



ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

Chief Executive

Permanent role, based in Kingston

Grade: CEX

Responsible to: The Leader of the Council

Direct management of: Senior Leadership Team

Budget: Council Revenue Budget – £123m; Capital Budget – £235m

Context

Why Kingston?

This special place in South West London between the capital and the country has been a Royal Borough longer than anywhere else - it is where the first Kings of England were crowned. Kingston is set to be one of the fastest growing parts of London, and with the arrival of new infrastructure such as Crossrail 2, as well as its award winning Go Cycle scheme, is at the forefront of the changing face of London's transport.

So Kingston is changing with new commercial and residential developments, not just in Kingston Town Centre but in all parts of the Borough; in Surbiton, New Malden, Tolworth and Chessington in the rural south of the Borough. Kingston is a great environment. Kingston itself has the river, the historic market place and church, parks and gardens, but in all its town centres it has something unique to offer.

Kingston's people are well educated, innovative and entrepreneurial. The Borough has been home to great industry and creativity for many years, reflected in assets such as the Rose Theatre, the International Youth Arts Festival and Kingston University, which boasts more new graduate business start-ups than any other.

Communities in the Borough are in the most part strong, healthy and prosperous. That said, there are people who rely on the Council and other public services to enable them to reach their potential. Like most places, the average age of our population is rising as more people are living longer, so some people need more support to stay independent, safe and well.



ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

Kingston is a diverse Borough, not just because of this range of need, but because it is home to people from diverse and interesting cultures and backgrounds. Kingston has a large Sri Lankan Tamil community and is home to more people from Korea than any other part of the UK.

Our Ambition

The strength of Kingston's relationships with its communities across the borough - residents, businesses and the voluntary sector - lies at the heart of everything the Council wants to achieve. Kingston is a successful place because it has adapted and changed throughout its history. The Council wants to continue that journey and, whilst the Corporate Plan is still being developed, the new administration's manifesto has identified the following key outcomes Kingston wants to strive for with its communities:

- Community engagement in everything we do
- Overcome our financial challenges by maximising independence and increasing income
- Ambitious environmental plans
- Create new affordable homes, co-designed with our communities
- Work with partners across the public, private and voluntary sectors
- Not being afraid to lobby for what we want.

Kingston Council is working to reinvent itself to ensure that all resources are used to best effect. Rather than simply cutting costs and making savings, we want to set a path to financial security. To be successful, we need to transform into a high-performing, networked organisation with a highly constructive culture where people truly flourish and reach their full potential.

Our Vision and Priorities

The Royal Borough of Kingston's vision is to be a vibrant, diverse and inclusive Borough, with value for money local services that are designed with our residents to maximise independence, with an approach to growth which benefits local communities - 'Making Kingston Better Together'. We are an open, transparent and collaborative Council that engages residents in local decision-making, embracing new technologies in the design and delivery of services for the benefit of our communities.

Kingston's priorities include:

- A well maintained Borough with growth and regeneration that benefits our communities and air that's safe to breathe
- Healthy, independent and resilient residents, with effective support to those who need it most
- A Borough whose communities are safe, diverse and vibrant.



ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

Role Purpose

Building on the strengths that Kingston already has, the Chief Executive will perform a major contribution in the delivery of Kingston's vision and strategic priorities, which will shortly be set out in the forthcoming Corporate Plan. If you join Kingston Council as our new Chief Executive, you will lead us in achieving these ambitions.

Main Responsibilities

- To act as Head of Paid Service with authority over all Kingston employees, providing direct management to the Senior Leadership Team.
- Take a lead role in setting a path to financial security by addressing both the savings required, as well as the significant overspends (e.g. SEND).
- Drive commercialism and an entrepreneurial and effective commissioning culture, with effective systems and processes across the whole Council. Working with the relevant Director and statutory officers, taking their lead and advice where appropriate.
- Set the culture of the organisation to become resident and business-focused, developing a reputation for Kingston as an exemplar of community engagement, keeping us connected to our residents by listening and acting on their feedback.
- Work closely with elected members in their various roles, facilitating and leading the execution of due process and governance, ensuring the Council is community-focused in order to enable sound decision making.
- Act as orchestrator, convenor, facilitator and strategic leader for all activities, people (within the Council and beyond), functions and services.
- Provide strong strategic leadership and support to Directors, portfolio holders and all Elected Members to ensure they receive high quality advice on strategy and policy at a corporate level; making connections between related strategies, policies and plans and taking a lead role to ensure that all activities across the Council are coordinated, consistent and coherent to maximise the positive impact of our activities on communities.



ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

- Act as an ambassador for the Council, building external relationships, including partnership working within the Borough (e.g. police, voluntary sector, health) to enhance our reputation, ensuring that the organisation is well regarded, contributing fully to local, sub-regional, regional and national partnerships to best effect. Lobbying where necessary to secure the best deal for Kingston communities and places in the Borough.
- Ensure the Council maximises opportunities to achieve its ambitions for sustainable and economic growth, using the most innovative and creative solutions to public service challenges.
- Responsible for interaction with regulatory bodies and inspections, overseeing implementation of related recommendation and outcomes.
- Promote community cohesion and Kingston's commitment to valuing diversity, ensuring the development and implementation of effective social inclusion.
- Undertake the lead role in the Council's emergency planning arrangements and the London Wide Local Authority Gold arrangements.

Corporate Responsibilities

Kingston Council requires all senior leaders to undertake and support a range of important corporate responsibilities, including:

- Data protection
- Election duties
- Engagement and collaboration
- Health and safety and wellbeing of staff
- Safeguarding – protection of vulnerable adults and children
- Volunteering/social impact
- Complaints handling and investigation
- Emergency planning and business continuity
- Champion diversity and equality in service delivery and people management.

N.B. The requirements of this post include attending meetings and other events outside normal hours, as expected with a post of this nature. The post holder will need to manage their work/life balance flexibly to meet the needs of this role.

ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

The Person

- Evidence of continuing professional development
- Extensive experience of working in a senior corporate management role in a large, complex organisation
- Demonstrable effective strategic planning expertise to achieve the implementation of policy
- Demonstrable objectivity and appreciation of the political nature of Local and Central Government, the democratic process and its operation
- Extensive experience of managing employee, financial and other resources within strong performance management
- Evidence of sustained successful relationships with partners to meet diverse needs
- Demonstrable experience in effective management of change within an organisation.

Our Leadership Competencies:

Leadership

- Ability to demonstrate successful leadership experience and positive outcomes at a senior strategic level within an organisation of similar complexity
- Ability to build a strong and capable team, confidently setting the direction and clearly articulating the measures of success.

Partnering for Excellence

- Proven ability in brokering and leading complex, high level partnerships
- Proven ability to deliver transformational change and achieve improved outcomes through public or private sector partnerships
- Ability to apply commercial judgement to make decisions that will deliver cost efficient and effective results for Kingston Council and the Kingston community.

Communication and Influencing

- Demonstrate the sensitivities of operating in a political environment, balancing policy with local needs
- Experience of working successfully with Elected Members and navigating a complex political landscape at a sub-regional level
- An ability to understand and respond to the complex, evolving economic and social environment within which Kingston Council operates.



ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

Putting the Customer First

- Demonstrate a strong commitment to service excellence, customer care and continuous improvement
- Identify and understand the needs of both internal and external customers by providing excellent customer service in all areas of Council business.

Being the Best

- Provide the freedom and support to improve the performance of Kingston by challenging the status quo and providing enough scope for staff to experiment with new or innovative solutions.