

**LONDON BOROUGH OF MERTON**  
**ENVIRONMENT AND REGENERATION**  
**DEPARTMENT**  
**JOB DESCRIPTION**

**POST TITLE: Assistant Director Public Protection**

**Grade: MG5**

**DIVISION/SECTION: Environment and Regeneration Department**

**Location: Civic Centre and such offices as the services of the Wandsworth & Richmond SSA may require**

**Responsible to: Director of Environment and Regeneration**

**Responsible for approx 150 staff including:**

- **Parking Services**
- **Regulatory Services Partnership - for the London Boroughs of Merton, Wandsworth and Richmond;**
- **Safer Merton & Public Realm CCTV**

**Post number: TBC**

**date: Nov 2018**

**MAIN PURPOSE**

**This Division provides a broad range of essential services to Merton and other boroughs. The postholder works closely with other Assistant Directors in the Department, statutory and non- statutory partners as well as Senior Managers and Councillors from within and outside the Council, The Assistant Director leading this Division is key to driving ambition, innovation and efficiency of this Division as well as cross Department and cross council activities. The Public Protection brings together services responsible for regulating and enforcing alongside other statutory functions that make the borough safer. It's success and the success of the potholder is down to team and partnership working as well as strong and effective leadership that inspires staff and others to deliver to the best of their abilities.**

- To lead, direct and manage the Public Protection Division and oversee the strategic planning improvement and delivery of all services with through innovation and best practice.
- To lead the Regulatory Services Partnership (RSP) in Merton and partner boroughs working to grow its commercial operation and develop new business;
- To lead the provision of Regulatory Services advice and services to customers, partners, members, directors and departments of participating Councils;
- To lead the provision of Parking services and advice to customers, partners, members, directors and other departments;
- To be responsible for ensuring the effective overall delivery of the Safer Merton and public realm CCTV service maintaining Merton's position as one of the safest boroughs in London through effective work with partners and others across the council;
- To be a member of the Environment & Regeneration DMT and participate in the overall management of E&R Directorate for the London Borough of Merton and to contribute in the same manner as and when required to the equivalent DMT for the Wandsworth/Richmond SSA (Single Status Authority)

## **MAIN DUTIES AND RESPONSIBILITIES**

- To drive, organise and coordinate the Council's Public Protection functions, providing leadership, strategic direction and management to the services;
- Through the TOM (Target Operating Model) process, or any such subsequent transformation vehicles, to plan, progress and implement changes in structures, systems, practices and procedures to achieve the optimum service delivery model for each of the services within the Public Protection division as a whole;
- To work with a range of partners on improving service delivery and to promote creative and innovative ways of tackling local problems;
- To ensure that all services are developed in a way that is responsive to the needs of clients, service users and the local community and involves close liaison and participation with the same.
- To be accountable to the Director of Environment and Regeneration for managing the performance of the Public Protection Division and ensure that all its services are cost effective and delivered to the highest possible standards.

- To assist in providing an effective response to emergencies including any required callouts and undertake any duties that are consistent with the Council's expectations of a senior manager and act as Borough Liaison Officer when required;
- To achieve high levels of communication and staff motivation through an open and responsive management style and to ensure the delivery of an effective workforce development strategy for the Public Protection Division;
- To be a member of the Directorate Management Team (E&R DMT) and make a proactive contribution to the overall management, development and reputation of the Directorate and the Council;
- Take a lead role on specific cross departmental / council initiatives and to deputise for the Director as required.
- To harness the opportunities of ICT to develop services and to implement best practice in customer care and web enabled service delivery to residents and businesses.

## **MANAGERIAL**

- To develop, implement and maintain performance management and quality assurance procedures for all Public Protection services including ensuring the monitoring and delivery of departmental targets;
- Agree clear targets with managers, carry out regular reviews and tackle under- performance effectively where necessary;
- To lead and manage Public Protection staff ensuring that recruitment, training, development, appraisal and other management activities are carried out in accordance with council policies and to ensure that appropriate professional development is undertaken by all staff as necessary;
- Ensure high levels of staff motivation across the Division; supervise, appraise and develop the work of Section Heads and ensure the effective supervision, appraisal and development of all the Division's staff, including the provision of relevant training.
- Ensure that all service delivery is customer focused and delivered within a framework that supports valuing diversity, inclusion and access;
- To ensure that the Council/RSP complies with all necessary legal requirements in delivering public protection services and that such services are regulated in a fair, proper and equitable manner;
- To effectively oversee and manage the relationship and development of the Tri-Borough RSP.

