

EASTBOURNE BOROUGH COUNCIL

JOB DESCRIPTION

CHIEF EXECUTIVE

Main Purpose

1. To exercise the duties and responsibilities of the Head of Paid Service in delivering fit for purpose services to appropriate standards and within legislative and regulatory frameworks.
2. To ensure that all the elected members of the Council have access to and receive appropriate and proper professional advice. To build positive working relationships with Members of the Council in translating their vision into deliverable strategy, policy and process.
3. To provide leadership and direction to the officers of the Council, promoting a customer focused and performance driven culture which supports our sustainable community strategy, meets changing strategic objectives and responds to the priority needs of the community it serves.
4. To lead, manage and develop the Corporate Management Team and workforce to secure a corporate approach supportive of Council Members and consistent with the Council's Principles, strategic priorities and the Code of Conduct.
5. To represent the Council and its Cabinet in dealings with partner organisations and to promote community and regional well-being and cohesion. To seek and promote cost effective and efficient delivery of services within available procurement models.

Main Tasks

1. To advise the Leader, Cabinet and Council on appropriate executive and organisational structures to meet the Council's service priorities and ensure that statutory obligations are met within existing resources.
2. To establish and promote an organisational culture which promotes the Council's principles and values, including appropriate national and local codes of conduct. To develop, in particular, an organisational culture which is responsive to the needs of the community.
3. To lead, manage and develop an effective Corporate Management Team. As line manager to members of that team, to ensure that robust

performance management takes place. To act as the principal adviser to elected members in the recruitment and selection of Chief Officers.

4. To lead in informing, focusing, motivating, managing and developing the employees of the authority.
5. To work with elected members to develop and deliver effective communication strategies internally and externally, including in the media. To support members in their civic duties.
6. To be responsive and innovative in leading the provision of focused, cost-effective services that are flexible and sensitive to the needs of our customers.
7. To support members in their role as local community leaders by advising on building and fostering relationships with other community groups, other local authorities, the NHS, agencies and the voluntary sector, the Local Government Association and other national and regional bodies.
8. To manage and develop the interface between officers and members of the Council.
9. To act as Returning Officer and Electoral Registration Officer on behalf of Eastbourne Borough Council and to be responsible for all electoral matters.
10. Together with the Monitoring Officer, to ensure that records are kept and maintained for all the Council's decisions.
11. To have a strategic and co-ordinating responsibility in relation to emergency planning and business continuity issues.
12. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
13. To take all reasonable steps to maintain good employee relations.
14. To promote a safety culture to protect the safety and health of all affected by the Council's activities.
15. Any other duties commensurate with the nature and discretions of the post of Chief Executive.

PERSON SPECIFICATION

1. QUALIFICATIONS

Essential Degree level education	Desirable Professional qualification post 'A' level Additional management qualification Qualified Member/Fellow of national recognised body
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2. TRAINING

Essential Core people management skills Presentational & Chairing skills Financial/budgeting Equality & Diversity	Desirable Corporate Performance Management Dealing with the Media Negotiation and Influencing Local Government discretions and regulations
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3. SKILLS & ABILITIES

Leadership & Motivating skills Strategic vision and planning Political awareness & sensitivity Decision-making & problem-solving skills Building positive, solution focused, professional relationships Engaging communicator at all levels Financial acumen Organised and integrated approach Delegation and Empowerment with accountability Presentational skills Translating complex issues into accessible language Diplomacy and tact Strong verbal and numerical reasoning skills Competent skills in MS Word, Outlook, PowerPoint or similar Dealing with the Media Ability to lead and manage organisational change	Desirable Astute business mind Creativity and innovation Project Management MS Office including Excel Working with and through partner organisations
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4. KNOWLEDGE

Essential Role and responsibilities of Head of Paid Service Local Authority administration Financial planning and control Management of change and diversity Training and development issues Strategic context for local government	Desirable Constitutional matters Electoral matters
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5. EXPERIENCE

Essential Substantial senior management experience in Local Government A track record of achieving agreed strategic outcomes within finite resources Successful delivery of challenging agendas Formulating policy and translating it into action Financial & Human Resource management Performance management	Desirable Strategic Management in Local Government context
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Proven track record of networking and delivering enabling agendas Demonstrating resilience and focus under pressure Managing morale and communication through change Achieving objectives through partnership	
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6. OUTSIDE INTERESTS

Essential	Desirable Participation in local community
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7. PHYSICAL, LEGAL AND OTHER REQUIREMENTS

Essential Acceptance of political restriction Fit to carry out duties of this post Physically and mentally robust to handle peaks of activity. Willing to work long or unsocial hours, as role demands	Desirable
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Date: February 2009

JOB DESCRIPTION

JOB TITLE: DEPUTY CHIEF EXECUTIVE

REPORTING TO: CHIEF EXECUTIVE

LOCATION: GROVE ROAD, EASTBOURNE

Main Purpose

- 1. To support the Chief Executive, Cabinet and Executive in delivering our sustainable community strategy, meeting changing strategic objectives and responding to the priority needs of the wider community. To promote positive engagement with and robust delivery of the objectives of our 2008/10 corporate review, *DRIVE*.**
- 2. As Deputy to the Chief Executive, support Members of the Council in developing a clear strategy and vision for the authority, ensure robust corporate performance management and a performance and customer focused culture. To deputise for the Chief Executive in managing and transforming the Council's services.**
- 3. To take responsibility for the Council's Principles and its corporate strategic priority for finance, providing leadership and customer focus in the design, development and delivery of:**
 - a. medium term financial strategy and co-ordination of financial planning, management and audit systems within the Council, including HRA and HIP matters;**
 - b. efficient and effective use of financial, human and property resources;**
 - c. effective departmental management of designated corporate and support services.**
- 4. To build positive working relationships with Members of the Council in translating their vision into deliverable strategy, policy and process.**
- 5. To act as lead officer on major "cross-cutting" corporate or strategic initiatives as directed by the Chief Executive.**

