

## SERVICE RESPONSIBILITIES

**EXECUTIVE HEAD OF OPERATIONS - Page 1****Place Protection**

Community Safety: Working in partnership to deliver: CCTV, tackling crime, disorder & anti-social behaviour, community patrol & reassurance, stray and dangerous dogs, community trigger notifications, domestic homicide reviews

Licensing: Management and enforcement of a range of licenses including: Premises Licences, Gambling Act Licences, Lotteries Licences, Temporary event licences, Sex Shop Licensing, Scrap Metal Licenses, Animal Licenses, Licensing of taxis and private hire vehicles

Technical Services: Practical infrastructure works to Council land and property, including clearance of waterways, installation of street furniture, electrical works, car parks maintenance

**Commercial**

Leisure: Management of the Council's leisure facilities and contracts including Aldershot Indoor Pools and Lido, Alpine Ski Centre, forthcoming Farnborough Leisure Centre

Princes Hall Theatre: delivering a variety of professional shows, community performances, pantomime and a range of other event bookings

Community halls and leisure centres: Management of bookings

Bereavement Service: Management and operation of the Council's cemeteries and the Aldershot Crematorium

Parking: Management of Council car parks including tariff setting and enforcement

**Place**

Contract Management: Playgrounds, parks and grounds maintenance, allotments  
Waste and recycling, public conveniences, street cleansing

Environmental Health (Pollution): Air quality, water quality, pollution, vapour recovery, contaminated land, fly tipping, environmental damage, land drainage and flooding, animal welfare, unauthorised encampments. Nuisance complaints including industrial, noise, odour, rubbish accumulations. Unauthorised encampments

Food Health and Safety: Food hygiene, food safety standards and food premises inspections. Infectious diseases

Health and Safety – Corporate and Commercial Premises

**Housing**

Private sector housing enforcement of standards including HHSRS, private sector improvement grants and energy efficiency schemes

Houses in Multiple Occupation licensing and enforcement

Empty Homes

Homelessness and allocation of temporary accommodation, housing advice and options, support and outreach work to vulnerable clients

Housing register and allocation scheme

Registered social landlords and affordable housing providers

## **EXECUTIVE HEAD OF OPERATIONS – Page 2 (Cont...)**

### **Customer Services Unit**

Taking payments for services

Customer Intelligence and Insight

### **Facilities Management for the Council Offices**

## **EXECUTIVE HEAD OF PROPERTY AND GROWTH**

### **Development Management**

Planning applications

Planning enforcement

Pre-application discussions

### **Building Control**

Building control applications

Condition of residential premises - dangerous structures, repairs, fire precautions, utilities and demolitions

Safety at Sports Grounds

Naming and Numbering

### **Planning Policy and Conservation**

Rushmoor Local Plan

Local development plans and policies

Town Centre and Regeneration Strategy and Policy

Green Infrastructure Strategy, SANGS and Projects

Listed Buildings

Heritage based regeneration

Tree preservation orders

Ecological surveys, biodiversity and nature conservation

### **Strategic Housing**

Housing Strategy

Affordable Housing funding and delivery

Housing Company

### **Economic Development and Local Economy**

Town centre management, town centre events and street scene

Culture and events

Supporting skills and employment

### **Property and Estate Management**

Management of the Council's land and property portfolio, including commercial property

Property lettings, leases, acquisitions and disposals

Landlord's responsibilities including grant and termination of tenancies

Maintenance, repairs and improvements to Council property

Wayleaves and easements

## **HEAD OF REGENERATION AND DEVELOPMENT**

### **Town Centre Regeneration**

Regeneration Projects in Aldershot and Farnborough

### **Delivery of Capital Projects**

Including delivery of Farnborough Leisure Centre

## **EXECUTIVE DIRECTOR (KE)**

### **INTERIM ARRANGEMENTS:**

#### **Communications**

Website and website strategy  
Corporate communications and media relations  
Marketing, advertising, design and branding  
Arena magazine and consultations

#### **Policy, Strategy and Transformation**

Council Delivery Plan and programme management  
Policy and strategy support to the Council and partners  
Transformation Programme and Improvement Projects

#### **Performance**

Corporate performance management  
Data analysis

#### **Corporate Risk Management**

#### **Emergency planning**

#### **Business continuity**

#### **Procurement**

#### **Supporting Community Cohension and Partnerships**

Partnership with health and voluntary sectors  
Physical and mental health projects  
Response to cost-of-living crisis and economic hardship  
Connecting Communities projects  
Young People engagement  
Rushmoor community lottery and grants to organisations

#### **Climate Change**

## **EXECUTIVE HEAD OF FINANCE AND SECTION 151 OFFICER**

### **Local Taxation**

Council tax collection  
Business Rates

### **Benefits**

Council Tax support assessment and discounts  
Housing benefit claims  
Council tax support fraud investigations

### **Accounting and Budgeting**

Budget preparation, including developing and setting a financial and budget strategy  
Budget monitoring  
Financial accounts  
The implementation, administration and development of the financial management system

### **Purchase Ledger and Insurance Policies**

### **Financial Risk Management**

### **Treasury Management**

### **Internal Audit**

## **CORPORATE MANAGER – IT SERVICE DELIVERY**

### **IT Services and Systems Administration**

IT Service Desk and technical and training support  
Application Support and Development  
Cyber and system security  
Geographical Information Services (GIS)  
Website infrastructure

## **CORPORATE MANAGER – LEGAL SERVICES AND MONITORING OFFICER**

### **Legal**

Legal Services  
Land Charges  
GDPR, Data Protection and Freedom of Information requests

## **CORPORATE MANAGER – PEOPLE**

### **Human Resources**

HR Matters

Payroll

Organisational learning and development

## **CORPORATE MANAGER – DEMOCRACY**

### **Democracy Team**

Council, Cabinet, Committee and Decision-Making administration

Members' support and councillors learning and development

Mayoral support and Civic Events

Armed Forces Champion support

International Links/Twinning

Elections

Electoral Registration

## **MANAGING DIRECTOR (HEAD OF PAID SERVICE) AND EXECUTIVE DIRECTOR**

In the absence or otherwise of an Executive Head of Service, Head of Service or Corporate Manager, all matters listed in the service responsibilities above.

Any other matters as directed by the Leader or Cabinet.