

# **Part 7**

# **Management Structure**

# MANAGEMENT ROLES

## Introduction

1. The Council has a team of senior managers (the Senior Management Team [SMT]) who work together to manage the Council and assist in the formulation of its strategic direction. The SMT consists of the Chief Executive and three General Managers. This team works closely with the Cabinet in the day to day management of the Council but is responsible to the Council as a whole.
2. Each General Manager is responsible for discrete areas of the Council's work. Their areas of responsibility are interdependent but ensure clarity of purpose for the employees. Together with the Chief Executive they work closely to ensure that the Council is run efficiently and effectively, in accordance with the Council's policies and budgets.

## Chief Executive

3. The Chief Executive is the senior manager of the Council. The role is coupled with that of Head of Paid Service (see Article 11). The Chief Executive leads the SMT and works closely with the Leader of the Council. Under the Council's Scheme of Delegation, the role has wide ranging authority but this must be exercised in accordance with the Council's policy and budgets.
4. The Chief Executive is the Council's senior policy advisor and shares responsibility with other statutory officers for ensuring that the Council acts legally and in accordance with its Constitution. As one of the senior managers, the Chief Executive plays a leading role in the formulation of policy and the day to day management of the Council. The role also plays a key role in leading work with other agencies and partners and the development of strategy for this.

## General Manager (Policy & Performance)

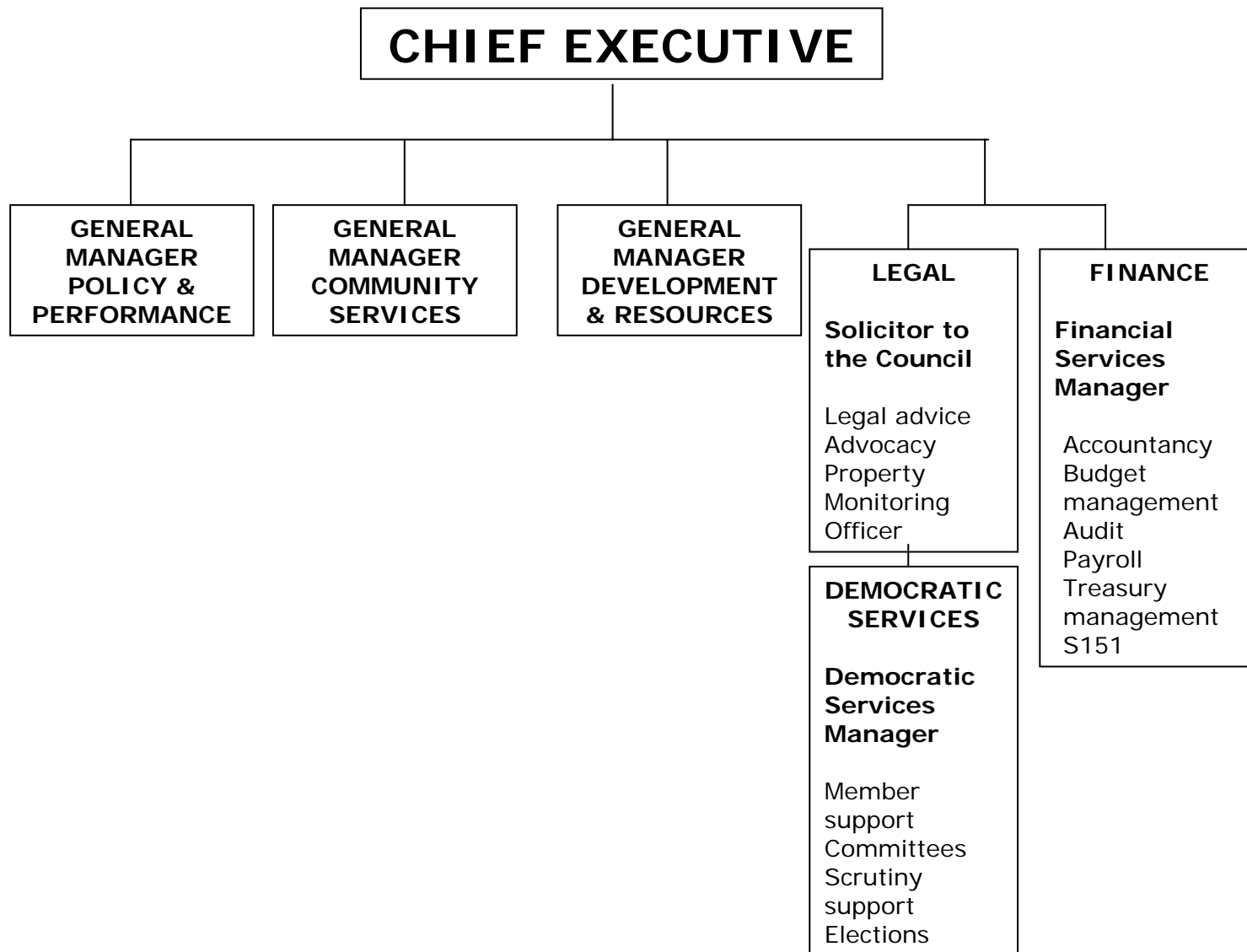
5. The General Manager (Policy & Performance) is part of the SMT. The post is responsible for leading an integrated team of employees who initiate and review the policies of the Council. The Policy Group work closely to ensure that Council policies are increasingly inter-related. The Group also bid for and allocate resources to support the policies developed.
6. The General Manager (Policy & Performance) and the Policy Group lead the Council in community planning and consultation and manage Best Value across the Council. The General Manager is also responsible for the co-ordination of the Council's corporate improvement plan.