KEY TASKS:

1. To conduct a structured review of internally provided services under the post's control with the objective of determining the best value delivery vehicle for each, on an appropriate and pragmatic basis, whether by way of in-house, external or third party partnership provision; agreeing partnership arrangements, managing procurement or setting up shared services.
2. To work positively with the Chief Executive, Management Team and Members to develop and deliver appropriate strategies & business plans to further the aims of the Council and meet the changing needs of the community it serves.
3. In integrating and managing strategic finance, strategic people and constitutional matters, to drive improvements to local practice and to lead on the Council's service & financial planning processes. To encourage medium term focus linked to the Council's vision and its Performance Plan within available resources.
4. To manage, develop, mentor and promote excellence in delivery of the statutory officer roles reporting to this post.
5. To ensure that Transformational & IT services deliver best value, securing improvements to quality and efficiency, as appropriate
6. To lead on relations with the Council's external auditors in Use of Resources' matters.
7. To refine, manage and deliver the Council's Accommodation Strategy within agreed resources and to appropriate standards.
8. To ensure efficient and effective management of corporate and support services plus ongoing performance management of outputs of these teams and their services.
9. To promote best practice in business processes across the Council including service planning, project management & evaluation and procurement.
10. Ensure corporate engagement and compliance with relevant legislation including Data Protection Act 1998 and Freedom of Information Act 2004, through appropriate registrations & regular reviews.
11. To ensure that the Council has prudent and comprehensive risk management systems in place to deliver and protect its financial activities.
12. To select, manage, motivate and develop the human resources under departmental control, as required by best practice and the Council's Personnel Standards; to participate fully in corporate initiatives.
13. To represent the Council and its Cabinet in dealings with partner organisations and to promote community and regional well-being and cohesion.

14. As deputy to the Chief Executive on an ongoing basis as Head of the Paid Service to deliver fit for purpose services to appropriate standards and within legislative and regulatory frameworks.
15. As deputy to the Chief Executive, to carry out Returning Officer responsibilities in relation to electoral matters as required.
16. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
17. To promote a culture supportive of the Council's purpose, aims & values and to take all reasonable steps to maintain good employee relations.
18. To promote a safety culture to protect the safety and health of all affected by the Council's activities.
19. Any other duties commensurate with the nature and discretions of the post.

PERSON SPECIFICATION

1. QUALIFICATIONS

Essential Degree level education	Desirable Professional qualification post 'A' level Additional management qualification Qualified Member/Fellow of national recognised body
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2. TRAINING

Essential Core people management skills Presentational & Chairing skills Financial/budgeting Equality & Diversity	Desirable Corporate Performance Management Dealing with the Media Negotiating and Influencing Local Government discretions and regulations
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3. SKILLS & ABILITIES

Essential Leadership & motivating skills Building positive, solution focused, professional relationships Engaging & effective communicator Organised and integrated approach Financial acumen Strong numerical reasoning Political awareness & sensitivity Decision-making & problem-solving skills Delegating and empowering with accountability Digesting and translating complex material into clear, accessible language Competent IT skills in MS Word, Outlook, PowerPoint or similar Strength in project management & delivery Working with and through partner organisations Flexible and customer centric approach	Desirable Astute business mind Creativity and innovation MS Office including Excel
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4. KNOWLEDGE

Essential Financial planning and control Role and responsibilities of Head of the Paid Service Local Authority administration Management of change and diversity Investors in People Strategic context for local government	Desirable Constitutional & Electoral matters Roles of Section 151 Officer and Monitoring Officer in Local Government
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5. EXPERIENCE

Essential	Desirable
Achieving objectives through partnership Change management experience on large scale A track record of achieving agreed strategic outcomes within finite resources Substantial financial & people management Successful delivery of challenging agendas Formulating policy and translating it into action Performance management Co-ordination of multi-agency work Demonstrating resilience and focus under pressure Managing morale and communication through change	Strategic Management in Local Government context

6. PHYSICAL AND LEGAL REQUIREMENTS

Essential	Desirable
Acceptance of political restriction Fit to carry out duties of this post Physically and mentally robust to handle peaks of activity Willing to work long or unsocial hours as role demands	

Date: February 2009

JOB DESCRIPTION

JOB TITLE: SENIOR HEAD OF SERVICE - COMMUNITY

REPORTING TO: CHIEF EXECUTIVE
Deputy Chief Executive

LOCATION: GROVE ROAD, EASTBOURNE

DEPARTMENT: COMMUNITY

GRADE BAND: CHIEF OFFICER

MAIN PURPOSE OF JOB:

- 1) To develop, plan and deliver comprehensive, customer focused and high quality community services for the Council and to residents in accordance with Community Strategy and Corporate strategic priorities.
- 2) To act as advocate on behalf of the Council in relevant national and regional negotiations, funding bids and in interactions with external partners, businesses, Government and other agencies as applicable.
- 3) To set clear and effective parameters for service delivery to meet changing organisational needs. To lead by example and take active responsibility for delegated corporate projects, strategies or initiatives.
- 4) To act as the Council's lead officer for key partnerships, including Crime Reduction, Health and Homelessness. To drive the Council's objectives for the housing Arms Length Management Organisation and derive best value from Wealden and Eastbourne LifeLine Limited
- 5) To deliver relevant strategies, such as that for Culture, and initiatives including Housing Benefits Improvement Plan and outreach activities for young people in the borough.

