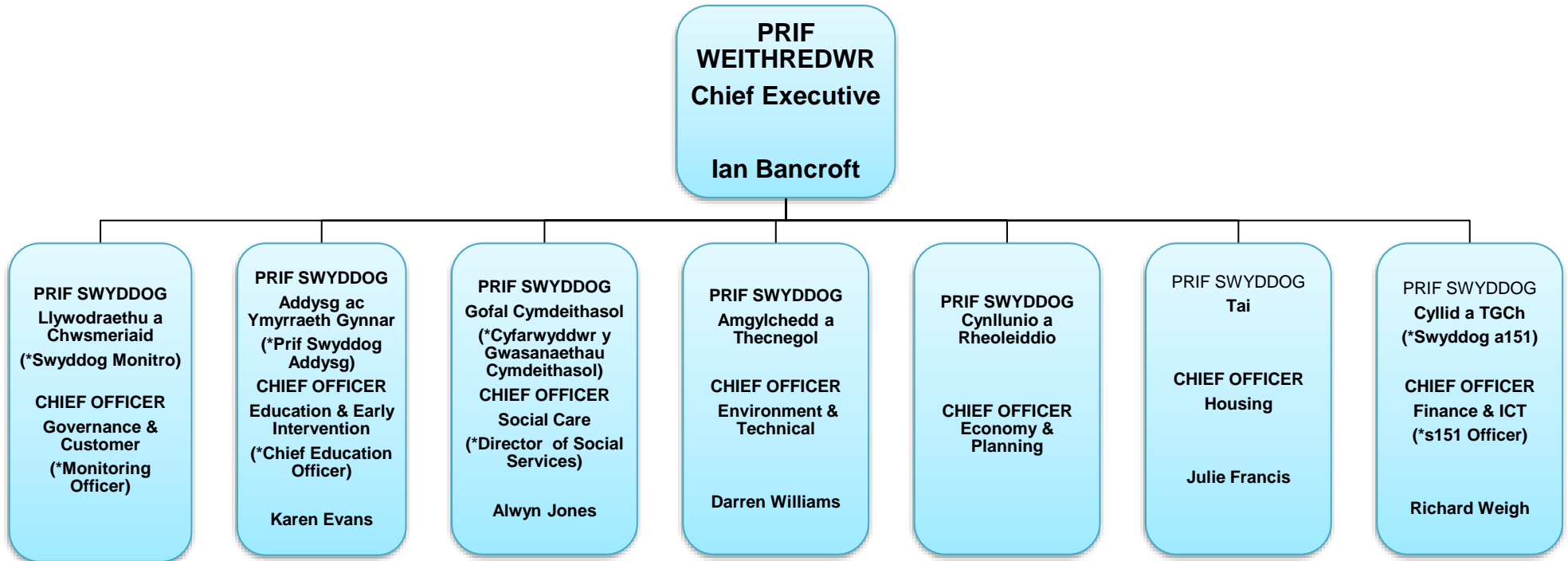
- ✓ Actively develops skills to take the organisation forward, creates a culture of empowerment, recognition, learning and growth

Negative behaviours

Fails to meet targets, avoids responsibility, reluctant to engage, makes little contribution to team/service improvement, displays contradictory values.

Section 6: Structure chart

Strwythur Uwch Reolwyr
Senior Management Structure
1 Ebrill 2022/1 April 2022



* Rôl Statudol
* Statutory role