



# CEREDIGION COUNTY COUNCIL

## JOB DESCRIPTION

<b>POST TITLE:</b>	Corporate Lead Officer – Policy, Performance and Public Protection
<b>SERVICE:</b>	Policy, Performance and Public Protection
<b>GRADE:</b>	Corporate Lead Officer
<b>BASIC ADMINISTRATIVE LINE MANAGER:</b>	Executive Corporate Lead Officer Schools, Lifelong Learning & Culture
<b>LOCATION:</b>	Penmorfa, Aberaeron
<b>HOURS OR WORK:</b>	37 hours and as required to fulfil the demands of the workload
<b>MAIN PURPOSE OF JOB:</b>	<ul style="list-style-type: none"><li>• To be Corporate Lead Officer and lead advisor to the Council for all matters relating to Corporate Performance; Civil Contingencies and Business Continuity; Public Protection Services; Complaints &amp; Freedom of Information; Strategic Partnerships, Community Cohesion and Engagement</li><li>• To provide strategic direction and leadership within a collective management model, ensuring the effective delivery of services and the achievement of corporate objectives through collaboration and shared responsibility.</li><li>• Whilst Executive Corporate Lead Officers have specific responsibility for the management and leadership of service portfolios, they will also work closely with other senior leaders to develop and implement strategic initiatives by fostering a collaborative environment that encourages teamwork and shared decision-making.</li><li>• To work creatively and strategically to achieve the highest possible standards of performance in Ceredigion County Council services</li></ul>
<b>PRINCIPAL ACCOUNTABILITIES:</b>	<p><b>Strategic</b></p> <ul style="list-style-type: none"><li>• Uphold and model Team Ceredigion values and behaviours, while promoting a citizen-focused culture at all times.</li><li>• Work with and support senior leaders to provide vision, leadership and strategic direction, enabling all services to develop and implement effective policies aligned to the Council's objectives and standards.</li><li>• Acting as lead officer, work collaboratively with partner organisations to maximise benefits for the Council and residents of Ceredigion.</li></ul> <p><b>Functional</b></p> <ul style="list-style-type: none"><li>• To be the lead officer within the Council on supporting the Public Service Board</li><li>• To be the lead advisor within the Council on all matters relating to Policy, Risk Management and Community Cohesion</li><li>• To ensure effective and efficient management for a range of services/functions including:<ul style="list-style-type: none"><li>• Freedom of Information and for Complaints, Compliments and Improvement</li><li>• Performance Unit and Research &amp; Analysis</li></ul></li></ul>

- Civil Contingency and Business Continuity
- Public Protection Services (including Animal Health, Food Safety and Trading Standards)
- Licensing

### **Quality and performance management**

- Ensure customer needs are understood and reflected in service delivery and improvement.
- Plan and deliver services in a coordinated way, compliant with agreed policies/standards and the Council's democratic governance processes.
- Keep policies and procedures up to date with legislation and best practice.
- Evaluate and report performance against statutory and non-statutory plans, business plans and performance indicators.
- Manage service funding effectively, including preparation and control of revenue and capital budgets, in line with Standing Orders and Financial Regulations, addressing budget pressures.
- Identify and pursue external funding and alternative delivery models, including partnership working.
- Monitor the changing public service landscape and use evidence of national/local practice to challenge, innovate and improve service delivery.
- Maintain high performance standards across the Service, recognising good performance and addressing poor performance effectively.
- Maintain oversight of service risks, including complaints.
- Work with other Leadership Group members to deliver effective and efficient Council services.
- Respond quickly and flexibly to the needs of the Council, customers and partners.
- Promote equality of opportunity in service delivery and employment practices, meeting the Council's legal and moral duties as an equal opportunities employer.
- Undertake other duties appropriate to the post, including emergency planning; response management and coordination; risk management; and safeguarding.

### **Communication**

- Review staff communication methods to ensure they are effective and enable two-way feedback.
- Promote a culture of clear, consistent internal and external communication.
- Maintain effective liaison and build strong working relationships with Elected Members, providing timely advice and information to support decision-making where required.

**CORPORATE LEAD OFFICER – POLICY, PERFORMANCE and  
PUBLIC PROTECTION**

**PERSON SPECIFICATION**

	<b>Essential or Desirable</b>
<b>Qualifications</b>	
Educated to degree level in a relevant subject or equivalent experience	Essential
Membership of an appropriate professional body	Desirable
Evidence of Continued Professional Development	Essential
A recognised Senior Management qualification	Desirable
<b>Local Government Experience</b>	
Excellent understanding of the role of elected members and of the decision-making process in a political environment	Essential
Experience of working within local government including the awareness of and sensitivity to the political context of the role	Desirable
Thorough knowledge of the national policy frameworks within which the Council operates.	Essential
<b>Senior Management Experience</b>	
Experience of successfully managing a relevant service area within a large multi-functional organisation and demonstrate achievement in significantly influencing successful performance.	Essential
Minimum of 5 years relevant management experience in a relevant service area	Essential
Track record of successfully leading, managing and continuously improving multi-disciplinary teams to effectively achieve positive change in a public service environment	Essential
<b>Service Delivery</b>	
A excellent understanding of legislation and regulation as it relates to Policy, Performance and Public Protection Service	Essential

A successful record of analysing issues, developing strategies on a cross-functional basis and of creating service plans based on needs and which achieve quality and cost improvements	Essential
An excellent understanding of performance management and business planning processes with the ability to direct this knowledge to drive continuously improving customer focussed performance	Essential
<b>Resource Management</b>	
Extensive experience of the management of large-scale human and financial resources, in accordance with agreed policies, priorities and within the formal framework of cost and quality standards	Essential
<b>Partnership Working</b>	
Evidence of successful working with employees, trade unions or employee representatives, external public and private sector organisations and voluntary sector organisations	Essential
<b>Personal Effectiveness / Key Skills</b>	
Ability to work collaboratively with others, fostering a culture of teamwork and shared responsibility.	Essential
Commitment to democratic local government with an awareness of a sensitivity to the political context of the role and be able to maintain impartiality, manage political relationships and work with political parties and maintain their trust.	Essential
Strong leadership skills with the ability to think strategically, creatively and innovatively and to put ideas into effective action whilst demonstrating openness to new ideas	Essential
Commitment to the principles and practices of customer care, ensuring excellence in service delivery and recognition of its impact on the service users	Essential
Excellent communication skills and an ability to relate to a wide range of audiences and to utilise different media as appropriate	Essential
Strong negotiating skills with a past record of achievement and success	Essential
Clear commitment to uphold Team Ceredigion Values and Behaviours as well as the principles of equality and diversity	Essential

<b>Personal Circumstances</b>	
Using their own travel arrangements, the postholder must be able to attend locations across the county at very short notice, in order to respond promptly to operational and service demands (including urgent situations).	Essential
Must be prepared to work irregular hours to meet the needs of the Service	Essential
<b>Linguistic Ability</b>	
English: The ability to undertake tasks of the above posts through the medium of the English Language at ALTE level 5, (spoken), level 5 (reading) and level 5 (writing) on appointment.	Essential
The ability to undertake tasks of the above posts through the medium of the Welsh Language will be regarded as being essential the Council may consider a candidate where the commitment to attain ALTE level 4, (spoken), level 3 (reading) and level 3 (writing) within two years is agreed.	Essential
<b>Political Restriction</b>	
This is a politically restricted post	