



## Norwich City Services Ltd

A company wholly owned by Norwich City Council

### ROLE PROFILE

**Position: Chair of Board of Directors**

**Accountable to: Shareholder**

Norwich City Services Ltd. is a company wholly owned by Norwich City Council. The company was established in 2020 to deliver environmental services from April 2021 and property maintenance and repairs services from April 2022.

### Role purpose

Lead and manage the Board to ensure that Norwich City Services Ltd. fulfils its responsibility to the Shareholder (Norwich City Council) through the Board.

Effectively manage the performance of Board meetings to the highest standards of conduct in line with the UK corporate governance code.

Ensure that the company discharges its duties in a sustainable, cost effective and efficient way that delivers positive outcomes and high levels of customer satisfaction.

Monitor the performance of the company against Shareholder agreed business objectives and hold the senior management of the company to account for their performance and achievement of strategic objectives

Line management of the Managing Director.

### Main responsibilities of the chair of the board of directors:

- **Agree company strategy:** Together with the Board, agree and oversee the delivery of the business plan enabling the company to identify and pursue the longer-term objectives and priorities established by the Board. Provide constructive challenge and support to develop proposals on strategy and direction of the company and the business plan, ensuring the sustainability of the company.
- **Leadership:** Provide leadership of the company within a framework of prudent and effective control, which enables risks to be assessed. Direct strategy towards the development and continuous improvement of the company.

- **Financial Resources:** In consultation with other Board members, review and agree the draft annual budget and subsequent variations, ensuring compliance with financial regulations.
- **Monitoring Performance:** Scrutinise the performance of the company and management in meeting agreed goals and objectives and monitor the reporting of performance.
- **Governance and Risk:** Promote the highest standards of corporate governance. Ensure that the Board maintains the right controls so that risk is identified and appropriately monitored and managed satisfying itself on the integrity of financial information and that financial controls and systems of risk management are robust.
- **Management:** Contribute to the management of the company in a manner that is consistent with the company's objectives and the Shareholders Agreement.
- **People:** determine that the structure of the company is fit-for-purpose, that there is an appropriate reward strategy, and in conjunction with the Shareholder, manage the appointment, performance appraisal and where necessary, removal of the managing director and senior employees of the company in consultation with the Shareholder. Line management of the Managing Director including setting objectives and reviewing performance.
- **Compliance:** Ensure the company complies with its legal obligations and statutory duties as a company including the Companies Acts, the Combined Code of Corporate Governance, statutory accounts, taxation, safety, health environmental and employment; and Regulation 12 of the Public Contracts Regulations 2015.
- **Commitment and Meetings:** Make a commitment to participate actively in the Board's work, stay informed about company and Board matters, and prepare for meeting by reviewing and commenting on Board papers and minutes. Maintain regular dialogue and contact with other Board members and senior management, where required.
- **Relationships:** Develop and maintain an effective relationship with other Board members and the Shareholder.
- **Act as ambassador:** Assist the Managing Director in promoting and representing the company at local, regional, and national level, as required

Chair/Non-executive directors must balance the need to remain independent of the operational day-to-day business of the company, while maintaining a level of knowledge that will enable them to ask questions to establish that operations are managed effectively and manage the performance of the Managing Director.

The Shareholder of Norwich City Services Ltd. is a public authority, it is therefore expected that the general principles of public service leadership should apply to the company as follows:

- Board members should not act to gain financial or other benefits for themselves, their family, or friends
- Board members should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their duties
- Board members should be accountable for their decisions and actions and should be open and transparent about the decision and actions that they take
- Board members should be objective in carrying out the business and should make decisions on merit, including making appointments, awarding contracts, or recommending individuals for rewards and benefits
- Board members have a duty to declare any private interests relating to their company duties and to take steps to resolve any conflict arising in a way that protects the company and the Shareholder

