

**Manchester City Council
Role Profile**

Etihad Campus Strategic Manager (SS1 £70.031 - £77,783) plus 6.7% flexibility payment in relation to evening and weekend working.

**Reports to: Director of Neighbourhood Delivery
Neighbourhood Delivery, Neighbourhood Service
Band SS1 (Senior Operational/Technical Lead)**

Role portfolio

Overall Purpose of the Role

This is a senior leading role accountable to the Sports City Management Company (a board comprising senior officers from the Council, Manchester City Football Club and Eastlands Arena Limited) and Manchester City Council in general on issues relating to the estate management of the campus. This includes overseeing development issues, servicing of the Management Company Board meetings, overseeing performance and leading stakeholder engagement.

In addition to their own main responsibilities, the postholder will lead a core team of staff and commissioned services responsible for Campus Safety and Security, Safety, Operational Services and Event Planning, Car Parking and Travel Planning and Finance Support. A number of these staff will be secondees from Manchester City Football Club, Co-op Live or Council employees.

The role holder will have overall responsibility to ensure that there is suitable administrative, ICT, Operational, Legal and back-office support to enable the smooth operation of the campus.

Role Context

The role will initially be managed by the Director of Neighbourhood Delivery or their nominee and will ultimately be accountable to the Sports City Management Company.

The postholder will be accountable to other boards and bodies as required.

Key role accountabilities

Provide effective leadership of managers and services and the strategic direction of the Etihad Campus, ensuring that services deliver for partners and visitors a high-quality standard and are delivering effectively against agreed performance standards and targets, fulfilling all internal and external reporting and statutory obligations.

Be the lead for Sports City Management Company and the shadow company on the campus, including on event planning, management and operations issues.

Responsibility for the efficient, effective delivery of services and achieving all statutory and safety responsibilities and requirements of the company, maintaining partnership involvement and focussing on outcomes for visitors and residents.

Be responsible for the strategic development and delivery of plans to ensure enhancement and improvement of existing assets, including all communal spaces, the City Link, the CCTV system within the campus, lighting, entrance features, car parking and related asset management arrangements. The role holder will develop and maintain partnership relationships to ensure plans are in place for improving all assets.

Develop opportunities in relation to improving the safety, cleanliness, management and operation of the campus, including the smooth access and egress into campus venues.

Work with services across partners and in the City Council (particularly including Legal, Finance, Highways, Planning, Waste, Development Team), GMP, MCRactive, GLL, Sport England and other bodies to plan and deliver effective management and operation of the campus, in addition to providing a critical input into future investment opportunities.

Work innovatively across all partners to ensure effective financial management arrangements are in place for partners, including management of contracts and matters such as VAT. This will include in relation to existing security, cleansing and other management and maintenance contracts and other commercial opportunities relating to the campus.

Proactively engage and lead on relevant and robust governance arrangements in relation to Sports City Management Company and support greater connectivity across key priorities and maximise the contribution of partners.

Ensure a focus on excellent customer standards from staff, partners and contractors, ensuring that visitors have an excellent experience and engaging with elected members, residents, businesses and partners as required and ensuring that data and insight is used to understand, plan and address issues.

Commission and co-ordinate all resources in a well-planned and controlled manner to ensure effective management of the campus. Ensuring that requirements and resource levels are fully identified.

Facilitate the development of linkages and greater co-ordinated working across key partners in the campus (Manchester City Council, Manchester City Football Club and Eastlands Arena Limited), services and key stakeholders to aid the development and delivery to ensure effective management of the campus operations.

Responsibility for dealing with financial and commercial issues within the campus, including value for money from contracts, performance against KPIs and identifying future opportunities.

Responsibility for the overall strategy, direction and development of the campus management and operations and ensuring effective governance and financial arrangements are in place for Sports City Management Company (a joint management arrangement between the Council, Manchester City Football Club and Eastlands Arena Limited).