Services:


- Partnership activities promoting and safeguarding community health and safety
- Strategic housing, needs and homelessness work
- Housing Benefits and Benefit Fraud
- Council tax collection and management
- Private Sector Housing & related grants
- Community Development & related grants
- Bereavement services
- Voluntary Sector liaison and Youth Development

KEY TASKS:

A. Performance, Partnership & Projects

1. To support the Chief Executive and Deputy in development of overall Council strategies and policies within which customer focused, successful and cost effective services are delivered.
2. To work positively with portfolio holders, Cabinet and committees of the Council on community matters: preparing and presenting reports, taking account of the special nature of relationships between officers and Members of the Council in a local government context.
3. To translate emerging corporate strategic priorities into SMART operational objectives and to test, review & renew action planning to manage and provide corporate 'direction of travel' data on a regular basis.
4. In accordance with **DRIVE** objectives, to take personal responsibility for influencing and reshaping services, promoting a culture of improvement and economy, robust financial control and value for money, effective performance management and demonstrable learning in all aspects of work.
5. To engage services in developing and delivering comprehensive and rigorous annual service and financial planning cycles to agreed standards.

B. People and Change Management

6. To provide clear, visible and accountable leadership and to promote good communication, encouraging team contributions and empowerment to promote high performance against corporate management competencies.
 7. To lead, manage, integrate and engage teams within the department in shared standards, commitment to learning and development of customer-centric processes.
 8. To promote a culture which protects the safety, health and well being of all in line with the Human Resources Performance Management commitment and corporate policies and procedures.
 9. To ensure that recruitment, induction, coaching, appraisal and ongoing people performance management are carried out in accordance with corporate Personnel Standards.
 10. To promote equality of opportunity for all in service delivery in line with corporate standards, policies and procedures.
 11. To support the Council's vision, priorities and positive cultural values, and to take all reasonable steps to maintain good employee relations.
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Person Specification: SHO Community

1. QUALIFICATIONS AND TRAINING

Essential Degree level education or equivalent Professional and/or Management qualification in relevant discipline Training in: Equality and Diversity IT (specifically MS Office) Presentational skills	Desirable Masters Degree in Business Administration/equivalent Training in: Public speaking
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2. SKILLS and BEHAVIOURS

Essential Leadership and Influencing: <ul style="list-style-type: none">❑ Strategic vision and ability to translate it into clear, achievable priorities and objectives❑ Ability to integrate, lead and motivate a substantial team<ul style="list-style-type: none">○ Able to handle difficult/challenging situations astutely and with discretion❑ Political acumen❑ Strength in enabling & promoting positive partnership outcomes❑ facilitates and engages groups successfully❑ Able to promote Eastbourne Borough Council effectively at local, regional and national levels❑ Advocate for the Council and demonstrates consistent commitment to change and improvement in service❑ Focuses on solutions rather than problems Managing and Delivering Services <ul style="list-style-type: none">❑ Effective project and team management❑ Driving, delivering and learning from results❑ Decision making and problem solving❑ Strong numerical and verbal reasoning skills❑ Report writing and presentational skills❑ Managing key resources - financial and people❑ Performance coaching and feedback skills❑ IT skills (eg MS Office)❑ Demonstrably reviews impact of own actions and performance on others and adapts to improve	Desirable <ul style="list-style-type: none">❑ Able to exploit technology❑ Public relations, media skills
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3. EXPERIENCE

Essential <ul style="list-style-type: none">❑ Building community cohesion❑ Professional management and delivery of at least one of the services to be managed❑ Strong track record of achievement❑ Managing customer relationships❑ Planning and delivering major projects❑ Managing change to deliver improvements in performance❑ Enabling and achieving partnership objectives with external agencies/ organisations❑ Improving corporate systems and demonstrating performance gains❑ Consultation and positive engagement with Unions/employee groups❑ Delivery of high profile customer services❑ Strategy and Policy development, delivery and evaluation❑ Setting and achieving challenging performance targets❑ Positive approach, promoting team & corporate harmony during change❑ Managing large teams successfully	Desirable <ul style="list-style-type: none">❑ Outsourcing, enabling and joint commissioning of services❑ Contract and Procurement methods and practices❑ Delivery of significant capital programmes/ projects
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4. KNOWLEDGE

Essential <ul style="list-style-type: none">❑ Financial management and budgetary processes❑ Corporate and service performance cycles❑ Cabinet and officer roles and discretions❑ Social inclusion and fair employment❑ Relevant strategies and progress against objectives❑ Good understanding of the other services to be managed❑ Project management principles❑ Cross-cutting impact of the relevant service activities in relation to Community Strategy and Corporate Objectives❑ Social housing and inclusion	Desirable <ul style="list-style-type: none">❑ Council Housing - national direction and developments❑ Basic employment legislation
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JOB DESCRIPTION

JOB TITLE: SENIOR HEAD OF SERVICE – DEVELOPMENT

REPORTING TO: CHIEF EXECUTIVE
Deputy Chief Executive

DEPARTMENT: CHIEF EXECUTIVE'S

LOCATION: GROVE ROAD, EASTBOURNE

GRADE BAND: CHIEF OFFICER

MAIN PURPOSE OF JOB:

- 1) To develop, plan and deliver comprehensive, customer focused and high quality services to the Council and community in accordance with Community Strategy and Corporate strategic priorities.
- 2) To act as advocate on behalf of the Council in relevant national and regional negotiations, marketing contacts, funding bids and in interactions with external partners, businesses, Government and other agencies as applicable.
- 3) To set clear and effective parameters for service delivery to meet changing organisational needs. To lead by example and take active responsibility for delegated corporate projects, strategies or initiatives.
- 4) To act as the Council's lead officer for town and district development fora and relevant strategies and initiatives.

