City of Edinburgh Council job description

Post title	City Centre Manager
Directorate	Place
Service	City and Neighbourhood Services
Responsible To	Head of Service (TBC)
Number of post holders	One

Purpose of job

The role will lead, on behalf of the Council, activity within the City Centre to maintain and enhance Edinburgh's reputation as a vibrant and sustainable world leading cultural capital.

The what - major tasks and job activities

In the role, you'll:

- Lead a productive and proactive team that works collaboratively with colleagues across the Council and with external stakeholders (locally, nationally and internationally) to maintain Edinburgh's reputation as a safe, vibrant and sustainable capital city.
- Lead on operational management and the Council's overall approach to city centre management, including both daytime and night-time activities, engaging with colleagues and stakeholders to ensure a safe, clean, vibrant and sustainable city centre.
- Develop, enhance and maintain effective working relationships and operational links with businesses, partners and colleagues across the Council.
- Develop and implement strategic and tactical approaches to developing and maintaining the city centre, ensuring strategic oversight and coordination with other council services, partners and businesses. This may include developing and implementing innovative or pilot solutions to test effectiveness.
- Manage a dedicated budget, identifying opportunities to secure external funding (where appropriate) and ensuring service income targets are met to ensure the service maintains a balanced budget and delivers best value for the resources invested.
- Be responsible for the delivery of excellent public services, focused on improving outcomes for residents and visitors.
- Maintain effective communications with Elected Members, both formally and informally, in a timely manner, on proposals and programme development.

- Manage and monitor the performance of external consultants and contractors.
- Effectively lead and develop team-working within own area of expertise and with colleagues from across the Council.
- Deputise for other Senior Managers, or represent the Service Director, Executive Director and/or the Council as required.
- Support the Council's democratic process, including scrutiny, Executive Committees and the Council. This will include the preparation of reports, other documents, briefings, and presentations.

The how - knowledge and skills, creativity and innovation, contacts and relationships, decision making

You'll bring:

- Extensive knowledge and skills in a range of related professional disciplines to the extent that they can manage and mentor a group of professional staff and within the available financial resources. You will also have acquired knowledge and skills in a particular area of city centre management to a level that they are the department's recognised expert in this area. This will usually mean you will be qualified to degree or postgraduate level in a relevant discipline and will have an additional management qualification or extensive management experience or will be able to demonstrate significant relevant experience.

In the role you'll:

- Develop and implement policies and procedures in accordance with the decisions of the Council and in line with the Council's Scheme of Delegation.
- Develop (if required) totally new approaches and key policy initiatives to deliver enhanced maintenance or broad improvement to the city centre.
- Keep up to date with the latest research and developments in city centre management and share this knowledge with colleagues and stakeholders where appropriate.
- Represent the Council to a range of external stakeholders and present a positive impression of the Council. You'll negotiate partner arrangements with external bodies and have the authority to enter into contractual arrangements to deliver services to the benefit of the Council (subject to the Council's Scheme of Delegation or as agreed by the Council).
- Contacts will relate to the development and delivery of city centre management and, as such, could have an impact on the Council (financially and reputationally) and could also impact other stakeholders in the city.
- Provide expert advice and guidance to the Council's Leadership Team and Elected Members.
- Make operational decisions on the future development of the Council's approach to the city centre, within the policies and strategies agreed by the Council (or appropriate Committees).
- Have the final decision on all advice, recommendations and proposals presented to Chief Officials, Elected Members and committees relating to policy, service practice and provision for city centre management on behalf of the Council. This may also involve seeking from and providing advice and recommendations to stakeholders.
- The post will lead this service area, interpreting the changing local, national and international factors impacting on city centre management operations.
- The post holder will require the ability to make decisions and problem solve creatively under pressure and with a high level of scrutiny whilst taking into

consideration service area requirements, varied council and/or stakeholder priorities.

Environment - work demands, physical demands, working conditions, work context

- Operational matters requiring an immediate response will normally be dealt with by the officers reporting to this post.
- Although the post may be exposed to some physical demands these will be predominantly within the range of normal office-based activities.
- Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office-based activities.
- For events and incidents, this post will also be required to work within a control centre, which is a multi-agency setting, requiring fast paced communication and decision-making skills in a noisy and busy environment.
- Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.
- Some national and international travel may be expected with this post.
- Working out with normal office hours will be required.

Supervision and management of people

In this role, you'll:

- Be responsible for the planning, co-ordination and management of the Council's City Centre and Night-time Economy functions.
- Have a small number of people reporting directly to you but you may also manage a range of resources either directly or indirectly through existing structures. You will also participate on behalf of the Council in multi-agency activities and may therefore be expected to lead or participate in ad-hoc short life response teams.
- Be required to take on responsibility for the leadership and development of these staff, including consideration of succession planning and resilience to ensure business continuity.

There will be up to 15 people within the City Centre team. The officers reporting to this post will in turn be responsible for delivering a service.

Resources the job holder will be responsible for

- The post will be the budget holder for a non-staffing budget of up to £1 million per annum relating to city centre management activities. This may include an income target.
- Capital developments may also be undertaken requiring fundraising, management and project delivery.

Additional information - health and safety

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees' responsibilities:

1. Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
2. Co-operating with management and following instructions, safe systems and procedures.
3. Reporting any hazards, damage or defects immediately to their line manager;
4. Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the Council Health and Safety Policy.