- To review the service regularly to continue to improve and meet the changing needs of the Council and, in the case of the RSP, the SSA;
- Ensure the co-ordination of services to develop and deliver holistic approaches to the regulation of the borough, effectively harnessing the range of professional skills;
- Ensure that Corporate and Departmental Health and Safety policies and procedures are understood and implemented within the Division and that staff are trained in implementing the procedures as necessary;

## **PROFESSIONAL**

- To provide expert advice to Members, officers and service users in all the participating boroughs and to ensure that any advice of the same provided by officers is sound, responsive, based on up to date knowledge and meets organisational needs;
- Develop excellent working relationships with other partner agencies, including the police, London fire Brigade, health authority, other local authorities, the Greater London Authority, Health and Safety Executive, Food Standards Agency and Government Departments, and to ensure that the experience of those bodies is used to the benefit of the Council and in the development of partnerships;
- To ensure the development of all RSP policy and direction of travel for all the participating boroughs;
- Ensure the quality, conciseness and timeliness of all reports prepared within the Division to Council, Licensing Committee, Cabinet, Cabinet members, Scrutiny Panels and other forums in particular the Joint Regulatory committee and scrutiny panels of SSA and lead on behalf of the Department at such meetings as required;
- To keep abreast of best practice in other organisations and ensure that this is incorporated into service development and to develop and deliver innovative approaches where appropriate;
- To keep abreast of all policy developments relating to Public Protection service areas;

## **FINANCIAL**

- To be responsible for expenditure budgets of c £10m per annum and income of over £20 m. To manage this budget ensuring the appropriate monitoring and financial control procedures are in place;

- Ensure the effective financial management of the Division, including monitoring and control of capital and revenue expenditure; prepare budget proposals and strategies which make full use of potential partnership arrangements, external funding opportunities and income generation;
- Ensure effective financial planning across the division and to identify opportunities within the Division to achieve ongoing improvements to the productivity of the service and to maximise the reduction in the costs of all service provision;
- To deliver cost effective, high quality, responsive services within the resources made available to the Council and to develop partnership arrangements to deliver integrated service provision with a range of partner agencies;
- To maximise the Council's funding in relation to Public Protection services through a range of funding opportunities.
- To develop and deliver business development / commercial plans to maximise the potential growth opportunities of the Division.

**LONDON BOROUGH OF MERTON**

**ENVIRONMENT AND REGENERATION  
DEPARTMENT**

**PERSON SPECIFICATION**

**ASSISTANT DIRECTOR : PUBLIC PROTECTION**

**PROFESSIONAL AND POST SPECIFIC EXPERIENCE**

- Educated to degree level or equivalent ,with evidence of continuing professional and personal development;
- Full membership of a relevant professional body;
- Experience of providing direct advice to elected members or members of a board on decision making issues both verbally and in writing;
- Evidence of contributing successfully to corporate decision making and development of corporate policy and strategy.
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**MANAGERIAL REQUIREMENTS**

- Management experience at a senior level within a large complex organisation;
- Proven success in the management of change and service improvement;
- Experience of budget management;
- Ability to lead and motivate staff;
- Experience of staff and performance management;

- Evidence of working successfully in partnership with external organisations and stakeholders.
- Evidence of developing ICT to improve services and reduce costs

## **KNOWLEDGE, SKILLS AND ABILITIES**

### PROFESSIONAL AND POST SPECIFIC REQUIREMENTS

- Comprehensive knowledge and understanding of the range of Public Protection services;
- Ability to advise on the range of Public protection services;
- Understanding of the key issues and financial constraints on these services;
- Knowledge and understanding of commercialisation / business development  
Knowledge of contract commissioning and client contract monitoring techniques and processes.

### MANAGERIAL AND PERSONAL REQUIREMENTS

- An inspiring leader, who demonstrates their commitment to the Council's vision, mission and overall direction;
- Ability to develop, articulate and implement a service plan, including a workforce plan, to meet the needs of the business;
- Understanding of the principles of business systems and processes and how these can be applied to increase efficiency;
- Sound commercial acumen and the ability to identify, assess, mitigate and manage business risk;
- Excellent interpersonal skills and the ability to work effectively with elected members and colleagues, balancing control requirements with empowering managers and staff;
- Ability to influence, persuade and negotiate for the successful delivery of outcomes;
- Excellent communication and advocacy skills, both orally and in writing;
- Good numeracy and well developed analytical skills;
- Ability to develop, articulate and implement a clear vision for the future of services within Public Protection division;
- Exemplify an open and responsive style of management and ensure excellent means of communication across the Division and with other Divisions and Departments;

- Clear understanding of the ways in which the Council's policy of equality in employment and service provision can be reflected in all aspects of work of the division;
- Ability to attend evening and weekend meetings as appropriate.

#### **PERSONAL STYLE AND BEHAVIOUR**

- Please refer to LB Merton's Model of Leadership Behaviours.