

# LEADERSHIP TEAM

## Chief Executive

### Head of Customer

- Resolve as many customer enquiries as possible at first point of contact
- Promote and support 'channel shift'.
- Providing accurate advice and guidance; and proactively providing additional services to customers where appropriate.

### Head of Commercial and Investment

- Enables and delivers major and strategically significant projects, schemes and programmes relating to the place
- Delivering defined outcomes to cost, time and quality and in line with our commercial ambitions

### Head of Localities

- Developing and delivering our Localities Strategy
- Work strategically with partners, stakeholders and customers to understand localities needs .
- Undertake a wide range of direct service delivery including operational services, looking after the place and our open spaces.

### Executive Director and Deputy Chief Executive

- Responsibility for the ongoing Change programme
- Strategic and Financial Management
- Technology including infrastructure and applications.

### Head of Strategy

- Set the strategic plans and priorities working collaboratively with partners and all parts of the Council
- Set out in our Strategic plans for People, Place and Prosperity.

### Head of Performance and Governance

- Performance & Risk Management
- Governance & Elections,
- Business Strategic support on Procurement,
- People Management
- Data and information Management

### Head of Communications and Engagement

- Keeping Internal and external customers, including tenants, informed
- Lead the engagement of our customers,
- Provide marketing function to the Council including customer insight
- Promotion of commercial and income generating services,