

Candidate Brief for the recruitment of

Director of City Services

Coventry City Council

August 2026



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Coventry City Council

Introduction to Coventry City Council

Coventry, the City Council and its City Services are changing and improving, backed by real investment and real recognition. In recent years we have taken great strides, and we haven't stopped yet.

Coventry is one of the fastest growing cities in the country, with a growing and increasingly diverse population choosing to live, work and study here. As the city grows, so does the importance of the services that keep it clean, safe and moving.

We are proud to be statistically the safest city in the West Midlands and currently rank third for liveability in England – recognition that reflects as much on the quality of our streets, parks and public spaces as anything else.

At the same time, the Council continues to invest heavily in environmental services and highways maintenance. That investment is being recognised nationally: Coventry was recently named one of only 16 local highway authorities in the country to receive a green rating from the Department for Transport for the condition of its roads and its approach to maintenance – a genuine mark of quality that few councils can match.

That drive for excellence extends right across City Services, from environmental services to highways, and it's backed by a substantial ongoing investment programme, including over £21 million committed to the city's transport network.

There is real energy behind this agenda, and real opportunity for someone who wants to make a lasting, visible difference to how the city looks, feels and functions for residents. We want to work with our partners and residents to make Coventry an even better city – cleaner, safer, and easier to get around, for everyone who lives in, works in and visits it.

That is why we're looking for the right person to help lead our teams and make the most of this exciting moment for City Services.

Cllr George Duggins
LEADER, COVENTRY CITY COUNCIL

Dr Julie Nugent
CHIEF EXECUTIVE, COVENTRY CITY COUNCIL



A handwritten signature in black ink, appearing to read 'George Duggins'.



A handwritten signature in black ink, appearing to read 'Julie Nugent'.

Coventry City Council | Our Values

Our One Coventry Values have been co-created with the support and input of all employees across the Council, so they are reflective of how we want to be represented both as colleagues and to the wider community.

We want to ensure there is clarity of purpose through the Council's vision of our One Coventry Values and Behaviours; putting diversity and inclusion at the heart of everything we do. The values are an integral part of our: Reward Strategy, Appraisals, Recruitment, Attraction and Onboarding, Recognition and Development and Employee Engagement.

Our values define us as an organisation and influence everything we do and how we treat each other. We recognise the crucial role each and every one of us plays in helping to achieve our goals. We want Coventry City Council to be an inclusive workplace where people know they are valued and feel empowered in their roles to achieve excellence for our customers and communities.

To achieve this, we have committed to the following six values:



Who we are:

At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple:

To increase the economic prosperity of the city and region, improve outcomes and tackle inequalities within our communities and tackle the causes and consequences of climate change.

Our Values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.



The Role

The Role

Coventry City Council is a forward-looking authority committed to “One Coventry” – a vision of working together to improve our city and the lives of our residents. We expect everyone who works for us to embody our One Coventry Values, which are central to how we collaborate with our communities and partners to deliver our priorities. Our central aim is to increase the economic prosperity of the city and region, so that Coventry is a great place to live, work, innovate and invest in. We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Supporting Services:

- Highways:
 - Network Management
 - Highway Maintenance
- Home to School SEND passenger transport delivery
- Fleet Services, including operator license holder responsibilities
- Major Capital Programmes
- Parking Services
 - Car parks
 - Parking enforcement
- Waste Services:
 - Collection
 - Disposal and Treatment
- Public Realm Services



The Role

Job Title:	Director of City Services	Grade:	D2
Service:	City Services		
Reporting to:	Chief Executive		
Location:	Coventry - Friargate offices / Council sites as required		

ROLE PURPOSE

The Director of City Services provides strategic leadership for Coventry City Council's city operations, highways and network management, environmental services, and capital delivery portfolio.

Reporting directly to the Chief Executive, and as a member of the Senior Leadership Team, the role leads highways and network management, Home to School SEND passenger transport delivery, fleet, parking, waste, public realm, and major capital programme services.

This role will ensure Coventry remains a clean, safe, sustainable, and well-run city, delivering excellent resident-focused services while driving innovation, transformation, financial sustainability and partnership working across the city and region.

DIRECTOR LEVEL EXPECTATIONS AND CORPORATE RESPONSIBILITIES

As a senior leader, the postholder is accountable for the achievement of corporate priorities and outcomes within agreed resources and timeframes.

