

Job Description

Job Title: Chief Executive

1. Job Purpose

- 1.1 To be the Council's Head of Paid Service.
- 1.2 Work with the Mayor, the Council and Chief Officers to ensure that the needs of the Communities of Tower Hamlets are articulated, their interests progressed and that a full range of public services are delivered to the highest standards possible within available resources.
- 1.3 To advise on the effective operation of the Council's democratic, constitutional and governance structures and arrangements, and to develop a more robust system to operate under the Mayoral model.
- 1.4 To ensure that all aspects of the Council's organisation, systems and processes support this purpose and strive to continuously improve the Council's efficiency and effectiveness.
- 1.5 To act as an ambassador and advocate for Tower Hamlets both as a place and as a Council, promote social cohesion and democratic accountability.
- 1.6 To engage, represent and participate in Tower Hamlets diverse community activities and events.
- 1.7 To ensure that the Mayors priorities are delivered in a timely, efficient and innovative way.

2. Leadership

- 2.1 Develop a professional partnership with the Mayor and Members to ensure that the Council's vision, goals and core values are made a reality, provide a clear sense of direction, optimism and purpose and marshal the resources of the whole organisation to this end.
- 2.2 Lead and develop a strong, co-ordinated and effective corporate management team which will define, prioritise, secure agreement and implement work programmes which meet community needs.

- 2.3 Inspire, empower and develop the Council's workforce to secure a real sense of ownership of its aims and objectives, seek continuous improvement, encourage cross-Council working and move decision taking and responsibility as close as possible to the point of service delivery.
- 2.4 Work in a co-operative manner with other agencies, local business, voluntary sector and the community to develop a strong and effective Local Strategic Partnership capable of effectively delivering the Community Plan
- 2.5 Undertake the statutory provisions required of the Head of the Paid Service and act as the principal adviser to the Council.
- 2.6 Act as Returning Officer of the Council for various electoral matters.
- 2.7 In conjunction with the Director of Resources ensure that the Council's budgets and resources are optimised and delivered effectively through appropriate structure and controls, which deliver regular monitoring and control.

3. Quality and Service Delivery

- 3.1 Ensure the delivery of high quality, cost effective, best value services to the community, taking an innovative approach where such opportunities exist.
- 3.2 Develop and advise Members on strategies to meet the needs of the community and ensure their successful implementation.
- 3.3 Lead initiatives to ensure that Tower Hamlets Council fulfils its objective of becoming a 'flagship *and exemplar*' local authority.

4. Partnership and Regeneration

- 4.1 Lead the Council's commitment to working in partnership with a range of stakeholders, with the aim of maximising positive and sustainable investment in the borough and delivering the Community Plan.
- 4.2 Using the borough's strengths (economic, cultural, heritage, location, skills and talent), champion the Council's regeneration strategy and programme to achieve a vibrant, varied and sustainable economy and quality environment.

5. Corporate Management

- 5.1 Optimise the Council's organisational capability to continually deliver quality services in a constantly changing environment, whilst working within available resources and the necessary financial and legal boundaries.

- 5.2 Lead, motivate and manage the senior management team in a manner which develops effective corporate and cross-directorate working and delivers agreed outcomes.
- 5.3 Lead and motivate the Council's diverse workforce, creating an open, co-operative, creative and empowering culture throughout the organisation.
- 5.4 Advise and support the Mayor in the performance of the duties and role of the Mayor of Tower Hamlets; and advise and support the Council in the delivery of its reserved powers and duties.
- 5.5 Develop a flexible and focussed organisation which is able to positively embrace, absorb and respond to changing requirements and priorities.
- 5.6 Ensure that effective organisational and management information systems are in place to deliver strategic and service objectives and develop clear performance management framework that encourage continued development.
- 5.7 Monitor, at a strategic level, the overall health of the organisation and its corporate effectiveness through the process of setting targets, performance standards and regular review.

6. Communications

- 6.1 Promote effective communication of the Council and its activities to both internal and external audiences.
- 6.2 Act as the Council's principle officer in dealings with the local community, central government, local authority associations and other external organisations, partners and contractors.

7. Valuing Diversity

- 7.1 Through personal example, value and celebrate the rich diversity of the borough's communities and workforce, building upon the Council's positive approach to equality of opportunity for all and ensuring that this is reflected in all that the Council does and says as regards employment, service delivery and activities to promote social justice, anti-poverty and community safety.
- 7.2 Working with the Mayor and Elected members to ensure the Council engages with and listens to the views of the Community with the aim of securing the economic, social and environmental wellbeing of all citizens of Tower Hamlets.

