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| **Job Description** |
| **Job Title:** | Chief Operating Officer |
| **Grade:** | 15 | **Post No:** |  |
| **Directorate:** | Corporate Operations  |
| **Job Purpose** |
| * As a member of the Senior Leadership Team, contribute to the formulation of the OPDC’s corporate strategy and business planning, providing strategic direction and strong, visible leadership to the Corporate Operations Directorate.
* To deputise for the Chief Executive Officer and represent OPDC with relevant stakeholders, boards, meetings and events.
* To ensure that OPDC has effective and efficient business management systems and operates to the highest standards of governance and financial and business reporting.
* To ensure that OPDC supports, directs and motivates its staff to the highest standards.
* To support and manage the interface between OPDC’s executive, the OPDC board and the GLA as sponsor body.

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|  **Principal accountabilities** |
| 1. Deputise for the Chief Executive Officer in all operational, financial, risk mitigation, commercial, and strategic matters.
2. Oversight and leadership of the People, Finance, and Operations functions.
3. To provide leadership, and support the Chief Executive Officer, and Senior Management Team with developing, and implementing the Corporation's strategic plan and business plan.
4. Ensure that the Corporation’s financial and business reporting systems are fully fit for purpose and implement appropriate performance and risk management practices.
5. Working with the Corporation’s Chief Finance Officer and Chief Executive Officer, prepare financial plans and budgets and ensure that budget monitoring and reporting to the senior executive team, the OPDC board and the GLA is maintained to the highest standards.
6. Take responsibility for securing OPDC’s annual financial settlement from the GLA and work with government and other public and private sector organisations as appropriate to maximise funding opportunities to support the Corporation’s ambitions.
7. Take lead responsibility for corporate shared services provided by the wider GLA group, these include (but are not limited to), Finance, Marketing, Procurement, Legal, ICT, FM and Audit, ensuring that the services deliver a high quality service to the OPDC.
8. Work collaboratively with the Senior Management Team to support the delivery of the Mayor’s vision for Old Oak and Park Royal, identifying opportunities to streamline operations, share services and support members of the Senior Management in the delivery of their operations.
9. Oversight of the OPDC board, its sub-committees and the GLA as required and ensure the efficient and effective organisation of the board’s business.
10. Provide briefings, advice and support to the OPDC’s chair and board members.

 11. Protect the Corporation and the Mayor’s reputation at all times through the operation of a robust corporate governance regime and the highest standards of professional integrity.1. Provide visible leadership to staff across the organisation and work with the Senior Management Team to develop a culture which motivates and supports staff to deliver the organisation’s objectives.
2. Establish and manage relationships with the Mayor’s office, London Assembly and GLA Group bodies to effectively deliver the Mayor’s vision and OPDC strategy for Old Oak Common and Park Royal.
3. Support and advise the Chief Executive Officer in decision making.
4. Promote an inclusive culture that realises the benefits of London’s diversity by championing and enabling equality of opportunities that fully reflect the diverse nature and aspirations of London’s communities.
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| **Key contacts:** | OPDC Chair, The Board, Appointments and Remuneration Committee and Audit Committee, Mayoral Advisers/Deputy Mayors, Assembly Members, Senior GLA Officers, Government Officials, Investment Partners.  |
| **Accountable to:** | Chief Executive Officer  |
| **Accountable for:** | Staff and resources of the OPDC. |
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| **Technical Requirements** |
| 1. Excellent record of achievement operating at senior executive level within a relevant or comparable role and clear understanding of the scrutiny and visibility involved in

leading a high profile public sector organisation.1. A level of credibility and business acumen to engender senior level trust and confidence and to successfully influence a complex and diverse range of stakeholders.
2. Senior level experience of working effectively across public/private boundaries, including managing complex relationships in a political and partnering context.
3. Clear evidence of inspirational, visionary and visible leadership. Able to lead by example, empowering, enabling, motivating and developing others.
4. Track record of operating as an effective corporate player, acting with integrity, professionalism, energy and drive in the best interests of the organisation and in accordance with the agreed strategic direction.
5. Experience of leading a function and building an inclusive culture.
6. An appreciation and experience of complex urban and economic regeneration policies, programmes and projects, ideally in a public/private context.
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| **Behavioural Competencies** |
| **Building and managing relationships**…is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.Level 4 indicators of effective behaviour* Identifies and engages a diverse range of influential contacts within stakeholder and community groups, and partner organisations
* Builds alliances to establish mutually beneficial working arrangements, openly sharing knowledge and insights
* Actively challenges and addresses ‘silo attitudes’ to encourage effective relationship building inside and outside the OPDC
* Understands the complexities of political dynamics and uses this to manage relationships and resolve conflict effectively
* Identifies clear win-win situations with external partners.

