



4. Represent the Council at local, regional and national level with key stakeholders, including government bodies, local authorities, agencies, local communities, private sector, academic institutions and other organisations.
5. Act as principal policy adviser supporting Members on the development of the Council's strategic aims and ensure that the Council's policies and priorities are understood, owned and implemented across the organisation.
6. Ensure the effective governance of the Council and the legality, probity, integrity, proper public accountability and scrutiny of its decision making processes.
7. Lead the Council's commitment to community governance and identify opportunities for achieving the Council's objectives through partnership with other people and organisations, developing and promoting such partnerships.
8. Promote a culture of excellence underpinned by performance management and continuous improvement.

Service Delivery

1. Ensure that the Council's services are driven by quality and customer focus, judged on results and determined by the needs of the people and different communities of the area.
2. Ensure effective multi-functional working across all Council services and partnerships to meet customers' needs, deliver corporate strategies, and achieve local objectives.
3. Ensure prompt and appropriate professional advice to Members and between service areas on all issues to achieve results.
4. Ensure that the Council has effective long term service planning with focused delivery and action plans which link targets to service objectives.

Performance

1. Ensure that effective corporate performance and management arrangements are in place and reviewed in order to achieve the Council's aims and objectives and provide an effective challenge to service area reviews.
2. Work with the corporate management team to:
 - Ensure that systems are in place to manage, develop, monitor, evaluate and review performance at all levels to deliver best value to agreed targets, service standards and budgets.
 - Ensure that targets for equality, diversity and social inclusion are fully integrated into the Council's performance management arrangements.
 - Improve the Council's overall performance, striving for excellence.
 - Manage and appraise direct reports through the setting and monitoring of performance targets and standards, to ensure they effectively achieve corporate plans, encouraging personal development and providing support and advice.

The above list is not intended to be exhaustive but merely to indicated the work range and core job content of the post, neither is the list arranged in priority order.



Resource Management

1. Make the best use of the Council's organisational capability to:
 - Deliver better services against changing demands.
 - Deliver efficiency and service improvements through the successful implementation of the business transformation agenda.
2. Promote a corporate "partnership" between all levels of management and staff to deliver continuity and change in all aspects of organisational development.
3. Ensure effective measures are in place to lead, motivate and develop the performance of all staff to enable the Council to attract and retain expert and high quality staff.
4. Lead and develop the corporate management team to ensure that the Council's financial and other resources are properly planned, managed and controlled efficiently to achieve the Council's aims and objectives.
5. Support the statutory officers in the discharge of their responsibilities.

Diversity

1. Demonstrate an open commitment to actively celebrate the diversity of the area.
2. Recognise the broader definitions of diversity and support programmes to promote social inclusion and community cohesion.

Culture

1. Promote and deliver an organisational culture that is here to help, aims high and works together. A culture that is forward looking, results orientated and customer focused; an environment which is supportive, fair and open, encouraging and enabling all staff to meet required performance standards. An environment that also ensures high standards of probity, integrity and customer confidence.
2. Encourage a real sense of ownership of the Council's corporate plans across the organisation, and inspire and motivate all staff to develop the confidence and commitment to achieve objectives and outcomes.
3. Promote continuous improvement, service excellence and equality in the delivery of services and employment.
4. Develop a learning organisation that is not afraid to take measured risks, focuses all times on the customer and uses its own growth and experience to learn and develop.

Communications

1. Develop, maintain and promote effective communications, liaison and partnership working throughout and across the Council at all levels, and encourage strong working relationships with external stakeholders. This includes local residents, government and other public sector agencies, voluntary and community groups, and the private sector to ensure that the Council's interests are understood and appreciated and reflect the Council's commitment to tackling

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- local issues and improving the quality of life for its diverse range of residents.
2. Build the County's reputation and promote a positive image of the Council and the area.

Local Democracy

1. Build strong and positive relationships with Members and support them in the performance of their functions.
2. Work with Members to ensure effective corporate governance of the Council, probity and integrity in decision making and compliance with relevant legal requirements at all times.
3. Promote the Council as a leading organisation in supporting strong governance.
4. Be innovative in encouraging participation in the democratic process.

Statutory Officer Responsibilities

Head of Paid Service

- Act as the Council's Head of Paid Service as prescribed in the Local Government and Housing act 1989 and defined further by the Council's constitution.

Contacts & Communication

- Leader and Executive, Chairs of Committees, Elected Members, Directors, employees of the Council, employee representatives, local, regional and national partners, outside bodies, government departments, agencies etc., citizens, community representatives and other service users.

Financial / Budgetary Responsibilities

- Ensure the development, implementation and delivery of robust financial planning processes, linking to other elements of the council's corporate and performance planning processes, to deliver corporate objectives in accordance with Best Value principles. Accountable for the delivery of the Council's objectives within agreed resource budgets agreed timescale and other performance targets. Responsible for service budgets within portfolio.

