

Job Description: Director of Operations

Reports to: Chief Executive

Directorate: Operations

Grade: Grade 10

Responsible for:

- Finance
- HR & Workforce
- Legal
- Enterprise Digital & Technology
- Property & Estates
- Business Management
- Organisational efficiency and agility
- Chief of Staff & Exec Offices

Job Purpose:

As the Director of Operations at the Local Government Association (LGA), you will drive our mission to be an effective, modern and forward-thinking membership organisation. You will play a key role in transforming the LGA into a hub of excellence, underpinned by a robust long-term financial plan and commercial strategy, a talented and engaged workforce, excellent asset management and best practice technology to deliver outstanding results.

Core Accountabilities: As the Director of Operations, your responsibilities will be as follows:

1. Responsible for delivery of corporate services and business management of the LGA. Priority focus on the Financial sustainability of the LGA.
2. The convenor of all BI and collation of corporate performance reporting
3. Accountable for future thinking through LGA transformation initiatives
4. Provide direct strategic and operational support to the Chief Executive and senior leadership
5. Drive organisational performance, leadership coordination, and internal governance through a Chief of Staff accountable to both Chief Exec and CFO

As a member of the Strategic Leadership Team (SLT) you will:

1. **Lead with Impact, Integrity & Inclusivity:** As a key player on the Strategic Leadership Team, your influence will shape the LGA's strategic direction, making sure our vision is not just bold, but transformative. You will also embody the LGA's values and behaviours by ensuring every voice is heard and respected. Your leadership sets the tone for a workplace where everyone

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feels valued, empowered to contribute and focussed on the measurable impact we make for councils. You will manage budgets to maximise value and efficiency, increasing income to benefit those we serve.

2. **Inspire, Energise & Collaborate:** As a Senior Leader, inspire your team to bring their best selves to work every day. You will create an environment of trust where everyone is encouraged to develop their skills and broaden their knowledge. Your energy and passion will ignite the same in others, driving the LGA to new heights. You will actively promote, and embed, collaboration where skills and knowledge are shared freely across the organisation as well as embracing agreed standard operating processes and procedures so we do things once, well, and together, as 'one LGA' to maximise our effectiveness.
3. **Drive Ambition & Excellence:** As a key member of the team, you will uphold the LGA's commitment to excellence by pushing the boundaries of what's possible. You will encourage your team to innovate and take pride in their work, while maintaining a realistic and honest approach to achieving our goals and use your SLT platform to be the voice of local councils, driving policy change with sharp insights that make a real measurable difference. Your insights and leadership will influence national policy, support councils, and drive meaningful outcomes for communities and should be led by data and stories of impact.
4. **Be the Ambassador:** You will represent the LGA with integrity, showcasing our commitment to inclusivity, excellence, and collaboration. Your role as an influencer will amplify the LGA's reputation as a modern, forward-thinking leader in local government, driving positive change across the sector. You will lead by example in fostering external partnerships that not only enhance the LGA's profile with Government but also deliver exceptional measurable value to councils and communities. You will build and maintain strategic relationships that elevate the LGA's profile and deliver substantial measurable value to councils and communities. Your leadership in this area will ensure the LGA remains a trusted and influential partner.

Specific Accountabilities:

As Director of Operations you will:

1. Lead the development and continuous improvement of a modern and efficient internal business operation that supports the external work of the LGA, integrating cutting-edge practices to enhance the LGA's support for councils.
2. Lead a cross-functional professional team that covers, finance, legal, procurement, HR, IT and all aspects of business management with a dynamic and inclusive style that empowers individuals and drives collective success.
3. Drive our ambitious medium-term and long-term financial and commercial strategy, in line with the priorities of our political leadership, ensuring financial resilience, robust governance and assurance arrangements are in place.
4. Ensure effective company management and governance of the LGA and its associated companies in line with corporate governance best practice and company law; support the development of a legal consultancy to ensure that the organisation maintains its unique role in supporting the sector.
5. Drive initiatives that streamline processes, increase operational agility and improve the overall performance of the LGA, including best use of technology and data to support a modern, agile organisation.

