**TITLE OF POST: Executive Services Manager**

**GRADE: POF**

**RESPONSIBLE TO: Head of Policy and Engagement**

**MAIN PURPOSE OF JOB:**

This role will lead our Executive Services team and provide play a leading role in our governance and compliance activities to help us deliver our vision of Creating the Safest Community.

Reporting to the Head of Policy and Engagement, you will contribute to our strategic goals through the management of departmental strategies as well as ensuring efficiencies and quality service at all times. The post holder will also have line management responsibilities for members of our Executive Services, Policy and Improvement teams.

# 1 MANAGERIAL DUTIES (GENERAL POLICY)

* 1. To promote the Service Vision, ‘Creating the Safest Community’.
  2. Supporting the Head of Policy and Engagement to efficiently manage and deliver Executive Services activities within the Service and play a leading role in delivering our governance and compliance activities.
  3. Contributing to the development of strategic organisational projects and activities relative to the work of the department by applying appropriate strategies.
  4. Contribute to the development of relevant departmental policies and procedures in line with relevant national policy and ensure compliance in relation to all relevant regulations and legislation.
  5. Continuously review working practices to identify change programmes to promote continuous improvement.
  6. Encourage appropriate and robust quality and assurance systems within the department.
  7. Establish, develop and maintain positive and effective liaison links with appropriate organisations and partners as required.
  8. Contribute to the preparation and production of quality management reports for consideration by the Fire Authority, Senior Management Team and other groups.
  9. Contribute to the implementation of strategically sound business continuity plans which offer an appropriate level of resilience to the Service, where required.
  10. Ensure complete compliance with the relevant data protection provisions and to ensure data security is maintained.
  11. Undertake any other duties as directed

1. **ROLE SPECIFIC DUTIES** 
   1. To line manage Policy, Improvement and Executive Assistants and be responsible for the development of services provided by these teams. To undertake performance management activities with these individuals.
   2. To work with other Executive Assistants to ensure cover is maintained within the Principal Officer Suite in line with the requirements of the Principal Officers.
   3. To identify personal training and development needs to ensure that tasks are performed to a satisfactory standard.
   4. To develop an understanding of the roles of other team members and to work with the team providing cover as required in order to provide an efficient service, acting as a gatekeeper for the Senior Management Group.
   5. Develop an appreciation of the different tasks that arise, common issues and subjects faced in order to prioritise effectively, provide guidance where appropriate and take ownership where possible.
   6. Lead on our Corporate Governance Review, supported by the Head of Policy and Engagement.
   7. To take responsibility for the cohesion of information across all of SMG, identifying and connecting interrelated work streams and activities and preparing and coordinating current, timely and complete information to support these work streams.
   8. To manage budgets within the function, planning and forecasting spend as required.
   9. To oversee and assist in all core admin and support duties for meetings of the Fire Authority and SMG, including booking venues/refreshments/equipment, preparation and distribution of agendas and reports, attending meetings, taking and preparing minutes for approval and following up on action points where appropriate.
   10. To oversee the administration of the delegation scheme.
   11. To develop and implement departmental policies and procedures in order to ensure the provision of an efficient quality support function.
   12. To undertake research and other projects on behalf of SMG.
   13. Manage, coordinate and develop the Service’s Complaints and Compliments process to ensure the resolution of complaints within the specified key performance indicators.
   14. Ensure statutory compliance of all relevant procedures are maintained.
2. **HEALTH AND SAFETY (GENERAL POLICY)**
   1. By reference to current health and safety legislation and the Service's Health and Safety Policy to ensure that all employees:-
   2. Take reasonable care for their own health and safety.
   3. Consider the safety of other persons who may be affected by their acts or omissions and to cooperate with their employer to perform and comply with any duties or requirements imposed upon them.
   4. Work with machinery, equipment and substances in accordance with information and training

provided.

* 1. Refrain from intentionally misusing or recklessly interfering with anything that has been provided for the purpose of health, safety and welfare.
  2. Report any hazardous defects in plant and equipment, or shortcomings in the existing safety arrangements, to a responsible person without delay.
  3. Conduct line management responsibilities in relation to Section 2.1 of the Service’s Health, Safety and Welfare Manual as appropriate.

1. **EQUALITY AND DIVERSITY (GENERAL POLICY)**
   1. To be responsible for managing equality and diversity policies through leadership and a positive attitude to secure continuous improvement in organisational culture.
   2. To ensure an understanding and commitment to diversity and equality in accordance with service policies and procedures and demonstrate positive promotion of equality and diversity principles through working to the Service’s core values.
   3. To champion the principles of equality and diversity and provide appropriate advice, guidance and support.
   4. To challenge inappropriate behaviour and non-compliance with equality and diversity policies, procedures and principles.
2. **SAFEGUARDING**   
   1. To promote the application of the Authority’s Safeguarding Policies.
3. **ENVIRONMENT STRATEGY**
   1. To demonstrate an understanding and commitment to the Service’s Environment Strategy, in relation to the environment and carbon reduction policies.