The role contributes to the collective leadership of the Council, supports the democratic process, and ensures a responsive, resident-focused approach across the services within the portfolio.

- Seeking to improve the lives of all residents by delivering a One Coventry approach.
- Being financially responsible and accountable.
- Understanding, communicating, and contributing to the delivery of strategic aims of the One Coventry Plan.
- Working across the organisation to overcome silos, use resources effectively, and improve performance.
- Meeting statutory obligations and promoting compliance with policies, procedures, financial regulations, and standing orders.
- Keeping residents at the centre of service design, delivery, and improvement.
- Being inclusive in approach and activity, living the Council's values.
- Advising elected Members and supporting the democratic process with impartial, clear, and evidence-based advice.
- Creating and endorsing a culture that nurtures and develops people and their talent.
- Acting as corporate parent to the Council's Looked After Children and promoting safeguarding responsibilities.

Main Duties and Key Accountabilities

Strategic Leadership and City Stewardship

- Providing visible, value-led, and strategic leadership for highways and network management, Home to School SEND passenger transport delivery, fleet, parking, waste, public realm, and major capital programmes.
- Translating the Council's strategic vision, priorities and values into clear objectives, service standards, delivery plans, and measurable outcomes.
- Leading services that are highly visible to residents, businesses, visitors and elected Members, ensuring responsiveness and clear accountability.
- Developing a strong culture of safe, lawful, resident-focused and efficient service delivery across a complex and high-profile portfolio.

Highways, Network Management, Fleet and Passenger Services

- Leading the effective operation, maintenance, and improvement of the city's highway network and traffic management arrangements.
- Providing strategic direction for highways and network management, Home to School SEND passenger transport delivery and fleet services, ensuring they are safe, efficient, compliant, and responsive to residents' needs.
- Ensuring statutory duties, regulatory requirements and professional standards are met across highways, network management, Home to School SEND passenger transport, fleet, and parking functions.
- Working with local, regional, and national partners where required to support effective highways, network management, passenger, fleet, and parking services.

Waste, Parking and Public Realm Services

- Leading high-performing waste, parking and public realm services that support clean, safe, and attractive neighbourhoods.
- Ensuring services are responsive to residents and community expectations, with clear standards, strong performance management, and continuous improvement.
- Driving innovation, service redesign, and use of data to improve customer experience, productivity, compliance, and value for money.
- Ensuring operational services are resilient, safe, and able to respond to seasonal, emergency, and high-demand pressures.

Major Capital Programmes and Infrastructure Delivery

- Providing senior oversight of major capital and infrastructure programmes within the portfolio, ensuring strong governance, risk management, and delivery discipline.
- Ensuring programmes are delivered to time, cost, quality, and agreed outcomes, with clear benefits for residents, communities, and the city.
- Securing and maximising external funding opportunities, grant programmes and regional investment that support environmental, highways and infrastructure priorities.
- Serving as Senior Responsible Officer, programme board member or corporate lead for significant projects as directed by the Chief Executive.

Financial Stewardship, Governance and Performance

- Managing significant revenue and capital budgets with sound financial control, long-term sustainability, value for money, and clear accountability.
- Ensuring robust performance frameworks, risk controls, internal controls, and evidence-based reporting are in place across the portfolio.
- Using insight, data, and benchmarking to identify service pressures, improve productivity and support fair, transparent decision-making.
- Ensuring all services comply with relevant legislation, health and safety requirements, procurement rules, contract governance, and Council policies.

Transformation, Workforce and Culture

- Championing service transformation, innovation, and modern ways of working across the portfolio.
- Leading and developing high-performing senior teams, creating a culture of empowerment, collaboration, inclusion, learning, and accountability.
- Working constructively with recognised trade unions, managers, and employees to support effective employee relations and workforce change.
- Ensuring the workforce has the capacity, capability, and confidence to deliver safe, efficient, and resident-focused services.

Partnerships, Members and Democratic Accountability

- Building trusted relationships with elected Members, Cabinet Members, Scrutiny Boards, and ward councillors, providing clear advice and timely briefings.
- Representing the Council at city, sub-regional, regional, and national forums relating to highways, network management, infrastructure, environmental services, and city operations.
- Working collaboratively with public, private, voluntary, community and regional partners to improve outcomes and deliver shared priorities.
- Promoting the Council's reputation through visible, professional, and politically impartial leadership.