### **General Manager (Community Services)**

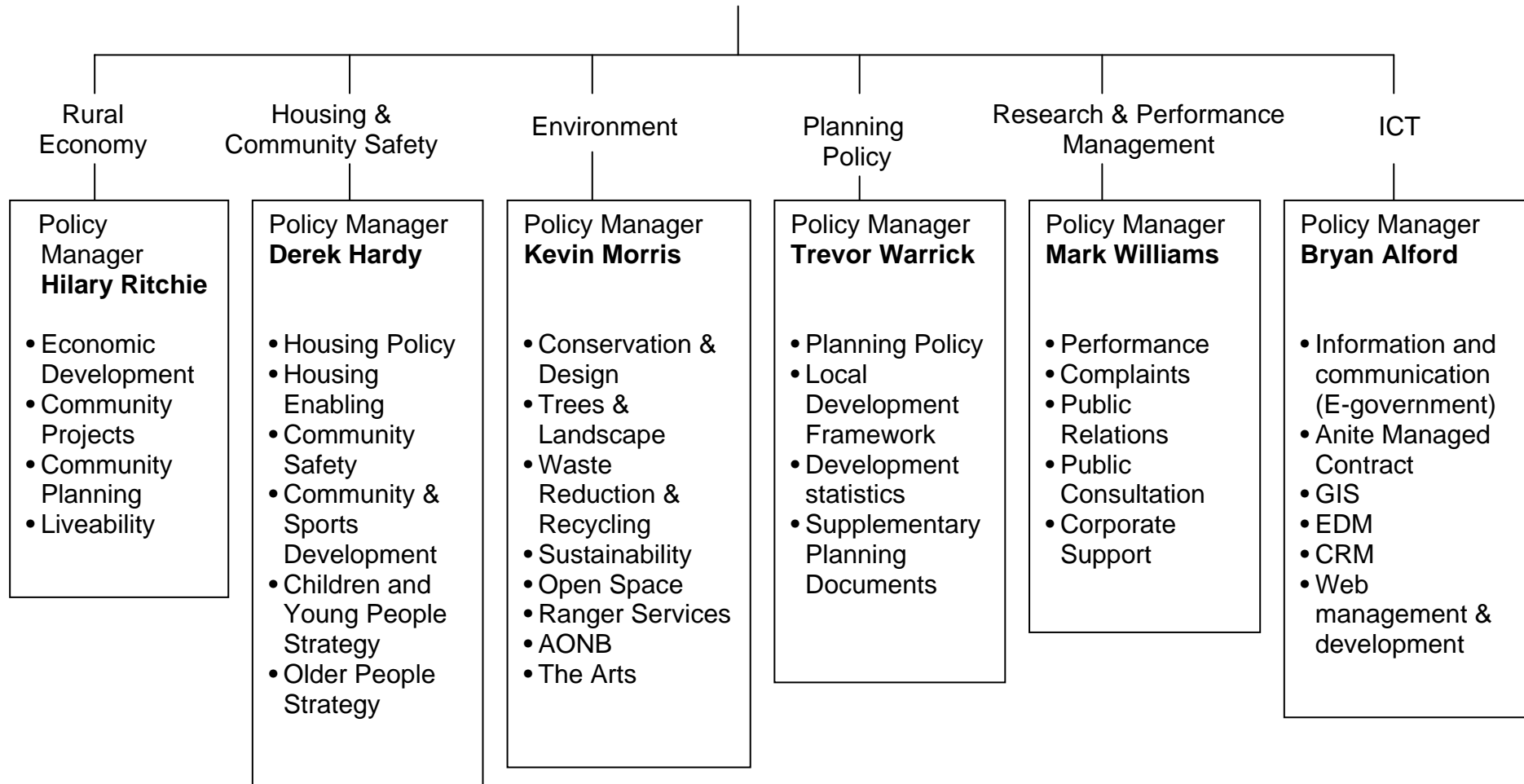
7. The General Manager (Community Services), as part of the SMT, is responsible for the delivery of services to the public. The Council is working to improve access to services and increasingly take advantage of integration of these services.
8. The role of the General Manager is to deliver services in accordance with the Council's policies and budgets. The services operate on a business plan for the delivery of services and bid for and are allocated resources. All services (other than electoral services) which are delivered direct to the public are the responsibility of the post.