KEY TASKS:

A. Performance, Partnership & Projects

1. To support the Chief Executive and Deputy in development of overall Council strategies and policies within which customer focused, successful and cost effective services are delivered.
2. To work positively with portfolio holders, Cabinet and committees of the Council on development and environmental matters: preparing and presenting reports, taking account of the special nature of relationships between officers and Members of the Council in a local government context.
3. To translate emerging corporate strategic priorities into SMART operational objectives and to test, review and renew action planning to manage and provide corporate 'direction of travel' data on a regular basis.
4. In accordance with **DRIVE** objectives, to take personal responsibility for influencing and reshaping services, promoting a culture of improvement and economy, robust financial control and value for money, effective performance management and demonstrable learning in all aspects of work.

5. To engage services in developing and delivering comprehensive and rigorous annual service and financial planning cycles to agreed standards.

B. People and Change Management

6. To provide clear, visible and accountable leadership and to promote good communication, encouraging team contributions and empowerment to promote high performance against corporate management competencies.
7. To lead, manage, integrate and engage teams within the department in shared standards, commitment to learning and development of customer-centric processes.
8. To promote a culture which protects the safety, health and well being of all in line with the Human Resources Performance Management commitment and corporate policies and procedures.
9. To ensure that recruitment, induction, coaching, appraisal and ongoing people performance management are carried out in accordance with corporate Personnel Standards.
10. To promote equality of opportunity for all in service delivery in line with corporate standards, policies and procedures.
11. To support the Council's vision, priorities and values, and to take all reasonable steps to maintain good employee relations.

This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

Person Specification: SHO Development

POST TITLE: SENIOR HEAD OF SERVICE – DEVELOPMENT

DEPARTMENT: CHIEF EXECUTIVE

LOCATION: EASTBOURNE

1. QUALIFICATIONS AND TRAINING

Essential Degree level education or equivalent Professional and/or Management qualification in relevant discipline Training in: Equality and Diversity IT (specifically MS Office) Presentational skills	Desirable Masters degree in Business Administration/equivalent Training in: Public speaking
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2. SKILLS and BEHAVIOURS

Essential Leadership and Influencing: <ul style="list-style-type: none">❑ Strategic vision and ability to translate it into clear, achievable priorities and objectives❑ Political acumen❑ Able to exploit business opportunities and develop positive partnerships and joint solutions❑ Excellent communicator and able to promote Eastbourne Borough Council effectively at local, regional and national levels❑ Advocate for the Council and demonstrates consistent commitment to change and improvement in service❑ Solution, rather than problem, focused approach❑ Ability to handle challenging situations astutely and with discretion❑ Ability to lead and motivate a team Managing and Delivering Services: <ul style="list-style-type: none">❑ Effective project and team management❑ Driving, delivering and learning from results❑ Decision making and problem solving❑ Strong numerical and verbal reasoning skills❑ Report writing and presentational skills❑ Managing key resources - financial and people❑ Performance coaching and feedback skills❑ IT skills (eg MS Office)❑ Demonstrably reviews impact of own actions and performance on others and adapts to improve	Desirable <ul style="list-style-type: none">❑ Able to exploit technology❑ Public relations, media skills
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3. EXPERIENCE

Essential <ul style="list-style-type: none">❑ Professional management and delivery of at least one of the services to be managed❑ Strong track record of achievement❑ Building positive customer relationships❑ Planning and delivering major projects❑ Managing change to deliver improvements in performance❑ Achieving partnership objectives with external agencies/organisations❑ Improving corporate systems and demonstrating performance gains❑ Consultation and positive engagement with Unions/employee groups❑ Delivery of high profile customer services❑ Strategy and Policy development, delivery and evaluation❑ Setting and achieving challenging performance targets❑ Positive approach, promoting team & corporate harmony during change	Desirable <ul style="list-style-type: none">❑ Outsourcing, enabling and joint commissioning of services❑ Contract and Procurement methods and practices❑ Delivery of capital programmes/projects
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4. KNOWLEDGE

Essential <ul style="list-style-type: none">❑ Financial management and budgetary processes❑ Corporate and service performance cycles❑ Cabinet and officer roles and discretions❑ Social inclusion and fair employment❑ Relevant environmental and planning legislation❑ Town Planning principles❑ Relevant strategies and progress against objectives❑ Good understanding of the services to be managed❑ Project management principles❑ Cross-cutting impact of the relevant service activities in relation to Community Strategy and Corporate Objectives	Desirable <ul style="list-style-type: none">❑ Basic employment legislation❑ Asset Management
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Managers must commit to implement and abide by corporate standards, policies and procedures and specifically the Fair Employment, Customer Care and Health & Safety policies.

JOB DESCRIPTION

JOB TITLE: SENIOR HEAD OF SERVICE –
INFRASTRUCTURE

REPORTING TO: DEPUTY CHIEF EXECUTIVE

LOCATION: GROVE ROAD, EASTBOURNE

DEPARTMENT: DEPUTY CHIEF EXECUTIVE

GRADE: CO

MAIN PURPOSE OF JOB:

1. To have overall responsibility for the development, planning and delivery of the Customer First structure and ways of working.
2. To develop and deliver comprehensive and high quality services to the Council and community in accordance with the Strategic Change programme, Community Strategy themes and strategic priorities, on time and within budget.
3. To lead by example and take active responsibility for delegated corporate IT and change projects, strategies or initiatives as required, leading on Transformation and Agile change programmes.
4. To set clear and effective parameters for service delivery to meet changing organisational needs.