Emergency Response and Resilience

- Ensuring business continuity and emergency response arrangements are in place for services within the portfolio.
- Participating in the Council's senior emergency response arrangements, including “gold” response where required.
- Ensuring operational teams are prepared for severe weather, disruption, civil contingencies, and other incidents affecting the city.

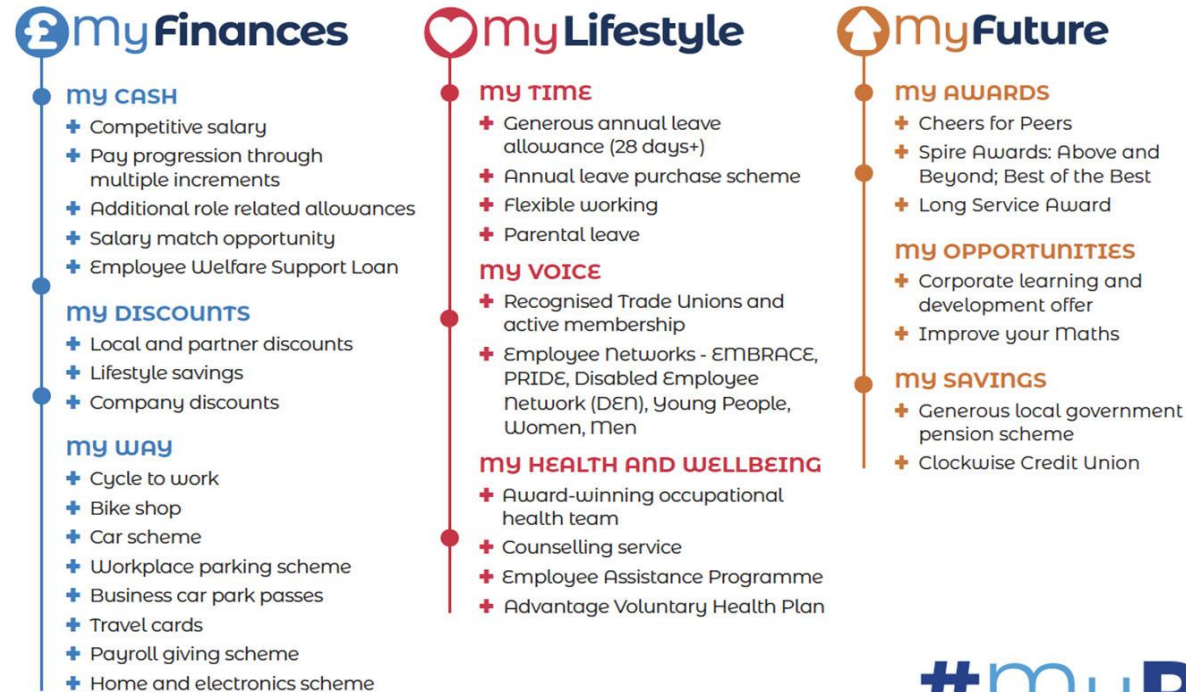
Key Relationships and Information

External	Internal
West Midlands Combined Authority; National Highways; Environment Agency; neighbouring local authorities; Local Government Association; relevant professional networks; utility companies; emergency services; health partners; education partners; community and voluntary sector organisations; faith groups; MPs; media; contractors; suppliers; infrastructure and capital programme delivery partners; residents; businesses and visitors.	Chief Executive; Senior Leadership Team; Cabinet Members; elected Members; Scrutiny Boards; directors and senior colleagues across the Council; finance, legal, governance, procurement, communications, people services, digital and customer services teams; managers; employees; trade unions and staff networks.
Standard Information	
Post holders are accountable for carrying out all duties and responsibilities with due regard to the Code of Conduct, safeguarding, health and safety and the Council's workforce diversity and inclusion policies.	
Duties that include processing personal data must be undertaken within corporate data protection guidelines.	
The postholder must attend training and undertake development activities identified as mandatory or beneficial to the role.	
The role is politically restricted and the postholder must maintain political neutrality in accordance with relevant legislation and Council guidance.	
The postholder may be required to work outside normal office hours, including attendance at evening meetings, committees and emergency response arrangements. No additional payment will be made for this requirement.	
The City Council is smoke-free. Smoking is not permitted on any Council premises or surrounding land, including car parking facilities.	
The postholder may be required to undertake other duties and responsibilities within the range of the salary grade.	
Responsible For	
Senior leaders, managers, employees, budgets, contracts and programmes within highways and network management, Home to School SEND passenger transport, fleet, parking, waste, public realm and major capital programmes.	

