

## Norwich City Services Ltd

A company wholly owned by Norwich City Council

### ROLE PROFILE

<b>Post:</b>	<b>Managing Director</b>
<b>Salary:</b>	<b>£94,395 to £101,695 per annum</b>
<b>Managed by:</b>	<b>Chair of the Board of Directors</b>

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:

- Provide the leadership, vision, and strategic direction for Norwich City Services Ltd. to deliver first rate, value for money and sustainable services with high levels of customer satisfaction.
- Work collaboratively with the Board, shareholder, and council employees to ensure that Norwich City Councils corporate priorities are reflected in business and delivery plans to deliver positive outcomes for residents and tenants.
- Provide effective management of the senior team and motivate the workforce to perform well and to develop their full potential
- Represent, promote, and act as an advocate for the company, the council, and the City of Norwich.
- Lead organisational and transformational change to maximise the use of resources to maintain and enhance service provision for customers in a challenging financial environment.
- Ensure effective risk and performance management and provide assurance that the company complies with financial regulations and legislative requirements of company law and within Regulation 12 Public Contracts Regulations 2015, whilst understanding and balancing the needs of the council and political context in which it operates.

The post holder will also be a company director and hold a seat on the Board with the corresponding legal responsibilities as set out in company law.

## **2. KEY ACCOUNTABILITIES AND OUTCOMES:**

- Provide the overall strategic direction and leadership of the company working with the Chair of the Board, Board of Directors and Shareholder to develop and implement the business strategy, plans and company policy.
- Develop a three-year rolling business plan, ensuring that plans are deliverable within the agreed resources and support the objectives and priorities agreed by the Board and the Shareholder. Gain the Board and Shareholder approval of the business plan annually.
- Direct and control the work and resources of the company to ensure delivery of the Shareholder and Board agreed business plan and programme of works to the required quality standards and within resources.
- Accountable for the overall performance of the company and for taking any remedial action, informing the Board of any significant changes.
- Ensure effective monitoring and financial management against plans and budgets and that the annual report and accounts of the company are produced and approved by the Board.
- Regularly report on the operation of the company, providing information to the shareholder and Board as required, to assess performance and achievement against strategy, plans and budget.
- Identify opportunities for continuous business improvement and ways of working which deliver efficient and cost-effective services.
- Identify and explore opportunities for the development of the business in conjunction with the Shareholder
- Develop and maintain a marketing and customer engagement strategy to promote the services and develop the reputation of the company and which represents the company and Shareholder in a positive light.
- Establish and maintain effective relationships with the Chair and Board members, the Shareholder, council employees and customers, and relevant third parties.
- Act as or ensure Company Secretary arrangements are in place and that decisions by the Board are executed.
- Represent the company in negotiations with customers and suppliers and other key stakeholders to ensure value for money.
- Identify, develop, and demonstrate core values and behaviours which reflect the mission, vision and values of the company and the ethos of the Shareholder to create a positive and inclusive culture.

- Ensure the highest standards of probity and good conduct are maintained.
- In conjunction with the Board, determine that the structure of company is fit for purpose and that there is an appropriate reward strategy in place.
- Lead, manage and coach direct reports and support their professional development to deliver effective operational performance.
- Enable a high performing, diverse, inclusive, and engaged workforce to successfully deliver plans and priorities and actively promote health and safety and wellbeing.
- Develop and maintain positive relationships with trades unions and/or employee representatives to maintain and improve employee relations and engagement.
- Develop and implement appropriate systems and processes to ensure good governance and compliance with relevant legislation and industry best practice,
- Ensure development, maintenance and compliance with the agreed Safety, Health, Environmental and Quality Management System, standards, and accreditation (i.e. ISO9001 Quality Accreditation, ISO14001 Accreditation or an equivalent standard). Building an appropriate health and safety culture.
- Ensure effective support services are in place and provide assurance to the Board and Shareholder in relation to those services

## **General Requirements**

These duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post-holder may be required to undertake other reasonably determined duties and responsibilities, commensurate with the level of the post, without changing the general character of the post.

Duties and responsibilities must be carried out in accordance with relevant policies and procedures, within legislation and any code of professional ethics of relevant professional body.

All employees are expected to maintain a high standard of customer care in the context of the company vision and core values; advocate and demonstrate equality, diversity and inclusion and health and safety standards and participate in personal learning and development necessary to the post.