Other

- Ensuring the effectiveness of your own performance including meeting the obligations of whatever system of personal appraisal and development is adopted by the Council.

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- Any other functions that might occur that are conversant with the post.

Council Standards

Equal Opportunities: The Council has a strong commitment to achieving equality of opportunity and expects all employees to implement and promote its policy in their own work.

Health and Safety: The Council is committed to a healthy and safe working environment and expects all its employees to implement and promote its policy in all aspects of their work.

Data Protection: The Council is committed to maintaining privacy of all its employees and customers. It expects all employees to handle all individuals' personal information in a sensitive and professional manner. All employees are under an obligation to treat all data in a confidential, sensitive and professional manner in accordance with the Council's policies.

Values and Behaviours: The Council's values are Here to Help, We aim high and We work together. The Council's behaviours underpin the values and all employees are expected to support and demonstrate these.

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PERSON SPECIFICATION

- This form summarises the purpose of the job and lists its key tasks
- It may be varied from time to time at the discretion of the Authority, in consultation with the postholder

Job Title:	Chief Executive	Job No.:	EHC01
Reports to:	Leader		
<ul style="list-style-type: none"> • <i>In respect of principal accountabilities:</i> Leader and Executive and full Council • <i>In respect of personal appraisal and development:</i> the arrangements agreed by the Council from time to time • <i>In respect of disciplinary/capability matters:</i> in accordance with the provisions contained in the relevant national conditions of service, statute, regulation and locally agreed arrangements. 			
Last Updated:	April 2015		

KEY CRITERIA	JOB REQUIREMENTS	F/I/O
Qualifications & CPD	<ul style="list-style-type: none"> • A degree or equivalent. Professional qualification relevant to the key areas assigned to the post at appointment, or evidence of sufficient senior leadership and management capability to undertake the complex demands of the role. • Evidence of personal commitment to continuous improvement 	F/I/O
Job Specific Skills & Knowledge	<ul style="list-style-type: none"> • A good understanding of local government in the UK, commitment to high performing public services and empathy for the democratic and political processes of local government. • Significant experience and evidence of working successfully at a Chief Executive/senior management level in a complex, multi-disciplinary environment to achieve corporate goals. • Experience of strategic, community and corporate planning, project and performance management techniques, initiating and implementing organisational change and securing quality improvements in service 	F/I/O



	<p>delivery.</p> <ul style="list-style-type: none"> • Experience of working successfully in partnerships and joint ventures. • Experience of managing difficult and potentially high risk issues • Experience of strategic financial management • The ability to see the “big picture” and therefore keep East Herts at the forefront of local government 	
<p>Skills and Competences</p>	<ul style="list-style-type: none"> • Inspirational Leadership Qualities – ability to provide visible leadership and to engage others positively in the achievement of a coherent and creative vision of the future, setting high standards for personal and team outcomes and ensuring their delivery. • Analytical and Strategic Thinking – high level analytical skills and the ability to anticipate, interpret and develop innovative responses to national, international and local imperatives, ensuring the capacity of the Council to lead rather than react to events. Ability to deal with ambiguity, competing and conflicting priorities • Sustaining Organisational Capacity – Ability to identify the need for, plan and successfully implement change, both structural change and change to the style and culture of the organisation. Commitment to and ability to develop capacity at all levels within the organisation • Progressive Management Thinking – understanding of financial and budgetary management, resourcing, people management and information technology and processes • Credibility and Impact – Excellent inter-personal skills with the ability to communicate, persuade and influence key decision-makers both internally and externally. Ability to develop, maintain and manage a culture which produces successful relationships with members, senior managers, employees at all levels, employee representatives, external partners, private, voluntary and other statutory organisations 	<p>F/I/O</p>



	<ul style="list-style-type: none"> • Political Awareness and Sensitivity Ability to operate successfully in a politically complex environment, balancing the needs and aspirations of both political groupings and individual members sensitively and appropriately to achieve agreed objectives • Commercial/Innovative thinking Ability to challenge current practice and identify new commercial opportunities for the Council 	
<p>Personal Qualities</p>	<p>Ability to demonstrate:</p> <ul style="list-style-type: none"> • Open, honest and fair behaviour in all dealings with residents, service users, colleagues, suppliers and partners. • Sensitivity to the concerns of individual residents, service users, colleagues, suppliers and partners. • Drive, flair and imagination. • Change management experience, • Community Leadership, • Resource Management, • Negotiating and diplomacy skills, • Risk awareness, • Commercial flair • Motivational skills, • Good working relationships, • Energy, commitment, flexibility and tenacity, • Ability to listen. 	<p>I/O</p>
<p>Special Circumstances</p>	<ul style="list-style-type: none"> • Politically restricted post • In order to achieve the objectives of the role, the post holder will need to work flexibly, including out of hours when necessary 	<p>F/I</p>

Key:

F = Application Form

I = Interview

O = Other