Responsibility for the management and development of the resources that deliver services to ensure quality, continuity and efficiency. Specifically, the role includes managing the impact of events and activity across all of the campus uses and shared spaces.

Responsibility for ensuring safety, civil contingencies and transport planning arrangements around events between the partner organisations.

Key Role Descriptors

This leadership role will provide professional and technical advice and/or operational management within a service, acting as principal advisor within their area.

The role holder will develop greater coordinated working across services, partners and communities through relationships with key stakeholders and by listening and engaging with people to deliver improved services, recognising the importance of external relationships to the organisation.

The role will adapt and develop organisational policies, applying innovative thinking to develop solutions across a range of issues.

The role holder will focus on service delivery and outcomes, driving service priorities, and adapting to changing internal and external environments to achieve for Manchester.

Manage employees and budgets successfully, ensuring service needs and resource levels are identified and met. Shared or lead responsibility for a specific budget/s.

Ensure statutory regulations are met to safeguard the organisation and the population of Manchester.

Provide clear communications to City Council Committees, elected Members, MPs and organisations from the public, private and voluntary sectors, to enable effective decision making.

Our leaders should be exemplars of the Our Manchester behaviours in action: demonstrating them through their interactions with colleagues and partners day-in-

day-out and their overall approach to delivering for the people of Manchester. They should be confident in challenging others who are not demonstrating these behaviours and open to challenge when others feel they are not working in this way.

Foster commitment, talent and fresh thinking, challenging yourself and others and take responsibility for their own development and promoting continuous learning.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Behaviours, skills, and technical requirements

Our Manchester Behaviours

- We work together and trust each other
- We're proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and aren't afraid to try new things.
- We show that we value our differences and treat people fairly

Generic Skills

- **Financial Management:** Resource and financial management skills, including resolution of conflicting priorities, formulating budgets, rigorous monitoring and control procedures in line with Greater Manchester Local Authority requirements, Council Standing Orders and financial regulations.
- **Partnership and collaborative working:** Ability to build and maintain strong networks of support both internally and externally and to forge effective partnerships with external agencies, voluntary and statutory, and key stakeholders for the continuous improvement of services. The ability to harness the full commitment and responsibility of all key stakeholders in delivering the vision of excellence for the city is crucial to success.
- **People Management:** The ability to lead from the front and to exert positive influence over the performance of others, promoting others' self-esteem, inspiring trust and fostering confidence in others' ability to achieve high standards. Expertise in effectively managing change initiatives, exploiting new opportunities and gaining commitment.
- **Problem Solving and Decision Making:** Gathers and analyses information, opportunities and problems. Makes accurate, effective decisions in a timely way in a variety of contexts. Maintains a focussed approach to achieving objectives despite potential distractions and obstacles.
- **Planning and Organising:** The ability to turn strategic ideas and objectives into practical, well organised plans with a focus on results, standards and objectives on time to quality, within budget and to prioritise, plan and organise own and others' work effectively to ensure these are met.
- **Managing complex functions:** The ability to manage a complex range of functions and multiple priorities with confidence. Key to success includes being able to maintain focus and objectivity under various conditions and skill in managing and maintaining a multi-priority workload, progressing various ideas and plans concurrently with an ability to maintain sound judgement under competing priorities and pressure.
- **Communication and influence:** Excellent communication, both oral and written. Success in this role depends on the ability to communicate equally, appropriately and effectively with the widest range of individuals and groups

across all sectors and levels of society. A skilled communicator in terms of the political/officer interface. Shows integrity, creates rapport, trust and confidence.

Technical requirements (Role Specific)

- Degree and professional qualification/s relevant to the role.
- Comprehensive experience, knowledge and understanding of how to manage a major event location and the legislative and policy context within which the services operate.
- A strong track record of successfully managing major leisure destinations.
- Knowledge of the Statutory Responsibilities in relation to event management, civil contingencies and management of a major visitor destination.