



JOB DESCRIPTION: CHIEF OPERATING OFFICER

- 1. Reports to:** Chief Executive
- 2. Location:** Endeavour House, Ipswich
- 3. Salary:** £105,880 - £126,656 (plus national pay award for 2024/25 – still subject to negotiation)
- 4. Job Purpose:**

To support the Chief Executive, Senior Leadership Team and Councillors in the corporate and strategic management of Babergh and Mid Suffolk District Councils and to deputise for the CEO as required.

To work with the Chief Executive, Senior Leadership Team, and Councillors, in driving forward the strategic and transformational agenda set by both Cabinets ensuring that all residents receive high quality, value for money services.

To 'horizon plan' and, with the Chief Executive, Deputy Chief Executive and Senior Leadership Team, to lead on each Council's response to strategic, cross cutting issues.

To provide the day-to-day strategic leadership and vision for the Councils.

To work with external partners and stakeholders to drive the delivery of appropriate outcomes for the Babergh and Mid Suffolk area.

To work at the political/management interface to support the Portfolio Holders, Cabinets and Members.

To drive performance improvement across all services.

To enhance each Council's reputation by promoting a positive image of each organisation and to represent each Council equally and without bias as an ambassador for the organisations.

5. Main Duties

The main areas of focus for this post include:

- Finance
- Commissioning and Procurement
- Audit
- Customers
- Communications
- ICT
- Policy, Performance & Transformation
- HR & OD
- Elections
- Democratic Services
- Land Charges
- Property, Development & Regeneration (includes the Councils' companies)

The Chief Operating Officer will also be the Councils' Monitoring Officer

Ensuring Quality Services

To champion the ethos of putting our customers at the heart of everything we do and ensure effective and efficient service delivery, developing, and maintaining quality systems that encourage review and continuous improvement from a customer perspective.

To ensure that the approach to customers and employees is underpinned by a strong equality and diversity ethos and ensure that policies and processes provide for equality of access and opportunity amongst employees, customers, and the community.

Performance and Project Management

To manage and maintain a coherent framework of managing and motivating performance which ensures that Directors lead, inspire and develop their staff to perform to the best of their abilities to achieve the outcomes of each Council's Strategic Plan.

To promote continuous improvement through effective evaluation and improvement of performance, and promotion of quality systems throughout the Councils, including identification of success and failure and strategies for managing risk and change.

To develop and promote effective performance standards through the personal development planning process.

Working with Members

To build strong and positive relationships with both sets of Elected Members providing the support, assistance, and professional advice necessary to them in the performance of their functions, in the provision of services to the community.

To play a key role in the interface between Elected members and employees, supporting the democratic processes, and providing advice as appropriate.

To work closely with Elected Members to ensure that both Councils' objectives are promoted and implemented through developing appropriate strategies, policies and plans and translating these into effective action.

To support effective scrutiny arrangements and ensure the engagement and involvement of all Members as appropriate.

Working with Partners and Externally

Working in a 'whole system' developing collaborative and integrated partnerships within the rest of the public and voluntary sector promoting the economic, environmental, and social issues of the Districts at all times.

People and Resources Management

To lead the effective management and development of employees.

To mentor, coach and support Directors and other employees.

To foster a positive organisational culture ensuring the Councils' core values are promoted and embedded.

To ensure that all appropriate activities comply with Standing Orders, Financial regulations and Codes of Practice.

Communications

To ensure that appropriate Council policies and decisions are communicated effectively to all affected parties.

To manage communications effectively and consistently throughout the organisations.

6.Generic Responsibilities

To ensure the Councils' performance appraisal and development processes are undertaken effectively, and that the Councils' HR and Equalities Policies are applied consistently.

To undertake specific responsibilities in emergency planning, participating in the corporate response to civil and national emergencies.

To undertake a key role ensuring compliance with Health & Safety across the organisation.

To undertake responsibilities in accordance with the requirements of the Corporate Manslaughter and Corporate Homicide Act 2007, ensuring a duty of care towards employees.

To undertake such other duties as may reasonably be required compatible with and/or arising from those listed above.

Additional Information

This post is designated as being politically restricted in accordance with the terms of the Local Government and Housing Act 1989.

This post has responsibility to provide Emergency Response support for any emergencies as and when required in accordance with the Council's duties under the Civil Contingencies Act 2004.

Description	Chief Operating Officer
Date	March 2024
Created by	Arthur Charvonia