

SERVICE RESPONSIBILITIES

CHIEF OPERATING OFFICER - 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

CHIEF OPERATING OFFICER – 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 - INTERIM ARRANGEMENTS EXECUTIVE DIRECTOR (KE)

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

EXECUTIVE HEAD OF GOVERNANCE & LAW 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

CHIEF EXECUTIVE (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.