8. Other

- 8.1 Undertake all duties in accordance with Council policies and statutory obligations, and any other such duties as may be reasonably required.

CHIEF EXECUTIVE TOWER HAMLETS

PERSON SPECIFICATION

Experience

1. Significant achievement at Chief Executive level or equivalent, demonstrating substantial leadership and senior management experience in a complex and sizeable local authority, preferably having faced similar governance issues to those in Tower Hamlets.
2. Demonstrable success in leadership and management, leading the formulation and delivery of corporate objectives, policies and strategies.
3. An excellent track record of working in partnership across organisational boundaries, achieving results by building internal and external relationships with Members, Partner Organisations, Communities, Trade Unions, Voluntary Sector Providers, Government, Public Agencies and Statutory Authorities.
4. An excellent track record of effective decision making within a complex political environment.
5. A demonstrable record of establishing and maintaining a strong and effective performance culture, inspiring, motivating and empowering people to meet corporate objectives and deliver services that meets the needs of the local community by achieving positive results and beneficial outcomes.
6. Proven record of achievement as an organisational ambassador, including the promotion and maintenance of the corporate reputation of a local authority or other complex multi-disciplined public sector organisation.
7. Proven track record of achievement of equal opportunities in both employment and service delivery within a sizeable and complex public sector organisation including establishing effective working relationships with multicultural communities to deal with issues of diversity, social inclusion, community engagement and development.

Knowledge

1. A comprehensive understanding of local government, the national and political context within which it operates and the current challenges and opportunities.

2. Understanding of the Law, Constitution and Governance practice of councils led by a Directly Elected Mayor.
3. A broad knowledge of the range of services provided by a complex local authority and how they can provide excellent local outcomes.
4. A good understanding of how services focussed on people operate and of how improvements can be affected by integrated planning.
5. A good understanding of those areas prioritised by the Council and the Mayor as defined by the Local Strategic Partnership Community Plan.
6. A broad knowledge of local government finance and legislative framework within which a local authority operates.
7. Performance management, strategic thinking, organisational change and transformation.

ATTRIBUTES (our leadership and management framework)

Achieving results

- Understanding of and commitment to the Council's vision, Mayor's priorities and the ability to ensure these are translated into reality
- Ability to provide clear leadership and strategic direction for the Council in conjunction with the Mayor, in a manner that secures commitment and ownership in all service areas and engages all sectors of the local community
- Ability to manage, empower and motivate a diverse range of professionals to establish effective teams and high quality outcomes, particularly the corporate management team
- Ability to allocate resources strategically and to ensure effective monitoring and control
- Sound judgement and the ability to analyse a situation and convert this into a strategic response
- Strategic, positive and enthusiastic approach to change and the ability to manage it with confidence to achieve continuous improvement
- Clear focus on outcomes and the ability to deliver required results
- Ability to establish and maintain effective partnerships to achieve required outcomes locally, regionally and nationally
- Understanding of how to achieve results in a complex political environment and an ability to do so
- A champion of a high performance culture
- Dedicated and passionate about serving the local community by achieving the

priorities established by the Mayor and Full Council

- Willingness to undertake evening and weekend work

Engaging with others

- Ability to work closely and establish positive relationships with the Mayor, Members, Chief Officers, Officers of the Council, Schools, Trade Unions, PCT, External Agencies, Voluntary Sector, Community Groups and Individuals
- Ability to relate to, work with and empathise with, the aspirations of people at all levels and from a variety of backgrounds and to understand the unique nature and diversity of the local community
- Ability to communicate clearly and effectively both orally and particularly in writing to engage the interests of a wide range of audiences
- Excellent interpersonal, negotiating and influencing skills
- Personal and professional demeanour which engenders confidence

Learning Effectively

- Degree or equivalent
- Ability to respond constructively to changing demands, reconcile differing agendas, meet tight deadlines and maintain quality services
- Commitment to the delivery of customer focused services and continuous service improvement
- Evidence of commitment to continuing professional development

Valuing Diversity

- Demonstrable commitment to combating discrimination and disadvantage to both in employment and service provision
- Proven and demonstrable understanding of and commitment to, and leadership of, inclusive service planning and provision
- Role model in behaviour and delivery of duties