Key Tasks:

A. Performance, Partnership & Projects

1. To support the DCE and CMT in development of overall Council strategies and policies within which effective delivery of individual services can be achieved.
2. To work positively with portfolio holders, Cabinet and committees of the Council on all matters related to Customer First and corporate IT and change projects, preparing and presenting reports, taking account of the special nature of relationships between officers and Members of the Council in a local government context.
3. To establish clear and effective parameters for integrated service management to meet changing organisational needs.
4. To translate emerging corporate objectives into specific, achievable, measurable and realistic time-limited operational actions for the division and to test, review and renew action planning to manage and provide corporate 'direction of travel' data on a regular basis.
5. In accordance with DRIVE objectives, to take personal responsibility for influencing and reshaping services, promoting a culture of improvement and economy, robust financial control and value for

money, effective performance management and demonstrable learning in all aspects of work.

6. To represent the Council and DCE in relevant national and regional negotiations, marketing contacts, funding bids and other dealings with external partners, businesses, Government and other agencies as applicable.
7. To engage services in developing and delivering comprehensive and rigorous annual service and financial planning cycles to agreed standards.

B People and Change Management

8. To provide clear, visible and accountable leadership and to promote good communication, encouraging team contributions and empowerment to promote high performance against corporate management competencies.
9. To lead, manage, integrate and engage teams within the department in shared standards, commitment to learning and development of customer-centric processes.
10. To promote a culture which protects the safety, health and well being of all in line with the Human Resources Performance Management commitment and corporate policies and procedures.
11. To ensure that recruitment, induction, coaching, appraisal and ongoing people performance management are carried out in accordance with corporate Personnel Standards.
12. To promote equality of opportunity for all in service delivery in line with corporate standards, policies and procedures.
13. To promote a culture supportive of the Council's vision, priorities and values, and to take all reasonable steps to maintain good employee relations.

This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

Person Specification: SHO INFRASTRUCTURE

1. QUALIFICATIONS AND TRAINING

Essential Degree level education or equivalent Professional and/or Management qualification in relevant discipline Training in: Equality and Diversity IT (specifically MS Office) Presentational skills	Desirable Masters Degree in Business Administration/equivalent Training in: Public speaking
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2. SKILLS and BEHAVIOURS

Essential Leadership and Influencing: <ul style="list-style-type: none">❑ Excellent communicator and able to promote Eastbourne Borough Council effectively at local, regional and national levels❑ Focuses on solutions rather than problems❑ Strategic vision and ability to translate it into clear, achievable priorities and objectives❑ Inspiring and driving team success❑ Advocate for the Council, demonstrating consistent commitment to improvement, efficiency and economy in service delivery❑ Political and business acumen❑ Willing to engage, build confidence and deliver positive partnerships internally and externally❑ Able to handle difficult/challenging situations astutely and with discretion❑ Strong negotiating and influencing skills Managing and Delivering Services <ul style="list-style-type: none">❑ Effective project and team management❑ Driving, delivering and learning from results❑ Decision making and problem solving❑ Strong numerical and verbal reasoning skills❑ Report writing and presentational skills❑ Managing key resources - financial and people❑ Performance coaching and feedback skills❑ IT skills (eg MS Office)❑ Demonstrably reviews impact of own actions and performance on others and adapts to improve	Desirable <ul style="list-style-type: none">❑ Able to exploit technology❑ Public relations, media skills
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3. EXPERIENCE

Essential <ul style="list-style-type: none">❑ Professional management and delivery of at least one of the services to be managed❑ Strong track record of achievement❑ Building and managing customer relationships❑ Planning and delivering significant projects❑ Managing change to deliver improvements in performance❑ Achieving partnership objectives with external agencies/organisations❑ Improving corporate systems and demonstrating performance gains❑ Consultation and positive engagement with Unions/employee groups❑ Delivery of high profile customer services❑ Strategy and Policy development, delivery and evaluation❑ Setting and achieving challenging performance targets❑ Positive approach, promoting team & corporate harmony during change	Desirable <ul style="list-style-type: none">❑ Outsourcing, enabling and joint commissioning of services❑ Contract and Procurement methods and practices❑ Delivery of capital programmes/projects
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4. KNOWLEDGE

Essential <ul style="list-style-type: none">❑ Marketing and Communication techniques❑ Cross-cutting impact of the relevant service activities in relation to Community Strategy and Corporate Objectives❑ Financial management and budgetary processes❑ Corporate and service performance cycles❑ Relevant disciplines and strategies❑ Cabinet and officer roles & discretions❑ Social inclusion and fair employment❑ Project management principles	Desirable <ul style="list-style-type: none">❑ Basic employment legislation
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Managers must commit to implement and abide by corporate standards, policies and procedures and specifically the Fair Employment, Customer Care and Health & Safety policies.

