

# LONDON BOROUGH OF MERTON

## JOB DESCRIPTION

### CHIEF EXECUTIVE

#### ROLE

1. To work in partnership with Members to provide leadership, vision and strategic direction to the Council.
2. To lead, inspire and manage the Corporate Management Team to deliver the Council's vision, values and objectives, ensuring that all resources are used effectively in a co-ordinated approach to delivering excellent customer services to residents.
3. To be an ambassador for the Council and to represent and negotiate on behalf of the Council with external bodies.
4. To be the Head of the Council's Paid Service.

#### KEY ACCOUNTABILITIES

1. **Leadership and Vision**
  - 1.1 Work in partnership with Members to determine the corporate culture of the Council and guide, support and advise Members on the development and implementation of Council's policy.
  - 1.2 Provide decisive leadership for the organisation, establishing a clear model of leadership, pursuing the vision, strategic goals and priorities of the Council.
  - 1.3 Inspire a culture of continuous development and act as a role model to inspire all employees to promote the values of the Council and present a positive image to the community.
2. **Management**
  - 2.1 Inspire and shape the organisation to deliver effective and efficient services through a framework of performance management.
  - 2.2 Promote learning and development and support a performance management culture.

- 2.3 Lead and develop the Corporate Management Team to ensure that all resources are deployed effectively to deliver on the Council's vision and objectives.
- 2.4 Promote the development of effective policies in response to the changing demands imposed by legislation, government intervention and service demands.
3. **Partnership**
  - 3.1 Foster effective partnership arrangements with both internal and external stakeholders.
  - 3.2 Establish effective working relationships with the Leader of the Council and all Members.
4. **Member Relations**
  - 4.1 Act as principal adviser on policy and ensure Members are able to formulate and determine policy in a way consistent with the effective, financially prudent and legal administration of the Council.
5. **Service Delivery**
  - 5.1 Ensure that all service delivery is customer focused and delivered within a framework that supports valuing diversity, inclusion and access.
  - 5.2 Provide a framework within which to challenge service provision ensuring that effective and efficient services are delivered to the community.
  - 5.3 Provide good value for the community with efficient and effective cost effective services, through maximising resources, incorporating best practice and utilising new technology and innovation.
  - 5.4 Ensure that service delivery is supported by a comprehensive performance management system that tracks the implementation of corporate priorities and objectives.
6. **Valuing Diversity**
  - 6.1 Champion valuing diversity and equal opportunities ensuring that Merton embraces a culture that promotes full and equal access to learning, employment services and cultural life.
  - 6.2 Promote the Council's commitment to valuing diversity and providing equal access to service delivery, ensuring that all residents and service users are treated with fairness, equity and respect.

6.3 Ensure the Council's commitment to equality of opportunity for all employees within a culture of fairness, equity and respect is achieved through the effective implementation of policies.

7. **Political Management**

7.1 Work with political understanding and sensitivity. Promotes a culture of political awareness that helps translate political will into appropriate future strategies.

8. **Marketing**

8.1 Act as a pro-active ambassador for the Council, creating the mind set for identifying, anticipating and satisfying customer requirements, promoting and marketing a positive image of the Council and the Borough as an attractive business partner and as a place within which to live and work.

9. **Other**

9.1 Carry out duties as may be reasonably required.

9.2 Undertake all duties in accordance with Council policies and statutory obligations.

## **CHIEF EXECUTIVE PERSON SPECIFICATION**

### **Qualifications**

1. Educated to degree level with evidence of continuing personal development.

### **Background and Experience**

1. A proven track record of success at senior management level (although not necessarily as Chief Executive) within a local authority or a large organisation.
2. Sound knowledge and experience of financial management and information systems within a large, complex organisation.
3. A track record of demonstrable success in change management, managing a diverse range of services and translating organisational ambitions into real achievements and service delivery improvements.
4. Successful track record of establishing a strong performance culture, effective performance and service quality evaluation that involves users and driving up standards and performance.
5. Proven experience of establishing effective working relationships with multi-cultural communities and dealing with issues of diversity.
6. A successful track record in resolving internal conflict within a complex environment.
7. A proven track record of implementing effective, innovative strategy in a large, multi-disciplinary environment.
8. Proven experience of promoting positive images, both internally and externally, of a large organisation.
9. A successful track record of building effective, sustainable and meaningful relationships across diverse sectors and interests and successfully bringing together coalitions of diverse interests to agree and deliver a clear vision and strategies.

### **Personal Qualities**

1. Highly motivated, enthusiastic and an excellent communicator.

2. An effective manager with an approachable style.
3. Committed, robust and resilient enough to work within a challenging and complex environment.
4. A team worker who can build partnerships, work effectively across boundaries and achieve performance and results through others.

### **Personal Style and Behaviour**

1. Well developed leadership skills.
2. Personal and professional credibility.
3. Open-minded adaptable.
4. Resilient and persuasive.
5. High levels and energy and commitment.
6. A high level of political judgement.
7. A high degree of probity and integrity.
8. An innovator and forward thinker.
9. An excellent communicator.
10. Objective and outcome focussed.