Your reward package

No one knows what's right for you, better than you, and therefore we offer a number of benefits that you can opt into so that you can have benefits that are important to you.

We strongly believe in valuing and rewarding the hard work, commitment and brilliant job you do which goes beyond more than just the salary you receive for a job well done. Therefore, we are pleased to offer you a range of employee benefits from our health and wellbeing partner Vivup, which are designed to improve your physical, financial and mental health wellbeing.



#myRewards



The Person

The Person

The following requirements are essential. They should be assessed through application, interview, assessment exercises, and/or stakeholder engagement as appropriate.

Category	Requirement
Experience	Demonstrate significant senior leadership experience in a complex organisation or comparable organisation.
Experience	Show a successful track record of improving service delivery, performance, quality, compliance and resident or customer outcomes across high-profile operational services.
Experience	Demonstrate experience of delivering major capital or infrastructure programmes, including governance, risk, budget control and benefits delivery.
Experience	Show experience of operating effectively in a political environment.
Experience	Demonstrate successful partnership working with public, private, regional, voluntary, community or contractor partners to deliver shared outcomes.
Knowledge	Understand local government governance, finance, performance, risk, procurement, health and safety and statutory compliance frameworks.
Knowledge	Understand the current policy, delivery and operational issues affecting the portfolio.
Knowledge	Demonstrate a detailed knowledge and experience of different service delivery models, including in-house, contracted and arm's length "Teckal" type arrangements.
Knowledge	Practical implementation and leadership of diversity and inclusion, how to apply them to workforce leadership, service delivery and decision-making.



Category	Requirement
Skills and Abilities	Provide visible, credible and resilient leadership, setting clear direction while empowering senior teams to deliver.
Skills and Abilities	Translate corporate priorities into practical objectives, delivery plans, performance measures and service improvements.
Skills and Abilities	Use evidence, insight, financial information and professional judgement to make sound decisions in complex or pressured situations.
Skills and Abilities	Communicate clearly and confidently with elected Members, residents, employees, partners, media and senior stakeholders.
Skills and Abilities	Negotiate, influence and build trusted relationships across organisational boundaries and with partners who may have different priorities.
Skills and Abilities	Evidence an ability to operate at the most senior level in a commercial and contractual environment.
Qualifications & Development	Hold a relevant professional qualification, postgraduate qualification or equivalent senior-level experience, supported by evidence of continuing professional development.
Special Requirements	Work flexibly, including attendance at evening meetings, committees, civic or community events and emergency response arrangements when required.