JOB DESCRIPTION

JOB TITLE: SENIOR HEAD OF SERVICE – TOURISM & LEISURE

REPORTING TO: CHIEF EXECUTIVE
Deputy Chief Executive

LOCATION: GROVE ROAD, EASTBOURNE

DEPARTMENT: TOURISM & LEISURE

MAIN PURPOSE OF JOB:

- To develop, plan and deliver comprehensive, customer focused and high quality Tourism and Leisure services for the Council and to residents in accordance with Community Strategy and Corporate strategic priorities.
- To act as advocate and promote Eastbourne Borough Council actively in national and regional marketing, via funding bids, exploiting networking fora and other interactions with external partners, businesses, Government and other agencies as applicable.
- To set clear and effective parameters for service delivery to meet changing organisational needs. To lead by example and take active responsibility for delegated corporate projects, strategies or initiatives.
- To drive the Council's objectives for growth, affordability and diversity in tourism activity, Theatres and Towner services and Events.
- To lead on relevant strategies and initiatives, including those for Tourism and Culture in the borough.

Services:

- Strategic Tourism
- Partnership activities as relevant, including management of Leisure and Catering Services contract
- Marketing strategy and operational work, including TIC
- Towner Cultural Centre and museums
- Events' design, planning, delivery and evaluation
- Eastbourne Theatres
- Devonshire Park facilities' management and maintenance
- Sports Centres and associated leisure provision

KEY TASKS:

A. Performance, Partnership & Projects

- To support the Chief Executive and Deputy in development of overall Council strategies and policies within which customer focused, successful and cost effective services are delivered.
- To work positively with portfolio holders, Cabinet and committees of the Council on tourism and leisure matters: preparing and presenting reports, taking account of the special nature of relationships between officers and Members of the Council in a local government context.
- To translate emerging corporate strategic priorities into SMART operational objectives and to test, review & renew action planning to manage and provide corporate 'direction of travel' data on a regular basis.
- In accordance with **DRIVE** objectives, to take personal responsibility for influencing and reshaping services, promoting a culture of improvement and economy, robust financial control and value for money, effective performance management and demonstrable learning in all aspects of work.
- To engage services in developing and delivering comprehensive and rigorous annual service and financial planning cycles to agreed standards.

B. People and Change Management

- To provide clear, visible and accountable leadership and to promote good communication, encouraging team contributions and empowerment to promote high performance against corporate management competencies.
- To lead, manage, integrate and engage teams within the department in shared standards, commitment to learning and development of customer-centric processes.
- To promote a culture which protects the safety, health and well being of all in line with the Human Resources Performance Management commitment and corporate policies and procedures.
- To ensure that recruitment, induction, coaching, appraisal and ongoing people performance management are carried out in accordance with corporate Personnel Standards.
- To promote equality of opportunity for all in service delivery in line with corporate standards, policies and procedures.
- To promote a culture supportive of the Council's vision, priorities and values, and to take all reasonable steps to maintain good employee relations.

Person Specification: SHO Tourism and Leisure

1. QUALIFICATIONS AND TRAINING

<p>Essential Degree level education or equivalent Professional and/or Management qualification in relevant discipline</p> <p>Training in: Equality and Diversity IT (specifically MS Office) Presentational skills</p>	<p>Desirable Masters Degree in Business Administration/equivalent</p> <p>Training in: Public speaking, PR, Media skills</p>
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2. SKILLS and BEHAVIOURS

<p>Essential</p> <p>Leadership and Influencing:</p> <ul style="list-style-type: none"> ❑ Engaging and confident speaker and net-worker, presenting to and engaging with diverse audiences ❑ Able to market Eastbourne effectively at local, regional and national levels ❑ Focuses on solutions rather than problems ❑ Strategic vision and ability to translate it into clear, achievable priorities and objectives ❑ Inspiring and driving team success ❑ Advocate for the Council, demonstrating consistent commitment to improvement, efficiency and economy in service delivery ❑ Political and business acumen ❑ Willing to engage, build confidence and deliver positive partnerships internally and externally ❑ Able to handle difficult/challenging situations astutely and with discretion ❑ Strong negotiating and influencing skills <p>Managing and Delivering Services</p> <ul style="list-style-type: none"> ❑ Effective project and team management ❑ Driving, delivering and learning from results ❑ Decision making and problem solving ❑ Strong numerical and verbal reasoning skills ❑ Report writing and presentational skills ❑ Managing key resources - financial and people ❑ Performance coaching and feedback skills ❑ IT skills (eg MS Office) ❑ Demonstrably reviews impact of own actions and performance on others and adapts to improve 	<p>Desirable</p> <ul style="list-style-type: none"> ❑ Able to exploit technology ❑ Public relations, media skills
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3. EXPERIENCE

Essential <ul style="list-style-type: none">❑ Professional management and delivery of at least one of the services to be managed❑ Strong track record of achievement❑ Building and managing customer relationships❑ Planning, marketing and delivering significant projects, including events❑ Managing change to deliver improvements in performance❑ Achieving partnership objectives with external agencies/organisations❑ Improving corporate systems and demonstrating performance gains❑ Consultation and positive engagement with Unions/employee groups❑ Delivery of high profile customer services❑ Strategy and Policy development, delivery and evaluation❑ Setting and achieving challenging performance targets❑ Positive approach, promoting team & corporate harmony during change	Desirable <ul style="list-style-type: none">❑ Outsourcing, enabling and joint commissioning of services❑ Contract and Procurement methods and practices❑ Delivery of capital programmes/projects
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4. KNOWLEDGE

Essential <ul style="list-style-type: none">❑ Marketing and Communication techniques❑ Cross-cutting impact of the relevant service activities in relation to Community Strategy and Corporate Objectives❑ Financial management and budgetary processes❑ Corporate and service performance cycles❑ Relevant disciplines and strategies❑ Cabinet and officer roles & discretions❑ Social inclusion and fair employment❑ Project management principles	Desirable <ul style="list-style-type: none">❑ Tourism development - principles and planning❑ Basic employment legislation
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Managers must commit to implement and abide by corporate standards, policies and procedures and specifically the Fair Employment, Customer Care and Health & Safety policies.