## **JOB SPECIFIC SKILLS AND COMPETENCIES**

### **Essential criteria**

#### **Experience**

- Extensive experience and proven track record of leading, motivating and managing teams with a diverse range of skills and experience in an organisation of comparable scope and complexity, to achieve high performing, significant and sustainable service improvements, and good outcomes for service users
- Extensive relevant and recent sector experience in one or both of the sectors (environmental services, property repairs and maintenance)
- Experience of developing and sustaining a culture that meets the needs and engages with customers and employees within an inclusive, open, and high performing environment.
- Experience and proven track record in effective financial and resource management
- Commercial and financial experience including company accounting, managing a profit and loss, cash flow and balance sheets
- Recent and relevant experience of driving transformational and cultural change and business performance improvements.
- Recent experience of operating within a company structure including an understanding of the requirements of a company directorship
- Experience of developing and driving strategic direction and business planning

#### **Knowledge and understanding**

- Knowledge and understanding of company law and governance and public contracts regulations.
- Knowledge of the market in which the company will operate.
- Knowledge and understanding of the challenges and issues in the city, the council, and the wider public sector.
- Understanding of and commitment to equality and diversity, tackling discrimination and any barriers that prevent equal access to services.

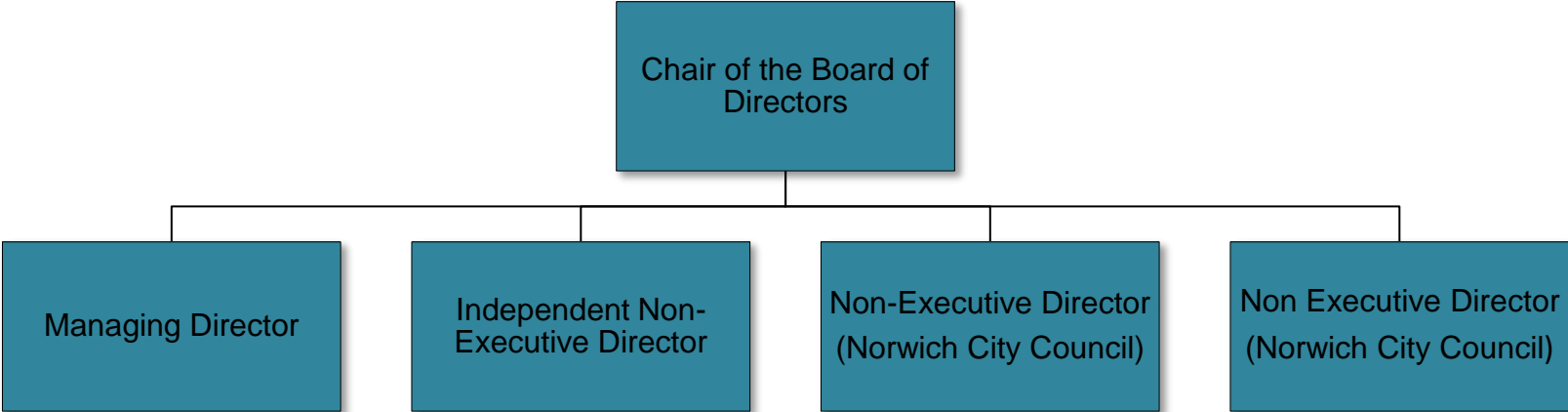
## **Skills and abilities**

- Ability to think strategically and develop and deliver strategic plans
- Collaborative approach and ability to build and maintain strong and effective relationships with all key stakeholders.
- Ability to motivate others and build consensus.
- Evidence of managing demand to deliver cost effective and efficient outcomes.
- Personal credibility and ability to champion the values and behaviours of the company.
- Excellent communication skills with the ability to evaluate and present complex issues and information in a way appropriate to the audience.
- Highly developed influencing and negotiating skills gained at a senior level
- Political acumen and experience in building political relationships and ability to respond to changing political needs and priorities.
- Focus on customer experience, satisfaction, and delivery of quality services.

## **Qualifications and learning**

- Educated to degree level or equivalent professional qualification relevant to the key responsibilities of the post.
- Evidence of senior leadership and management capability to undertake the complex demands of the role.
- Evidence of continuous professional development.

**Board structure**



**Proposed management structure**