**Stakeholder focus**…is consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others’ expectationsLevel 4 indicators of effective performance* Adapts objectives and the OPDC’s public facing position based on the context behind stakeholder needs and requests.
* Builds the OPDC’s reputation as an organisation committed to meeting the needs of Londoners
* Manages partner organisations’ and Londoners’ expectations of the OPDC by anticipating and influencing changing priorities
* Instils a culture that encourages OPDC staff to think about meeting Londoners’ needs first
* Builds the confidence of staff, partner organisations and Londoners by ensuring the OPDC delivers high quality work

**Communicating and Influencing**…is presenting information and arguments clearly and convincingly so that others see us as credible and articulate and engage with us.Level 4 indicators of effective performance* Articulates self with credibility and conviction, encouraging buy-in to corporate position
* Influences the thinking of other organisations, encouraging them to deliver in line with the OPDC
* Ensures that the organisation communicates inclusively with staff and external stakeholders
* Acts as a credible and convincing spokesperson and negotiator for the OPDC.
* Instils a corporate commitment to accessible communication.

**Strategic thinking**…is using an understanding of the bigger picture to uncover potential challenges and opportunities for the long term and turning those into a compelling vision for actionLevel 4 indicators of effective performance* Develops a positive and compelling vision of London’s future potential, demonstrating confidence in the strategic direction of the OPDC
* Translates an understanding of the complex and diverse threats and issues facing London into positive action
* Proactively involves partners in strategic thinking, incorporating their views into plans and working with them to align strategic priorities
* Sets organisational priorities by identifying where time and investment is needed most
* Generates and leads strategic initiatives that reflect the OPDC’s position as a Mayoral development corporation

**Managing and developing performance**…is setting high standards for oneself and others, guiding, motivating and developing them, to achieve high performance and meet the OPDC’s objectives and statutory obligationsLevel 4 indicators of effective performance* Creates an organisation that learns from experience
* Sets clear organisational objectives, cascading challenging yet achievable deliverables to directorates
* Identifies strategic level performance indicators and communicates these clearly
* Leads and sets an example for desired behaviour and performance for OPDC staff
* Instils a culture of high performance and outstanding results where staff are encouraged to perform to their best

**Decision making**…is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for resultsLevel 4 indicators of effective performance* Makes difficult decisions for the long-term benefit of the organisation
* Presents and instils confidence in strategic decision-making
* Consults stakeholders early in critical organisation-wide decisions
* Stands by the decisions and actions of the OPDC
* Accepts and promotes accountability for the OPDC’s decision-making
* Ensures the organisation balances effective risk management with the need for timely actions

**Responding to pressure and change**…is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.Level 4 indicators of effective performance* Demonstrates resilience in the face of challenge from staff, media and partner organisations
* Promotes the OPDC as a flexible organisation, responding to the changing needs of Londoners
* Shows positivity in the face of external pressure, minimising negative impact
* Drives a culture of continuous improvement
* Sets the direction for organisational development and ensures effective communication of change initiatives

**Planning and Organising**…is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.Level 4 indicators of effective performance* Takes accountability for monitoring delivery of the OPDC’s commitments
* Uses quality assurance processes across the organisation as a feedback mechanism to improve performance
* Takes responsibility for ensuring tools and techniques are available for the effective management of programmes
* Realigns OPDC objectives to respond to changing external and internal agendas
* Uses feedback from all sectors as a performance measure for OPDC work.

**Responsible use of Resources**…is taking personal responsibility for using and managing resources effectively, efficiently and sustainably.Level 4 indicators of effective performance* Explores different options for funding and income generation
* Sets budgets, understanding current costs and challenging teams to deliver greater efficiency
* Monitors resource allocation across the organisation, ensuring the OPDC works within budget and resources
* Ensures the OPDC procures and uses resources fairly and responsibly and with regard for environmental efficiencies
* Leads initiatives to identify and deliver efficiencies across the GLA Group and through partnership working.
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