JOB DESCRIPTION

JOB TITLE: CHIEF FINANCE OFFICER

REPORTING TO: CHIEF EXECUTIVE

LOCATION: GROVE ROAD, EASTBOURNE

SALARY: CHIEF OFFICER (R&R)

MAIN PURPOSE OF JOB:

1. To develop and deliver comprehensive and high quality strategic and operational financial services to the Council and community in accordance with Sustainable Community Strategy themes, the Council's constitution and the Council Plan.
2. To manage delegated corporate projects, strategies or initiatives, as required.
3. To carry responsibility, as the Statutory Officer to the Council, for the proper administration of the Council's financial affairs including the provision of financial advice to Members, the Chief Executive and Directors and the 'proper stewardship' of Council Funds. Accordingly, to secure good financial management across the organisation in accordance with Council's Financial Regulations and standards.
4. To lead and manage relevant financial services within the Council including Internal Audit services with specific responsibility for Anti-Money Laundering activities.
5. To sit on and contribute to decision making and recommendations made by the Corporate Management Team alongside the Chief Executive, Deputy Chief Executive and other senior officers who may, from time to time, sit on that body.

KEY TASKS:

A. Performance, Partnership & Projects

- To make decisions and recommendations in conjunction with the Chief Executive and Corporate Management Team in development of overall Council strategies, including the Medium Term Financial Strategy, the Capital Strategy and the Council Plan and policies within which effective financial management of individual services can be delivered.
- To work to develop clear and effective parameters for integrated financial services to meet changing organisational needs.
- To translate emerging corporate objectives into specific, achievable, measurable and realistic time-limited operational actions for relevant financial services.
- To plan and deliver annual service and financial planning processes to agreed standards.
- To harness the development of corporate services to meet the priority objectives of the Authority, promoting continuous improvement in all financial processes and embedding effective performance management into all aspects of work. This to include promotion of best practice in corporate risk management systems and business continuity planning.
- To prepare, manage and ensure effective monitoring of divisional budgets.
- To ensure that the financial implications of proposals are expressly mentioned and considered fully in reports to Council, Cabinet and Committees of the Council.

- To represent the Council and Chief Executive in relevant national and regional negotiations, marketing contacts, funding bids and other dealings with external partners, businesses, Government and other agencies as applicable.
- To participate in cross-departmental and external partnership work to seek creative outcomes to shared services' projects, strategic engagement issues and support implementation of the Corporate Plan.
- To make a public report if necessary and in accordance with relevant legislation in any specified cases of actual or anticipated financial misconduct.

B. People Management & Political acumen

1. To lead, direct and integrate management of the teams within the division. Specifically, to promote good divisional communication and to provide regular opportunities for team contributions and feedback.
2. To ensure that recruitment, induction, coaching, appraisal and ongoing HR management and development of employees within the division are carried out in accordance with corporate Personnel Standards.
3. To promote equality of opportunity in service delivery and in employment in line with corporate standards, policies and procedures and to promote consistently high standards of customer service, whether through external or internal interface.
4. To promote a culture corporately and within the financial services grouping which is supportive of the Council's vision, priorities and values, and to take all reasonable steps to maintain good employee relations.
5. To promote a customer focused culture which protects the safety, health and wellbeing of all in accordance with the Human Resources' Performance Management Commitment and corporate policies and procedures.
6. To prepare and present reports to Cabinet and Council committees, as appropriate, taking account of the special nature of relationships between officers and Members of the Council in a local government context.
7. To undertake any other duties as may reasonably be required, which are commensurate with the nature of the work and the level of responsibility involved.

Person Specification: Chief Finance Officer

1. QUALIFICATIONS

Essential	Desirable
<ul style="list-style-type: none">❑ Full membership of a CCAB recognised accountancy body as required by s.151 Local Government Act 1972 and s.6 Local Government & Housing Act 1989❑ Degree level education	

2. SKILLS & ABILITIES

Essential	Desirable
<ul style="list-style-type: none">❑ Strategic vision and political acumen❑ ability to translate abstract concepts into achievable priorities and objectives❑ Ability to lead, manage and motivate a team to deliver results using coaching and performance management tools❑ Decision making and problem solving❑ Ability to prioritise, meet deadlines and produce high quality work under pressure❑ Report writing, presentation and influencing skills❑ Able to work positively within a Corporate Management Team to deliver the Council's vision, identifying opportunities, resolving problems and achieving value for money❑ Strong numerical and verbal reasoning skills❑ Able to communicate effectively and with discretion on difficult/challenging situations whether in the media, with members of the public, with councillors or with colleagues❑ Fully competent in financial manipulation and presentation of data using Microsoft Excel❑ Microsoft Office	<ul style="list-style-type: none">❑ Able to use and act as advocate for new technology

3. EXPERIENCE

Essential <ul style="list-style-type: none">❑ Track record of achievement in strategic and operational financial management❑ Managing customer relationships and delivering improvement through teamwork❑ Professional competence/technical expertise in accountancy and finance❑ Financial management and control of turnovers❑ Managing and working in a team delivering varied and challenging objectives❑ Responsibility for planning and delivering major projects❑ Managing change, including improving corporate financial systems❑ Working positively with External Auditors	Desirable <ul style="list-style-type: none">❑ Management of partnership projects❑ Contracts and Procurement methods and practices❑ Working in partnership with external agencies/organisations❑ Consultation with Unions/employee groups❑ Local authority budgets
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4. KNOWLEDGE

