



Job Title:	Chief Operating Officer	Role Profile Number:	
Grade:	Board Director	Date Prepared:	November 2019
Directorate/Group:	Resources	Reporting to:	Chief Executive

Job Purpose

Swindon Borough Council has an ambitious vision to be achieved by 2030. As a member of the Corporate Management Team, the primary focus and responsibility of the Chief Operating Officer role is to ensure that the organisation becomes modern, efficient and effective within the next three years.

You will lead a range of critical support functions to strengthen, support and assure the Council-wide service improvement journey at pace, acting as the lead internal senior advisor on all resource matters. This will include acting as a critical friend to ensure Directorate service plans are robust and achieve their intended outcomes. The role will be instrumental in ensuring the right conditions are in place to develop a high-performance culture in which staff are empowered and supported to give their best.

The Chief Operating Officer will work with Corporate Directors to ensure continuous improvement is embedded throughout the organisation guiding day-to-day operations and delivery. You will support colleagues to understand and unlock the full potential of technology to help manage and improve services. The Chief Operating Officer will also coordinate cross-cutting strategic programmes to deliver on corporate priorities.

In addition, as part of the Corporate Management Team, you will share in the collective responsibility for achieving the wider vision for the Council, meeting the legal, social and economic obligations expected from a forward-thinking local authority.

Key Accountabilities

This role acts as the internal senior advisor on all resource matters, ensuring that Swindon Borough Council manages and delivers its services efficiently and cost-effectively, legally and in line with an appropriate level of risk. In addition, the key accountabilities include:

- Responsibility for critical support functions: Legal, Democratic Services and Elections; Performance, Intelligence and Insight; Human Resources

- Organisational Development; Communications; Digital Services and Information technology; Facilities; Registrars; Customer Services; and Business Support.
- Leading the assurance of the transformation and continuous improvement programmes.
 - Leading on the Council's improved use of technology, intelligence, insight and best practice to inform resource planning, decision-making and service improvement.
 - Working closely with the Chief Executive and the Corporate Management Team you will lead the implementation plans to achieve positive changes in organisational culture.
 - Establish a strong working relationship with elected members from across the political spectrum by providing timely, clear, unbiased and informed advice at all times.
 - Working closely with the professional leads, particularly IT and Digitalisation ensure the most current and up-to-date practices and technology are adopted across the Council.
 - Leading the prioritisation and co-ordination of cross-cutting strategic programmes to deliver on corporate priorities.
 - Leading agile business systems that efficiently and effectively support delivery of business services and progress our 'digital by default' service offer.
 - Monitoring all legislation relevant to the organisation (employment law, health and safety, equality and diversity, etc) and advise the Chief Executive accordingly. Ensure the discharge of all relevant statutory responsibilities relating to Corporate Governance functions, including the Data Protection Act and Freedom of Information Act, acting as Data Controller.
 - Assuming other responsibilities as the CEO will determine from time to time.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Evidence of being able to deliver the key accountabilities above.
- Senior experience in a large organisation.
- Experience of leading significant change at a senior level within a complex organisation, clarifying and supporting cultural transformation, which is integral to change.
- Proven experience of successfully managing diverse professional teams collectively achieving organisational objectives and goals.
- Experience of supporting and enabling collaborative working across diverse groups of people.
- Appropriate Programme leadership experience.
- Politically astute with an ability to operate confidently in a political environment.
- Ability to positively influence a range of stakeholders (notably elected members and partners).
- Experience of complex contract commissioning and negotiation at both strategic and operational levels.

- Experience of data management and data intelligence to influence strategic planning and lead decision making.
- Experience of multi-stakeholder engagement to establish new networks and contacts to maximise the Council's resources.
- Experience of driving transformation and continuous improvement.
- Experience of performance-based coaching and mentoring of individuals and teams.
- Ability to work under own initiative – self-starter.
- Pragmatic and realistic approach to delivering complex change.
- Excellent communication and facilitation skills that can be applied to a range of stakeholders and used to drive improvement and change.
- Experience of managing conflict through to consensus.

Qualifications required for this post:

- A degree in an appropriate discipline and a commitment to continuous professional development.
- A management or leadership qualification is desirable.
- Evidence of Continuous Professional Development.

Decision Making

- You will be expected to make significant and measured decisions on economic, financial, legal and statutory matters.
- You will also be responsible for working with elected members and the Corporate Management Team in response to changes to both national and local Government requirements (legislative, financial or regulatory).

Contacts and Relationships

- At this level the post holder will have significant contact with elected members and the leadership of the Council.
- The post holder will have contact with the public through engagement led by the Council as well as planned and unplanned communication with local media.
- Regional and national networking to ensure that Swindon is learning from best practice and innovation in the development of Directorate services.
- To establish effective external relationships, taking a proactive role in promoting and strengthening partnerships in the public, private and voluntary sector, applicable to the Directorate.

Swindon Borough Council – Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at Swindon Borough Council to demonstrate and live our organisational values and behaviours, this means in our work we are:

- **Connected: We put Swindon and its people at the heart of everything we do.**

We display a communication and behaviour style that promotes a positive council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking: “is what I am doing in the best interests of Swindon and its people?”

- **Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

- **Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Swindon Borough Council – Our Leadership Competencies

- **Corporate Leadership** – Act as an Ambassador for the Council’s vision, priorities, pledges and values collectively with colleagues from within the Corporate Management Team.
- **Managing Self** – Manage your time, priorities and resources to achieve goals and meet personal learning and development needs.
- **Leading People** – Leading, engaging, developing and motivating employees to perform at their best.
- **Leading Change** – Helping others to approach changes at work in a way that seeks to ensure their commitment and enthusiasm is focused on achieving the Council’s objectives.
- **Managing Information** – Works in an informed and evidenced-based way by making good decisions based on relevant information and data.
- **Maximising Partnerships** – Building effective working relationships and ensuring partnerships are focused on outcomes.
- **Managing Resources** – Achieving objectives through the effective planning and allocation of resources.
- **Managing Activities** – Managing the activities of the team to achieve business priorities within agreed time scales and budgets.
- **Managing Risk** – Actively seeking to identify, escalate and mitigate risks and threats to business continuity and the achievement of the Council’s objectives.