**SOUTHEND ON SEA CITY COUNCIL**

**DEPARTMENT OF NEIGHBOURHOODS AND ENVIRONMENT**

**PUBLIC PROTECTION**

**JOB PROFILE**

**JOB DESCRIPTION**

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| Job Title | *Head of Regulatory Services* |
| Reports To | *Director of Regeneration, Housing & Regulatory Services* |
| Structure chart | *Attached* |
| Level | *13* |
| Main Purpose of the Job | *To Lead, Manage and be Accountable for a team that provides:*   * *Leadership for a multi-service approach to delivering and developing Regulatory Services in Southend* * *Management of Regulatory Services partnership work with all key agencies, residents, businesses and other statutory bodies / authorities* * *Delivery of the regulatory services statutory, strategy and programmed work streams* * *Co-ordination of the approach to enforcement across statutory agencies and relevant partners* * *Development and implementation of regulatory policies and strategies in accordance with corporate priorities and objectives* * *To be the lead professional Regulatory Services advisor to the Council and relevant partnership forums in respect of Regulatory Services* * *To ensure that Regulatory Services are delivered within the Council’s framework of quality standards, performance targets, budgetary control and legislative requirements* * *To work closely with the other Heads of Service in the service area to ensure cover can be provided across the teams as necessary* * *To support the Director in developing and delivering the corporate vision, values and priorities of the Council, the Directorate and the services for which the post holder is responsible* * *To work in collaboration with other Managers and Director to ensure that services are joined up appropriately and are aligned to the achievement of the Council’s aims and objectives* |
| Key Responsibilities | * *Lead, manage, improve and develop service delivery with the Service Group. This includes service planning, performance management, communications and appraisals* * *Ensure that the Council’s policies and procedures (including financial regulations) are understood and followed by staff and other stakeholders* * *Contribute to, or lead on, the development of corporate policies and procedures to ensure that they are ‘fit for purpose’* * *Lead decision making processes that provide suitable outcomes to address complex and or sensitive organisational and community based regulatory services issues* * *Lead and participate in corporate and cross-cutting teams and activities as from time to time defined by, and agreed with, the Director or other senior managers* * *Develop and maintain effective relationships with partners and other external bodies (regionally and nationally) and use these relationships to continually improve regulatory services delivery on behalf of Southend Borough Council* * *Develop and maintain positive relationships with elected Members* * *Ensure compliance with Health and Safety and other relevant legislation across the service area* * *Represent the Director as required* * *Manage change effectively and creatively, respond to complex and changing situations by use of creative problem solving and bring new thinking, delivery mechanisms and solutions to the organisation* * *Champion customer focus: listen to and communicate effectively with citizens, customers and stakeholders. Act as a role model, promote co-operation across the Council and maintain a focus on customer orientation and service quality* * *Support the Council as necessary in emergency planning and reaction* * *Undertake such other associated duties commensurate with the grading of the post as shall be required by the Executive Director for Neighbourhoods and the Environment or the Director of Public Protection* |
| Functional Responsibilities | To lead, co-ordinate, manage and be accountable for the regulatory services group, in particular*:*   * *Provide lead budget management responsibility for the service group in line with the Council’s financial regulations and contract procedure rules and demonstrate services provide value for money* * *Act as an advisor to key Council Members, senior managers and external bodies on Regulatory Services issues* * *Responsible for all assets associated with the service* * *Ensure that senior managers and Council Members are kept up to date with national, regional and local policy developments in regard to the regulatory services agenda* * *To lead on the development and periodic review of relevant regulatory services policies, strategies and action plans* * *Manage the priorities and key objectives for the service as identified within the annual service plans for Public Protection and other relevant service plans* * *To be the strategic lead in respect of Regulatory Services issues within the Council* * *To co-ordinate responses in respect of Regulatory Services performance assessments and internal / external audit inspections* * *To take lead for liaison with Central Government departments for Regulatory Services* * *To manage and co-ordinate the strategic and operational objectives and activities of a complex and dynamic multi-service Regulatory Services team* * *Pursue new technology to delivering customer-facing services that offer value for money and maximises efficiencies* * *Ensure staff within the service group are effectively managed with appropriate application of the Council’s people management processes including the performance management, appraisals, one-to-ones, team meetings and other means of communication* * *Be responsible for leading preparation of annual Service Plans and for implementing actions and achieving levels of performance contained within them* |
| Responsibility for Resources | The post includes responsibility for the following resources:   * *A team of staff covering Environmental Health, Environmental Protection, Health & Safety, Trading Standards, Licensing, Public Health Burials and Private Sector Housing.* |
| Standard Phrases | *Contribute to the Council’s Corporate Plan and adhere to the Council’s Values and Behaviours.*  *Contribute to the Council’s success by accepting new tasks, helping team members, learning new skills, and striving to improve personal and team results.*  *Be familiar with Equal Opportunities good practice and with the Council’s requirements for Diversity and to implement this in all aspects of working.*  *Promote and work in line with the principles of the Data Protection Act and GDPR.*  *This job description does not form part of your contract of employment* |
| Disclosures and Barring Service | ***This role requires an Enhanced Disclosure from the Criminal Records Bureau.*** |

**PERSON SPECIFICATION**

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| Attributes | Activity | Essential | Desirable | How evidenced. |
| Qualifications or membership to a Registered Body | *Degree or professional qualification or relevant experience and knowledge in related regulatory services*  *Management qualification* | 🗸 | 🗸 |  |
| Knowledge | * *Experience of delivering regulatory services either within public sector organisation or private sector* * *Experience of managing and delivering complex and high profile strategic projects* * *Experience and accountability for budget management of significant levels* * *Experience of strong project management and partnership working essential* | 🗸  🗸  🗸  🗸 |  |  |
| Experience | * *Excellent understanding of local government and the political environment* * *Management experience of leading a large multi-disciplinary team of senior professionals and technical staff* * *Experience of strong customer focussed service essential* * *Experience and accountability for budget management of significant capital and revenue expenditure* * *Excellent communication, advocacy and negotiation skills – able to work positively with influential senior personnel from business, central government, agencies, Government Office and partner organisation.* | 🗸  🗸  🗸  🗸  🗸 |  |  |
| Council Competencies | ***Driving Positive Change -*** has a future focused approach that can easily respond to different and changing demands. Possesses a positive attitude so that they may adapt to the pace of change. Embraces new technologies and new ideas.  ***Trust and Respect -*** creates mutual trust and remove barriers to help develop a highly collaborative and respectful team. Values feedback and respectfully listens to other people’s opinions.  **Strong Leadership** - Leads by example, and through their behaviours and positive professional approach to work. Encourages team motivation and achievements. They actively challenge bad behaviour, respect other people’s views, and are open, transparent and supportive.  **Acting with integrity and behaving responsibly -** Takes ownership of their work, responsibility for their actions and decisions and accountable for their performance and development.  Acting with integrity and behaving responsibly is key to ensure the Council and its employees achieving an excellent reputation with residents, partners and businesses.  **Building relationships to work well together** - Works to reach common goals; sharing information, supporting colleagues, welcoming feedback, building good relationships and partnerships to improve productivity and effectiveness. Applies an inclusive approach to staff, customers, residents and the community as a whole to deliver efficient and effective services | E  E  E  E  E |  |  |
| Additional Information for example physical skills or working environment | *Attendance at meetings outside normal office hours as required*  *Ability to travel to meetings throughout the local area and region*  *This is a politically restricted post* | 🗸  🗸  🗸 |  |  |