

**APPENDIX 1C**

<b>Job title:</b> Chief Officer Operations	<b>Date:</b> 25.02.19	<b>Ref:</b> BA
<b><u>Job Purpose</u></b>		
<p>Working as part of the City Development Directorate Leadership Team, you will live and model values and behaviours to help us to achieve our ambition to become the best city council in the country. Your role will be important in ensuring the Council is more enterprising and efficient and ensuring that the authority has in place proper arrangements for the management of key operational activity, administration and delivery of projects.</p> <p>You will be accountable and responsible for the efficient and effective operational functions, as listed below, that meet the needs of our customers.</p> <ul style="list-style-type: none"> <li>• City Centre Management and the Markets functions</li> <li>• The matrix management and coordination of Support Services (Human Resources, Finance, Performance Management and Digital Information Service).</li> <li>• Continuous improvement initiatives through leading and contributing to cross Council projects, collaborative working with and on behalf of the Directorate Leadership Team.</li> </ul> <p>You will take responsibility for developing and maintaining good working relationships and effective communications with employees, elected members, trade unions, internal and external partners and other stakeholders to achieve excellent outcomes for the citizens of Leeds.</p>		
<b><u>Key Requirements</u></b>		
<p><b>Part 1: Qualifications and Experience</b></p> <ol style="list-style-type: none"> <li>1. A relevant degree or equivalent level qualification or relevant in depth expertise.</li> <li>2. Successful experience of turning strategy into practical change in relation to operational services in either a public or private sector environment.</li> <li>3. Experience of successful strategic and operational resource management including the evaluation of competing priorities and management of accountabilities and large scale resources/assets.</li> <li>4. Experience of managing stakeholder relationships at senior level.</li> <li>5. Experience of managing and controlling budgets, work-force issues and ICT developments.</li> </ol> <p><b>Part 2: Knowledge, Skills and Abilities</b></p> <ol style="list-style-type: none"> <li>1. Ability to provide visible and supportive leadership, which empowers, enables and develops managers and staff to achieve results.</li> <li>2. Highly developed influencing skills; able to create and shape strategic alliances to benefit Leeds/Leeds City Region.</li> <li>3. Excellent communication skills with the ability to influence, negotiate and establish credibility for the Council and the service, to enhance its reputation and to form positive partnerships and stakeholder relationships.</li> <li>4. Ability to promote and manage Leeds City Centre as a business location and retail, leisure and tourism destination; including coordinating the Council’s relationship with the Leeds Business Improvement District.</li> <li>5. Enhance communication between providers and users of City Centre services. Co-ordinate the efforts, resources and interests of all stakeholders to enhance the attractiveness of the City Centre.</li> <li>6. Ability to identify, promote and develop new initiatives and opportunities that increase commercial activity</li> </ol>		

in the Kirkgate Market; minimising cost and optimising use of, and returns from, Markets property, premises and sites.

7. Highly developed ability to promote and maximise all opportunities to enhance the economy by ensuring effective delivery of the Markets strategy and provision of an effective Market service at various sites throughout the City.
8. Ability to matrix manage and co-ordinate support service activity to ensure excellent joined-up delivery – acting as a focal point for decisions and advice to Leadership team colleagues
9. Ability to devise and deliver Directorate wide plans and delivery on key projects
10. Able to fully promote the health and safety of staff and the public and support community safety issues in the city centre and markets

### LCC Values

<b>Working as a Team for Leeds</b>	<ul style="list-style-type: none"> <li>• Provide direction and support to individuals and teams promoting a ‘high performing’ ‘can do’ attitude within a coaching style</li> <li>• Developing the Council’s relationships with the private sector, working with and through others, across the council and partnerships to ensure the delivery of all relevant strategic outcomes and objectives.</li> </ul>
<b>Being Open, Honest &amp; Trusted</b>	<ul style="list-style-type: none"> <li>• Ensure citizens, council members, trade union representatives and key external stakeholders e.g. private sector are provided with all relevant information to ensure meaningful engagement and consultation in order to make decisions.</li> <li>• Learn from mistakes and seek to promote continuous improvement and best practice.</li> <li>• Creating a culture of excellence in service delivery, continuous improvement and a focus on outcomes which maximises the use of resources and actively promotes the council’s values.</li> </ul>
<b>Working with Communities</b>	<ul style="list-style-type: none"> <li>• Work effectively with a variety of partner organisations to deliver outcomes; communicate and involve stakeholders and the wider community in new developments to encourage ownership and commitment.</li> <li>• Increase the levels and quality of employment across the city, support the sustainable growth of the Leeds economy, and enhance the skill level of the workforce across the entire city to fulfil individual and economic potential.</li> </ul>
<b>Treating People Fairly</b>	<ul style="list-style-type: none"> <li>• Recognise that everyone has an equally important part to play and values the diverse and vibrant nature of the city and all its citizens</li> </ul>
<b>Spending Money Wisely</b>	<ul style="list-style-type: none"> <li>• Lead, direct and manage a range of budgets and resources made available, ensuring that resources are deployed to best effect; provide value for money and are well monitored and controlled</li> <li>• Increase innovation and entrepreneurial activity across the city</li> </ul>

### Working Context

- The role is primarily office based but post holders are expected to work flexibly both at home and at various locations across the City and region. Hours are worked mainly Monday to Friday, in accordance with the needs of the service; however the post holder will be expected to work regularly outside normal working hours, including attendance at evening / weekend meetings or events.

The role profile and specification are an outline only and may vary from time to time without changing the character of the job or level of responsibility