Essential <ul style="list-style-type: none">❑ Local Authority finances & administration including Statements of Recommended Practice, Use of Resources' criteria, Treasury Management, Internal Audit and the Collection Fund❑ Powers and responsibilities of Section 151 Officer❑ In-house Financial processes and exploiting financial systems to enhance corporate efficiency and effectiveness❑ Project Management, risk management and business continuity❑ Equality and Diversity	Desirable <p>Familiarity with context for local authority funding of concessionary fares</p>
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5. LEGAL REQUIREMENTS

Essential <ul style="list-style-type: none">❑ Enhanced disclosure from the Criminal Records Bureau	Desirable
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JOB DESCRIPTION

JOB TITLE: Lawyer to the Council and Monitoring Officer

REPORTING TO: Head of Corporate Development

LOCATION: Grove Road

DIVISION: Corporate Development

DEPARTMENT: Corporate Services

GRADE BAND: BAND H

MAIN PURPOSE OF JOB:

To co-ordinate, lead and provide effective management of the Council's Legal Service, ensuring the delivery of an efficient, reliable and high quality legal service.

To act as the Council's Monitoring Officer.

Key Tasks:

- (1) To be responsible for managing the efficient and effective delivery of Legal Services and the development of all staff engaged in the delivery of the service.
- (2) To act as the Council's Monitoring Officer, providing advice to elected Members and reporting to the Council on any proposal, decision or omission which contravenes a Statutory Provision, Rules of Law and Codes of Practice or constitutes maladministration.
- (3) To act as the Council's principal legal advisor with particular emphasis on regeneration, procurement and corporate projects and be proactive in responding to the requirements of new or revised legislation.
- (4) To provide or arrange representation of the Council in legal proceedings in Courts, Tribunals and Inquiries.
- (5) To prepare reports for, attend and advise at Committees and corporate working groups contributing legal, procedural and general advice on policy formulation, interpretation and implementation.
- (6) Provide advice as necessary to the public on issues of local government law or control.
- (7) Maintain appropriate records associated with the discharge of tasks.
- (8) To continuously review work methods and processes and the use of technology in order to ensure the efficient and effective delivery of services.

- (9) To motivate staff and provide effective management throughout Legal Services, ensuring that all staff are clear about what is expected of them and that they receive feedback on how they are performing, together with the provision of adequate training and development and a safe working environment.
- (10) To manage and monitor the Legal Services budget and ensure cost effectiveness of services.
- (11) To assist with the preparation, implementation and review of the annual Service and Financial Plan.
- (12) To promote equality of opportunity in service delivery in all aspects of the role in line with corporate policies, training and procedures.
- (13) To promote a culture within the Division which is supportive of the Council's purpose, aims and values, and to take all reasonable steps to maintain good employee relations.
- (14) Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities.

Person Specification: Lawyer to the Council and Monitoring Officer

1. QUALIFICATIONS

Essential <ul style="list-style-type: none">• Qualified Solicitor or Barrister	Desirable <ul style="list-style-type: none">• A management qualification.
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2. TRAINING

Essential	Desirable <ul style="list-style-type: none">• Completion of a recognised management training or development programme.
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3. SKILLS & ABILITIES

Essential <ul style="list-style-type: none">• The ability to lead on matters of corporate priority.• Ability to manage a team of staff to ensure delivery of agreed tasks to high standards ensuring the Council's personnel policies and procedures are followed.• Capable of working in a pressured environment with a demonstrable commitment to service improvement.• Good interpersonal skills to deal with people in all situations in a professional and tactful way.• Excellent written and verbal communication skills with ability to write clear and concise reports and to present information effectively to groups.• Ability to contribute to the continual improvement of the service working on own initiative and delivering agreed outcomes.• Competent in using MS Office, accessing the internet and e-government developments.• Ability to develop and maintain effective working relationships at all levels ensuring an appropriate level of independence and confidentiality.• Ability to prioritise and meet deadlines.	Desirable
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4. KNOWLEDGE

Essential	Desirable
<ul style="list-style-type: none">• Good knowledge of the Government's ethical framework and the role of the Monitoring Officer.• Good knowledge of procurement, property, planning and contract law and experience of working on complex projects.• Able to develop and promote corporate governance and probity related procedures.• Able to demonstrate financial and commercial awareness, control budgets and meet financial objectives.• Project management principles.• Track record of innovation in reviewing processes and procedures to improve performance.	

5. EXPERIENCE

Essential	Desirable
<ul style="list-style-type: none">• Substantial experience of working in a legal environment• Track record of achievement.• Managing and working in a team delivering varied objectives.• Managing customer relationships.• Experience of working effectively in a political environment and establishing good working relationships with Council Members.• Experience of providing high-level advice to Council Members and senior managers.• Responsibility for planning and delivering projects.• Able to respond to internal and external developments and service needs and implement change effectively.• Working in partnership with external agencies / organisations.	

6. LEGAL REQUIREMENTS

Essential	Desirable
<ul style="list-style-type: none">• Criminal Records Bureau clearance• The post is politically restricted in accordance with the Local Government and Housing Act 1989.	

7. GENERAL REQUIREMENTS

Essential

- Able to lead on, represent and promote the interests of Legal Services, the department and Council at all levels both internally and externally.
- Flexible approach to working hours, including some evenings.

Desirable

- A full driving licence.
- Access to a vehicle, as the position will require some travel to other offices etc.