

Role Profile

Part A - Grade & Structure Information

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| Job Family Code | 14BF | Role Title | Head of Economy & Growth: Operations |
| Grade | PS14 | Reports to (role title) | Director for Economy & Growth |
| | | Directorate/School | Environment Property and Growth |
| JE Band | 735-879 | Service/Department | Economy & Growth |
| | | Date Role Profile was created | Sep-24 |

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

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| Role Purpose including key outputs | To lead on the operational, front line operational delivery functions within the Economy and Growth team embedding horizontal cross-cutting ways of working in all aspects of delivery. Investing in the strategic business and stakeholder relationships essential to successful delivery. This role requires proactive working to ensure the team operates as efficiently as possible, with robust financial management and planning, ensuring external funding is leveraged to support the team structure. Responsibilities under this post will expand and contract aligned to external grant funding availability. |
| Work Context | <p>The Head of Economy & Growth: Operations is one of three senior managers reporting to the Director for Economy and Growth. As part of this Senior Leadership Team, the Head of Economy & Growth: Operations will be mutually accountable for embedding cross-cutting, horizontal working into the team's daily operations. Within this remit the Head of Economy & Growth - Operations will be directly responsible for the front-line business focused operations aligned to the service's strategic economic ambitions and fully integrated with economic placemaking outcomes. In line with the cross-cutting nature of the team's work, the postholder will also be expected to be equally engaged in the delivery of placemaking outcomes.</p> <p>The Head of Economy & Growth: Operations will drive business growth by overseeing services delivering on investment, trade, business growth, innovation and cluster development as well as ensuring that Surrey businesses have access to a local, appropriately skilled and capable workforce. The role will be responsible for ensuring successful achievement of targets and therefore requires the identification and management of risk and the embedding of operational systems and processes that enable success - the post-holder will therefore be required to take a proactive approach in overseeing and managing the adoption of core business practices e.g. finance reporting, programme management, event management and CRM. The Head of Economy & Growth: Operations will promote the proactive pursuit of joint team outcomes whilst achieving operational targets ensuring customer journeys drive operational performance & improvements, and proactive lead generation function for cross-team services. The post will also promote the team's activity, including engagement events, in line with the cross-team marketing strategy. Within this role, the post holder will be expected to identify and embed key relationships with other operations post-holders in the team as part of ensuring successful outcomes, from horizontal working.</p> |
| Line management responsibility if applicable | The Head of Economy & Growth: Operations will initially be responsible for a team of 10, however, the service will operate on a very flexible basis, expanding and contracting in line with projects and funding opportunities and so this staff team will be expected to expand and contract in line with funding and work programmes and the full staff complement could be up to 50 FTEs. The post-holder will therefore be expected to manage complexity in staffing arrangements including cross team and matrix management. To achieve a successful 'One-Team' approach, the post-holder will be responsible for supporting the embedding of joint reporting tools and processes. |
| Budget responsibility if applicable | The Head of Operations & Growth: Operations will take on financial efficiency responsibility as part of SLT and whole team finance, ensuring maximum impact from available resources, they will also be directly responsible for the day to day management of complex ad-hoc revenue budgets of up to £10m. |
| Representative Accountabilities Typical accountabilities in roles at this level in this job family | <p>Develop, co-ordinate and support service planning for the service or functional area to ensure the delivery of high quality, value for money and consistent services in line with agreed service standards and statutory requirements.</p> <p>Develop, and recommend policy and practice improvement in the relevant service/functional area, working collaboratively across the area and consulting with key stakeholders, to ensure effective implementation that supports continuous improvement.</p> <p>Provide professional leadership to the team/s and/or colleagues, strengthening skills and competence and fostering a strong culture of standards, performance and accountability to deliver public value and efficiency.</p> <p>As a lead expert in a specialised field provide timely, accurate and customer focused advice and guidance to managers to support good practice and compliance with statutory requirements.</p> <p>Maintain effective budgetary control, while ensuring legal, regulatory and policy compliance within area of responsibility are effectively managed, and that effective systems operate to manage performance and risk.</p> <p>Lead major programmes and reviews and represent the business area in internal and/or external initiatives to enhance reputation and service delivery.</p> <p>Champion and manage transformational change and embed new ways of working to ensure high quality service delivery and value for money.</p> <p>Work collaboratively internally and externally to ensure that issues are effectively managed and foster partnership working to promote sustainable service improvements and generate efficiencies.</p> <p>On call - be available if required to maintain key service delivery and in the event of a serious incident.</p> |

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| | <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation(s).</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: Responsible for ensuring health and safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety policies are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p> |
| Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics | <ul style="list-style-type: none"> • Degree or equivalent level professional qualification plus experience at management level in a specialist area in a complex business environment. • Extensive knowledge of the principles of change management, project management and continuous improvement, and their practical application. • Authoritative knowledge of the work practices, processes and procedures relevant to the role, together with broader sector/commercial awareness. • Ability to balance policy development with effective operational management. • Ability to deploy advanced skills to inspire, motivate, coach and develop team members to high levels of performance. • Strong written and oral communication and interpersonal skills with high level negotiation and influencing skills, and the ability to work collaboratively with internal and external partners/professionals.. • Proven ability to manage budgets and available resources to deliver effective support to their area of responsibility. • High level analytical skills and able to apply evaluative judgement and provide practical and creative solutions. • Proven ability to assess risks and benefits in a complex environment and respond appropriately. |
| Details of the specific qualifications and/or experience if required for the role in line with the above description | <p>The postholder will be expected to be qualified to Degree level in an appropriate discipline as well as being able to demonstrate a proven track record in the successful delivery of front-line cross-cutting economic services and related projects in a local government setting. A proven track record of delivering cross-economic services at scale and pace is essential as is an ability to manage complex financial budgets and diverse funding streams. A demonstrable understanding of how to deliver a range of economic services, projects and programmes working horizontally at scale within a strategic local government authority is essential.</p> |
| Role Summary | <p>Roles at this level are senior managers leading the provision of a multi functional support service within one of the organisation's service areas, or coordinating a specific business development or advisory area. Role holders are often members of the departmental or service management team and will help to develop the service's strategic aims and objectives. They require expertise in a specialised field or a broad understanding of relationships between different fields, and advise managers and colleagues on good practice and compliance with statutory requirements.</p> <p>This level requires the ability to select, develop and assess the suitability of ways of working, together with highly developed skills in persuading, influencing, developing and motivating people and partnerships to achieve service objectives. Role holders exercise flexibility and independence for decision making within their particular functional area, working to broad parameters and policy guidance.</p> |
| To be completed by JE Coordinator | |
| Reference Number | BM-2024-252 |