### **General Manager (Development & Resources)**

9. The General Manager (Development & Resources) is a part of the SMT. The role is responsible for internal services and electoral arrangements. The General Manager (Development & Resources) manages services such as finance and personnel, the maintenance of buildings and support to Members.
10. The Support Services Group advise on corporate policy for finance, personnel etc and respond to the needs of the operational and policy services. The services operate on business plans and are funded in relation to the work they carry out in support of areas of the Council's work.



**General Manager (Policy & Performance)**



**JOYCE GUEST**  
**General Manager (Community Services)**

**Customer Contact**

**Team Leader (Vacant)**

Support the frontline service delivery of a wide range of the Council's service areas including:

- Reception
- Call Centre
- Concessionary Travel
- Council Tax
- Housing Benefits
- Housing enquiries
- Refuse and Recycling
- Wide range of advice and support on Council services

**Housing Services**

**Interim Manager Pauline Dowsett**

Statutory Duties under Housing Legislation in connection with:

Prevention of Homelessness

Housing the Homeless

Housing Advice & Assistance

The administration of the Common Housing Register for all Housing Associations in NDDC's area in connection with all types of affordable housing, ie

- Rented
- Shared Ownership
- Affordable Low Cost Market Homes

**Revenues & Benefits**

**Manager Margaret Madgwick**

Administration and collection of Council Tax including Recovery through the Courts

- Administration and collection of NDR – including Recovery through the Courts
- Administration and payment of Council Tax and Housing Benefit

**Operations**

**Manager Ian Brewer**

- Refuse
- Recycling
- Commercial/Trade Waste Collections
- Special Collections of bulky items of household waste
- Street Cleansing
- Public Conveniences
- Abandoned Vehicles

**Leisure Services**

**Manager Nathan Fazakerley**

To facilitate:

- Sport
- Fitness
- Health and Leisure Opportunities
- To provide a social focus for the community
- Encourage Active Lifestyles

**Environment/ Licensing**

**2 Team Leaders Kerry Pitt-Kerby**

- Pollution Control
- Nuisances (noise/odours/dust etc)
- Air Quality
- Contaminated Land
- Drainage
- Housing Conditions
- Housing Grants
- Home Energy Conservation
- Dog Warden
- Pest Control

**Roger Frost**

- Food Safety
- Public Health
- Infectious Disease
- Health & Safety
- Water Quality
- Licensing: Alcohol, Gambling, Animal Welfare, Entertainment, Taxis etc
- Smoking Laws
- Street Naming
- Footpaths
- Blandford Fly Treatment

**STEPHEN HILL**  
**General Manager (Development & Resources)**

