



Melton Mowbray Town Estate



JOB DESCRIPTION

JOB TITLE:	Chief Executive Officer
WORKING HOURS:	Full Time ¹ /Flexible hours
RESPONSIBLE TO:	The Board of Trustees and its Chairman
RESPONSIBLE FOR:	The post is head of the paid service of the Town Estate. The post holder is responsible for the operational management of all Town Estate activities, facilities, buildings, markets, leases and staff; and for providing advice & information to the Board.

1) Core Purpose of Post

- a. Deliver, within the resources available, a successful service that meets the social and commercial aspirations of the Town Estate.
- b. Actively seek opportunities to promote events and other revenue earning services, maximising income that supports the Town Estate.
- c. Be the lead professional within the Town Estate, promoting its vision and values, high expectations and aspirations of all staff, and high standards of service and customer care.
- d. Provide advice and information to the Board; implement the aims, policies and decisions of the Board.
- e. Ensure all relevant UK and Employment legislation is adhered to without exception.

2) Leading & Managing Staff

- a. Lead by example; provide dynamic, consistent and motivational leadership, ensuring successful delivery of a customer-focused vision, ethos, aims, services and policies.
- b. Gain staff commitment to a culture of personal responsibility, high expectations, creativity and aspiration, and the value of constant improvement.
- c. Work with Trustees to recruit and retain staff of the highest quality, ensuring all staff have clearly defined job descriptions.
- d. Effectively lead staff through innovation and change, adjusting job roles, skill mix, and assessing training and re-training needs to ensure the ongoing competence of staff.
- e. Arrange the deployment of staff so that all operations are adequately staffed.
- f. Treat everyone within the organisation fairly and equitably.

3) Policies, Systems and Information

- a. Carry out all duties and responsibilities in compliance with Town Estate policies and procedures.

¹ 37.5hours – see contract

- b. Review operational policies and procedures to ensure they are up to date and applied consistently and monitored for impact.
- c. Identify, develop, maintain and provide to the organisation and the Board high quality, comprehensive and useful management and financial information.
- d. Advise the Board of changes in legislation and current best practice which impact on the work of the organisation.
- e. Provide, or in consultation with the Management Committee arrange for the provision of, objective, professional advice on all matters that come before the Board.

4) Performance Management

- a. Comply with and seek to achieve operational and individual service targets which may be set by the Chairman on behalf of the Board.
- b. Provide a robust annual appraisal system for all staff.
- c. Critically evaluate each section's performance and ensure performance targets are achieved.

5) Resources Management

- a. Plan, organise and manage the Markets, Parks, Sysonby Acres and all Town Estate facilities, with the support of appropriate staff.
- b. Pursue a commercial approach to the provision of Town Estate facilities, identifying and responding to changing customer needs and expectations. Actively seek innovative ways to promote and develop new services and revenue earning activities across all facilities.
- c. Monitor revenue income to ensure costs are kept within the budget provision; continuously seek to increase income, achieve efficiencies and reduce unnecessary costs.
- d. Effectively manage all buildings, equipment, facilities and materials to ensure their effective use and the safety of staff and visitors.

6) Health & Safety

- a. Maintain and promote safe working practices through the development and implementation of appropriate safety management systems taking professional advice where necessary and ensuring staff adhere to Health and Safety guidance and legislation. Encourage staff to take personal responsibility for their own health and safety.
- b. Ensure the timely and thorough investigation of any accidents and ensure that any recommendations are implemented. Report all serious incidents and near misses through the statutory process and inform the Management Committee of all such incidents.

7) Customer Focus

- a. Seek feedback from customers and staff which will impact on the quality of Town Estate services and make recommendations to the Board.
- b. Ensure that customer focus is promoted as a core value by all staff.
- c. Implement Melton Mowbray Town Estate's Complaints Policy.

8) Strategic Planning, monitoring and evaluation

- a. Ensure regular, effective reporting and attend additional meetings with Trustees as necessary.
- b. Support the Management Committee in formulating and monitoring an ambitious but practical rolling three year Strategic Plan, to be agreed by the Board.

- c. With the Finance & Property Committee, draw up an annual budget to be agreed by the Board, that supports the implementation of the Strategic Plan.
- d. Manage & monitor the budget with effective monitoring reports to the Finance & Property Committee and Board.
- e. Work to attract and maximise external funding that supports Town Estate objectives
- f. Secure robust self-evaluation and quality assurance procedures using useful & accurate management & financial data to identify and act on areas of improvement.
- g. Support the Finance & Property Committee in overseeing Town Estate investments.
- h. Take operational responsibility for all Town Estate facilities, transactions, contracts, leases and agreements.
- i. Ensure sound and effective financial records are kept that comply with Charity Commission best financial and accounting practice, ensuring the collection and management of all receipts, and proper accounting procedures.
- j. Provide every assistance to the Town Estate contracted auditors.
- k. In order to further the aims of the Town Estate, establish positive and professional working relationships with local organisations as they interact with the Town Estate, representing the interests of the Town Estate at all times.

9) Special features

- a. This post requires a flexible approach to time of work, with ability and willingness to work some evenings and weekends as required by the demands of the service. Attendance at Board and Committee Meetings.
- b. Establish positive working relationships with key partners in Melton Mowbray to deliver the Board's aspirations.

CEO

Chairman

Date _____