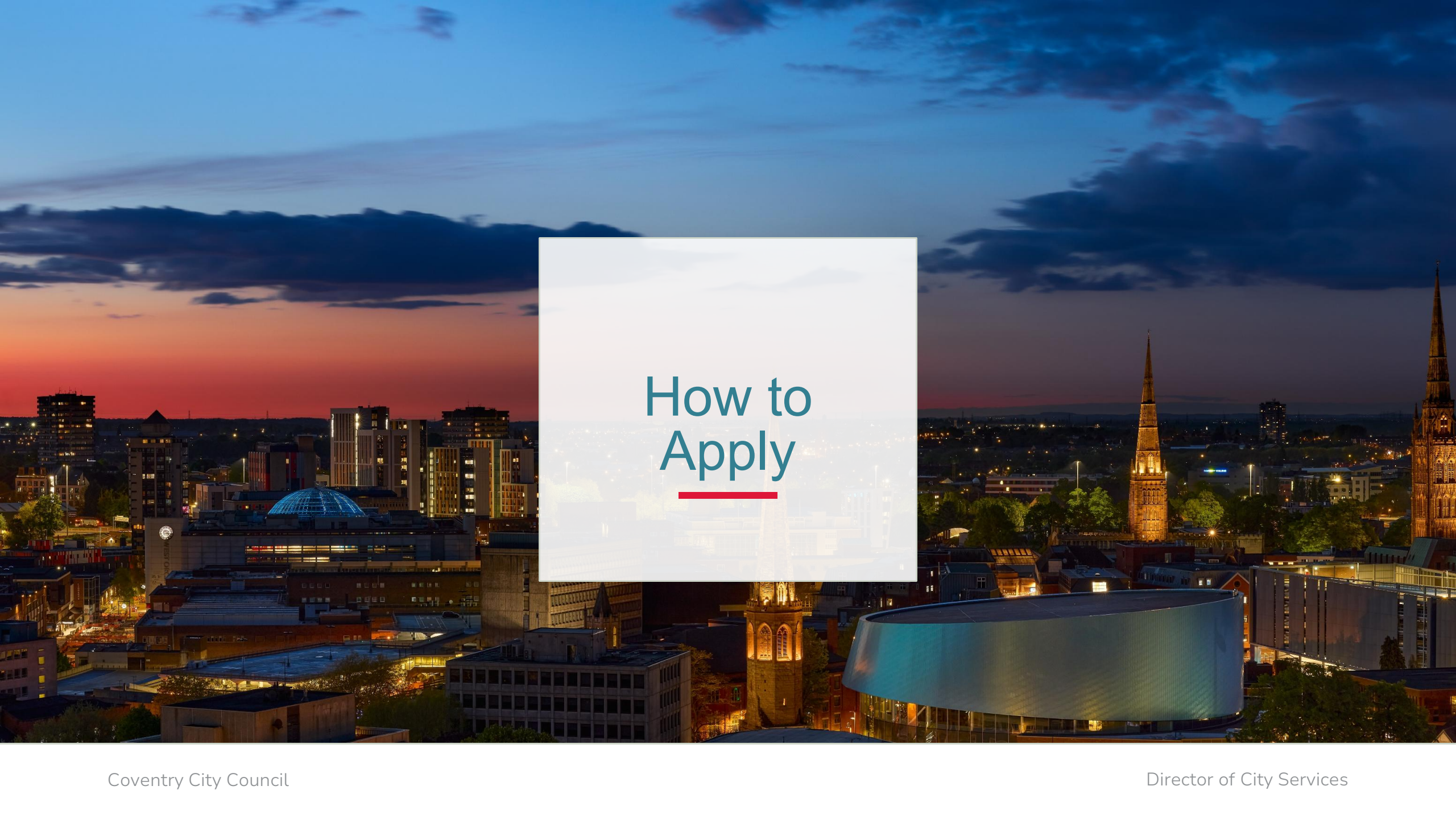


Chief Officer Principles - Nolan Principles

The postholder is required to observe and fulfil the seven principles of public life.

Principle	Expected Standard
Selflessness	Act solely in terms of public interest.
Integrity	Avoid obligations to people or organisations that might try inappropriately to influence work. Do not act or take decisions for financial or other material benefit. Declare and resolve interests and relationships.
Objectivity	Act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.
Accountability	Be accountable to the public for decisions and actions and submit to the scrutiny necessary to ensure this.
Openness	Act and take decisions in an open and transparent manner. Do not withhold information from the public unless there are clear and lawful reasons.
Honesty	Be truthful.
Leadership	Exhibit these principles in personal behaviour, actively promote and support them, and challenge poor behaviour wherever it occurs.



A nighttime photograph of the Coventry city skyline. The sky is a deep blue with some clouds. The city lights are visible, including the illuminated spire of St. Michael's Cathedral on the right and the modern, curved, metallic building in the foreground. A semi-transparent white box is centered over the image, containing the text 'How to Apply' in a teal color, with a red horizontal line underneath the word 'Apply'.

How to Apply

How to Apply

In order to apply, please submit a comprehensive CV along with a covering letter which sets out your interest in the role and encapsulates the aspects of your experience relevant to the required criteria.

The preferred method of application is online at:

www.berwickpartners.co.uk/96631

If you are unable to apply online, please email your application to:

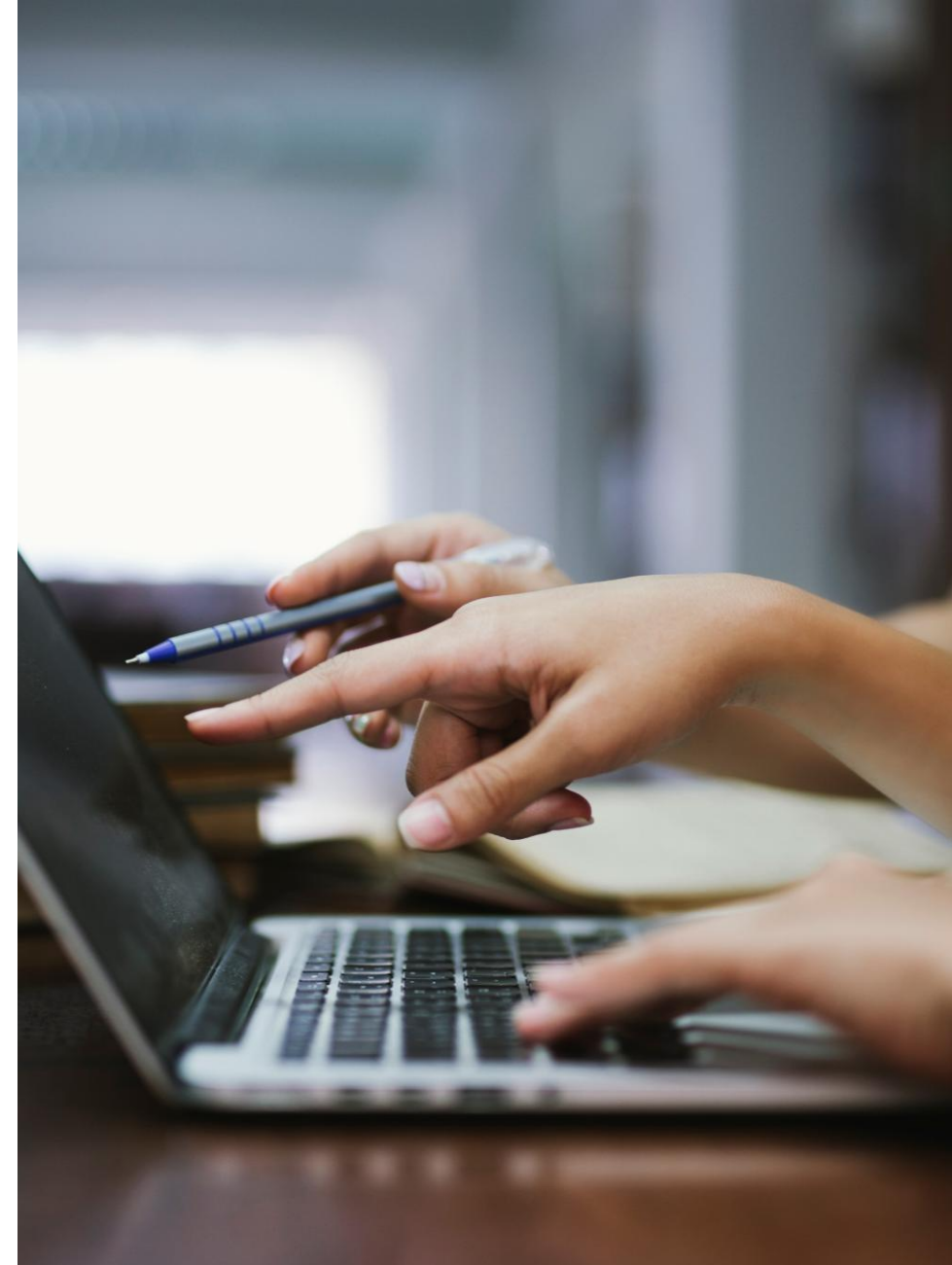
response.manager@berwickpartners.co.uk

All applications will receive an automated response.

All candidates are also requested to complete an online Diversity Monitoring system, which will be found at the end of the application process.

RECRUITMENT SCHEDULE

Closing Date for Applications	Monday 14 th September
Technical Interviews	w/c 21 st September
Final Panel Interviews	Monday 5 th October



How to Apply

For detailed information on how we process your personal data, please review our privacy policy on our website <https://berwickpartners.co.uk/privacy-and-cookie-policy/>

In line with GDPR, we ask that you do NOT send us any information that can identify children or any of your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, data concerning health or sex life and sexual orientation, genetic and/or biometric data) in your CV and application documentation. Following this notice, any inclusion of your Sensitive Personal Data in your CV/application documentation will be understood by us as your express consent to process this information going forward. Please also remember not to mention anyone's information or details (e.g. referees) who have not previously agreed to their inclusion.

