



**BRIGHTON & HOVE CITY COUNCIL**

**JOB DESCRIPTION QUESTIONNAIRE**

<b>Job Title:</b>	Regulatory Services Manager
<b>Reports to:</b>	Head of Safer Communities
<b>Department:</b>	Neighbourhood, Communities & Housing
<b>Section:</b>	Safer Communities
<b>Date written:</b>	January 2018

**Purpose of the Job**

To identify, develop, recommend and implement strategy and policies relating to all aspects of Regulatory services and civil contingencies ensuring Council strategy and policy is fully integrated into all aspects of the service and that services are planned and delivered according to national and local plans and performance management standards.

To lead and direct Environmental Health, including food safety, Environmental Protection, Health and safety, pest control, animal wardens, Licensing, Trading Standards and Emergencies & Resilience Services as well as the new filed officer role and take responsibility for at least three areas of work.

To develop and maintain good working relationships with businesses, trade and external organisations to maintain effective partnerships with communities, businesses and other external organisations to ensure the best service is delivered to the City.

Providing strategic direction in the planning, development and delivery of all relevant services across the city to protect and improve public safety and health and to ensure the work of the department contributes to the creation of a clean, safe, attractive, economically vibrant and people-friendly city for people to live, work and visit, maintaining business' and residents' confidence in the Council.

To act as professional lead officer for relevant statutory roles such as Lead Food Officer, Chief Inspector of Weights and Measures to ensure the strategic direction of the service is properly linked with corporate strategy and objectives.

To assist in the management, development and effective performance of the Safer Communities team.

## Principal Accountabilities

1. To develop and ensure effective delivery of statutory functions including animal welfare, emergencies & resilience, environmental protection, food safety, infectious disease investigation and control, licensing, pest control, trading standards, health and safety enforcement within a quality assured system, developing relevant policies and appropriate standards for the provision of a comprehensive service.
2. As a chartered environmental health practitioner, trading standards officer or registered safety practitioner, providing a lead and service of professional advice to all staff; establish objectives, organise, communicate and motivate officers and measure, evaluate and manage staff by setting and enforcing professional and corporate standards.
3. To monitor and manage relevant service budgets to agreed standards in compliance with financial regulations, legislation, policies and standards and identify, innovate and deliver service delivery solutions to develop relevant income streams.
4. To draft service plans and monitor the plan against specified targets and performance indicators and development and deliver of relevant statutory plans and corporate strategies in relation to: emergency & resilience, food regulation, health & safety regulation, licensing, trading standards, animal welfare charter, regulation of investigatory powers (surveillance), enforcement policies and to produce and present these plans for relevant committees
5. To be the technical lead for all services in scope and represent Brighton & Hove City Council on county, regional and national interest, policy and partnership groups.
6. To ensure the provision of professional advice on relevant emergencies & resilience, environmental health, licensing and trading standards service areas to Elected Members and provide technical support to members of relevant committees, members oversight groups and Corporate Modernisation Board.
7. To have a high degree of autonomy to devise, develop and implement imminent resolutions to service challenges as they arise and provide strategic leadership to ensure public health, the environment, the local economy and the Council's reputation is protected.
8. Maintain effective partnerships with residents, businesses, other enforcement agencies and the third sector to promote a fair and safe trading environment, protect public health and ensure the provision of user led services, providing clear direction on the role of Regulatory Services

9. To provide a framework of advice and assistance to businesses and consumers to ensure a compliant, effective, fair and safe commercial environment is maintained.
10. To maximise the impact of Regulatory Services enforcement actively through local and national media.
11. To consider reports on criminal infringements and civil breaches and determine whether formal action should be instituted
12. Provide cover for other Regulatory Services Managers and deputise for the Head of Safer Communities where appropriate.

### **General Accountabilities**

To develop practices within the directorate/division that uphold and develop the principles of the City Council's Inclusive Council Policy in relation to staff and to service provision.

To work within and actively promote the City Council's Inclusive Council Policy in relation to service delivery and staff management.

To ensure all operations in their areas of responsibility are conducted according to the provisions of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 and all relevant legislation and council policy.

In particular: as set out in Section 4 of the Council's Health and Safety Policy, and within their area of responsibility:

- To maintain awareness of current Health & Safety legislation and ensure that all employees understand and comply with Health and Safety Policy; that they are informed, trained and supervised to safeguard their own and others welfare and safety
- To carry out risk assessments and ensure implementation of and adherence to safe systems of working practice
- To report and investigate accidents or incidents promptly, implementing recommended action for improvements to safe working practice
- To ensure that safe premises, equipment and working environments are maintained

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

## **BRIGHTON & HOVE CITY COUNCIL**

### **PERSON SPECIFICATION**

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<b>Department:</b>	Neighbourhoods, Communities & Housing
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### **Essential Criteria**

<b>Job Related Education, Qualifications and Knowledge</b>	<ul style="list-style-type: none"><li>• Educated to degree standard or equivalent qualification in environmental health, licensing or trading standards</li><li>• Up to date in depth environmental health or trading standards knowledge– including CPD as required by the Trading Standards Institute, Chartered Institute of Environmental Health or Food Standards Agency.</li><li>• Expert knowledge of legislation and good practice of either civil contingencies, public health, trading standards, licensing or environmental health</li><li>• In depth knowledge of quality management and systems and able to demonstrate an understanding of ways of measuring the quality of services.</li><li>• In depth knowledge of the working of council committees</li><li>• Qualified ISO 9000 lead assessor</li></ul>
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<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant experience of managing at a senior level within a local authority regulatory function including statutory functions.</li> <li>• Experience of working in a high pressured, political environment, dealing with elected members and presenting at formal meetings within relevant fields</li> <li>• Significant experience of providing high quality technical information to several audiences</li> <li>• Proven experience of leading and managing diverse multi-disciplinary, professional teams with the ability to motivate and develop staff to improve performance and meet agreed targets.</li> <li>• Proven experience of leading change and implementing strategies and policies to improve services.</li> <li>• Proven experience of developing and maintaining effective working relationships with internal and external stakeholders, including a proven track record of successfully working with and advising Members on a wide range of public protection issues.</li> <li>• Proven experience of managing budgets and resources, complex budgets and developing robust accountancy systems.</li> <li>• Partnership working with statutory bodies, responsible authorities, stakeholders, businesses, residents, their associations and representatives.</li> <li>• Recent experience of managing change</li> <li>• At least three years experience of managing a multi - disciplinary team</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Proven leadership and management skills with ability to motivate others</li> <li>• Ability to formulate and implement service plans and policies</li> <li>• Excellent ability to communicate with internal and external customers and stakeholders, MP's, councillors</li> <li>• Able to influence stakeholders</li> <li>• Ability to give clear professional expert advice in relevant field and associated procedural legislation advice</li> <li>• Demonstrate strong customer focus</li> <li>• Ability to deal with sensitive employment issues.</li> <li>• Ability to work in a team with other senior managers</li> <li>• Ability to manage complex budget information</li> <li>• Excellent negotiation and influencing skills to change behaviours</li> <li>• Ability to prioritise service demands, manage own and staff time</li> <li>• Excellent problem solving skills, decision making ability and significant ability to think constructively and innovatively.</li> <li>• Ability to network with other Council and statutory/non statutory services, local business and resident organisations and other stakeholders.</li> </ul>
<b>Equalities</b>	<ul style="list-style-type: none"> <li>• Demonstrable commitment to the principles of Equalities and to be able to carry out duties in accordance with the</li> </ul>

	Council's Equalities Policy.	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Willingness to work outside office hours to achieve statutory service standards and needs of service users</li> </ul>	