

Job Profile

City Centre Growth and Delivery Manager

Grade: Job Size 3

Date created: 13th March 2017

About the Job

To lead and manage the Council's City Centre Growth and Delivery services and contribute to shaping and delivering the council's strategic and corporate objectives.

To be part of the City Council's wider leadership team supporting the strategies, plans and policies of the council, ensuring the sustainable delivery of effective, efficient, innovative and entrepreneurial services and the development of strong and cohesive communities.

Work to build constructive operational relationships within and beyond the City Council, including councillors.

This is what we need you to do...

- Provide advice and guidance to SMT and Cabinet on the development and delivery of strategies which enable city centre growth.
- Lead and manage a range of services to maximise economic growth and income generation through the identification and successful delivery of priority projects and income generating activities.
- Lead, motivate and empower the city centre growth and delivery services team by coordinating workload and providing guidance and direction ensuring that productivity and customer satisfaction is of a high standard and the service is resilient and able to respond effectively to demand.
- Work creatively with the Chief Planning Officer and the planning team to deliver an effective and efficient service which meets the growth and development needs of the City and ensures that the necessary matrix working takes place so that a "seamless" service is delivered across the Place function.
- Ensure, working in co-operation with the Chief Planning Officer that the Council's Development Management function provides timely, consistent and robust planning decisions in full compliance with the Council's policies, plans and the relevant legislation
- Work creatively, innovatively, commercially and constructively to design and implement solutions which successfully deliver the
 - Lead the delivery of services that are designed to meet customer needs and expectations
 - Manage the performance of staff, enabling individuals to maximise their contribution, to deliver great services and hold them to account for the delivery of their objectives. Foster a culture of continuous personal and professional development and effective performance management.
 - Support the development of entrepreneurial and commercial opportunities to generate income, reduce expenditure and deliver financially sustainable services
 - Develop constructive partnerships with stakeholders (internal and external); and through effective engagement and clear communication, create a collaborative working environment that drives performance and continuous service development.
 - Understand and manage risk.
 - Lead by example, inspire transformational change and display the Council's behaviours and values at all times.
 - Deputise at Head of Service level in relation to matters within your remit.
 - Carry out such duties as may be required and are commensurate with the grade of the post, including participation in the City Council's emergency response team.
 - Champion the principles of asset based community development and ensure that they are embedded within the service area

Council's Regeneration and Economic Delivery Strategy, and Housing Zone work, securing commitment and co-operation from partners and external stakeholders.

- Successfully position and promote the City of Gloucester as an attractive location for inward investment and economic growth
- Develop and deliver strategies and approaches which seek to ensure that the benefits of economic development, regeneration and growth are accessed by communities across the city, and in particular those who are most disadvantaged.
- Manage service delivery within agreed budgets and ensure the effective deployment of resources so that the Council achieves its objectives within the overall council plan.

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Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Experience of successfully leading, developing and implementing policies and projects.
- Experience of successful leadership or management in delivering physical or economic regeneration, ideally through the coordination of a diverse range of professions and functions
- Experience of managing budgets.
- Experience of coping well under pressure and in difficult high profile public situations.
- Management experience which has reflected in positive change.

Knowledge, Skills and Understanding

- Ability to lead, manage and motivate staff
- Positive attitude to change and ability to identify, create, design and implement new opportunities
- Well developed planning, analysis and implementation skills.
- Well developed ability to present complex information and reports in a concise and clear manner either orally or in writing.
- Ability to identify and respond to political context and act as the principal advisor on matters relating to ED and regeneration, advising senior officers and councillors where required.
- Well developed negotiation and engagement skills and ability to develop positive relationships with Members and stakeholders.
- Work alongside councillors in the effective development and delivery of plans, projects and programmes
- Leadership and management of high performing supervisors and teams including successful experience of the management of a range of HR and workforce development requirements.

Behavioural attributes

- **Efficiency and Value for Money:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations.
- **Forward thinking with Innovation:** Being creative and using your initiative you actively seek to improve services and processes.
- **Making Residents Lives Better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the City:** Being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Working Together to make it Happen:** As a team worker you communicate effectively and pursue a 'can-do' attitude in being flexible to deliver quality services.

Expected to perform at level 3 of Gloucester City Council's Employee Behaviours Framework

Education & Qualifications

Essential

- Graduate level qualification relevant to the remit of the post

Desirable

- Membership of a relevant professional institute
- A management qualification
- Project or Programme Management qualification.