For a conversation in confidence, please contact:

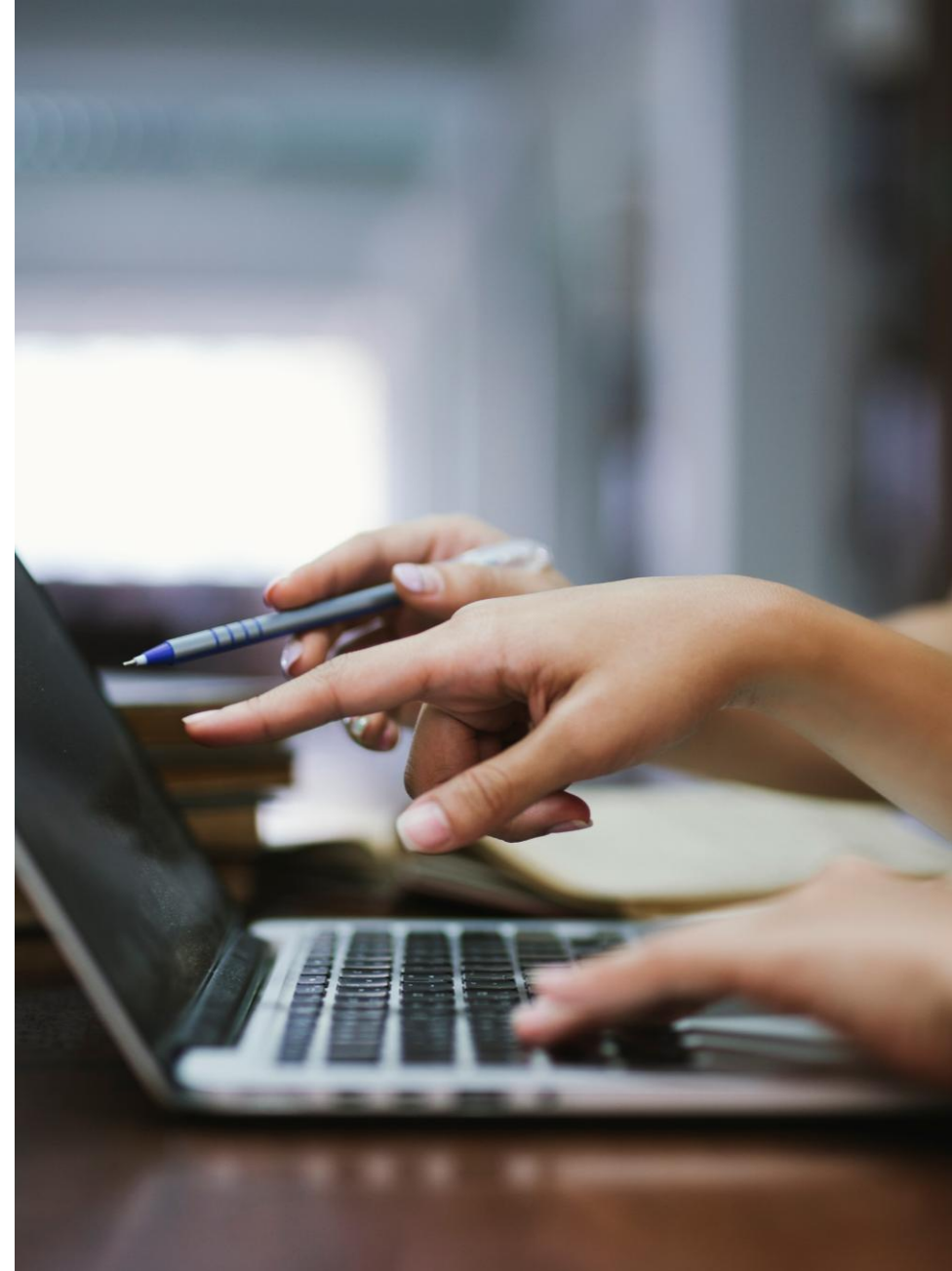
Corinne Satterthwaite | Delivery Consultant | Berwick Partners

Corinne.Satterthwaite@berwickpartners.co.uk

We are committed to ensuring everyone can access our website and application processes. This includes people with sight loss, hearing, mobility and cognitive impairments. Should you require access to these documents in alternative formats, please contact

Victoria.mayes@berwickpartners.co.uk

Also, if you have any comments and/or suggestions about improving access to our application processes please don't hesitate to let us know.





Our UK Offices

London
20 Cannon Street
London
EC4M 6XD

Birmingham
6th Floor
Cornerblock
2 Cornwall Street
Birmingham
B3 2DX

Leeds
10 South Parade
Leeds
LS1 5QS

Manchester
8th Floor
1 Marsden Street
M2 1HW

www.berwickpartners.co.uk

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