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6. Lead inspiring people strategies along the employee life cycle that enable people to be the best they can be in their work and ambitions, offering opportunities both within the LGA and in the wider local government sector.
7. Oversee the continued development and delivery of a robust property strategy that balances supporting a flexible and agile workforce with the requirements of the LGA as a membership body and maximises income generation opportunities.
8. Take on key roles in our joint venture companies – Local Partnerships and GeoPlace - in line with their respective Members' Agreements and the agreed delegations by the LGA Board and IDeA Board.
9. Be an exemplar of the LGA's Manager's Standards and associated values and behaviours to ensure corporate image and reputation are held in the highest esteem by all and drive an inclusive culture so that the LGA is a place where people love to work and develop their knowledge and skills.

Relevant Contacts:

LGA

LGA Board
Executive Advisory Board
Audit and Risk Assurance Committee
LGA lead members
Strategic Leadership Team/Senior Managers
HR & Remcom

Joint ventures

GeoPlace (with Ordnance Survey)
Local Partnerships (with HM Treasury and Welsh Government)
LGA Digital Services (with Brent Council)

External

Elected Members and Chief Executive and Senior Officers of Member councils
National, regional, and sub-regional organisations and groupings of councils
MHCLG and other Government Departments
Key partner organisations
External Auditors

Person Specification: Director of Operations

Qualifications

- A relevant degree, MBA, MPA, professional qualification or equivalent experience.
- Proven experience in strategic leadership roles, preferably within the public sector, government, or a similarly complex environment.
- Evidence of continuous professional development in innovation, leadership, or public service transformation.

Knowledge and Experience

- Proven experience in a senior level strategic leadership role, preferably within the public sector, government, or a similarly complex environment and have current Board Level experience and interaction
- Experience of resource management, including financial management, human resources and delivering outcomes through effective contract and performance management
- Demonstrated success in driving large-scale strategic initiatives that have delivered measurable outcomes.
- Strong background in stakeholder engagement, with a track record of building and maintaining strategic partnerships.
- Extensive experience in a senior leadership role within a public sector or local government setting, driving results within a political/change management environment.
- Proven track record of successfully developing and implementing strategic initiatives that drive organisational transformation and performance.
- Deep understanding of the challenges and opportunities facing local government.
- Strong experience in operational management, with a focus on optimising processes and driving efficiency.
- Leadership and development of business strategy, performance, and financial planning frameworks.
- Demonstrable experience in the use of technology and systems to better serve the customer, find efficiencies and report on outcomes.

Skills and abilities

- Exceptional leadership and people management skills, with the ability to inspire and motivate teams to achieve ambitious goals. The ability to think big, act boldly, and inspire others to follow.
- Excellent communication and interpersonal skills, capable of engaging with stakeholders at all levels and from diverse backgrounds.
- High level of resilience and adaptability, with the ability to thrive in a fast-paced and evolving environment.
- High level of political awareness and sensitivity
- Ability to lead, inspire and motivate others.
- Integrity and credibility with politicians, senior managers, key stakeholders and staff.
- Able to deliver and lead others under pressure, prioritising work against competing demands to meet deadlines.
- Highly developed written and oral presentation skills with ability to present complex ideas in a clear and comprehensible way.
- Ability to create a culture of innovation and enterprise based on trust, fairness and openness.
- Personal drive and commitment to the LGA priorities
- Creative thinker with high intellectual capacity, capable of translating ideas into policy and practice
- Positive, flexible and responsive, with a dynamic and creative approach to problem-solving
- Ability to negotiate with and influence a wide range of stakeholders
- Highly developed business and financial acumen.

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- Ability to anticipate and understand the needs of local authorities and translate them into solutions and outcomes.
- Commitment to personal and professional development.

This job description is intended to outline the key responsibilities and qualifications of the Director of Operations at the LGA. It is not exhaustive and may be subject to change in line with the needs of the organisation.