

Job Role Profile	Chief Executive
Responsible to	Leader and Council
Responsible for	All duties as delegated to the Head of Paid Service; Executive Board members and Senior Leadership Team

Job Purpose & Function	Primary role	Shared with	Comments
1. Ensure the strategic aims of the organisation are clear and reflect the council's vision, values and priorities, the needs of the people of Cheltenham, and	X		
2. That these are translated into effective delivery which is visible to the communities served and balanced against available resources	X		
3. Discharge fully the responsibilities of the head of paid service in accordance with the provisions of the Local Government and Housing Act 1989 and Cheltenham Borough Council's constitution	X		
4. Lead the delivery of services, through a robust mixed economy approach, eg, commissioning, direct delivery, collaborative partnership frameworks	X		
5. Provide leadership and direction to the officers of the council, securing effective operational leadership and management of all key functions within the council and promoting a customer focused and performance driven culture which supports the corporate plan, meets changing strategic objectives and responds to the priority needs of the community	X		
6. Position the organisation to adequately meet the current and future challenges facing the council, through role modelling and fostering collaboration and innovation	X		
7. Lead, develop and continually improve corporate strategy, policy and organisational culture across the council.	X		
8. Deliver continual service performance improvement and increased customer satisfaction, through effective engagement and innovation.	X		
9. Lead and develop strategic partnerships across Cheltenham and the		MD	MD Place and ED has focus on BID, university, LEP,

county and beyond to ensure the development of a shared commitment and capacity to achieve outcomes and public services for the community of Cheltenham.		Place and ED	<p>GEJC, JCS, airport – formerly undertaken by either CX or Leader</p> <p>CEO – Leadership Gloucestershire, District CXs, CCG, 2020, PCC, Cheltenham Partnership, TCT, CF, Safeguarding lead, SW Council CXs group, LGA</p>
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10. Ensure strong leadership and direction ensuring the workforce clearly understand the vision, objectives, priorities and constraints facing the council and are actively engaged, where relevant, in development an effective response

11. Work with, and foster relationships with partner agencies to enable the development of sustainable communities and the management and development of Cheltenham within the context of place shaping and total place agendas

Key Result Areas

1. Corporate and Service Strategies and Planning

Working with the Leader of the Council and elected members, lead the development of corporate and service delivery and commissioning strategies the development of policies and plans; ensure that these are communicated effectively and implemented to meet stated objectives and core values.

Act as the principle policy adviser to the elected members of the Council to enable them to make informed choices and decisions concerning the development of policies, options for their delivery, the resource implications and the allocation and reprioritisation of resources.

Original Draft Nov 2010 reviewed May 2017

Develop and maintain effective networks with central government, European agencies and local MPs to ensure that the needs of Cheltenham citizens are known and that they benefit from any appropriate programmes, funding and initiatives.	X		Key local relationships with MP, Leadership Gloucestershire and local partners
3. Communication and Customer Focus <p>Ensure that strategies, policies and systems are in place to inform and receive feedback (including complaints and suggestions) from service users, partners, stakeholders and employees; and to evaluate that feedback and to take appropriate action for continuous improvement.</p> <p>Ensure that customer focus is promoted as a core value of the authority.</p> <p>Ensure that robust strategies, policies and systems are in place to communicate with and consult about the activities and priorities of the Council externally with the public and key partners.</p> <p>Ensure that robust and effective strategies, policies and systems are in place to manage the reputation of the Council with the public, key partners and employees.</p> <p>Represent the Council at civic functions and act as an ambassador for the authority with its public, partners and stakeholders.</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>		

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Define the required outcomes for the Council, taking into account the needs of citizens and partners and the availability of resources	X		
Focus the organisation on performance and ensure it is equipped to deliver the agreed outcomes and VFM	X		
Champion performance management by ensuring that the organisation is business-like, measures outcomes and sets itself ambitious and suitably challenging goals – and achieves them.	X		
Seek new ways of designing and delivering services to provide improved outcomes for the citizens and increased VFM eg shared services, externalisation.	X		
5. People Management Lead, inspire, manage, motivate and develop the Senior Leadership Team to ensure that the Council can attract, motivate, reward, retain and develop a high calibre workforce.	X		
Maximise the capacity of the team to manage people, performance, programmes and change. Sustain and enhance the outward facing community and customer focus of the workforce.	X		
6. Governance and risk management Ensure the effective governance of the Council and the legality, probity, integrity, proper public accountability and scrutiny of its decision making	X		

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processes. Lead the overall management of risk within the Council, ensuring that lines of accountability are clear and well understood and systems are in place for monitoring, evaluating and managing risk to secure the reputation and physical, virtual and intellectual resources of the Council. Support the Council's response to a major incident, in conjunction with statutory partner organisations, and lead the work of the emergency management team when required.	X X		
7. Programme and change management Lead and ensure appropriate engagement with relevant programmes and projects across the council and with partner organisations, to foster the effective management of change and improvement in the delivery of services.	X		

Partners

This list provides an example of key partners for the role but is not considered exhaustive;

Partner	Frequency
Local MP	Quarterly
Central Government (including Cabinet Office, CLG, etc)	Quarterly (generally via District CXs meetings)

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Gloucestershire County Council	Bi-monthly (generally via Leadership Gloucestershire but also on specific issue related matters for example safeguarding)
District Councils	Quarterly via District CXs meetings (general contact on any number of issues)
University of Gloucestershire	Contact via MD Place and ED
Community Safety Partnership	Quarterly meetings (general contact on any number of issues)
Trade Unions	Through Joint Liaison Forum or meetings on request
Police and crime commissioner	Via Leadership Gloucestershire
NHS/CCG	Via Leadership Gloucestershire and half yearly scheduled meetings
Chamber of Commerce and Federation of Small Businesses	Contact via MD Place and ED
Business Improvement District	Contact via MD Place and ED
Cheltenham Borough Homes	Through combined leadership team meetings and informal catch up meetings
Fire and Rescue Service	Via emergency planning meetings
Voluntary sector partners	Via Community Safety Partnership or meetings regarding specific issues