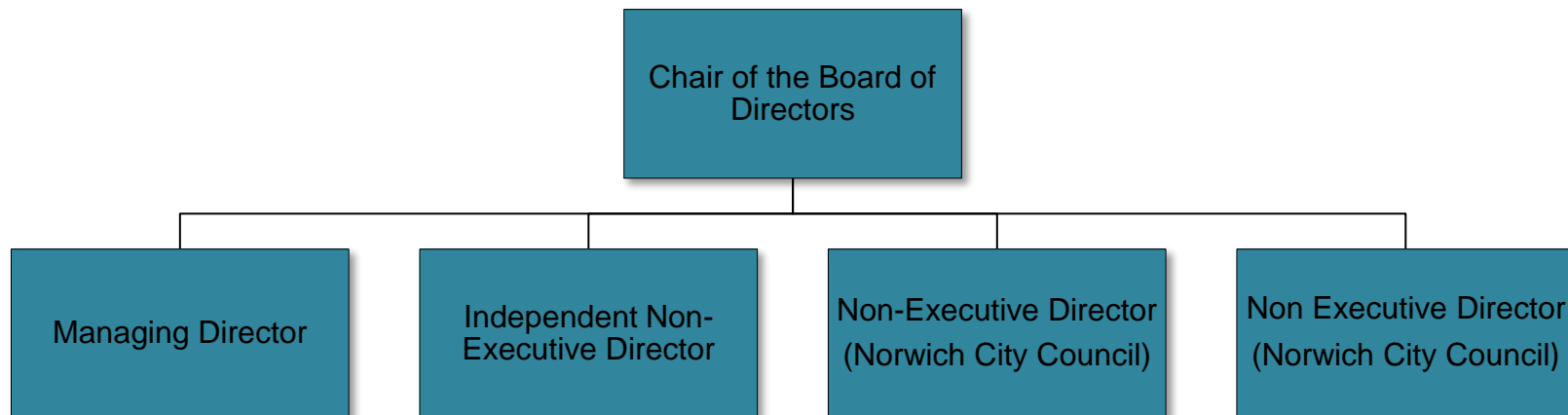
### **SKILLS, EXPERIENCE, KNOWLEDGE AND COMPETENCIES**

- Extensive recent senior level experience in either or all of the relevant sectors - environmental services or property maintenance and repairs. May be a serving or recent executive or non-executive within these sectors.
- Proven line management experience at a senior level.
- Strong commercial, financial management and business experience.
- Strategic and business planning, financial risk, performance management experience.
- A good understanding of the environment in which the company operates and the risks it faces.
- Knowledge and understanding of best practice in corporate governance.
- Political awareness.
- Commitment to and understanding of equality and diversity in service delivery and employment.
- Understand the importance of providing strategic direction, knowledge of governance and how boards should add value.
- Ability to scrutinise and constructively challenge the day to day operations of the company and offer objective advice.

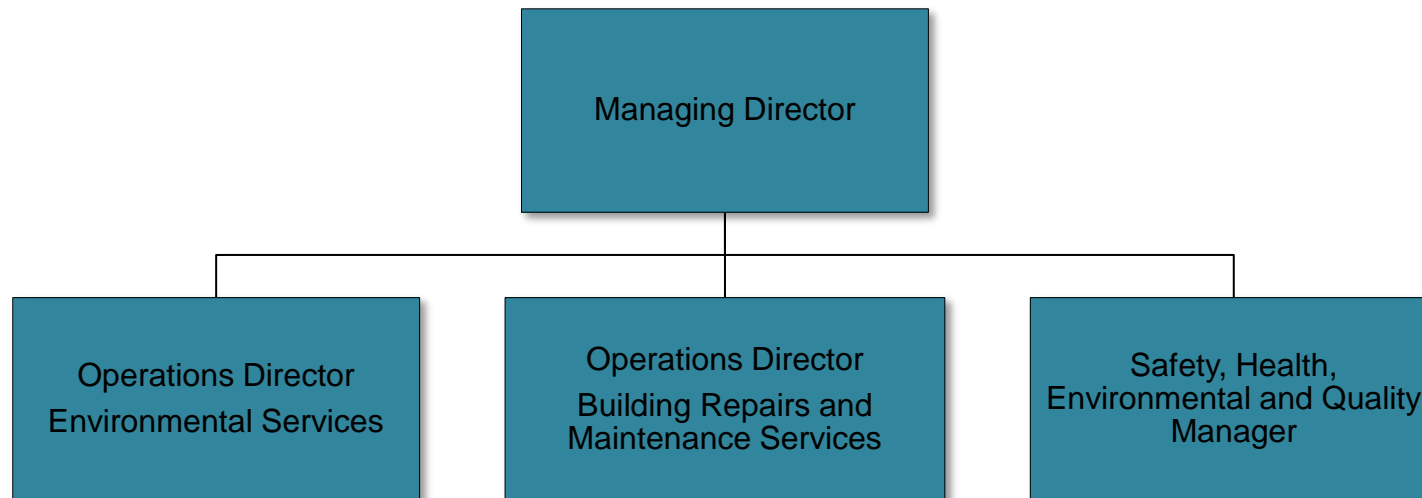
## Chair of the Board

- Ability to effectively promote the company.
- Personal credibility and integrity, effective at persuading, influencing and highly developed negotiating skills at Board/senior level
- Ability to contribute towards the broader strategic debate as a board member and take a strategic view.
- Ability to identify opportunities, embrace change and innovation.
- Robust judgement and the ability to seek, challenge, assimilate and analyse complex information to inform decision making.
- Demonstrate probity, integrity and appreciation of public service values and ethos.
- Ability to develop and maintain constructive professional relationships (including the senior team, other Board members, the shareholder, and key stakeholders) through excellent interpersonal skills, team working and good communication style.
- Foster an ethos of continual improvement and a learning culture throughout the company including the Board.

**Board structure**



**Proposed management structure**



## **Key terms and conditions**

### **The role**

Chair of the Board of Directors

### **Remuneration**

£10,000 gross per annum payable monthly.

In addition, reasonable expenses incurred in the performance of the role as Chair of the Board of Directors will be reimbursed.

Remuneration and reimbursement of expenses is paid on a monthly basis via Norwich City Council third party payroll provider.

### **Time commitment**

It is anticipated that the Chair of the Board of Directors will on average commit approximately two to three days per month to the role, which includes Board meetings and preparation and regular briefings with the Managing Director. The minimum requirement is two days per month

### **Terms of office**

The initial term is for five years with a review and possible renewal at the end of the term.

### **Location**

Board meetings will normally be held in Norwich.