

Executive Director of Place Services

Join us – make a difference in our communities

West Sussex as an area is rapidly changing with increasing pressures from our demographics, continuing challenges to provide our residents and communities with greater levels of choice to support improved outcomes in their lives and of course we need to do this within tighter and tighter financial constraints. We recognise therefore that our organisation, working with and alongside our partnerships, needs to fundamentally change.

During a period of significant and fundamental change, we need strong, experienced, collaborative and cohesive leadership across our organisation. This requires a strong, collaborative strategic and corporate foundation for our organisation.

We have a strong and bold plan to ensure West Sussex maximises the opportunities for our residents through a compelling vision for our place over a 5-20 year horizon. The Place Services department is fundamental to the achievement of this vision. Through the leadership of the key determinates of place, this role will lead, develop and deliver outcomes for all communities across West Sussex, the wider region, and through transport, the South East region of the UK.

About the job

The role is a key lead in relation to the outcome priorities of a 'council that works for the community' and 'ensuring West Sussex is a prosperous place' and focusing on 'our communities being strong, safe, and sustainable'. You will ensure at all times the Council is focussed on improvements in our customer experience through integration with other public and private sectors, and other key partnerships.

You will be the council's principal policy advisor on community, economy, infrastructure, and environment services, translating political objectives and priorities into coherent initiatives that will deliver exceptional public services for West Sussex. You will therefore ensure that the challenges faced by our rural, coastal and urban communities are supported in a strategic way, and focused on the challenges, needs and opportunities specific to each place.

There will be a strong focus on developing and delivering an effective infrastructure plan for the county, this covering all aspects of infrastructure such as highways, schools, digital and sustainable energy infrastructure. You will develop and deliver an effective economic growth plan for the county, developing effective partnerships with our major contractual partners in relation to highways and waste, district and borough partners, LEP, businesses, and our communities.



Job Description & Person Specification



You will be key to ensuring that leadership of services and change is through collaborative approaches to working with partners, communities and citizens. The purpose of the role is therefore to provide the leadership and direction to key place based services including Highways and Transport, Community Safety, community engagement, library and information services, registration services, waste and environment, and economic development, ensuring approaches that drive efficiency and transforming service delivery to provide best value for money for our residents.

What you'll need to succeed

You will have a proven track record of delivering and leading a complex service, with extensive experience of operating successfully within a senior leadership team, shaping and influencing innovative and high-quality practice in high performing teams. You will need to provide strategic leadership and work collaboratively to lead and embed a performance focused culture to deliver high quality outcomes. You will have a thorough understanding of the relationships and culture of organisations that impact on the wider Council.

Job details

Grade: Senior Management Group (SMG)

Directorate Group: Place Services

Location: County Hall, Chichester

Required experience and skills

(These will be used as the shortlisting criteria)

Key Skills:

1. You will possess excellent leadership, finance and people management skills and be able to show that you have delivered real and sustainable transformational change, within budget and on time, in a complex and changing environment.
2. Proven ability to lead a range of services at comparable level to the people services department through evidenced strategic, customer service, and leadership capabilities.
3. Proven communication skills with the ability to develop networks and partnerships, influence corporately with senior stakeholders and partners internally and externally. Ability to communicate both upwards and downwards within an organisation and externally to improve service delivery.
4. Excellent interpersonal, motivational and influencing skills.
5. Substantially numerate with highly developed analytical skills using qualitative and quantitative data.
6. Ability to design, develop, interpret and implement policies.



Qualifications and / or Experience:

- Educated to post-graduate level or equivalent by experience.
- Extensive experience at senior leadership level within a local authority, government department or agency or similar high-profile organisation with comparable scope, responsibilities, budget and resources.
- Substantial record of senior leadership achievement and experience at least some of the areas of community, economy, environmental services, and highways and transportation.
- Experience of developing strategies and translating them into effective outcome changes for place and communities.
- Broad knowledge of public sector services, the macro social and economic context within which local authorities work and the implications of this for delivery of County Council's aims and understanding of service delivery models, concepts and principles gained through extensive business exposure in a diverse range of organisations or services.
- Experience of working effectively and impartially with elected members and in supporting the democratic decision-making process.
- A broad knowledge of public sector service delivery, both directly and through commissioning.
- A successful track record of forging and maintaining effective working partnerships with communities, partners and businesses to ensure the development, design and delivery of services that reflects their needs. Able to communicate a compelling vision to key stakeholders internally and externally to achieve operational outcomes.
- Business acumen from creating a commercial environment where the management of cost and customer satisfaction is paramount.

Key responsibilities

Lead the relationship with our communities and partners to improve the outcomes for all our residents, and develop the wider local government family and our partnerships, necessary to achieve real and positive impacts on the lives of all the residents of our county region.

Act as the Council's principal policy advisor on Community, Economy, Infrastructure and Environment services, providing guidance and support to the Chief Executive, Cabinet and Members in translating their political objectives and priorities into coherent initiatives that will deliver exceptional public services for West Sussex and to identify commercial, digital, and innovative opportunities to support the delivery of best possible outcomes for our residents and communities.

Ensure that there is a clear and consistent focus across the Council and its partners on delivering an inclusive and outstanding customer experience to all of the citizens and communities of West Sussex.

Develop and deliver an effective infrastructure plan for the county, including infrastructure highways, schools, digital, and sustainable energy infrastructure. Oversee the commercial and contracting arrangements for key strategic Highway, Waste and Transport services, ensuring that they deliver intended



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outcomes in a manner which represent long-term value for money at an acceptable level of risk for the Council.

Developing and delivering an effective economic growth plan for the county.

Developing effective partnerships with our major contractual partners (highways & waste), district and borough partners, LEP, businesses, voluntary sector and our communities.

Developing and delivering an effective sustainability plan for the county, including waste and energy.

Design services to focus on the priority outcome of a 'council that works for the community' in key service areas including community engagement and development, libraries, customer and information services, archives, community safety, and registration services with a focus on developing stronger communities that are able to help themselves and one another.

Work as part of the Council's Executive Leadership Team (ELT) and Corporate Leadership Team (CLT), providing strong, visible and collective leadership across the Council and its partners through compelling communication of its vision, particularly around the Communities, Economy, Infrastructure and Environment Departmental agenda, building a culture of high performance and inspiring people to support the delivery of the Council's strategic priorities.

Lead the strategic commissioning of services to achieve agreed outcomes for our residents and communities of West Sussex across a broad range of services based on thorough customer and market analysis and effective service planning and design.

Be responsible for significant delegated financial budgets and resources ensuring that they are allocated effectively for the delivery of place and residence services in a manner which demonstrates value for money and compliance with relevant policies and guidelines.

Our Values

You will lead, promote and demonstrate the values of our organisation.

- Trust and Support
- Listen and Act Upon
- Customer Centred
- Honest and Realistic
- Genuinely Valued

You will lead, promote and demonstrate the cultural ambition of our organisation:

"We have an inclusive and supportive culture, work in partnership and reward individual and team contribution."

JD Code: SMG

Date: February 2021

