

DEPUTY CHIEF EXECUTIVE

ROLE PROFILE

Role Purpose

- Crawley Borough Council is committed to delivering excellent services to its residents. The Deputy Chief Executive will lead on strategic cross cutting initiatives, support the Chief Executive to deliver effective strategic and operational leadership and management of the Council.
- As part of the Councils' Corporate Management Team the post holder will have collective responsibility by supporting the Chief Executive in the provision of high quality advice and guidance to all elected members of the Council. The role will have direct responsibility for a number of roles held by Heads of Service.
- Your strategic leadership and organisation effectiveness will lead by example providing visible inspiring leadership, taking personal responsibility for all aspects of the council's services to residents, businesses and visitors to Crawley, while empowering others to do the same. You will also have management responsibility for a number of Heads of Service.

Accountabilities and Impact

- To champion the Council's transformation programme to ensure customer satisfaction, service improvement and budget savings by challenging existing ways of working and promoting innovation, commercial management and exploiting emerging technologies.
- To support the Chief Executive in her leadership of the Council, deputising for her as required and modelling positive leadership behaviours at all times.
- To provide professional high quality advice and guidance to Portfolio Holders and all elected Members of the Council to inform decision making and enable the Council's priorities and responsibilities to be progressed.
- To effectively manage budgets and resources with the delivery of required financial savings.
- As a member of the Management Team, to work with the Chief Executive and Heads of Service to manage collaboratively to ensure the Council's priorities are delivered efficiently and effectively and to formulate an innovative and compelling strategy/vision for Crawley and ensure the delivery thereof.
- To manage, direct and support the Heads of Service within their areas of responsibility in delivering their agreed service priorities.

- To promote the effective, management and development of all employees in their areas of responsibility ensuring they are motivated, involved and empowered to deliver customer focussed services, encouraging flexible management arrangements and agile working. In addition to tackling poor performance positively and effectively.
- To ensure that council values and behaviours are embedded within the organisation and that officers assume ownership/accountability for their actions
- To take the lead on strategic cross-cutting initiatives and projects as identified by the Chief Executive, e.g. - New Town Hall project sponsor.

PERSON SPECIFICATION

Experience

- Substantial and successful track record of strategic management, improvement and driving change, at senior level which has led to improved outcomes.
- Politically astute with the ability to operate confidentially and sensitively in complex areas establishing positive relationship which engender confidence and respect.
- Experience of working with partner organisations at all levels to foster collaboration and deliver shared outcomes.
- Extensive experience of leadership and management including management of people and performance.
- Sufficient breadth and depth of experience to operate at highest level of the organisation providing strategic vision, leadership and challenge.
- Experience of service delivery in a large complex environment.

Knowledge, abilities and skills

- Extensive knowledge of the issues facing local government and the wider economy and how they impact on the delivery of services.
- Confident influencer and networker able to negotiate internally and externally at all organisational levels
- Ability to provide visible, credible and supportive leadership which inspires employees at every level.
- Creativity and imagination in seeing new approaches, painting the vision, overcoming obstacles and showing that ambitious goals can be achieved.
- A strong corporate player with the ability to lead, motivate and inspire diverse teams of staff, build organisational capacity, and promote a high performing staff culture.
- Excellent communication skills and ability to positively enhance the reputation of the Council.
- Ability to work effectively with elected Members and a high degree of political sensitivity.

- Ability to work collaboratively with external organisations and groups to build consensus, alliances and longer-term partnerships.
- Commercial awareness and willingness to challenge conventional public sector approaches.
- Understanding of the issues, influences and legislation facing local government.

Education and qualifications

- A professional or management qualification or educated to degree level or demonstrable equivalent experience.
- Evidence of continuing professional development, leadership and personal development.

Behaviours and Qualities

- Able to demonstrate the councils management behaviours
 - Being Brave
 - Showing Emotional Intelligence
 - Making good decisions
 - Being customer focused
 - Being strategic
 - Being a good communicator
- Ensure the Council's values are embedded within the organisation and that employees assume ownership and accountability for their actions.
- A demonstrable commitment to improving customer service and ensuring that the Council meets the diverse needs of the community

Other conditions

- This post is politically restricted
- Attendance at some evening and weekend meetings.
- To ensure the service and employees meet the relevant council and statutory requirements including health and safety, equalities, risk management, safeguarding and data protection.
- Take a leading role in the Council's emergency planning and business continuity.